

FoFNL Station Survey 2022 - Issues by Type

General Appearance

Altnabreac and **Invershin** have issues

Litter

Small quantities found at **Wick**, **Dingwall**, **Muir of Ord** and **Inverness**

Platform condition

Six stations have sub-standard surfaces:

Scotscauder, **Altnabreac**, **Forsinard**, **Kinbrace**, **Kildonan** and **Invershin**

Tactile edging

Old: **Thurso**, **Wick**, **Helmsdale** (DN platform) and **Rogart**

Old and in poor condition: **Golspie**

Missing: **Scotscauder**, **Altnabreac**, **Forsinard**, **Kinbrace**, **Kildonan**, **Brora**, **Dunrobin Castle**, **Lairg**, **Invershin**, **Culrain**, **Arday**, **Tain**, **Fearn**, **Invergordon**, **Alness** and **Inverness**

Help button

Not working: **Altnabreac**, **Kinbrace**, **Kildonan**, **Rogart** and **Invergordon**.

No button on second platform: **Altnabreac** and **Arday**

No button: **Culrain** - dead phone instead

Station lighting

Dunrobin Castle - none

Invershin - no lighting in shelter

Culrain - all lights on in daytime

Dingwall - insufficient lighting

Passenger signage

Thurso and **Wick** - Way Out signs direct to area locked when ticket office closed.

Shelter

Kildonan - small, with very high seat

Dunrobin Castle - none

Muir of Ord - not well maintained

Wheelchair users problems

Scotscauder, **Forsinard** and **Kinbrace** - gravel surface impossible for wheelchair use

Altnabreac and **Kildonan** - rough ground, difficult for wheelchair use

Helmsdale, Lairg, Ardgay and Dingwall - no step-free access to other platform

Brora, Tain, Invergordon and Muir of Ord - lengthy route to cross to other platform

Kinbrace and Culrain - gate bolts accessible only by reaching over

Kildonan - rough ground between car park and station

Invershin - rough ground at station approach

Dingwall - disabled parking unclear

Non-railway-use buildings

Georgemas Junction - station building in poor state of repair

Invershin - buildings possibly undergoing restoration, no change since last inspection

Fearn - station building needs improvement

Ticket sales

Thurso, Wick and Dingwall - a ticket machine should be provided for when ticket office closed

Request stops

Scotsalder, Altnabreac, Dunrobin Castle and Invershin - no instructions about how to stop a train

Station signage outside

Forsinard, Kildonan, Dunrobin Castle and Invershin - insufficient signage

Location maps

Lairg, Invershin and Ardgay - problems with map

Fearn - no location map

Cycle provision

Thurso and Wick - cycle racks located in area which is locked when ticket office closed

Dunrobin Castle and Invershin - no cycle storage

Car parking

Thurso, Wick, Georgemas Junction, Forsinard, Helmsdale, Brora, Golspie and Rogart - badly lit, well maintained

Kinbrace and Lairg - not well lit or well maintained

Culrain and Invershin - no car park

Scotsalder, Kildonan and Dunrobin Castle - rough ground

Allocation of disabled spaces is mixed:

Thurso, 4 open, 2 disabled

Georgemas Junction, 5-6 open, 0 disabled

Forsinard, 4 open, 2 disabled

Golspie, 6 open, 0 disabled