TRANSPORT SCOTLAND
CÒMHDHAIL ALBA

Reston Railway Station

Stage 1 Evaluation

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Executive Summary

JACOBS WAS COMMISSIONED BY TRANSPORT SCOTLAND TO UNDERTAKE A STAGE 1 EVALUATION OF THE OPENING OF RESTON RAILWAY STATION, WHICH OPENED IN MAY 2022.

In line with Scottish Transport Appraisal Guidance, this evaluation provides an assessment of performance following scheme opening, focusing on whether it is progressing towards achieving its Transport Planning Objectives (TPOs).

The evaluation draws on a comprehensive evidence base, including resident, business and visitor surveys, rail usage and accessibility data, and counterfactual analysis, whereby a town with similar characteristics to Reston, but without a new railway station, was selected to assess the true impact of the scheme by comparing wider market conditions.

Reston Railway Station was delivered to address long-standing connectivity challenges in East Berwickshire, reconnecting the area to the East Coast Main Line and providing direct links to key regional centres including Edinburgh and Newcastle. The scheme aims to improve access to employment, education and services, while encouraging modal shift towards more sustainable transport. The scheme objectives were as follows. These are the two objectives pertinent to Reston Railway Station and the impact within East Berwickshire.

TPO 1: Improve access to reliable and consistent public transport services to Edinburgh and Newcastle in the East Berwickshire area for education, tourism, and access to employment in order to support inclusive economic growth.

TPO 2: Increase the sustainable mode share for residents and businesses from the East Berwickshire and East Linton areas to Edinburgh and Newcastle.



Headline Statistics

RESIDENTIAL SURVEY

TRAVEL CHOICES

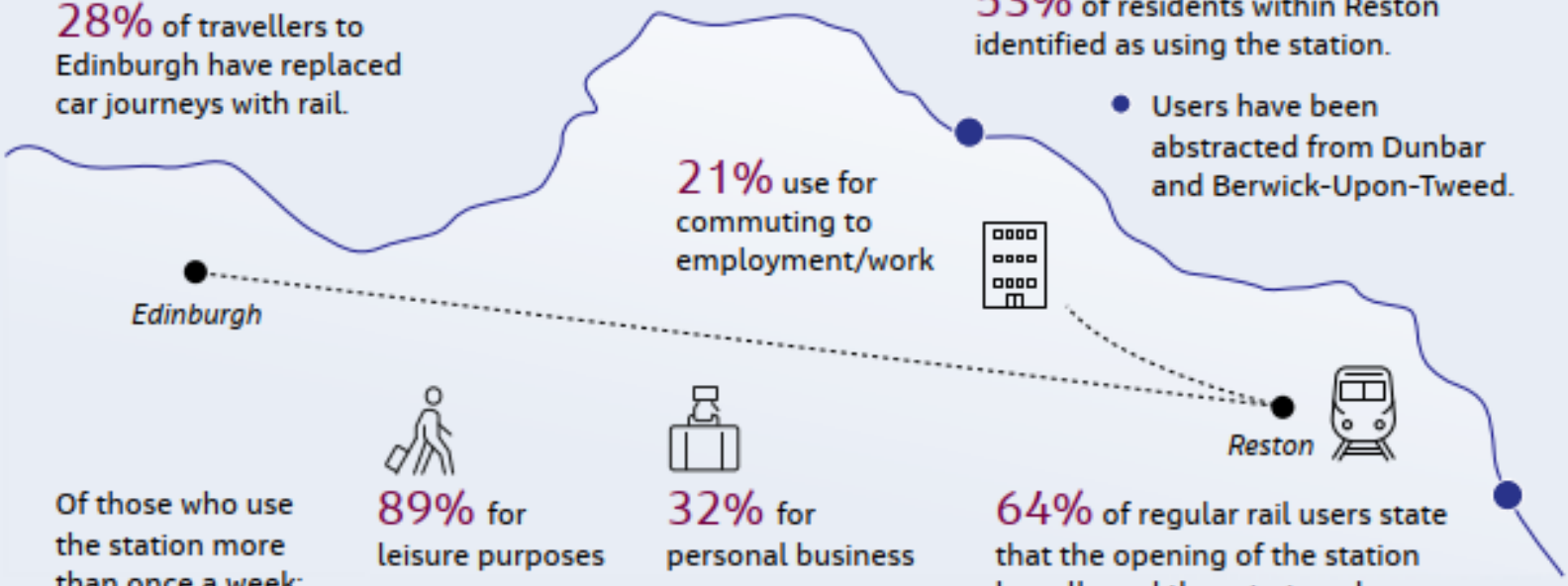
Across the whole study area 24% identified as using the station.

28% of travellers to Edinburgh have replaced car journeys with rail.

53% of residents within Reston identified as using the station.

- Users have been abstracted from Dunbar and Berwick-Upon-Tweed.

21% use for commuting to employment/work



Of those who use the station more than once a week:

89% for leisure purposes

32% for personal business

64% of regular rail users state that the opening of the station has allowed them to travel more.

IMPACTS OF RESTON STATION

80% of respondents believe the introduction of the station has had a positive impact on the local area.

85% of respondents see Reston Rail station as providing new journey opportunities.

MODE OF ACCESS TO RAIL

24% of Reston Rail Users across the survey area walk/wheel to access the station.

67% travel by car.

Of those who reside in Reston, 69% walk/wheel to access the station. 28% travel by car.

SATISFACTION



89%
are pleased with the cycle parking facilities available.



52%
are pleased with the interchange facilities with other modes.



93%
are pleased with the signage and wayfinding for the rail station.



97%
consider the station easy to access.



83%
are satisfied with the station facility overall.



87%
feel safe during evening/night time at the station.



96%
feel safe during day time at the station.



93%
are satisfied with the customer information available.



87%
are satisfied with the ticket machines available.



90%
are pleased with the cleanliness of the station.



85%
are pleased with the accessibility of the station for those who are disabled or with limited mobility.

REASONS FOR NOT USING THE STATION



53%
consider the convenience of private cars as a reason for not using Reston Station.



37%
outlined that a lack of convenient public transport between their house and the station was a reason for not using.

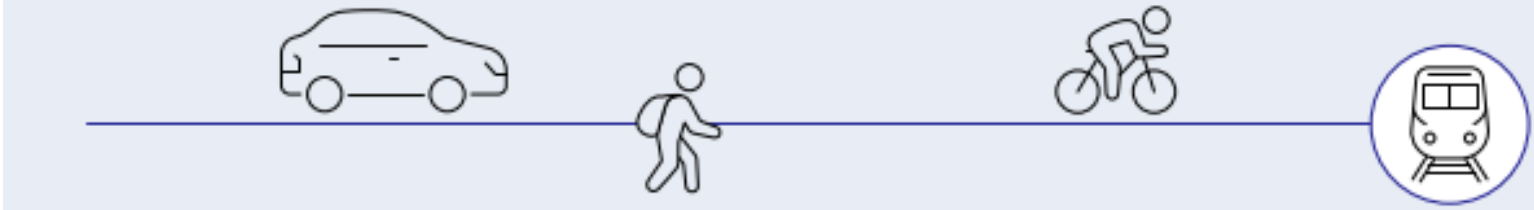
VISITOR SURVEY

Of those who do not currently visit East Berwickshire,
16% would travel by train if they were to visit.
60% would travel by car.

78% of respondents were not aware of the opening of Reston Rail Station.

91% of visitors to East Berwickshire do so by car.

40% of respondents had visited East Berwickshire in the last 2 years, of which **73%** had done so in the last year.



2% of visitors to East Berwickshire do so by Rail.

81% of visitors to East Berwickshire are undertaking day trips.

29% of all respondents outlined that they are more likely to visit **East Berwickshire** as a result of the station at Reston opening.

Over 92% of respondents identified that the opening of the station has had no impact on the frequency or duration of their visits to East Berwickshire.



94% of respondents identified that the opening of the station at Reston had no impact on their use of rail.

BUSINESS SURVEY

53%	0%	89%	98%
of businesses see rail as a competitive advantage	of employees commute by rail	report no change in operations	report no change in investment decisions

SECONDARY DATA

RAIL PATRONAGE AND PUNCTUALITY

29,896 passenger station entries and exits per annum *(April 2024 to March 2025).*



Daily passenger demand



From April 2024 to March 2025

66.9% of trains arrived on time at Reston

JOURNEY TIMES

Rail enables faster journey times to Edinburgh and Berwick-Upon-Tweed compared to bus.



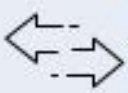
ACCESSIBILTIY



Previously no households were within walking distance to a station.

Previously only 2 households were within a 60 minute cycle of a station.

DEMAND AND VALUE FOR MONEY



c.29,900 annual station entries and exits vs. c.50,000 forecast



Capital cost higher than estimated in the Final Business Case (£21.2m vs £20.0m).



Value for Money is assessed as low at this stage.

The Stage 1 Evaluation finds that the reopening of Reston Railway Station has delivered clear and significant accessibility improvements, particularly in reducing journey times and reconnecting East Berwickshire to the national rail network. The station is well regarded by users, with high levels of satisfaction in terms of accessibility, safety and overall quality.

However, these improvements have not yet translated into widespread behavioural or economic change. Rail use remains below forecast and largely leisure-focused, with limited use for commuting, education or regular travel. As a result, the scheme has only made modest progress towards its transport and economic objectives.

Car dependency remains dominant across residents, businesses and visitors, and there is no material shift in overall mode share. The evaluation identifies key constraints as limited service frequency, timetable gaps, and weak integration with local public transport which are restricting the station's effectiveness and uptake.

Evidence from the counterfactual analysis indicates that, while accessibility gains are clearly attributable to the scheme, wider travel behaviour and economic trends are broadly consistent with the comparator area of Ancrum, suggesting that early impacts beyond accessibility remain limited.

Outturn capital costs for Reston are higher than the pre-opening estimate (£21.165m compared with £19.97m). Operating and maintenance costs for Reston are lower than the annual assumption cited in the FBC (approximately £115k compared with £145k per year).

Observed Reston demand is lower than the pre-opening forecast range (29,896 entries and exits compared with a forecast of 49,897–51,692), representing a shortfall of around 20,000–22,000 entries and exits.

The most significant Value for Money (VfM) drivers at Stage 1 are the capital costs and demand. A demand shortfall has been realised, which worsens VfM. Lower operating costs and slightly faster journey times to Edinburgh and Newcastle provide only limited offsets and do not materially alter the overall conclusion.

Overall, Reston Railway Station can be characterised as a scheme that has successfully established the conditions for change but has not yet realised its full potential. Its long-term success in supporting inclusive economic growth and sustainable travel will depend on enhancements to service provision, improved integration with other modes, and continued demand growth over time.

Introduction

Jacobs was commissioned by Transport Scotland (TS) to undertake a Stage 1 Evaluation of the reopening of Reston Railway Station. In line with Scottish Transport Appraisal Guidance (STAG) guidance, this evaluation provides assessment of whether the intervention is performing as intended and remains on track to deliver its investment objectives.

The evaluation draws on primary and secondary data to assess emerging impacts relative to the pre-intervention baseline, with a focus on early outcomes rather than fully realised benefits. The findings provide an initial indication of impact direction, support assessment against the original business case rationale, and establish a robust evidence base for subsequent stages of post-scheme appraisal.

Scheme Background

Reston is a small rural village in East Berwickshire within the Scottish Borders, located approximately 10 miles north of Berwick-upon-Tweed and around 46 miles south-east of Edinburgh, on the East Coast Main Line (ECML). The village was historically served by a railway station as part of the North British Railway's main line between Edinburgh and Berwick-upon-Tweed. Despite its strategic position on the ECML, Reston Railway Station was closed to passenger services in the 1960s as part of the national rail rationalisation programme. The closure removed direct rail access from much of East Berwickshire.

From the late 1990s onwards, the reinstatement of Reston Railway Station became the focus of sustained community campaigning, supported by local authorities and regional transport bodies. A series of feasibility studies and appraisal exercises were undertaken to examine options for restoring rail access to Reston, often in parallel with proposals for a new station at East Linton in neighbouring East Lothian. The most significant of these was the 2013 Strategic Business Case, which concluded that reopening both stations, supported by enhanced local rail services between Edinburgh and Berwick-upon-Tweed, would deliver strong accessibility, economic and social benefits for the wider region.

Following this work, the project secured Scottish Government support through the Scottish Stations Fund, with detailed design and delivery led by Network Rail in partnership with Scottish Borders Council, East Lothian Council and South East of Scotland Regional Transport Partnership (SEStran). Construction commenced in 2021, and Reston Railway Station formally reopened to passengers in 2022, marking a significant milestone in reconnecting East Berwickshire to the national rail network. The reopened station is served by ECML operators, providing direct links to

Edinburgh, Berwick-upon-Tweed, Newcastle and beyond, and represents a key element of wider efforts to support sustainable transport, regional regeneration and inclusive economic growth in the Scottish Borders.

The geographical context of the scheme is shown in Figure 1, which illustrates the position of Reston Railway Station on the East Coast Main Line in relation to nearby stations and its connections to key settlements across the Scottish Borders and East Lothian.

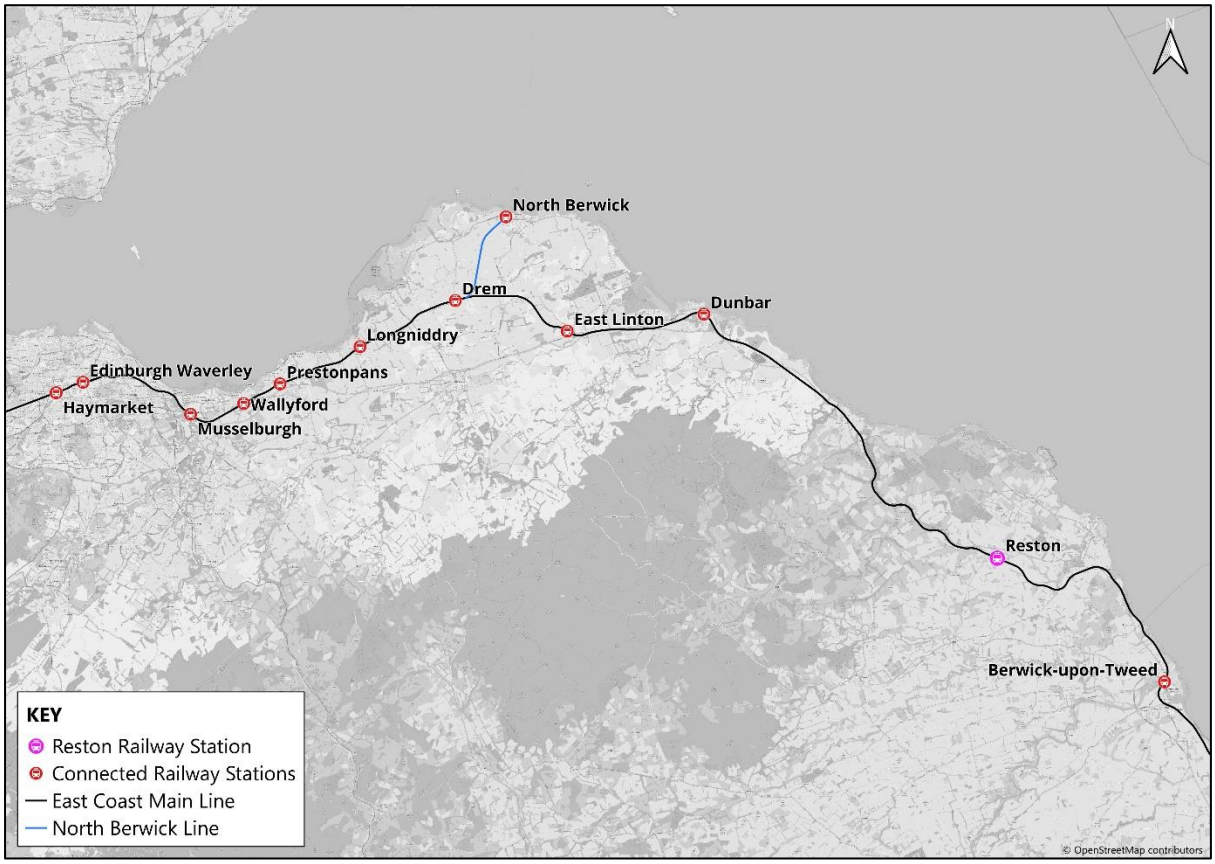


Figure 1. Location of Reston Railway Station.

