

## Appendix C General Issues - Commuting

As part of the survey, staff and students were asked to highlight any issues they may have with their commuting journey which they would like to bring to the attention of the University. The free text responses received have been collated below and grouped by main location and normal commuting travel mode.

## Gilmorehill Campus

Walking	
<p><i>"Campus is unsafe for pedestrians and cyclist, lack of crossing and segregated cycle lanes. Narrow pavements where cars and vans are constantly parked, forcing pedestrians to walk on the road."</i></p> <p>Staff member who normally walks</p>	<p>Respondents said that they would like better facilities for active travel and less traffic / parking both within the campus and surrounding areas.</p>
<p><i>"There are too many cars around to walk or cycle in full safety and to enjoy the commute"</i></p> <p>Staff member who normally walks</p>	
<p><i>"Parking at/near-ish the University has become increasingly difficult. 30-45 min waiting time for a place to open up or searching for a place some 15-20 min walk away are now regular."</i></p> <p>Staff member who normally drives alone</p>	<p>Respondents said that they are forced to park further away from the University which increases the distance they walk.</p>
<p><i>"The parking permit system has severely impacted my workday and caring duties. I now have to park a long way from the university and walk in - the exercise is good, but the timings are not."</i></p> <p>Staff member</p>	
<p><i>"As I work often late into the night it would be nice to be able to bring your car as the subway is often closed when I'm done with work so I walk alone in the dark or pay for an expensive uber"</i></p> <p>Student who normally gets the subway</p>	<p>Respondents said that they travel at unsociable hours where public transport is not available and personal security is an issue. This includes lighting.</p>
<p><i>"I think more lighting around the Gregory building/ashton lane area would be helpful, as a woman sometimes I don't feel as safe walking around there to get home"</i></p> <p>Student who normally walks</p>	
Cycling	
<p><i>"I would like to use a bike instead of walking, but biking feels unsafe in Glasgow, since there are no biking lanes. I suggest you make the campus easier for cyclers with more bike parking on campus."</i></p> <p>Student who normally walks</p>	<p>Respondents said that they perceive it to be unsafe to cycle to the campus (reasons stated opposite).</p>
<p><i>"It's dangerous to cycle for so many reasons, potholes, no separate cycle lanes, cars parked in places where they shouldn't, drivers parked on cycle lane slamming their door open, drivers not signalling"</i></p> <p>Student who normally walks</p>	

<p><i>"There need to be (adequate) cycle lanes on University Avenue, and around campus: university needs to make cycling much more encouraged"</i></p> <p>Student who normally gets the subway</p>	<p>Related to above, University Avenue was highlighted by a significant number of respondents as requiring to be more cycle friendly. This includes the volume of traffic and cars / taxis parking in the existing cycle lane.</p>
<p><i>"Cars on University Avenue are a menace. I don't feel safe both cycling and walking. University Avenue should be forbidden for cars."</i></p> <p>Student who normally cycles</p>	
<p><i>"Lack of covered bicycle parking - it would be great to have covers provided over more of the bicycle racks (long periods of time sitting in the rain means rust develops quickly on my bike)"</i></p> <p>Student who normally cycles</p>	<p>Comments on cycle parking related to not enough provision / availability (including abandoned bikes) and requirements for more covered / secure provision.</p>
<p><i>"Bicycle parking areas are often full and not always in key areas (back of main building, maths/physics area, University Gardens...)"</i></p> <p>Student who normally cycles</p>	
<p><i>"I commute from Central Station to the university campus via bicycle. Far too many abandoned bikes taking up cycle spaces"</i></p> <p>Student who normally gets the train (as main mode)</p>	

<b>Motorcycle</b>	
<p><i>"I am really pi**ed off that the parking fee for motorcycles was increased so greatly last year- we are part of the solution, not part of the problem"</i></p> <p>Staff member who normally travels by motorcycle</p>	<p>Not many respondents travelled by motorcycle but there was a complaint on the increased parking fee.</p>

