



# Buchanan

## Bus Station Access Guide

### Introduction

Buchanan Bus station is a large purpose-built station with 56 bus stances for local, regional and national bus services and the facilities to support passenger using the station.

### Location

The station is located between the Buchanan Galleries shopping centre and Glasgow Caledonian University in the northeastern area of Glasgow city centre.

The station is bordered by Cowcaddens Road to the north, North Hanover Street to the east and Killermont Street to the south. The western entrance faces a public square on the corner of Killermont Street and West Nile Street.

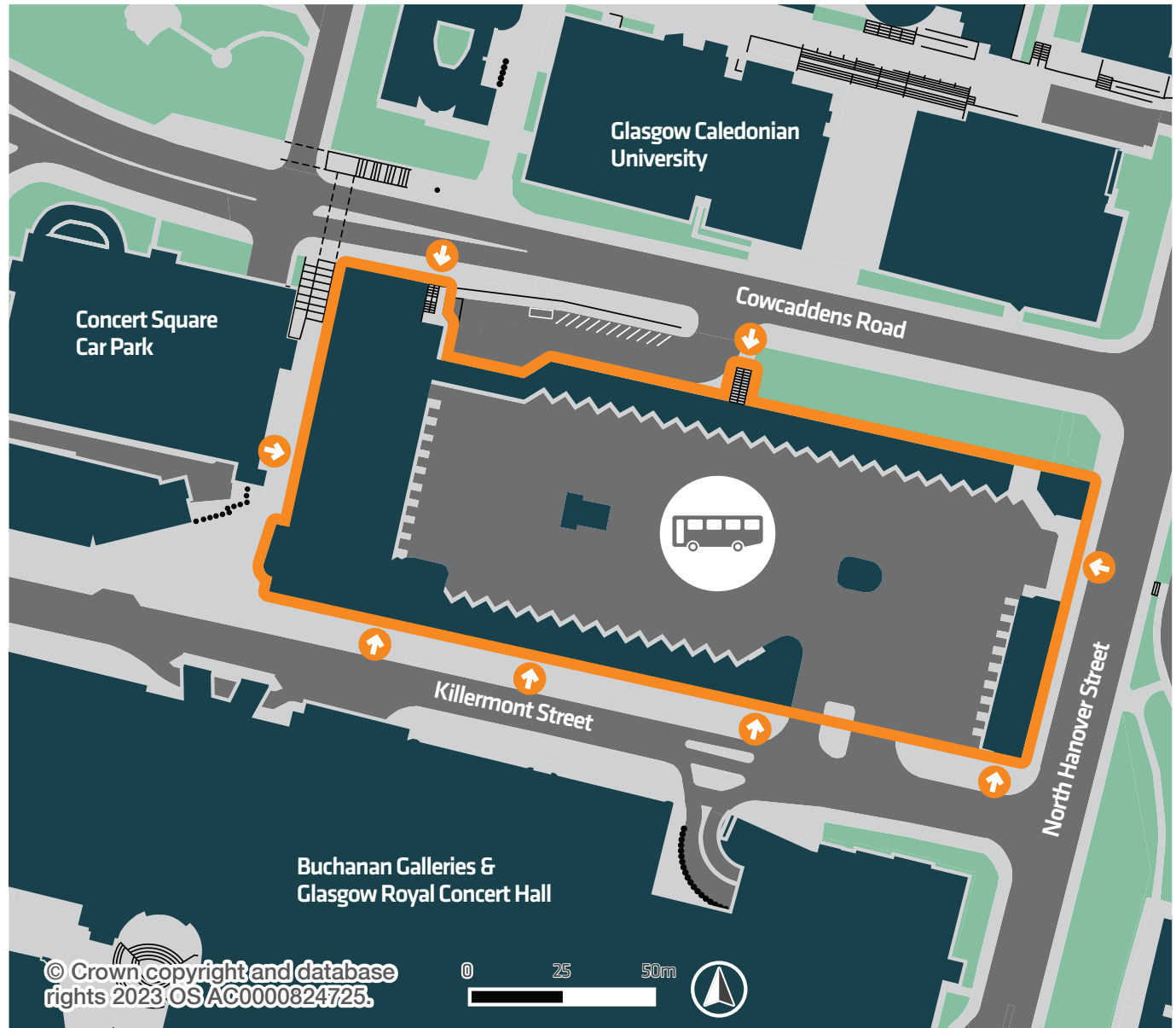
### Opening hours

The bus stances and the areas around them are open 24hrs a day, 7 days a week.