Scheme Objectives

The Transport Planning Objectives (TPOs) of the scheme were as follows:

TPO 1: Improve access to reliable and consistent public transport services to Edinburgh and Newcastle in the East Berwickshire area for education, tourism, and access to employment in order to support inclusive economic growth.

TPO 2: Increase the sustainable mode share for residents and businesses from the East Berwickshire and East Linton areas to Edinburgh and Newcastle.

At Full Business Case (FBC) stage it was concluded that the scheme enhances rail accessibility from East Berwickshire and eastern East Lothian to the key economic centres of Edinburgh and Newcastle, addressing existing issues of geographic remoteness and limited public transport provision. The intervention delivers significantly improved journey times, with rail travel of under 50 minutes from Reston to both Edinburgh and Newcastle, materially improving access to regional labour markets and services.

By strengthening the connectivity, reliability and attractiveness of public transport, the scheme supports access to employment, education and leisure opportunities, while enabling tourism growth and facilitating business investment within the corridor. In doing so, the scheme aligns with the National Transport Strategy by reducing transport-related inequality, encouraging mode shift towards more sustainable travel, and supporting inclusive economic growth.

Purpose of the Stage 1 Evaluation

The Stage 1 Evaluation provides an assessment of how Reston Railway Station is performing following its reopening. Conducted four years after opening, it offers a high-level review of emerging outcomes to determine whether the station is progressing toward its intended Transport Planning Objectives and wider policy ambitions. Rather than measuring long-term impacts, the evaluation focuses on trends and evidence that indicate whether the intervention is functioning as expected at this stage.

Drawing on a structured set of data sources, the Stage 1 Evaluation establishes an evidence base that supports informed judgement on the station's initial performance. This enables Transport Scotland to identify any emerging issues that may warrant attention and ensures that evaluation is built on consistent, credible and comparable information.

Evaluation Questions

Consistent with the Stage 1 purpose of providing an indication of progress, the evaluation is structured around two central questions:

- Does the scheme improve access to public transport in the East Berwickshire area and support economic growth in the area?
- Does the scheme achieve modal shift to more sustainable modes and contribute to delivering the National Transport Strategy vision and priorities?

These questions collectively frame the initial assessment of whether the station is beginning to deliver the anticipated outcomes and whether indicators suggest that the scheme remains on track to meet its longer-term objectives.

Scope of the Stage 1 Evaluation

The Stage 1 Evaluation examines evidence of the station's performance during the initial years of operation, drawing on predicted (Full Business Case - FBC) baseline data to assess emerging change. The scope includes:

- Review of post-opening evidence, focusing on initial travel behaviour, usage patterns and accessibility outcomes.
- Use of established baseline datasets to ensure comparability between pre- and post-opening conditions.
- Primary research through resident, business and visitor surveys to capture behavioural and attitudinal responses to the station's reopening.
- Secondary data analysis, including patronage data, service performance, socio-economic indicators and planning information.
- Counterfactual analysis to distinguish scheme-specific effects from wider background trends.
- Accessibility and journey time assessment to evaluate whether conditions reflect anticipated improvements.
- Review of economic indicators to identify any emerging changes in local activity or labour-market conditions.
- A proportionate Value for Money assessment, drawing on observed changes in usage and accessibility to provide an initial indication of whether the intervention is performing in line with expectations.

Together, these elements form a coherent and proportionate evidence base that enables Transport Scotland to assess progress toward the scheme's objectives and to determine whether the intervention remains on track to deliver its anticipated long-term outcomes.

Data Sources

The Stage 1 Evaluation draws on a wide-ranging set of data sources to provide a robust assessment of the station's performance relative to predicted (FBC) conditions. These sources support the identification of emerging usage patterns, accessibility changes, travel behaviour responses and socio-economic trends.

Primary Data Sources

The primary data sources summarised in Table 1 provide first-hand evidence on behavioural, attitudinal and user-experience changes following the station's reopening. These datasets offer direct insight into how residents, businesses and visitors are responding to the improved accessibility and travel options.

Table 1. Primary Data Sources.

Source	Description	Purpose in Evaluation
Residential Survey	Structured telephone interviews with households in the Reston catchment.	Capture evidence of behavioural change among local residents by examining shifts in travel choices, frequency of rail use, and perceptions of journey times and service quality.
Business Survey	Interviews with local employers and organisations.	Understand economic responses to the station opening, including whether businesses perceive improvements in access for staff, customers and suppliers.
Visitor Survey	Online panel survey of visitors and non-visitors across relevant local authority areas.	Assess whether the new station has influenced visitor numbers, trip purposes, travel modes and motivations for visiting the area.

Secondary Data Sources

The secondary data summarised in Table 2 encompasses a range of datasets that enable the evaluation to track emerging patterns in usage, accessibility, service performance and socio-economic trends. These datasets ensure comparability with the baseline and strengthen the robustness of findings at this stage.

Table 2. Secondary Data Sources.

Data Type	Specific Dataset/Source	Purpose in Evaluation
Rail Data	Office of Road & Rail (ORR) station patronage; train operator daily patronage; Rail Data Marketplace station-to-station flows; ORR punctuality data	Assess station usage, destination patterns, and service reliability to understand whether rail demand is growing as expected.
Public Transport Journey Time Data	Podaris; Google Journey Time Planner; public transport timetables	Measure changes in journey times and overall connectivity to Edinburgh, Newcastle and other key destinations.
Socio-economic Data	Office of National Statistics (ONS) Annual Population Survey; Scottish Indices of Multiple Deprivation (IMD) 2020; planning applications, approvals and completions	Identify emerging economic, demographic and land-use changes that may be linked to improved rail access.

Data Type	Specific Dataset/Source	Purpose in Evaluation
Planning Data	Planning applications and completions. Local develop plan proposals.	To assess whether the scheme has contributed to economic growth locally in terms of residential and commercial space.
Bus Data	Bus passenger numbers for key routes	Examine whether passengers are shifting from bus to rail, assess intermodal impacts, and understand how bus demand changes in response to the new station.
Traffic and Active Travel Data	Local traffic counts; walking and cycling data.	Provide supplementary evidence on modal shift by identifying changes in car usage and active travel levels, helping to understand wider behavioural responses to the station opening.

Counterfactual Data Sources

To differentiate between station-specific effects and broader background trends, Table 3 outlines the counterfactual data sources used in the evaluation. These datasets help determine the extent to which observed changes can credibly be attributed to the reopening of Reston Railway Station.

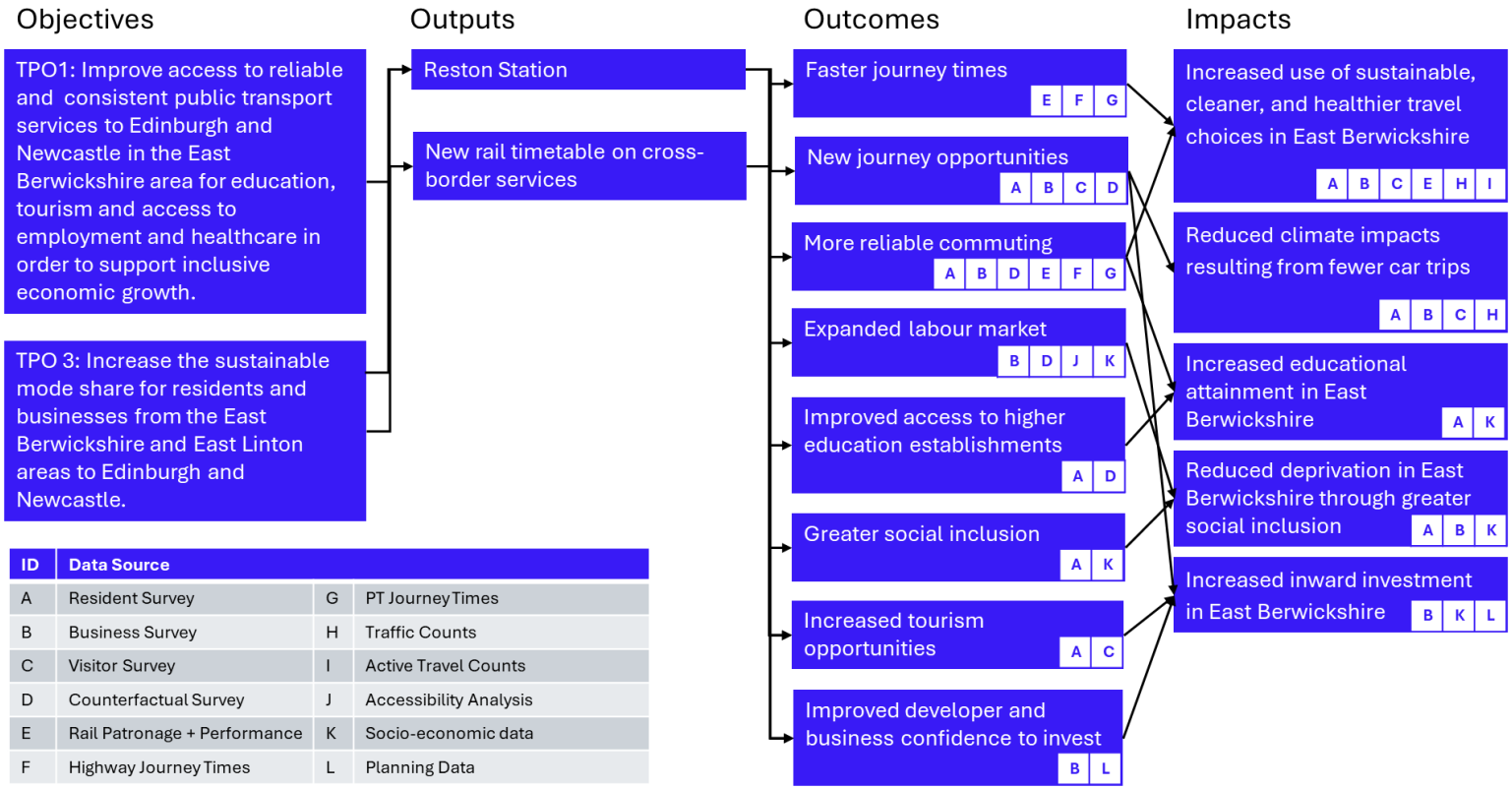
Table 3. Counterfactual Data Sources.

Source	Description	Purpose in Evaluation
Comparator Settlement Surveys	Structured telephone surveys conducted in the identified counterfactual location (Ancrum), using the same methodology, catchment approach and sample size as the baseline and Reston resident surveys.	Provide a critical benchmark for distinguishing the effects of the new Reston Railway Station from broader external influences such as economic trends, demographic change or shifts in travel behaviour unrelated to the scheme.
Secondary Data for Comparator Area	Socio-economic indicators, transport datasets, and other relevant statistics for the comparator settlement, covering the same time periods as the Reston datasets.	Secondary data for the comparator area helps control for wider external trends, such as national employment shifts, regional transport changes, or macro-economic conditions, that might otherwise be mistaken for project impacts.

In combination, these datasets enable a robust assessment of trends in demand, accessibility, travel behaviour and economic activity. They ensure comparability with predicted (FBC) baseline conditions and provide the evidence needed to form an initial view on whether the station is beginning to deliver its intended outcomes.

Logic Diagram

Figure 2 summarises the strategic rationale and benefits of the scheme, linking objectives to outputs, outcomes, and long-term impacts. The outputs and outcomes contribute to wider impacts such as lower emissions, improved productivity, reduced deprivation, and inward investment. The diagram also identifies the primary and secondary data sources used to assess scheme performance, providing a clear and structured framework for evaluating delivery and benefits.



ID	Data Source		
A	Resident Survey	G	PT Journey Times
B	Business Survey	H	Traffic Counts
C	Visitor Survey	I	Active Travel Counts
D	Counterfactual Survey	J	Accessibility Analysis
E	Rail Patronage + Performance	K	Socio-economic data
F	Highway Journey Times	L	Planning Data

Figure 2: Reston Railway Station Logic Diagram

Report Structure

The remainder of this report is organised into the following sections:

- Operation of the Reston Railway Station - Provides an overview of station operations since reopening, including service provision, patronage levels, travel patterns and journey time performance.
- Primary Data Analysis - Summarises the findings from the resident, business and visitor surveys, highlighting emerging behavioural, attitudinal and accessibility-related changes.
- Secondary Data Analysis - Reviews rail patronage and performance data, accessibility metrics, socio-economic indicators, land-use information and supplementary modal evidence to assess outcomes relative to the predicted (FBC) baseline.
- Counterfactual Analysis - Presents comparative evidence from the designated counterfactual location to help distinguish scheme-specific changes from wider external trends.
- Performance Against Objectives - Assesses progress toward the scheme's Transport Planning Objectives. This includes a summary of methods, indicators used, primary and secondary evidence, key findings and initial interpretation for each objective, as well as an assessment of contribution to National Transport Strategy priorities.
- Value for Money Assessment - Provides a proportionate assessment of Value for Money, drawing on observed changes in usage, accessibility and travel behaviour, alongside initial economic indicators and proportional benefit estimates.
- Conclusions - Summarises the key emerging findings of the Stage 1 Evaluation.
- Appendices - Includes supporting materials such as survey questionnaires, additional data tables, mapping, methodological details and Value for Money calculation sheets.

Stage 1 Evaluation Limitations

The following survey limitations have been identified:

- Whilst an 'impact area' has been established, within which Residential, Business and Visitors surveys have been focused, there may be impact areas beyond the scope of this study that are either not currently obvious or anticipated. These may go beyond the extent of Reston and East Berwickshire.

- Non-response bias, where individuals contacted for the survey choose not to participate. The opinions or behaviours of these non-respondents may differ in meaningful ways from those who did participate, leading to a bias in the results.
- Social desirability bias, respondents may have answered questions in a way that they believe will be viewed favourably by others.
- Not all secondary data sources have data available for 2026. In these instances, the most recently available data sources have been used.
- Limited information is available to inform the impact on other modes of travel. Bus data and active travel data is sparse with no baseline data available for comparisons.
- Traffic count data is also sparse within close proximity to the scheme, with counts only available on the A1 for comparisons pre and post scheme delivery.
- It is not clear how journey times have been quantified at the business case stage; therefore, journey times reported within the business case have been compared against observed data to interpret performance.
- Scottish Index of Multiple Deprivation (SIMD) data is not yet available to demonstrate the post-scheme situation from a deprivation perspective. Data for 2020 is currently available and this is due to be updated towards the end of 2026.
- Planning data has not been forthcoming from Scottish Borders Council meaning a high level assessment based on publicly available data was undertaken, this may omit some planning applications that are not currently in the public domain.
- Rail revenue predictions and assumptions are not clear in the business case. In the absence of actual rail revenue data, due to the commercial nature of this data, estimates have been generated based on observed demand.
- Very limited socio-economic datasets are available to compare pre and post scheme changes. Many datasets are yet to be refreshed to demonstrate the post-scheme position. It is also recognised that many socio-economic metrics are captured for large geographical areas, making it difficult to attribute any improvements to a particular intervention.