<b>Bus</b>	
<p><i>"The cost of a bus pass is very high, even with student discount"</i></p> <p>Student who normally takes the bus</p>	<p>Respondents complained about buses being expensive, infrequent, unreliable and susceptible to delay. Most acknowledged that this is outwith the University's control.</p>
<p><i>"The first bus network is rather unreliable"</i></p> <p>Student who normally takes the bus</p>	
<p><i>"Buses are infrequent and highly susceptible to delays"</i></p> <p>Student who normally takes the bus</p>	
<p><i>"Reduction in No 15 bus frequency has also had major negative impact."</i></p> <p>Staff member who normally takes the bus</p>	<p>Respondents highlighted that bus services can change or be withdrawn. The reduced frequency of service number 15 which runs between Garscube and Gilmorehill was</p>

	highlighted by a significant number of people as having a negative impact.
<p><i>"I live very close however due to childcare commitments i.e. drop offs in the morning I use the bus. This in the last 3wks has become very restricted due to a reduction in the No15 City Bus timetable."</i></p> <p>Staff member who normally takes the bus</p>	Respondents said that childcare was a barrier to bus travel.
<p><i>"I travel for my job, so when I have 3 days or less in the office I drive and when I am in the office for full weeks I try to get the train."</i></p> <p>Staff member</p>	Respondents highlighted ticketing as an issue; for example, for part time staff / students then discounted fares are not always good value (i.e. a weekly ticket is not good values if only used on three days).
<p><i>"I take two buses to get to the University because accommodation prices around the university are exorbitant. It is inconvenient and time consuming."</i></p> <p>Student who normally takes the bus</p>	Respondents highlighted that bus travel can be time consuming from some locations. Some pointed out that it is not affordable to all to live close to the University or in areas with good public transport provision. Others noted that they had chosen where they live based on having a parking permit which has now been revoked and public transport takes much longer.

Train	
<p><i>"Trains at peak travelling times can be overcrowded."</i></p> <p>Staff member who normally takes the train</p>	Respondents noted issues with trains such as unreliability and overcrowding. Most acknowledged this it outwith the University's control.
<p><i>"I would prefer to travel on public transport but it takes longer, costs almost twice as much, has only 1 train per hour and is frequently closed due to adverse weather."</i></p> <p>Staff member</p>	
<p><i>"Feel disadvantaged as a working mum - forced into my commuting arrangements by Uni. Burden 80 year old gran to drop my son at breakfast club each day as train time clashes. Very unhappy!"</i></p> <p>Staff member who normally takes the train</p>	Respondents said that childcare was a barrier to train travel.
<p><i>"An issue as a commuting student is that there are no university events that I can go to because last trains to get home are usually before 11pm and I have no alternative."</i></p> <p>Student who normally gets the train</p>	Some students noted that train times were a barrier to them attending University events in the evening (i.e. forced to get last train home before events were finished).
<p><i>"It would be good if there was a train station nearer the University. Currently my commute is walking 10mins to station, 20mins on train"</i></p>	Respondents said that there is no train station close to the University.

<p><i>to Glasgow, 10mins to tube, 10mins on tube. Very inconvenient.</i></p> <p>Student who normally gets the train</p>	
<p><i>"It's entirely based on cost. The train and subway would cost twice as much as my car."</i></p> <p>Staff member</p>	<p>Respondents highlighted that cost is one of the main barriers. Related, ticketing was identified as an issue; for example, for part time staff / students then discounted fares are not always good value (i.e. a weekly ticket is not good values if only used on three days).</p>

Subway	
<p><i>"Since many people lost their parking permits, the commute especially the subway part has become even more busy and very uncomfortable."</i></p> <p>Staff member who normally gets the train</p>	<p>Respondents felt the subway is overcrowded with a perception that the reduction in parking permits has contributed to this.</p>
<p><i>"Since the introduction of the parking scheme, the number of people taking the subway has drastically increased. Some evenings from 5-5:30 the platform at Hillhead station is very packed."</i></p> <p>Staff member who normally uses the subway</p>	
<p><i>"Subway shuts early on Sundays which makes it impossible to use library facilities on this day."</i></p> <p>Student who normally gets the train</p>	<p>Respondents felt the subway operating times are not user-friendly</p>
<p><i>"While the mode of travel is convenient it is still expensive when added up for the whole term. I know the Subway has a 10 week ticket scheme for students however that is still expensive..."</i></p> <p>Student who normally gets the subway</p>	<p>Respondents felt the subway is expensive and while some noted that some tickets are better values, others said they were still too much and that further discounts should be available.</p>
<p><i>"Subway is very expensive for one off journeys but the SPT pass is much better."</i></p> <p>Student who normally gets the train</p>	
<p><i>"I think incentives to use public transport could be improved, e.g. better discounts on ticketing/season tickets for bus/rail/subway combinations."</i></p> <p>Staff member who normally gets the bus</p>	

