

EASTRENFREWSHIRE ACCESS PANEL ACCESS GUIDE AUDIT

WHITECRAIGS RAILWAY STATION

PARKING & EXTERNAL ACCESSIBILITY:

The main carpark (100+ spaces) gives access to platform 2 (Glasgow to Neilston). Two disabled parking spaces are provided approximately 5m from the ramp to platform 2. The ramp is narrow with a tight centre return and tight exit to platform 2 (single traffic only). **The ticket office is on platform 1**, (Neilston to Glasgow), but whilst there is vehicular access to this side, there does not appear to be any parking spaces nor dropped kerbs. To access this platform from the main carpark involves a travel distance in excess of 500m.

CUSTOMER ASSISTANCE:

Customer assistance buttons and speakers are available on both sides of the station.

CCTV CAMERAS:

CCTV cameras are in use on both sides of the station and at the main carpark.

SIGNAGE:

There are no direction signs to the disabled parking bays nor to the access ramp. The information boards/timetables are not at a convenient height for wheelchair users and the font size is not suitable for visually impaired people.

CHANGING PLATFORMS:

To transfer from platform to platform or to access the carpark from platform 1, involves a journey in excess of 500m.