Operation of the Reston Railway Station

Since reopening in May 2022, Reston Railway Station has been served by existing cross-border passenger services operating on the East Coast Main Line (ECML). As set out in the Full Business Case (FBC), the service strategy for Reston was based on calls by existing ECML operators rather than the introduction of a new ScotRail stopping service. This approach reflected recognised constraints on ECML capacity, and the operational and resourcing challenges associated with introducing a new local ScotRail service on this section of the route.

The station is managed by ScotRail, but ScotRail does not operate passenger services at Reston.

Operators and Calling Pattern

Passenger services at Reston are operated by two franchised long-distance operators:

- TransPennine Express (TPE) provides the primary service offer, delivering regular cross-border connectivity between Edinburgh and Newcastle.
- London North Eastern Railway (LNER) provides a limited number of calls, consistent with its long-distance inter-city role and with the service assumptions established in the FBC.

The calling pattern has remained broadly stable since reopening. TPE services operate to a regular pattern on weekdays and Saturdays, with a reduced level of service on Sundays in line with standard national operating practice.

From Monday to Friday, Reston is served by 17 TPE calls per day, comprising:

- 9 southbound services towards Edinburgh; and
- 8 northbound services towards Newcastle.

An equivalent level of service operates on Saturdays. On Sundays, Reston is served by 14 TPE services per day, with 7 services in each direction.

LNER calling at Reston is limited to one service per direction per day, consistent with the FBC assumption for a minor ECML stop. These comprise a southbound morning call and a northbound evening call, integrated within fast inter-city service paths rather than designed to serve local stopping patterns.

In combination, TPE and LNER services provide an overall two-hourly service pattern across much of the day, offering a consistent and predictable level of connectivity from Reston.

Peak and Off-Peak Operation

The current timetable does not differentiate materially between peak and off-peak service provision at Reston. Instead:

- Off-peak periods are served by a regular two-hourly pattern, predominantly operated by TPE.
- Peak periods are accommodated within this same broadly even-interval pattern, rather than through the introduction of additional peak-only calls.

The FBC identified the potential for enhanced peak-period frequency (for example, an hourly service) in the longer term, subject to improvements in ECML capacity and platform availability at Edinburgh Waverley. However, no such enhancements have been implemented to date, and stopping patterns remain broadly consistent across the day during the Stage 1 evaluation period.

Destinations Served

Services calling at Reston provide direct rail connectivity to key regional centres, including:

- Edinburgh Waverley, with typical journey times of approximately 42 - 45 minutes; and
- Newcastle, with typical journey times of approximately 55 - 63 minutes.

Depending on the operator and specific service group, some services also call at intermediate ECML stations. Overall, the reopening of Reston Railway Station has substantially improved access to these destinations when compared with baseline public transport conditions (as detailed within the FBC), under which journeys typically required interchange and bus-rail connectivity, and were subject to significantly longer travel times.

Timetable Pattern and Any Changes Since Opening

The service pattern introduced at reopening has remained broadly unchanged over the evaluation period. No significant timetable recasts, additional calls, or operator withdrawals have been identified.

While the FBC noted that the continuation of certain TPE services beyond May 2023 was subject to contractual arrangements, the Stage 1 evaluation period falls within the timeframe covered by confirmed service agreements, and no material changes in service provision have occurred.

Infrastructure and Pathing Constraints

Reston Railway Station is located on the ECML between Dunbar and Berwick-upon-Tweed, on a section of railway that carries a high volume of long-distance inter-city passenger services alongside regional and freight traffic. The FBC identifies this part of the ECML as operating with limited spare capacity, with restricted flexibility to accommodate additional stopping services without affecting overall network performance. These corridor-wide constraints are a key factor shaping the level and pattern of service at Reston.

The service strategy adopted in the FBC was therefore to serve Reston through calls by existing long-distance ECML operators, rather than by introducing a new ScotRail stopping service. This approach reflected a combination of infrastructure and operational considerations, including:

- Limited availability of additional train paths on the ECML.
- The need to protect long-distance journey times between Edinburgh and Newcastle.
- The operational and resourcing challenges associated with introducing a new local stopping service on this section of the route.

As a result, Reston was envisaged as a minor long-distance stop, with services integrated into established inter-city service groups rather than forming part of a frequent local stopping pattern.

The FBC also identifies platform availability and operational constraints at Edinburgh Waverley as a critical downstream limitation. Even where additional calls at Reston might be achievable on the open line, the ability to accommodate these services at Edinburgh restricts the scope for increasing stopping frequency. Consequently, the FBC did not assume enhanced peak-period services or peak-only calls at Reston, instead adopting a fixed, broadly even-interval service pattern across the day.

From an infrastructure perspective, the FBC confirms that Reston Railway Station itself does not constrain train operations. The station provides two platforms capable of accommodating 10-car trains, offering a degree of future-proofing should wider ECML capacity enhancements be delivered. However, any future increase in service frequency at Reston is dependent on network-wide interventions, such as ECML

capacity upgrades or major timetable recasts, rather than changes to station infrastructure or local operational arrangements.

Seasonal or Event-Driven Variations

No seasonal, event-specific, or temporary service variations affecting Reston have been identified. All services operate as part of nationally planned ECML timetables and are delivered through standard timetable change processes.

Primary Data

This section presents findings from primary data collection, undertaken specifically for the Reston Railway Station Stage 1 Evaluation. The primary research provides direct insight into travel behaviour, attitudes, perceptions and early impacts associated with the reopening of the station, capturing evidence that is not available through secondary sources.

Primary data has been used to:

- Understand how individuals and businesses are currently using the station
- Assess changes in travel behaviour and journey patterns
- Capture user perceptions of accessibility, service quality and value
- Identify barriers to use and opportunities for improvement
- Explore early economic and community impacts

The findings represent a snapshot in time (2025–26) and should be interpreted in the context of a scheme that is still maturing. To support robust analysis, survey results have been compared with baseline (pre-opening) survey data and, where available, spatial differences (e.g. Reston vs wider catchment). The primary sources of data include resident, business and visitor surveys which together, provide a rich, user-focused evidence base, enabling the evaluation to assess change as a result of the scheme.

Residents Survey

Introduction

A residents survey was undertaken to understand travel behaviours and attitudes post-delivery of Reston Railway Station.

The survey was conducted through telephone based interviewing targeted at residential areas across East Berwickshire and the Scottish Borders. The target area for these surveys was determined based on the baseline stage of this evaluation to ensure that a similar group of residents were contacted and to allow a like for like comparison as far as possible.

At baseline stage a resident survey was designed with the following objectives set:

1. **To understand existing travel behaviour of local residents.**
2. **To understand residents attitudes towards different transport options, frequency of services and access to services.**
3. **To gather information on attitudes and intentions in light of the new rail station at Reston.**

At this stage, the baseline survey was revisited and expanded to enable comparisons to be made and to evaluate the impact of the new station.

Methodology

Target Area

A target area was selected to replicate what was adopted at baseline stage. This area is presented within Figure 3, capturing many settlements across East Berwickshire and wider areas across the Scottish Borders. The area consists of 181 Census 2022 Output Areas.

Households postcodes within this area were derived using the ONS Postcode Directory (ONSPD) for the United Kingdom as of May 2025. 937 individual postcodes were identified across the study area. These postcodes were then used to derive telephone numbers from a GDPR compliant data provider.

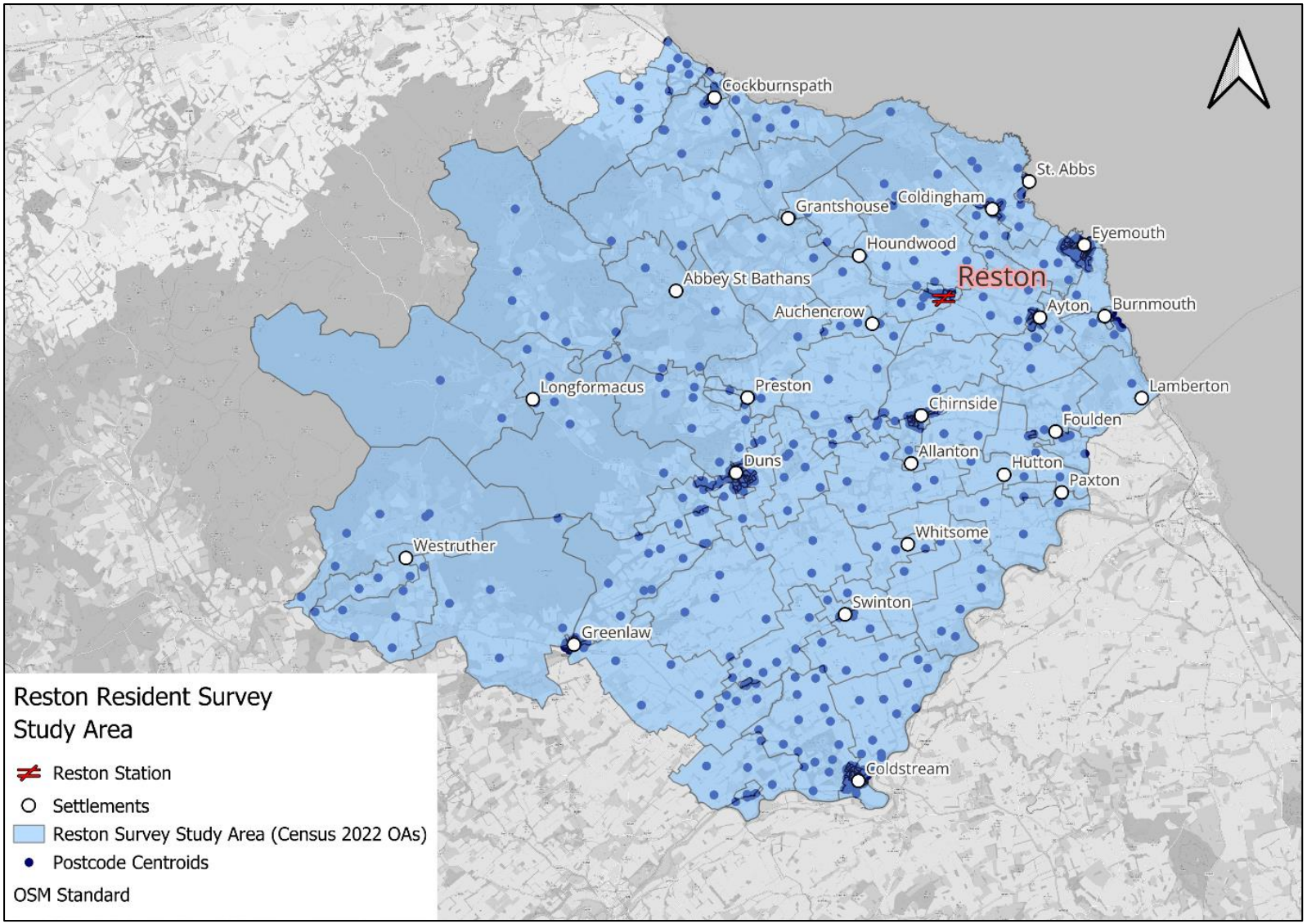


Figure 3: Reston Resident Survey Study Area

Survey Material

The questionnaire was designed collaboratively between Jacobs, IBP Strategy and Research and Transport Scotland to ensure that the questions being posed aligned as far as practical with the data collected at baseline stage and enable direct comparisons to be made. IBP Strategy and Research are a UK based research consultancy who undertake quantitative and qualitative data collection, for this study IBP Strategy and Research undertook the data collection associated with the residents, business, visitor and counterfactual surveys. Additional questions were woven into the questionnaire to determine utilisation and perceptions of the new station at this post-scheme delivery stage.

The Stage 1 survey adopted similar themes to the baseline survey, designed to draw out key information that would ultimately help inform the evaluation objectives. Socio-demographic data was also collected as part of the survey to better understand the characteristics of respondents from key groups and whether these have changed since baseline data collection, further assisting comparative analysis to the baseline. The themes within the survey include:

- Your travel – questions designed to explore the modes of transport being used, journey purposes, frequency of travel and key destinations that are visited.
- Use of the Rail Network – questions designed to put particular emphasis on how residents use the rail network at this stage in terms of stations used, modes used for access, frequency of travel and general satisfaction.
- Reston Rail Station – questions designed to more specifically ask about the performance of Reston Rail Station.
- About You – questions designed to understand the current demographics within the identified study area including metrics such as age, gender, ethnicity, disability status and income.

A copy of the survey is included within Appendix A.

Survey Delivery

Surveys were undertaken primarily by telephone through Computer Aided Telephone Interview (CATI). Telephone contacts were sourced from a GDPR-compliant data provider, meaning that in all cases, respondents had opted in to the sharing of their contact details for purposes such as this.

The baseline survey (conducted during May 2022) reached 352 residents from an estimated resident population in the target area of 20,038. This provides a margin of error of +/- 5.18% based on a 50% estimate and 95% confidence level.

At Stage 1 a typical target would be to achieve around +/-5% of the baseline sample requiring an achieved sample of 377 interviews. A target was therefore set to achieve this slightly higher target number of interviews.

In addition, it was recognised that the baseline survey was understood to contain comparatively few responses from Reston itself, with the sample frame extending significantly beyond this. It was therefore agreed that, of the target of 377 interviews, 60 would specifically target Reston residents. In practice, this required these interviews to be conducted on a face-to-face basis.

Therefore, the total achieved sample of 377 interviews for the Stage 1 evaluation includes 317 telephone and 60 face-to-face interviews. Reston residents have been separately identified for analysis purposes.

Comparison to Baseline Survey

The baseline residents survey applied age weighting relative to National Records of Scotland population estimates for relevant Local Authority areas. Review of the original methodology suggests that the relationship between the survey catchment areas and these wider population geographies was not always a direct one. In addition, weighting was not applied in relation to other demographic or contextual variables.

Sensitivity analysis suggests that age weighting had limited impact on overall findings and broad trends.

Accordingly, unweighted data has been used for primary comparative analysis in order to maintain consistency between the baseline and evaluation datasets. Sub-group analysis has been undertaken where appropriate, and any relevant considerations or limitations relating to comparability are noted throughout the report.

Research Limitations

As with most resident perception surveys of this nature, the findings should be interpreted with awareness that they reflect the views and behaviours of those individuals who chose to participate during the fieldwork period. While efforts were made to secure a broad spread of responses across different demographic groups and geographic areas, some groups may remain under- or over-represented within the achieved sample.

In addition, responses relating to changes in travel behaviour, awareness or perceptions may be influenced by respondents' ability to accurately recall previous behaviours and by wider external factors affecting transport use, including fuel costs,

broader economic conditions and changes in working patterns. The survey should therefore be regarded as providing a robust snapshot of resident views during the evaluation period rather than a definitive measure of all impacts associated with the station.

Data & Analysis

Respondent Profile

The survey asked for all respondents to identify the following demographic information:

- Place of Residence
- Place of Employment
- Gender
- Age
- Ethnicity
- Employment Status
- Household Income
- Health Conditions
- Access to a vehicle
- National Entitlement Card ownership (provides free bus travel and local services to those that qualify)

This was incorporated to help identify any problems and opportunities for specific groups. This targeted analysis helps to ensure there is good representation within the sample and develops an understanding of how residents with different protected characteristics have been impacted by the scheme. The respondent profile is presented below for each of these characteristics. In total 377 responses were achieved.