Car Travel	
<p><i>"I have a disability but not a blue badge. I need to be driven to work. Unfairness about the car parking applications removed my permit. This is causing me considerable distress."</i></p>	<p>Many responses were received about the new parking management scheme with most critical of how it</p>

Staff member who is normally a car sharing passenger	<p>operates. Key complaints were:</p> <ul style="list-style-type: none"> <li>• Lack of parking spaces on campus</li> <li>• How permits are allocated</li> <li>• Abuse of permit application process</li> <li>• Need for more flexibility in the scheme for occasional drivers</li> <li>• Limited opportunity for students to apply for permits</li> </ul> <p>Outwith the campus, respondents complained that parking is too expensive and generally restricted to three hours or too far away from the campus.</p> <p>Some respondents felt more could be done to encourage car share, including finding people to share with.</p> <p>Some respondents acknowledged that they understood what the parking permit scheme is trying to achieve but that there is no realistic alternative to driving for some.</p>
<i>"I need to get into work before 8:30 every day to secure a parking space in the public car park. The new car parking system on campus is terrible, and there should be more parking spaces made available."</i>	
Staff member who normally drives alone	
<i>"More casual parking would be good for those wishing to bring in a car on occasions."</i>	
Staff member who normally gets the train	
<i>"I start work at 6am, i live 19 miles away, lone female worker, there are no public transport options that would get me to the university for my start time. car share is not an option."</i>	
Staff member who normally drives alone	
<i>"The car parking scheme at the University is unfair and some staff told lies in order to get a permit."</i>	
Staff member who normally drives alone	
<i>"There is a critical lack of parking spaces in the university and around. While I am aware that use of car is being discouraged this approach may not be realistic in many cases."</i>	
Staff member who normally drives alone	
<i>"Road closures can cause delay but the communication is usually very good. The main problem is the restrictions with parking, and the cost of parking near the University."</i>	
Student who normally drives alone	
<i>"Public transport is far too expensive and parking at the university is shocking. It's hypocrisy to guilt trip us strapped-for-cash students about not driving when the public transport is so poor."</i>	
Student who normally car shares as a driver	
<i>"Parking is shocking. I understand why you limit parking around the University but this makes it even more challenging for me as a single parent trying to return to study."</i>	
Student who normally drives alone	
<i>"Students who are forced to drive to University are met with extortionate parking fees and yet no way to apply for a permit as most of these go to staff."</i>	
Student who normally drives alone	
<i>"Having a permit allows me to work flexibly around my childcare needs and gets me to the office as quickly as possible."</i>	The new scheme criteria allow access to campus parking permits for those with the

Staff member who normally drives alone	highest needs, which is appreciated by some staff.
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## Garscube Campus

Walk	
<p><i>"I walk sometimes in the summer if time allows (50 minutes door to door) and when I do not have too much to carry, but not in the winter."</i></p> <p>Staff member who normally drives alone</p>	Respondents said that barriers to walking regularly are the weather or having to carry materials.
<p><i>"Bearsden/Switchback Road cars travel very fast past where lots of people walk to the vet school, sometimes walking in this area feels unsafe particularly when finishing late"</i></p> <p>Student who normally walks</p>	Respondents felt that the walking conditions to and from Garscube campus was a road safety issue.
<p><i>"The only issue with walking during late night shifts (which occur whilst on rotation) is the possibility of something happening. One of my friends did get attacked whilst walking home alone at night."</i></p> <p>Student who normally cycles</p>	Respondents noted concern regarding personal security when travelling to and from the campus at night.
<p><i>"After taking the train, I walk for 15-20 minutes. On "Temple road", in front of car wash, there is no way for pedestrian to cross safely the road. This is very dangerous."</i></p> <p>Student who normally takes the train</p>	Respondents noted some locations where they are concerned about infrastructure, in particular, the junction of Bearsden Road and Temple Road.