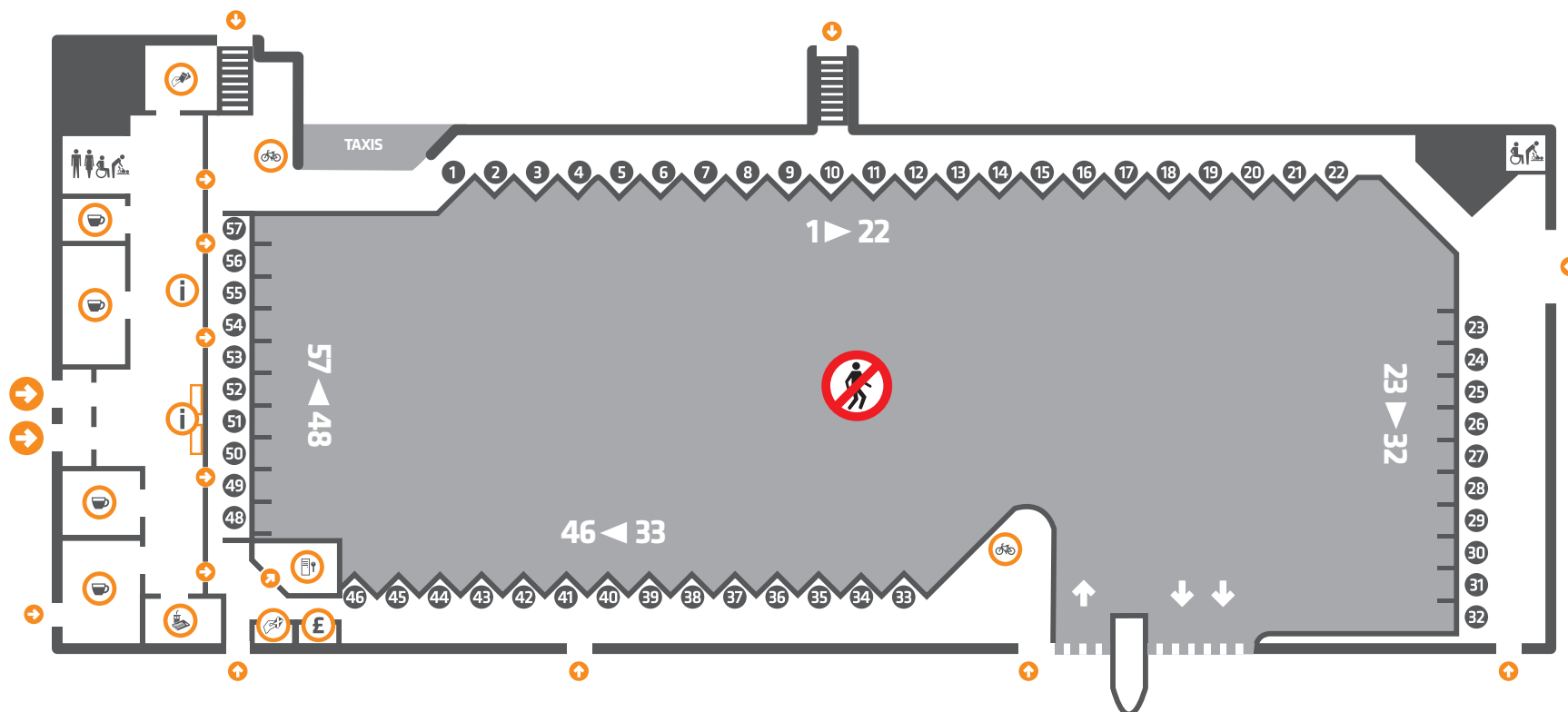
The main station concourse, where most public facilities are located, is open every day between 06:00 to 23:00.

















### Staff presence

Staff are present within the bus station 24hrs a day, 7 days a week.



# Buchanan Bus Station concourse diagram



- |   |   |   |  |   |   |   |   |
|---|---|---|--|---|---|---|---|
|  |  |  |  |  |  |  |  |
| Entrance/ Exit  | Stances   | Information   | Toilets & baby change  | Stairs  | Tactile map   | Travel Card Unit  | Secure luggage lockers  |
|  |  |  |  |  |  |  |  |
| Cafe  | Shop/ kiosk   | Bike parking  | ATM  | Flow of traffic   | Crossing  | Taxis   | Operational area  |

## Buchanan Bus Station concourse description

### Arriving at the station

There is a pick-up and drop-off area off Cowcaddens Road.

Concert Square car park is adjacent to the station.

There is also a multistorey car park located at Buchanan Galleries, off Killermont Street.

Bike racks are available at Stance 33 and next to the drop-off point/taxi rank on a first-come first-served basis. SPT does not assume responsibility for stolen or damaged bikes.

NextBike, in collaboration with Glasgow City Council, operate a bike hire scheme. There are racks on Killermont Street and Cowcaddens Road adjacent to the bus station.

There is a 24-hour taxi rank located off Cowcaddens Road, between stances 1 and 57.

### Access to the station concourse

The station concourse is open every day between 06:00 to 23:00.

The main entrance to the concourse is from Concert Square. From Concert Square this entrance way has two automatic sliding doors positioned side-by-side which then lead to another two automatic doors into the concourse.