Place of Residence

Figure 4 presents the usual place of residence for each survey respondent. Respondents were asked to provide the first part, and then the first digit in the second part of their home postcode. East Berwickshire is made up of large postcode zones, hence why a significant proportion of the respondents are grouped around Duns (114 responses from TD11) and Eyemouth (173 responses from TD14) which represents many of the rural settlements in and around Reston. The survey data also has a wider reach than the immediate local area (although to a lesser extent) with communities including Berwick-upon-Tweed, Cockburnspath, Coldstream and Greenlaw taking part in the survey.

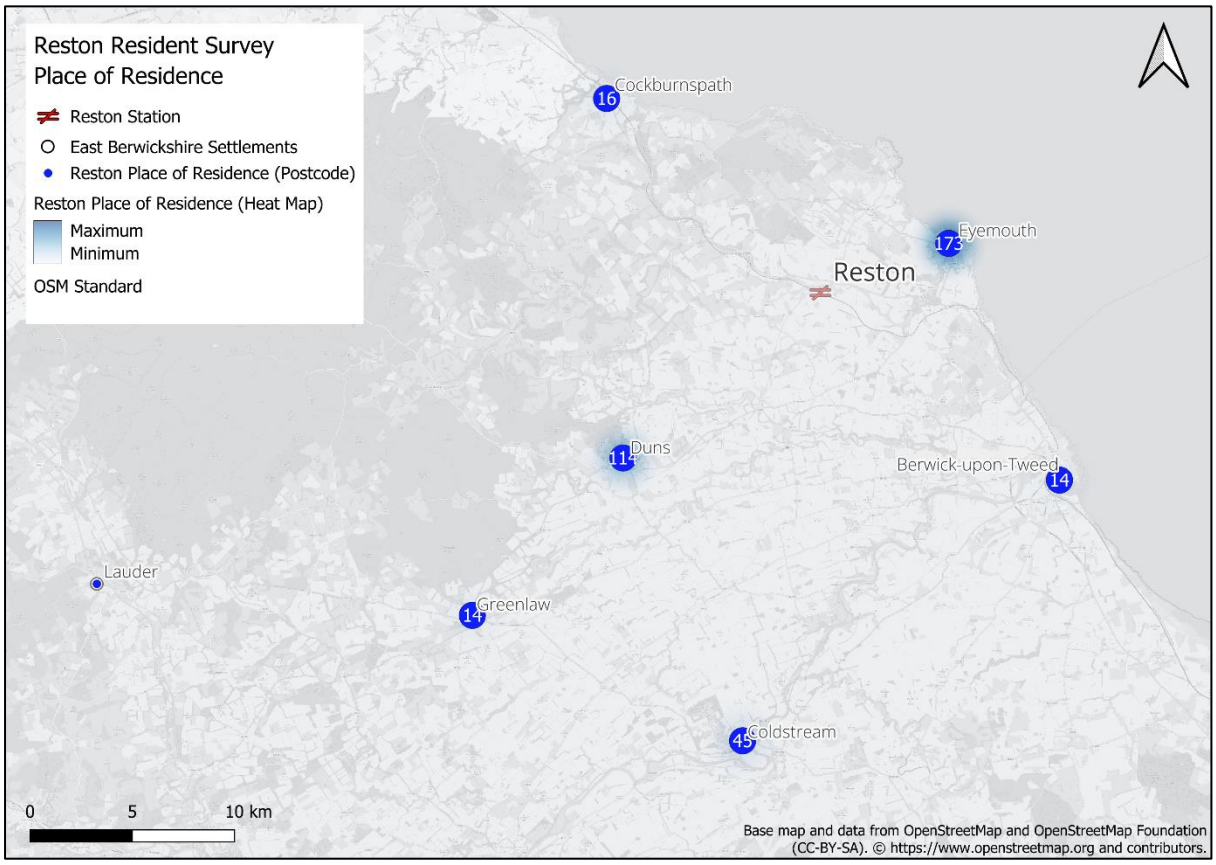


Figure 4: Reston Resident Survey – Place of Residence.

Place of Work

Respondents were asked to identify their usual place of work. Some of the respondents (29 in total) outlined that they preferred not to identify their place of work; of those who did, Figure 5 shows that many work in and around Duns and Eyemouth with fewer travelling further distances to Edinburgh. There were also some individual cases of longer distance travel that are not shown within Figure 5, these include journeys to Glasgow, Alness, Morpeth (England) and Swansea (Wales).

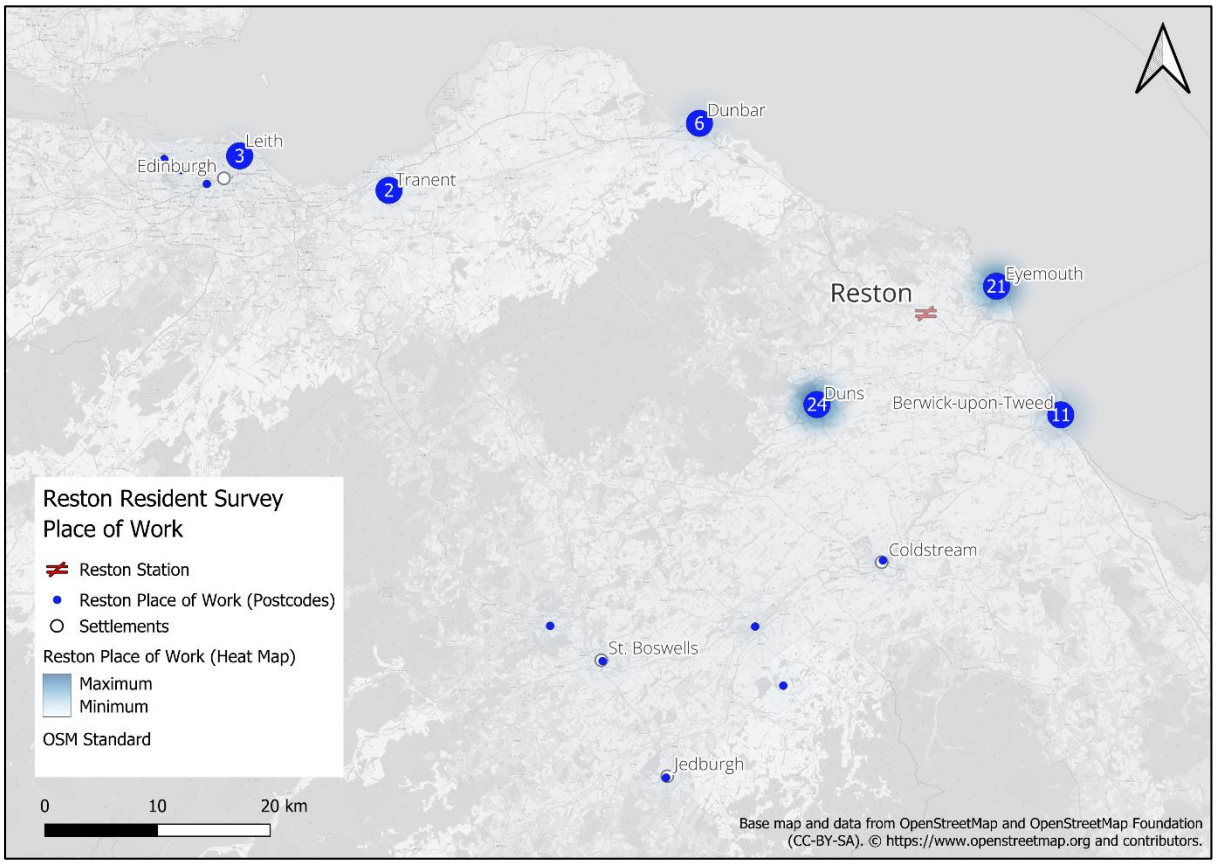


Figure 5: Reston Resident Survey – Place of Work.

Gender

Results from the residents survey in Figure 6 below revealed that 59% of respondents were female, 39% were male and 2% preferred not to say (from a base of 377 responses). This closely aligns with the baseline survey where similarly more female respondents were represented within the sample (55% female, 44% male, 1% prefer not to say).

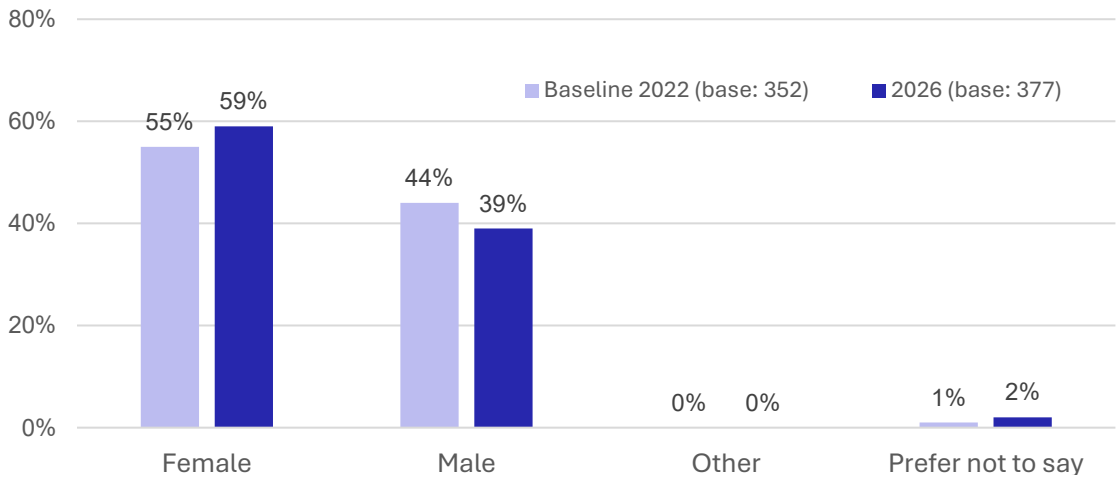


Figure 6: Resident Survey – Gender.

Age Profile

Respondents were also asked to identify their age based on a set of bands. Figure 7 demonstrates that respondents from each age band have been represented by the survey, but there are some spikes in this data, demonstrating higher representation from groups in the 45-54 years of age (16%), 65-74 years of age (26%) and 75+ years of age (15%) categories. Some respondents did choose not to disclose their age; this represents 4% of the sample. As shown within Figure 7, this profile aligns closely with that observed at the baseline stage.

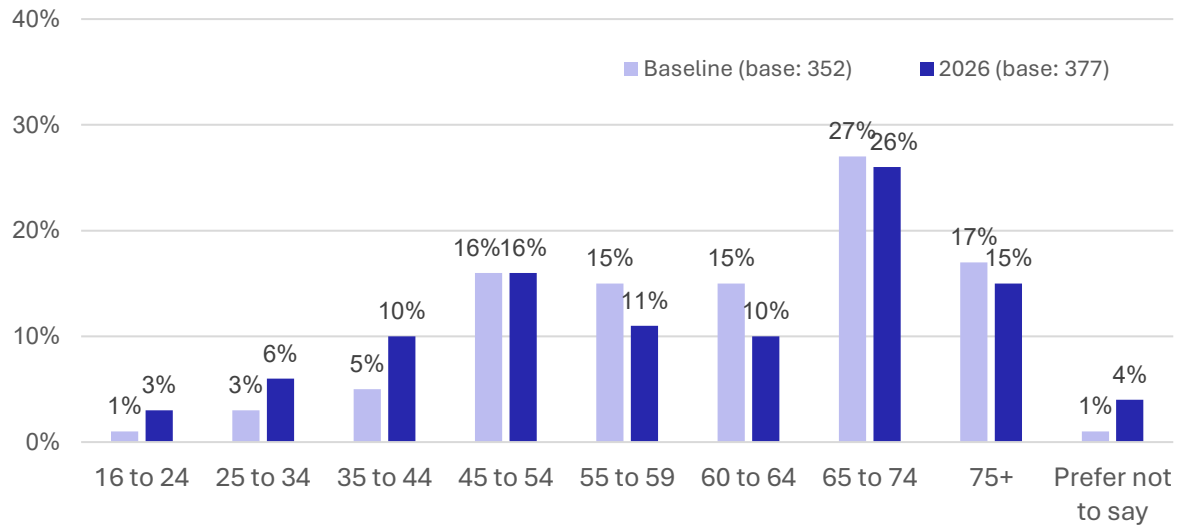


Figure 7: Resident Survey - Age Profile.

Ethnicity

At baseline stage, the majority of respondents (93%) came from a white ethnic group or background. At this stage, a similar profile has been observed, with 96% of the sample coming from a white ethnic group. Table 4 presents the full profile of ethnicities observed during both stages of data collection.

Table 4: Resident Survey – Ethnicities.

Ethnic Origin	Baseline 2022	2026
White - Scottish	51%	71%
White - Other British	34%	23%
White - Irish	1%	1%
White - Gypsy / Traveller	0%	0%
White - Polish	0%	0%
White - Any other White ethnic group	7%	1%
Mixed or Multiple Ethnic Group (please specify below)	1%	0%

Ethnic Origin	Baseline 2022	2026
Asian - Pakistani, Pakistani Scottish or Pakistani British	0%	0%
Asian - Indian, Indian Scottish or Indian British	0%	0%
Asian - Bangladeshi, Bangladeshi Scottish or Bangladeshi British	0%	0%
Asian - Chinese, Chinese Scottish or Chinese British	0%	0%
Asian - Any other Asian ethnic group	0%	0%
African - African, African Scottish or African British	0%	0%
African - Any other African ethnic group	0%	0%
Caribbean or Black - Caribbean, Caribbean Scottish or Caribbean British	0%	0%
Caribbean or Black - Black, Black Scottish or Black British	0%	0%
Caribbean or Black - Any other Caribbean or Black ethnic group	0%	0%
Other - Arab, Arab Scottish or Arab British	0%	0%
Other - Any other ethnic group	1%	0%
Don't know	0%	0%
Prefer not to say	5%	3%
Base	**352**	**377**

Employment Status

Table 5 presents the employment status of respondents taking part in the baseline survey and the latest resident survey. There is a close correlation between the two datasets with a large proportion of respondents either retired (40%) or in full time employment (28%). This aligns closely with the age profile of the respondents which demonstrated over half of the respondents over the age of 60. This proportion is higher than the age profile of East Berwickshire, where around 35% of the population are over the age of 60.

Table 5: Resident Survey - Employment Status.

Employment Status	Baseline	2026
Full-time employment	28%	28%
Part-time employment	15%	12%
Full or part time further education	0%	1%
Full or part time higher education	0%	1%
Not in employment due to illness or disability	2%	6%
Not in employment / looking after home or family	0%	3%
Unemployed	3%	2%
Retired	45%	40%
Other (please specify below)	5%	7%
Prefer not to say	1%	1%
Base	**352**	**377**

Household Income

Table 6 presents the annual household income before tax of those who provided this data. Comparing the current sample to the baseline, this shows that respondents at

this stage had a higher income than respondents in the baseline. At the baseline stage, 31% of respondents earnt less than £20,000 per annum, compared to 13% at the latest stage of evaluation.

At the other end of the scale, at baseline stage, 3% of respondents identified as earning over £60,000 per annum, compared to 9% in the latest data. This can be a sensitive area, and it is noted that 39% of the sample chose not to disclose this information which can skew the findings.

Table 6: Resident Survey - Household Income.