Cycle	
<p><i>"I enjoy cycling to work but I am not so confident on the roads. It might be good if the university ran some cycling proficiency classes"</i></p> <p>Student who normally cycles</p>	Respondents perceived cycling to be dangerous or are not confident to cycle on roads and called for cycle training opportunities.
<p><i>"I would cycle but there are too many bikes stolen on the campus."</i></p> <p>Staff member who normally car shares (taking turns)</p>	Respondents highlighted perception of high rate of bike theft on campus. Others requested more secure bicycle parking on campus
<p><i>"I can cycle but lack of secure bicycle storage an appalling oversight. Lockable spaces are even left open at Garscube and at other end of campus."</i></p> <p>Student who normally drives alone</p>	
<p><i>"Lack of cycle paths on Maryhill road, in addition to dangerous driving by motorists."</i></p>	

Student who normally cycles	Respondents highlighted lack of cycle infrastructure (including segregated routes).
<i>"I drive one way and go by bike the other way. It is inconceivable that in 2019 there are no safe cycle lanes to reach the campus, otherwise we could ride our toddler every day to the campus."</i>	
Staff member who normally drives alone	

Bus	
<p><i>"I hope there would be mini bus between Gilmorehill and Garscube, if the staffs/students want to take it, it could be free could or they pay the fee less than the bus. That would be helpful."</i></p> <p>Staff member who normally drives alone</p>	Respondents said that getting the bus between Garscube and Gilmorehill was not convenient. Some asked for the university to provide a shuttle bus service.
<p><i>"There needs to be better modes of transport between the Garscube campus and the main campus. All of our courses are held there, and due to infrequency of buses, it takes a long time to go between them."</i></p> <p>Student who normally walks</p>	
<p><i>"The 15 bus has been cut to an hourly service, making travel between campuses difficult. Please note that Edinburgh University provides a free shuttle bus between campuses, Glasgow has no equivalent."</i></p> <p>Staff member who normally drives</p>	A large proportion of respondents highlighted the reduced frequency of the service 15 as an issue.
<p><i>"I was relying on bus 15 but the timetable now changed, and I am taking bus 60A which includes some walking, would be difficult during winter for darkness snow and rain."</i></p> <p>Staff member who normally takes the bus</p>	
<p><i>"City bus has recently reduced their number 15 bus service from the main campus to the Garscube. First bus routes in the evening require taking two more expensive busses. Can the University help reinstate it?"</i></p> <p>Student who normally takes the bus</p>	
<p><i>"The recent change to the 15 citylink bus service is causing lots of disruption. The lack of buses before 9:05 and after 18:05 while only being hourly really hinders my ability to get in for 9."</i></p> <p>Student who normally takes the bus</p>	
<p><i>"Bus services around Garscube are too infrequent and unreliable. Garscube is quite isolated and can be dark at night. I don't like waiting for 60A bus in the dark at a bus stop with no shelter."</i></p> <p>Staff member who normally drives alone</p>	Respondents said services are too infrequent and that waiting at stops in the dark was a personal security concern.

Train	
<p><i>"The transport is infrequent, VERY expensive, inconvenient, involves a LONG walk from Westerton station, is not supported by multi-modal ticketing (so if I choose a train ticket, I cannot take a bus)."</i></p> <p>Staff member who normally takes the train</p>	<p>Respondents felt train travel is too expensive, inconvenient and unreliable. Some said the closest station are too far away and others that ticketing is not well integrated.</p> <p>Some acknowledged that most of these issues are outwith the University's control.</p>
<p><i>"Train service is unreliable. I have to set up practical classes by a certain time and if the train is late or cancelled this causes timetable issues."</i></p> <p>Staff member who normally drives alone</p>	
<p><i>"Train travel is increasingly expensive. Salary increases do not keep pace with increases in cost of travel. Train is too expensive for many people."</i></p> <p>Staff member who normally takes the train</p>	
<p><i>"Of course it does not depend on the University but Scotrail has very often issues with the trains (delays, cancellations..)."</i></p> <p>Students who normally takes the train</p>	