The concourse can also be accessed through Greggs via a door between the main entrance and Killermont Street.

Several sliding doors provide a connection between the concourse and the area adjacent to stances 48 to 57.

Eight other entrances provide access to the stance area. The stance area provides connection to the concourse.

North Hanover Street has one entrance at stance 23.

There are two stepped access points that provide connections to Cowcaddens Road, and there is ramped pavement access adjacent to the taxi rank. (Note the gradient of the ramped pavement does not meet accessibility standards.)

There are four level, step free access points off Killermont Street. There is one adjacent to stance 48/47, one opposite the entrance to John Lewis at stances 40/41, one beside the vehicle entrance at stance 33 and one at the junction with North Hanover Street at stance 32.

### Information and tickets

A staffed information point is available 07:00 to 19:00 daily in the main concourse.

Staff can provide information and guidance on bus services operating to and from the bus station and on onward travel. Staff at the information point cannot sell tickets for any bus service.

Customer information screens between stances 1 and 57 and between stances 46 and 48 provide stance and departure information for all stances in the main concourse.

Two tactile maps are provided in the concourse immediately ahead of the main entrance. The one to the left provides a layout of the bus station and the stances. The one on the right provides context of the bus station within the city centre.

There is an interactive information screen between the two tactile maps. This provides a connection to the Traveline Scotland website that offers Scotland wide public transport travel and journey planning advice.

A Citylink ticket office is located at north end of concourse. This is open 7 days a week, 08:00 to 18:00 for Citylink travel information and ticket sales.

All other bus tickets should either be purchased in advance through the bus operator or on the vehicle from the driver.

## Buchanan Bus Station concourse description

### Concourse facilities

There are four cafes off the station concourse providing a range of food and hot and cold drink options.

There is a convenience shop at the end of the concourse between stances 46 & 48.

Seating is provided at intervals along the concourse wall beside stances 48 -57.

### Toilets

Standard male and female public toilets with baby change facilities are located at the northern end of the concourse along the western wall.

Access to the toilets is via paid barriers which accepts cash and cards. A change machine is provided to the left when facing the barrier.

An accessible toilet with baby change facilities is also located off the main concourse beside the barriers for the standard toilet.

A further accessible toilet located at the east side of the bus station, in the building between stances 22 and 23.

Access to the accessible toilets is controlled via a RADAR key. A RADAR key can be obtained from the security guards if you do not have one.

### Access to the stances

A level, step free surface is provided throughout the bus station, providing access to all bus stances.

All stances can be accessed from the station concourse without crossing the operational area or the vehicle access point off Killermont Street.

#### Stances 1 to 22

Ahead to the left of the main concourse are stances 1 to 22, counting from the concourse. The stances are on the right when moving from the main concourse.

Stances 1 to 22 run parallel with Cowcaddens Road. Direct access to these stances is provided at three locations - Two stepped and one via a ramped pavement access adjacent to the taxi rank. (Note the gradient of the ramped pavement does not meet accessibility standards.)

#### Stances 23 to 32

Stances 23 to 32 are ahead. Level step free access to these stances is via stances 1-22 followed by a turn to the right after stance 22. Stances are on the right when accessed from the Cowcaddens Road end (stance 23) and the left from the Killermont Street end (stance 32).

These stances are beside North Hanover Street. There is direct access off North Hanover Street at stance 23 and Killermont Street/North Hanover Street junction at stance 32.

### Access to the stances

#### Stances 33 to 46

Ahead to the right of the main concourse are stances 46 to 33, counting down from the concourse. The stances are on the left when moving from the main concourse.

Stances 46 to 33 are adjacent to Killermont Street and direct access is provided at three locations: at stance 33, to the left of the vehicle entrance, at stances 40/41 and the Left luggage.

#### Stances 48 to 57

Stances 48 to 57 are located immediately in front of the station concourse, numbered from the left. These can be accessed directly from the concourse or from Killermont Street or Cowcaddens Road entrances.

## Buchanan Bus Station concourse description

### Stance facilities

Printed timetable information is provided at every stance where scheduled departures take place.

Audio and visual departure information is available at stances 1 to 22 and 33 to 57.

Level boarding is available at all stances.

When a wheelchair user arrives by coach and requires the use of a lift the coaches lift, bus station staff will direct the coach driver to an appropriate stance to allow the lifts use assist the and provide a ramp to access the main passenger areas.

Seating is available at all stances.

Secure luggage lockers are available between stands 48 and 46. This facility is available between 07:30 and 22:30 daily.

### Other information

There is full CCTV coverage throughout the station for the safety and security of all travellers.

Induction loops are available within in the Travel Card Unit and the Citylink ticket office .

Audio announcements are made in the station and the stance areas

A cash machine is located at stance 46.

The Concessionary travel card unit is located in the bus station beside stance 46. This is open by appointment only.