Baseline Income Band	Baseline %
Less than £10,000	12%
£10,001 to £20,000	19%
£20,001 to £30,000	15%
£30,001 to £40,000	7%
£40,001 - £50,000	5%
£50,001 - £60,000	2%
Over £60,000	3%
Don't know	6%
Prefer not to say	30%
Base	**352**

2026 Income Band	2026 %
Under £20,000	13%
£20,000 to £39,999	18%
£40,000 to £59,999	9%
£60,000 to £79,999	5%
£80,000 to £99,999	2%
More than £100,000	2%
Don’t know	11%
Prefer not to say	39%
Base	**377**

Health Conditions

Respondents were asked to identify whether they have a physical or mental health condition or illness that will last or is expected to last 12 months or more. Figure 8 shows that almost one third of respondents (32%) indicated that they had a physical and/or mental health condition or illness that would last or was expected to last for 12 months or more.

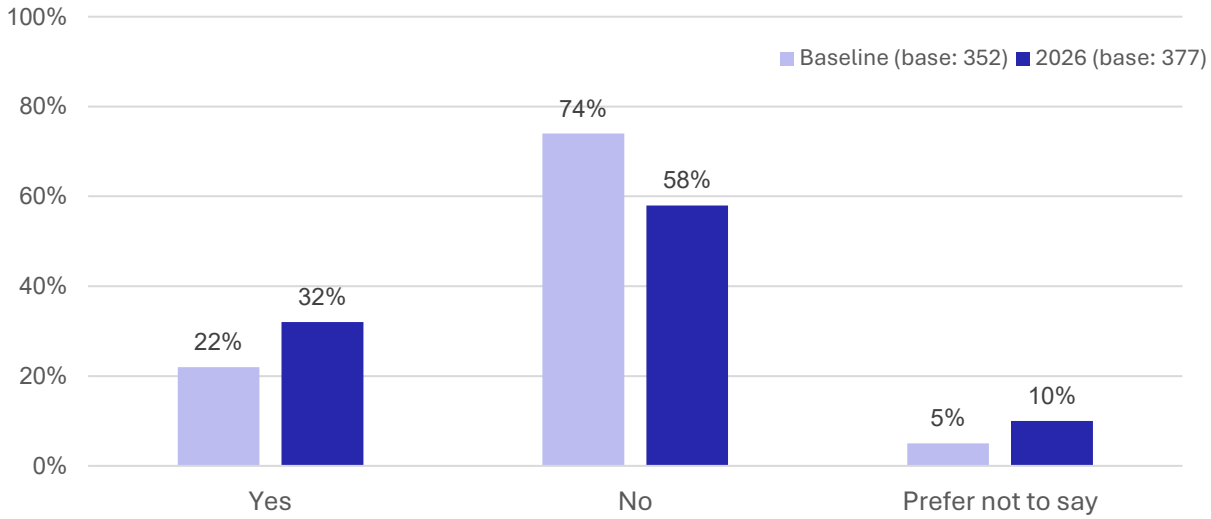


Figure 8: Resident Survey - Respondents with physical and/or mental health conditions.

Respondents were also asked whether this condition or illness impairs their mobility. Figure 9 shows that of those who identified as having a health condition, 63% stated that their condition or illness impaired their mobility.

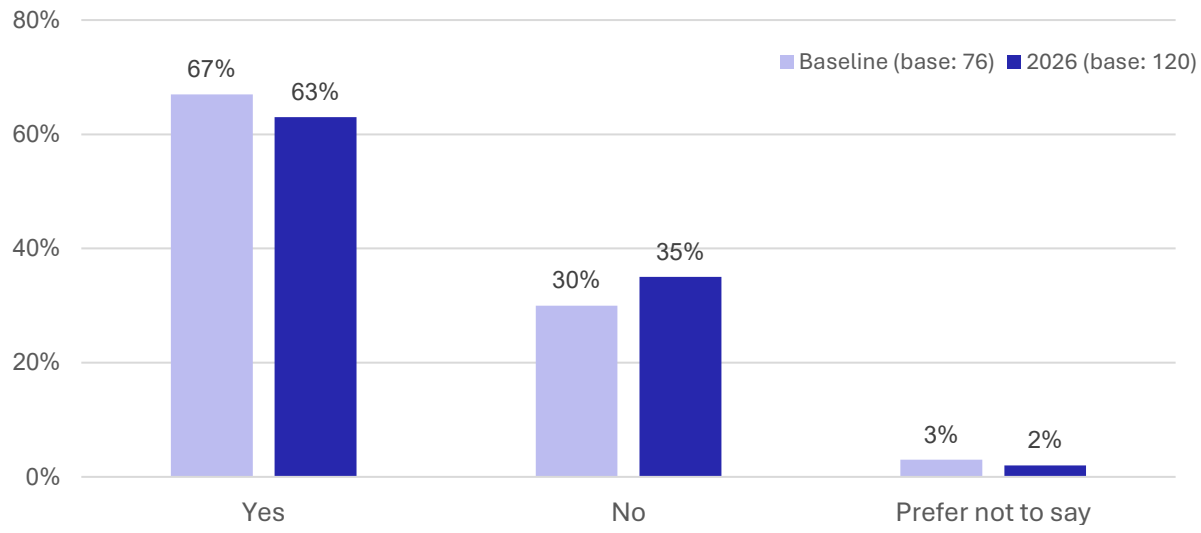


Figure 9: Resident Survey - Mobility Impaired Respondents.

Access to a Vehicle

Figure 10 shows that the majority of respondents have full access to a vehicle as a diver (73%), with 10% of participants having no access to a vehicle.

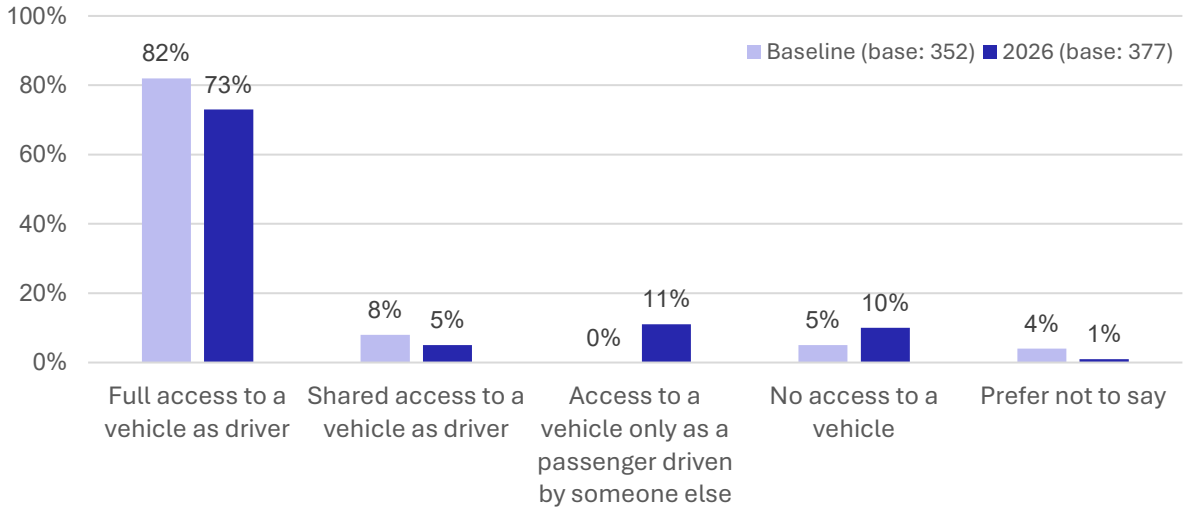


Figure 10: Resident Survey - Access to a Car.

National Entitlement Card

The National Entitlement Card (NEC) in Scotland provides free bus travel and local services to residents aged 5–21, 60+, or those with disabilities. Figure 11 shows that compared to the baseline survey, the current sample includes more NEC holders, representing almost half of the sample (48%) compared to just over a third at baseline stage (35%). Again, this correlates with the greater proportion of respondents who are either retired or of retirement age.

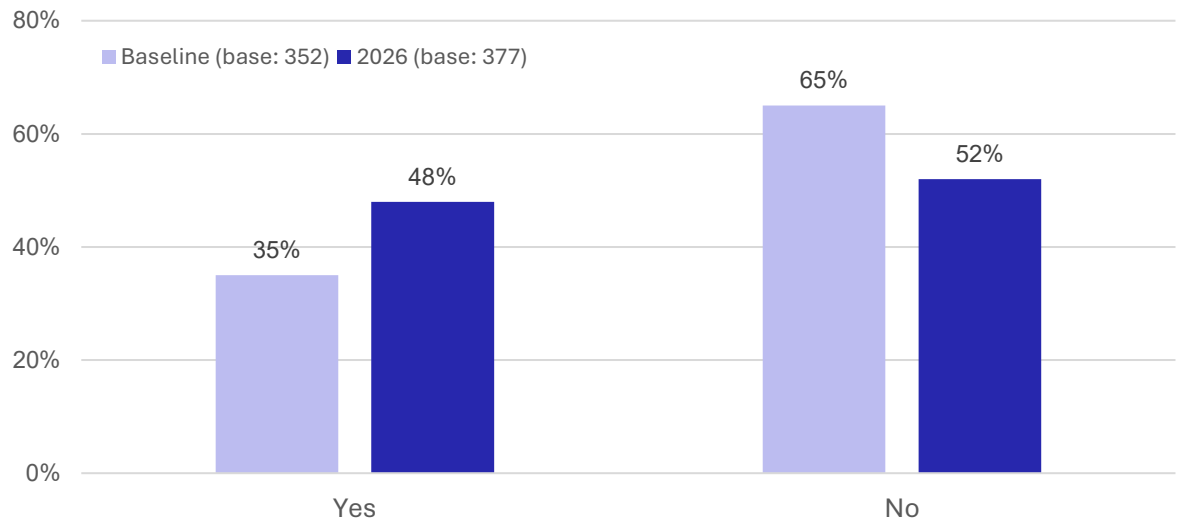


Figure 11: Resident Survey NEC Ownership

Transport Choices

Commuting Travel Patterns

Respondents were asked to identify their travel habits in terms of commuter journeys. Figure 12 shows that of those who are currently employed (either full or part time), 64% identified that they travel to a fixed place of work and/or education entirely. Almost a quarter of respondents (23%) work from home entirely and 13% work on a hybrid basis. This reveals that a significant proportion of respondents undertake commuting journeys to their place of work/education. This is broadly similar to the findings at baseline stage where the majority of the sample (although lower at 55%) travelled to fixed place of work.

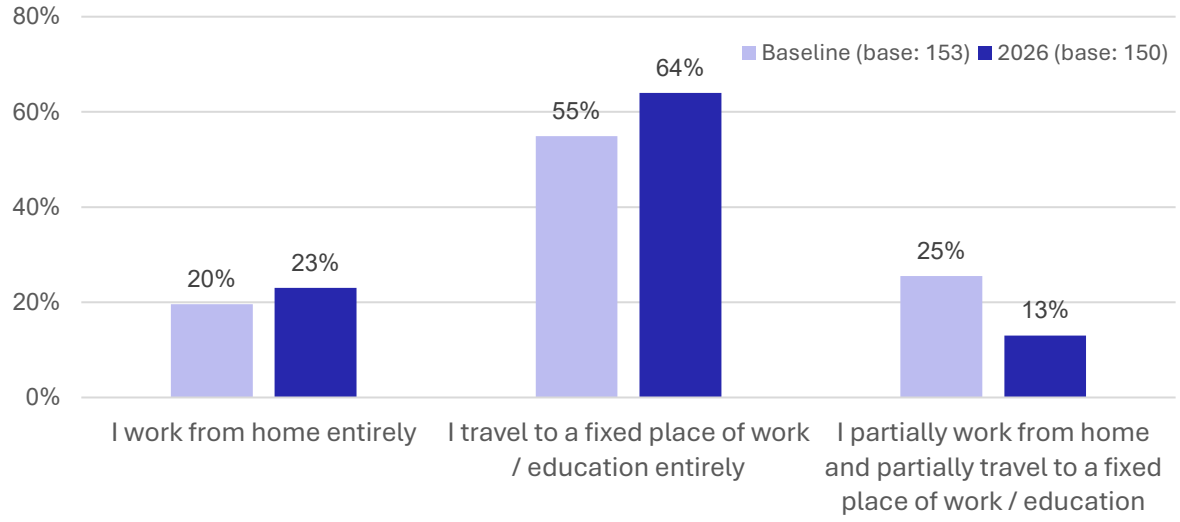


Figure 12: Resident Survey Respondent Working Arrangements

Of those respondents who travel to a fixed place of work either entirely or on a hybrid basis, Figure 13 presents the typical frequency of their journeys. This reveals that 51% of the commuting sample travel five days per week or more and 46% travel less than five days per week. This overall profile is consistent with that demonstrated at baseline stage.

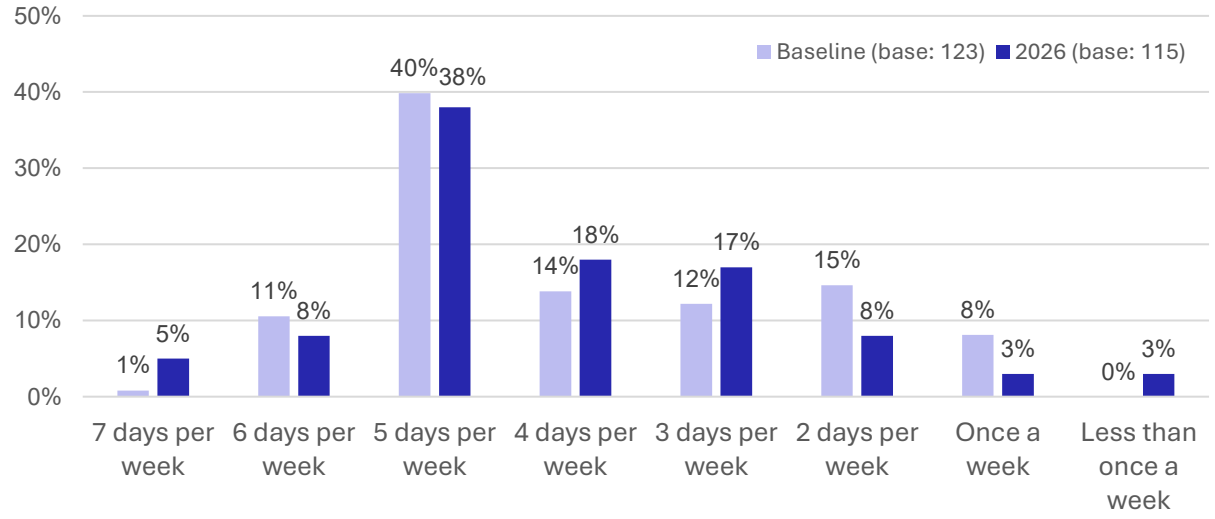


Figure 13: Frequency of Commuting Journeys

Table 7 presents the typical method of travel to work for the commuting respondents. This demonstrates that the proportion of journeys undertaken by car (driver and passenger) has remained consistent between the baseline (78%) and current survey (80%). Similarly, the number of journeys undertaken by rail remain consistent at 4% (compared to 3% during the baseline survey). This data suggests that the introduction of the station has not had a material impact on travel choices since opening. This aligns with the findings presented within Figure 5, which revealed that

a high proportion of journeys to work are relatively short distance in nature and therefore have a high possibility of being undertaken by car. As travel patterns continue to change over time journeys to locations such as Edinburgh may become more favourable for work.

Table 7: Resident Survey - Method of Travel to Work.