Car Travel	
<p><i>"Car parking costs increased significantly at University even though ample car parking spaces, unclear why besides being a revenue generator. Same time bus services to Garscube have decreased."</i></p> <p>Staff member who normally car shares as driver</p>	<p>Respondents complained about the cost of parking permits for the campus and assumed it was introduced as a revenue generator for the University. Some respondents said they parked in residential streets outside the campus to avoid paying for a permit.</p>
<p><i>"Parking permit at Garscube too expensive. Frequent angry letters on my car from residents. I feel very unsafe parking in the area but have no alternative due to the hours the University requires me to work."</i></p> <p>Staff member who normally drives alone</p>	
<p><i>"Unnecessarily expensive parking permit with those who even buy permits getting parking fines due to security guards ticketing for minor issues (i.e car wheel touching line)"</i></p> <p>Staff member who normally walks</p>	<p>Respondents complained about enforcement with some perceiving that it is being undertaken by a private firm</p>
<p><i>"I think that asking private firms to oversee car parking permits and spaces on University campuses is demoralising staff."</i></p> <p>Staff member who normally drives alone</p>	
<p><i>"Paying to park at work when there is very little alternative does not encourage sustainable travel, it just annoys everyone. More emphasis / opportunity encouraging car sharing or electric cars please!"</i></p>	<p>Respondents claimed it was unfair to charge for a parking permit when some people had no realistic alternative to</p>

Staff member who drives alone	driving and more should be done to provide alternatives.
<p><i>"Changes to parking regulations now make it impossible for me to use my personal vehicle for work travel and prevents me from bringing large or bulky items to work. No flexibility."</i></p> <p>Staff member who normally cycles</p>	Respondents said there should be more flexibility for getting occasional permits
<p><i>"Too expensive to pay for University parking. Also, as part of a course where placements are mandatory and must be done outwith term time, there is no funding whatsoever; this is very disadvantaging to me."</i></p> <p>Student who normally car shares (taking turns)</p>	Respondents said that parking permits are too expensive and placement travel costs are too high with no funding available to assist.

## Tay House

Comments	
<p><i>"Trains are regularly late and overcrowded. The University should be open to more home working/flexible working hours for all office based staff regardless of grade to allow travel outwith peak hours."</i></p> <p>Staff member who normally gets the train</p>	Respondents complained about train services being overcrowded and unreliable. Some said ticketing could be improved while others wished for more flexible working opportunities and encouragement to work from home.
<p><i>"Regular issues with trains due to cancellations or signalling issues on the line."</i></p> <p>Staff member who normally takes the train</p>	
<p><i>"I purchase an annual ZoneCard. The UoG provides bus tokens for travel between Tay House &amp; Campus, however, I don't think there is a way I can be re-imbursed for the journeys I take using my zone card"</i></p> <p>Staff member who normally takes the train</p>	
<p><i>"Re: working from home- I prefer not to do this. I am happy to be agile and work elsewhere on campus but homeworking for me is not productive and not something I am bothered about."</i></p> <p>Staff member who normally takes the bus</p>	Some respondents said they prefer not to work from home.
<p><i>"Perhaps the biggest issue is cost. A Zonecard for 3 zones now comes in at over £1000 which is quite steep for the poor service we receive."</i></p> <p>Staff member who normally gets the bus</p>	Respondents said that Zonecards are expensive.
<p><i>"Would like to use a bike, wary of biking in Glasgow &amp; initial purchase cost."</i></p> <p>Staff member who normally drives alone</p>	Respondents said that perception of safety was a barrier to cycling as well as the initial purchase cost of a bicycle (and equipment).

<p><i>"I have two young children, I need to drop them at the childminder before 7.30am every morning and it costs a fortune with parking costing £7.50 a day plus petrol money. I am losing money each month."</i></p> <p>Staff member who normally drives alone</p>	<p>Respondents said that due to childcare, driving was their only realistic option, but costly.</p>
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### Crichton Campus

Comments	
<p><i>"I think there could be better signage on the main campus to highlight shortcuts through alleyways, and a few more maps for people unfamiliar with the layout."</i></p> <p>Staff member who normally drives alone</p>	<p>There were limited responses from staff and students based at the Crichton Campus.</p>
<p><i>"For someone living in the West of D&amp;G, the expectations and times for classes could be difficult, I was fortunate my employer was flexible."</i></p> <p>Staff member who car share (taking turns)</p>	
<p><i>"I live in a very rural location with no access to public transport."</i></p> <p>Staff member who normally drives alone</p>	