Mode of Transport	Baseline	2026
Walk / Wheel	14%	10%
Cycle	1%	1%
Bus	1%	2%
Rail	3%	4%
Bus & Rail	0%	0%
Park & Ride (Bus)	0%	0%
Park & Ride (Rail)	1%	2%
Car / Van (passenger)	2%	9%
Car / Van (drive myself)	76%	71%
Other	3%	2%
Base	**123**	**114**

Figure 14 shows that a similar trend is observed when focusing analysis on residents within the immediate vicinity of Reston Rail Station. Here the private car modal share still dominates, representing 67% of journeys to work; however, a greater proportion identify as commuting by rail (14%). It is noted that Reston residents who are currently in work represent a small proportion of the sample (22 responses) therefore this may not truly reflect the local travel patterns.

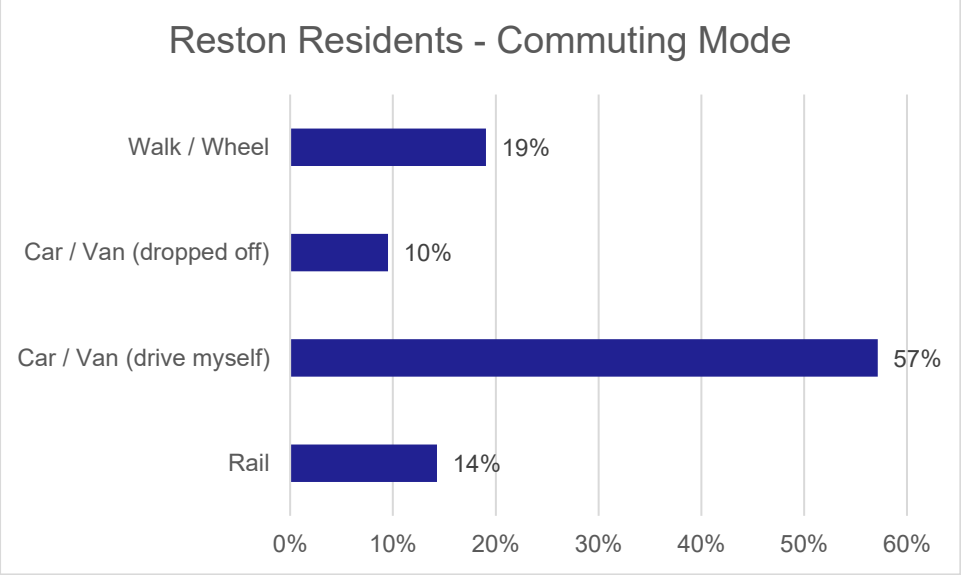


Figure 14: Resident Survey – Reston Resident Commuting Mode Choice

The average journey time for commuting trips appears to be lower than that witnessed during the baseline survey. Table 8 shows that on average, journey times

are approximately 10 minutes faster based on data gathered during the most recent survey.

Table 8: Resident Survey - Average Length of Commuter Journeys.

Duration	Baseline	2026
Length of journey commuting to work / education	33 minutes	23 minutes
Base	**Unknown**	**114**

Leisure Travel Patterns

Table 9 presents the most visited destinations for leisure based travel. The current survey reveals that the majority of journeys are to Berwick-upon-Tweed (74%), Eyemouth (49%) and Edinburgh (42%). At the baseline stage, respondents were asked to consider personal business and leisure journeys separately. For personal business, the most frequented destinations were also Berwick-upon-Tweed (82%), Eyemouth (44%) and Edinburgh (41%). However, for leisure based journeys North Berwick (61%) and Haddington (35%) were also identified.

When looking at the smaller sample of Reston residents in close proximity to the station, a similar trend is noticeable with most leisure based journeys taking place between Reston and Berwick-Upon-Tweed, Dunbar, Edinburgh and Eyemouth.

Table 9: Resident Survey Destinations for Leisure Trips

Location	Baseline (Personal Business)	Baseline (Leisure Purposes)	2026 All Responses	2026 – Reston Residents
Berwick Upon Tweed	82%	34%	74%	38%
Dunbar	26%	10%	37%	38%
Edinburgh	41%	5%	42%	31%
Eyemouth	44%	17%	49%	49%
Haddington	15%	35%	15%	11%
Musselburgh	8%	14%	9%	6%
Newcastle	17%	5%	14%	6%
North Berwick	11%	61%	11%	11%
Other	22%	31%	3%	3%
Base	**252**	**252**	**375**	**72**

Respondents identified the number of journeys they have undertaken to various destinations over the last 30 days. Table 10 presents the average number of journeys to each destination in the past 30 days. The results from the latest survey demonstrate that on average 10.9 journeys are undertaken to Eyemouth per month, which correlates with the baseline survey for both personal business (10.7) and leisure journeys (8).

Table 10: Resident Survey Average number of journeys to key destinations for leisure based trips

Location	Baseline (personal business)		Baseline (leisure purposes)		2026	
	Avg. number of times	Base	Avg. number of times	Base	Avg. number of times	Base
Berwick Upon Tweed	9.3	**275**	8.3	**197**	8.1	**276**
Dunbar	3.9	**87**	3.3	**51**	5	**139**
Edinburgh	2.6	**140**	2	**116**	3.9	**158**
Eyemouth	10.7	**152**	8	**100**	10.9	**183**
Haddington	2.4	**45**	1.8	**22**	3.4	**58**
Musselburgh	2.2	**26**	1.8	**13**	3.1	**32**
Newcastle	1.6	**48**	1.8	**37**	3.7	**54**
North Berwick	2.1	**33**	1.7	**22**	3.5	**40**

Respondents were asked to identify the main method of travel used to undertake their leisure journeys by destination. The top two modes for each destination are presented below. Results from the latest survey shown in Table 11 below demonstrate that Car/Van (driver) is the most popular mode of transport which is consistent with findings from the baseline in terms of personal business and leisure based trips. Rail does appear within the top two preferred modes for longer distance journeys to Edinburgh (20%) and Newcastle (37%) which remains consistent with the findings of the baseline survey.

Table 11: Resident Survey Main Method of Travel for Leisure Journeys

Location	Top two modes	Baseline (personal business)	Baseline (leisure purposes)	2026
Berwick Upon Tweed	Car/Van Driver	80%	73%	77%
	Car/Van Passenger	11%	13%	15%
Dunbar	Car/Van Driver	87%	80%	77%
	Car/Van Passenger	12%	18%	12%
Edinburgh	Car/Van Driver	67%	61%	65%
	Rail	15%	18%	20%
Eyemouth	Car/Van Driver	74%	65%	77%
	Walk	10%	15%	13%
Haddington	Car/Van Driver	84%	82%	88%
	Car/Van Passenger	9%	9%	9%
Musselburgh	Car/Van Driver	96%	77%	82%
	Car/Van Passenger	4%	15%	12%
Newcastle	Car/Van Driver	58%	35%	44%
	Rail	25%	38%	37%
North Berwick	Car/Van Driver	85%	73%	76%
	Car/Van Passenger	9%	18%	20%

Table 12 shows that respondents who live in close proximity to the station demonstrate a similar trend in terms of car being the dominant mode of travel for leisure based journeys. However, this also reveals a greater rail mode share

amongst the Reston residents captured in the survey, in particular for longer distance journeys to Edinburgh (45%) and Newcastle (50%). This suggests that rail may now be a more viable option for residents in close proximity to Reston; however, it is noted that this is a much smaller sample and may not represent all Reston residents.

Table 12: Resident Survey – Mode of Travel for Leisure Based Trips

	Car / Van (driver)	Car / Van (non-driver)	Rail	Bus	Base
Berwick-Upon-Tweed	48%	30%	15%	7%	27
Dunbar	52%	15%	22%	11%	27
Edinburgh	50%	5%	45%	0%	22
Eyemouth	53%	29%	0%	18%	34
Haddington	71%	29%	0%	0%	7
Musselburgh	25%	75%	0%	0%	4
Newcastle	50%	0%	50%	0%	4
North Berwick	75%	13%	13%	0%	8

Respondents were also asked to consider their typical journey times to each of these locations for leisure-based trips. Table 13 shows that compared to the baseline, average journeys times are perceived to be shorter to Dunbar, Edinburgh, Eyemouth, Haddington, Musselburgh, Newcastle and North Berwick compared to the baseline average journey times.

Table 13: Resident Survey - Journey Times for Leisure Based Journeys.

Location	Baseline (personal business)		Baseline (leisure purposes)		2026	
	Average minutes	Base	Average minutes	Base	Average minutes	Base
Berwick Upon Tweed	19.0	**273**	18.4	**195**	19.0	**276**
Dunbar	28.5	**86**	30.8	**51**	24.9	**140**
Edinburgh	58.3	**140**	58.8	**116**	47.6	**159**
Eyemouth	17.2	**150**	15.5	**100**	13.3	**182**
Haddington	36.0	**45**	40.7	**22**	34.4	**58**
Musselburgh	43.7	**26**	48.8	**13**	43.2	**34**
Newcastle	71.6	**48**	71.5	**37**	55.6	**53**
North Berwick	49.5	**33**	50.9	**22**	39.7	**41**

Use of the Rail Network

Rail Users & Non-Users

Out of the full sample, 60% have travelled by rail at least once over the last 12 months. This information has been used to analyse the thoughts, feelings and travel patterns of rail users and non-users at this stage.

Most Used Stations

Respondents who have used rail over the last 12 months were asked to identify where they typically catch the train. Figure 15 shows that 29% of respondents currently use Reston Railway Station and the data suggests that some of these journeys may have been abstracted from Berwick-upon-Tweed which was used by 85% of rail users during the baseline stage (however, it is noted that the sample of rail users at baseline stage was notably lower).

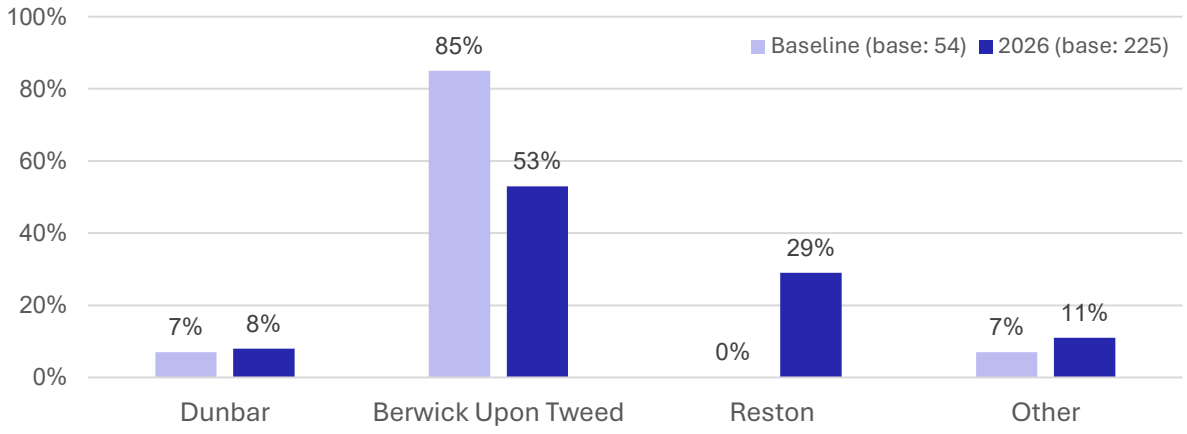


Figure 15: Resident Survey – Station utilisation

Typical Mode of Access

Rail users were also asked to identify the typical mode used to access their most frequently used rail stations (see Figure 16). Compared to the baseline survey, car/van use has increased and continues to be the dominant mode used to access rail stations, representing 82% of the sample. In the baseline and current survey, very few respondents identified that they walked/wheeled to the station or used public transport. This can mostly be attributed to the rural setting in which Reston is situated, meaning viable walking routes and frequent public transport services are not as? readily available to provide access from nearby settlements by modes other than car.

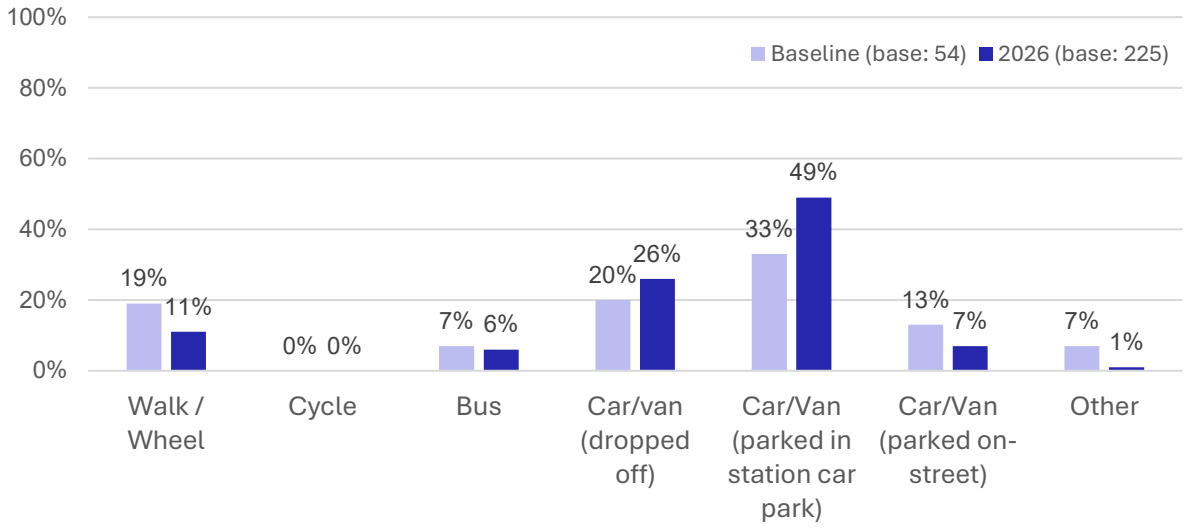


Figure 16: Resident Survey – Rail station mode of access (all respondents)

Figure 17 shows that a small number of residents living in close proximity to the station identified as rail users (36 in total). Of these respondents, 69% accessed the rail network by walking/wheeling and 31% travelled by car (either as driver or passenger). This demonstrates that the majority of residents who live in close proximity to the station travel to it using active modes. These represent rail users who might have previously driven to other stations therefore demonstrating modal shift as a result of the scheme. However, it is recognised that this represents a very small proportion of the sample (36 responses) which reduces the confidence in this data.

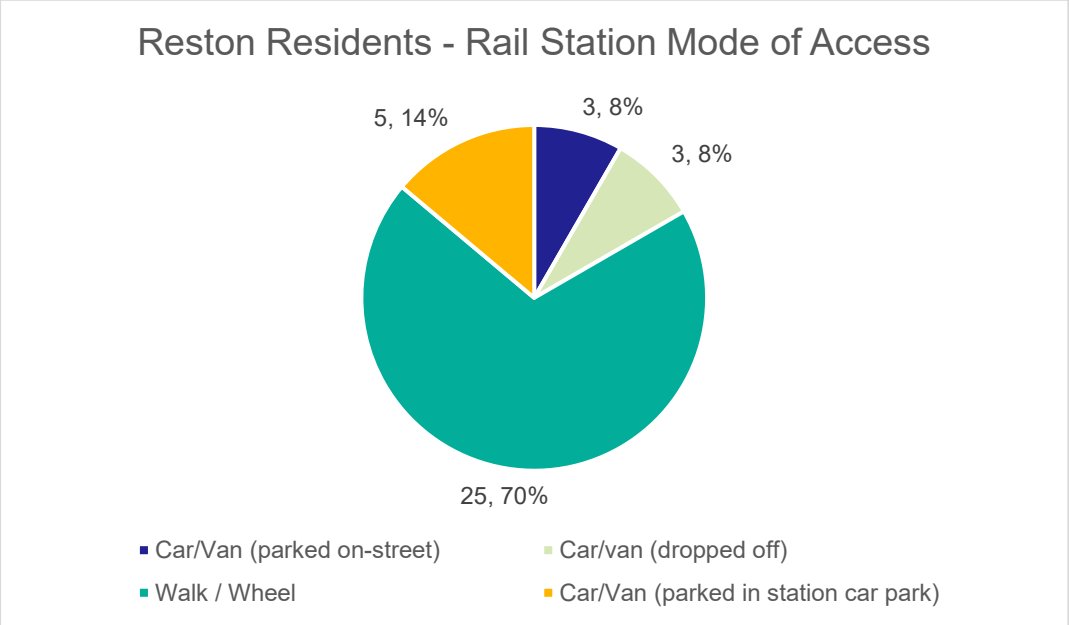


Figure 17: Resident Survey – Rail station mode of access (Reston residents only)

Reasons for not traveling by rail

Non-rail and infrequent users were asked to identify their reasons for not traveling by rail. Figure 18 below shows that most respondents identified that the convenience of travelling by car / van (70%) and the expense associated with rail (42%) were reasons for their travel choices.

Respondents were also encouraged to identify any other reasons for not travelling by train beyond the list of potential reasons included in the survey. Responses mainly highlight a limited need to travel by train, with many people stating they rarely travel far, work locally, or simply have no reason to use rail. Accessibility issues are a key barrier, particularly for disabled users, including broken lifts, difficulty boarding, and the need for reliable facilities. Health conditions and mobility constraints also make car travel preferable. Concerns about safety, unattended stations, and leaving cars at stations were noted, alongside dissatisfaction with reliability due to delays and cancellations. Practical factors such as lack of nearby stations, parking difficulties, and preference for more convenient modes like buses further reduce train use.

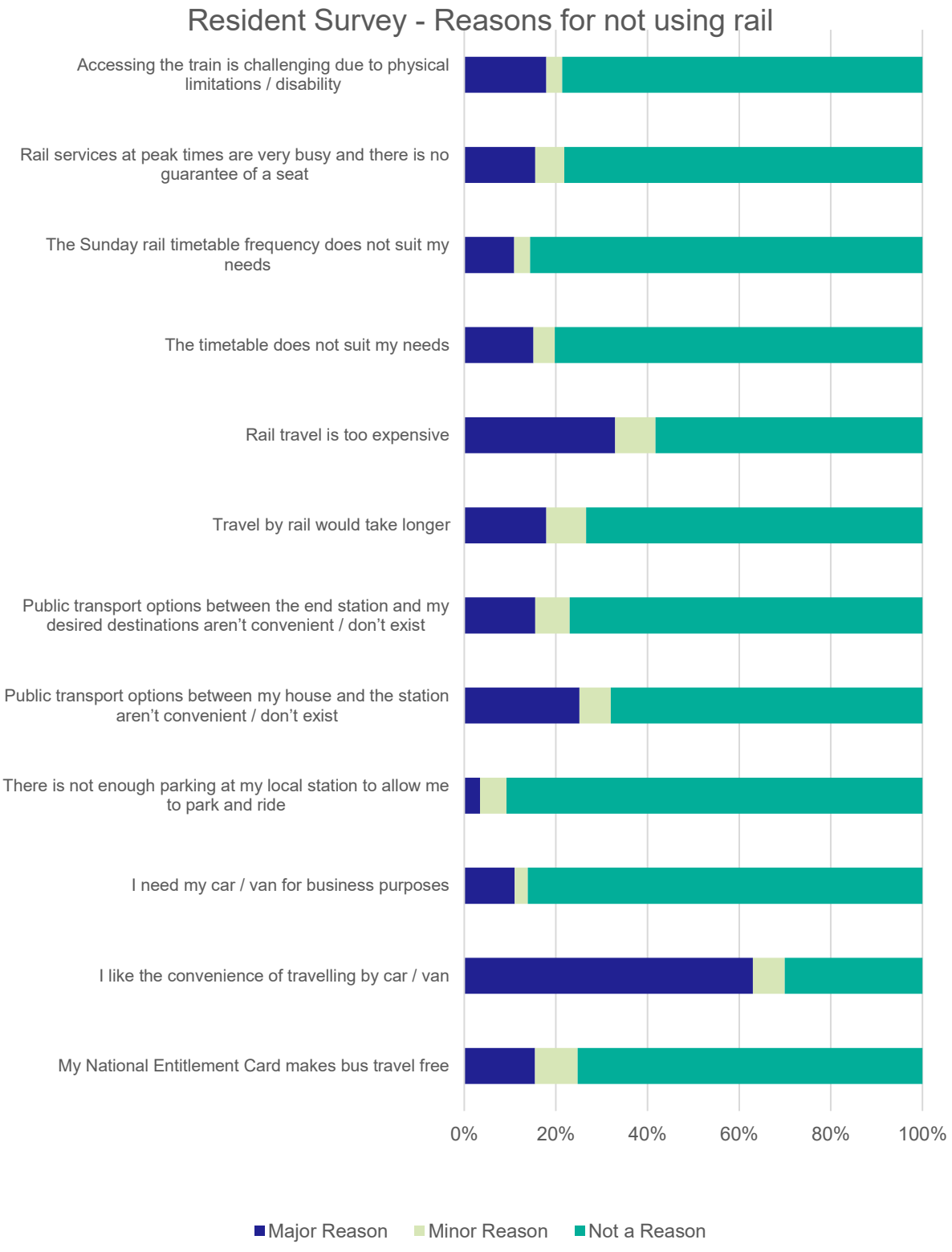


Figure 18: Resident Survey – Reasons for not using rail

East Coast Mainline

Use of ECML

Respondents were asked to identify whether they are users of the East Coast Mainline. Figure 19 illustrates a major behavioural shift toward train use by 2026. Previously, most respondents either did not travel on the route or felt unable or unwilling to use trains. By 2026, the overwhelming majority (87%) say they will continue using the train, indicating significantly improved accessibility, appeal, or necessity of train travel on this route.

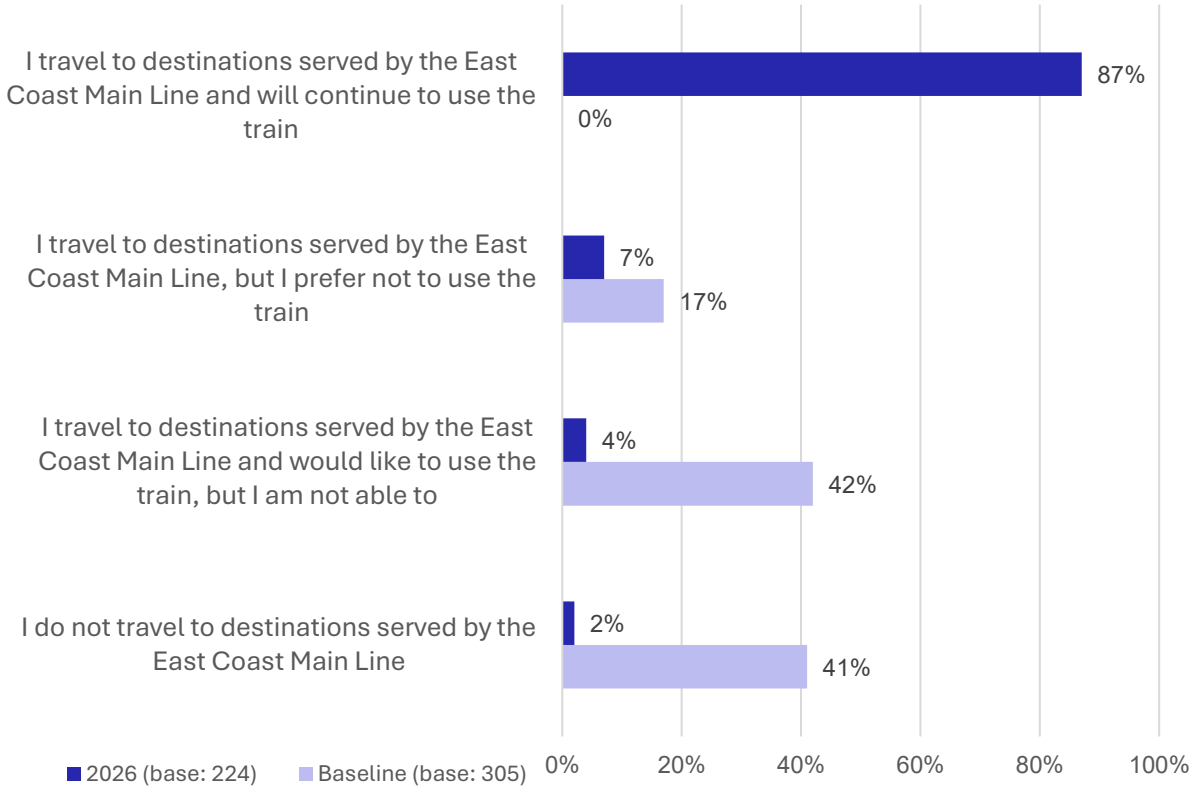


Figure 19: Resident Survey - East Coast Mainline Use

Satisfaction with ECML

Figure 20 shows that overall, satisfaction with the East Coast Main Line in 2026 is broadly positive across most criteria, with a majority of respondents reporting that they are either satisfied or very satisfied with aspects such as journey times, punctuality, reliability, on-board comfort, and onward connections. Accessibility features and seat availability also receive generally favourable ratings, although with slightly more mixed responses. However, there are notable areas of dissatisfaction, particularly around the frequency of train services (27% dissatisfied) and the timing

of the first and last trains (48% dissatisfied), where a higher proportion of respondents report being dissatisfied or very dissatisfied. This indicates that while core service quality is performing well, service availability and scheduling remain key areas for improvement.

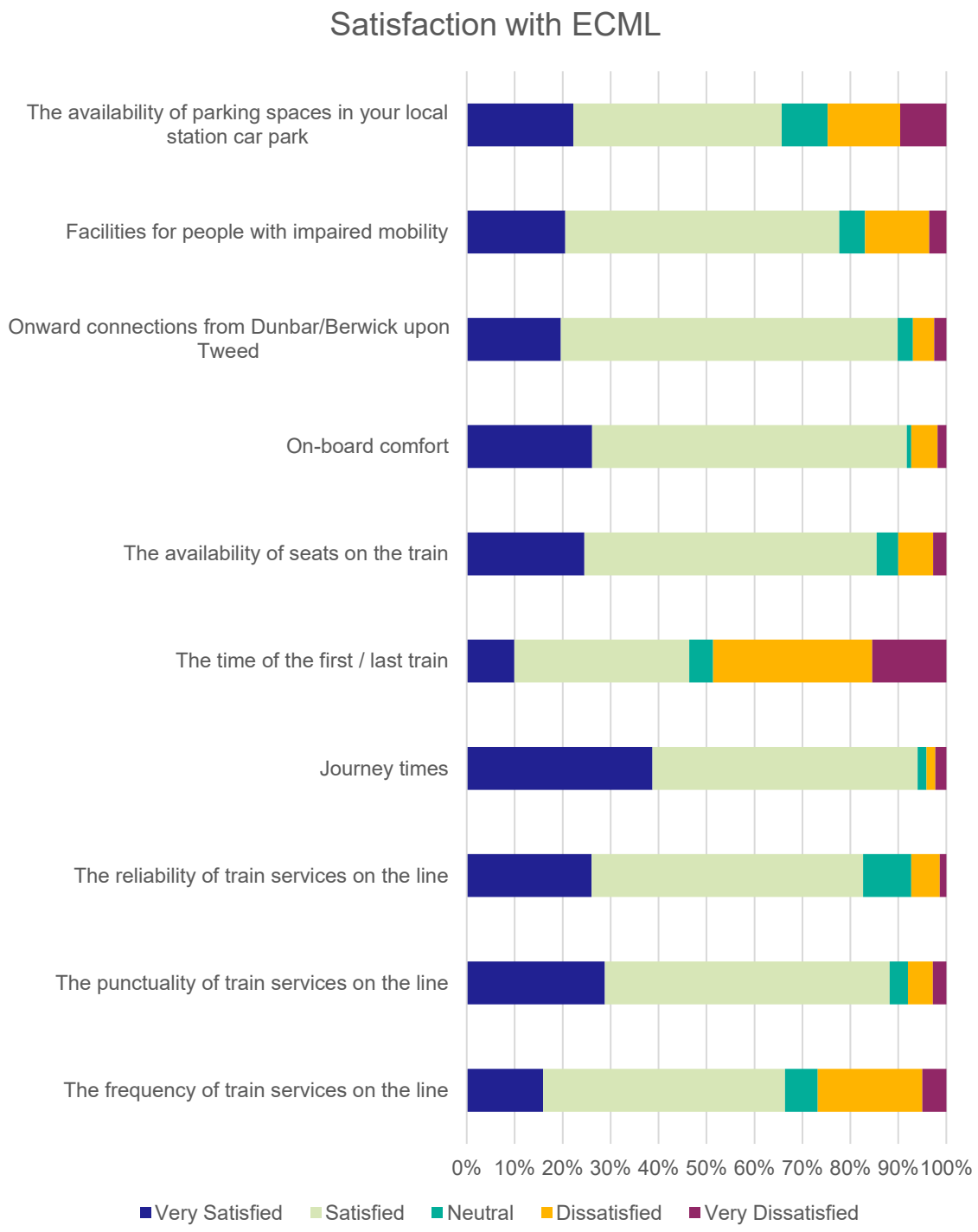


Figure 20: Resident Survey – Satisfaction with ECML.

This aligns closely to the results recorded at baseline stage, where a positive overall level of satisfaction with the ECML was demonstrated.

Use of Reston Railway Station

Station Utilisation

At baseline stage, residents were asked whether they planned to use Reston Railway Station once it was available to them, with 38% of respondents outlining they would make use of the station before scheme delivery. At Stage 1, from a similar sample size, 30% identified themselves as either regular or occasional station users. This is shown in Figure 21 below. This data suggests that station uptake has not quite reached the level of utilisation anticipated by residents prior to scheme delivery. This data reveals the difference between stated and revealed preferences, with the stated preference at the baseline stage measuring intentions whilst the revealed preference at this stage measures actual choices made by station users.

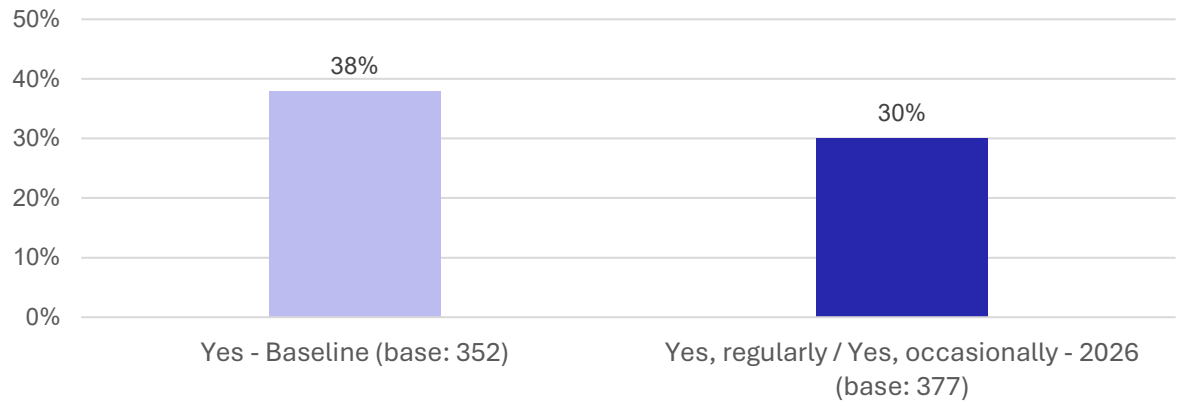


Figure 21: Resident Survey – Planned vs actual use of Reston Railway Station.

Of the respondents who live in close proximity to Reston Railway Station, 53% identified that they used the station either regularly or occasionally (out of a sample of 72 respondents).

Figure 22 presents a breakdown of station utilisation based on each respondent's place of residence. This shows a disparity between Reston residents and those residing in surrounding rural areas. A greater proportion of Reston residents identified regular and occasional use of the station (53% vs 24%); however, just under a third of the local population (31%) stated that they are yet to use the station.

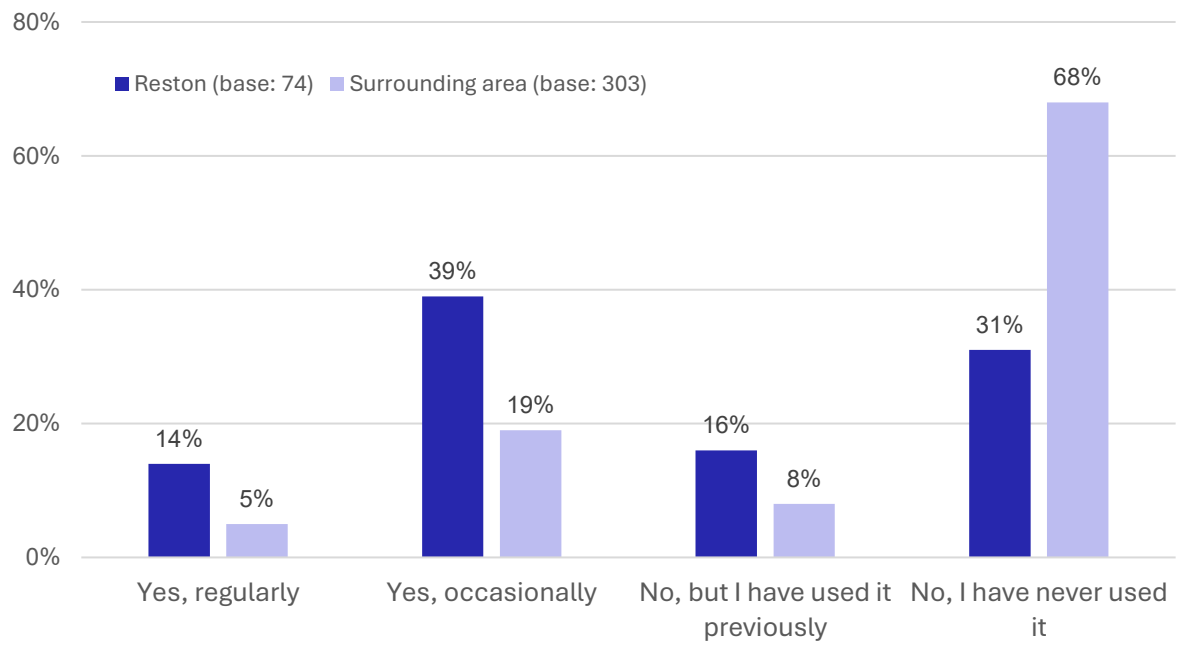


Figure 22: Resident Survey – Station Utilisation by Geography.

Table 14 shows that use of the station has demonstrated growth since opening in 2022, with respondents using the station for the first time as recent as 2025.

Table 14: Resident Survey – First Use of Rail Station

First Use of the Station	Percentage of Station Users
Have used the station since opening	53%
Used the station since 2023	10%
Used the station since 2024	19%
Used the station since 2025	18%

This suggests that the station is still 'bedding in' and that continued growth is likely. This should be evaluated further at the next stage of the evaluation process. In terms of utilisation on a weekly basis, the majority of respondents identified that they use the station less often than once a week (79%), suggesting it is not a significant part of their daily routine, or a mode of transport they rely on. Of the respondents:

- 79% use less often than once a week
- 8% use once per week
- 8% use between 2-3 days per week
- 1% use 5 days per week

Figure 23 shows that at baseline stage, residents were also asked what journey purposes they were likely to use Reston Railway Station for. This revealed that few residents planned to use the station for travel to employment and education and that there was a greater expectation for leisure-based trips. Post scheme delivery, this

general trend has been realised, with few respondents using the station for access to employment (10%) and education (2%) and the majority using the station for leisure (91%) and personal business (26%). This predominantly leisure-based use of the station aligns with the findings that Reston Railway Station is mostly used for infrequent journeys.

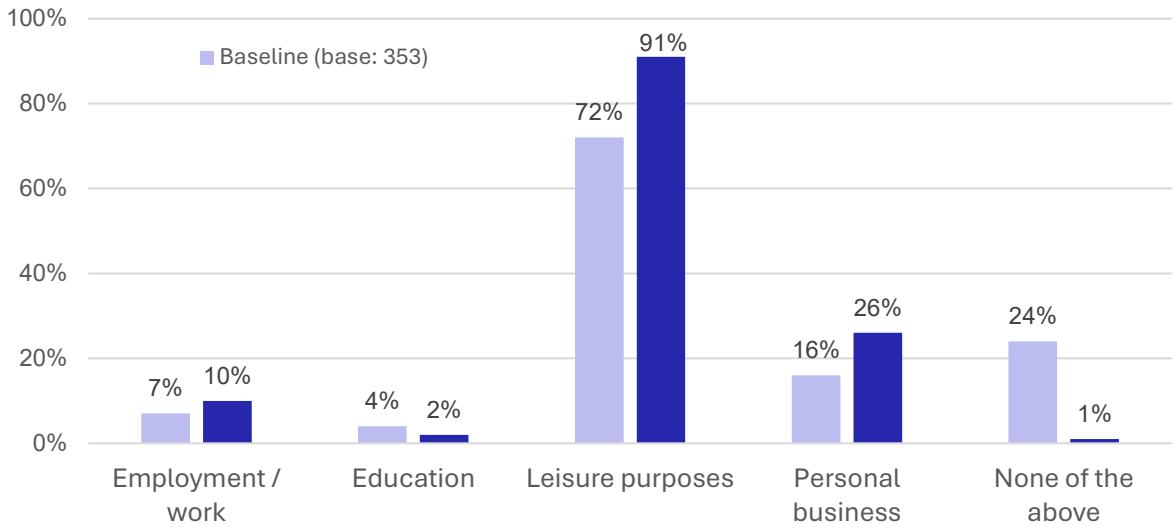


Figure 23: Resident Survey – Reston Railway Station journey purposes (all respondents identified as station users).

A similar trend was also apparent amongst residents in close proximity to Reston Railway Station. Figure 24 shows that 89% of Reston residents, who are station users, use the station for leisure based travel and 13% use for commuting (from a sample of 38 responses).

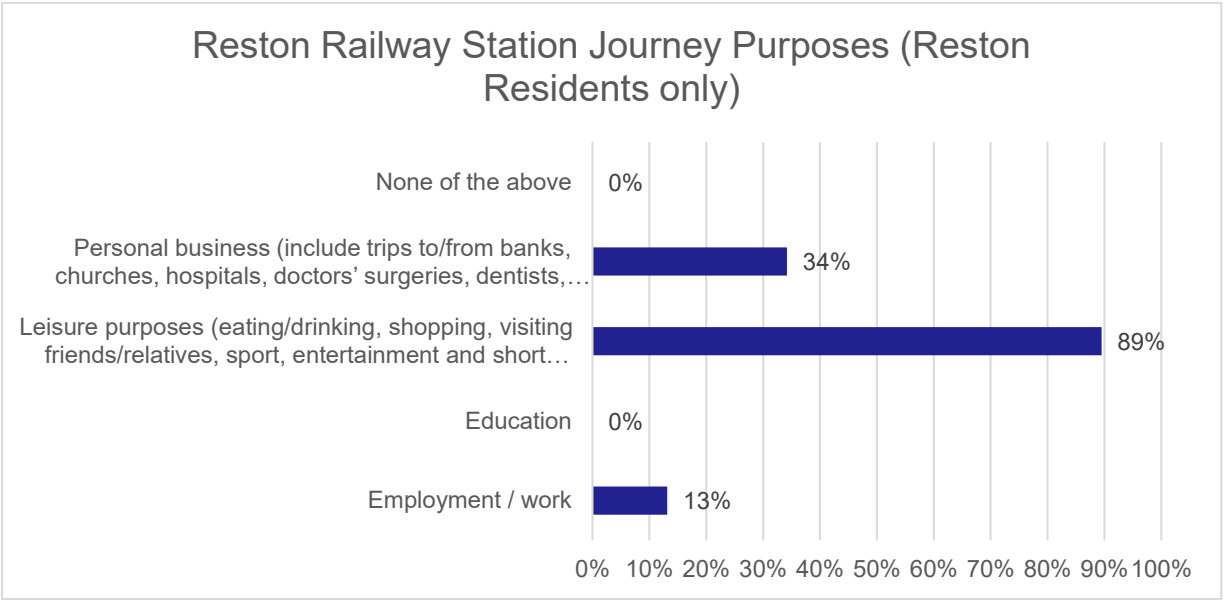


Figure 24: Resident Survey - Reston Railway Station journey purposes (Reston residents identified as station users).

Respondents were also asked the degree to which Reston Railway Station has impacted their frequency of travel. Figure 25 shows that the overriding message is that the station has largely had no impact on the frequency of travel of residents (84%), although 13% identified that the presence of the station has led to them undertaking more journeys.

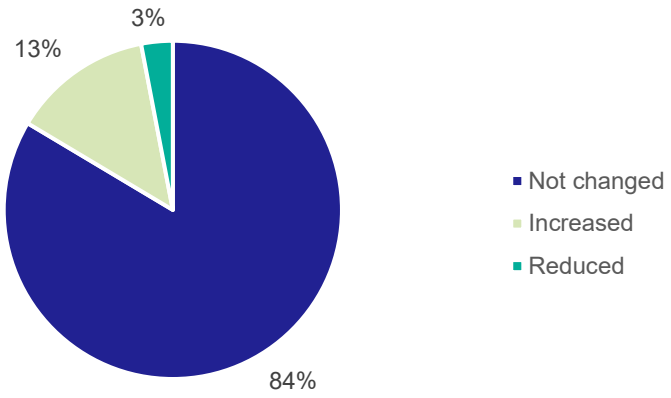


Figure 25: Resident Survey – Impact of the station on frequency of travel.

Reasons for Non-Use

'Non-users' of Reston Railway Station were asked to identify the main reasons for non-use. A set of reasons were presented to the respondents, and they were asked to identify whether they consider these to be Major, Minor or Not a reason for not using the station. Figure 26 presents the results, revealing that many respondents did not see these as either a major or minor reason for not using rail. However, this data does reveal that there is a preference amongst respondents to use their private vehicle opposed to rail (43% identifying this as a major reason and 10% as a minor reason). This is compounded by the identified limited public transport choices available to residents which was also raised as a major reason. Of the respondents, 27% outlined that having no convenient public transport links between their home and the station was a major reason for not using rail; and 16% outlined that having no convenient public transport links between the destination station and their final destination was a major reason for not traveling by rail.

This data also demonstrates that around a quarter of respondents (24%) see train frequencies as a major reason for not using the station, suggesting that the current services are too infrequent for rail to be considered a viable transport alternative.

Total journey times and timetables have also been outlined as a major reason for not using the station, as 19% of respondents stated that the train times do not meet their

needs; and 18% outlined that rail travel would take longer than their current mode of travel and that these were both a major reason for not using rail.

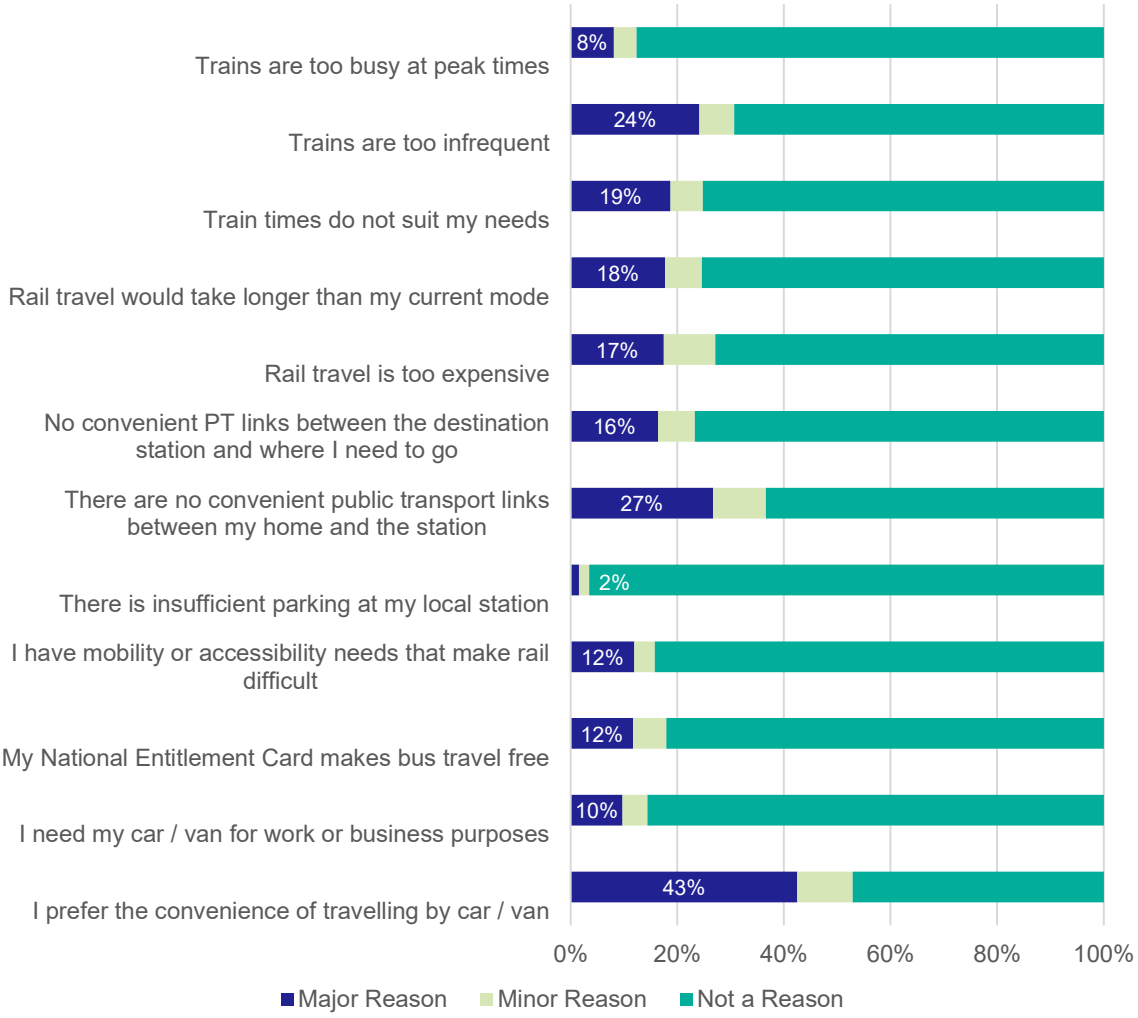


Figure 26: Resident Survey – Reasons for not Using Reston Railway Station.

Mode of Access

Reston Railway Station users were asked to identify their typical mode of travel used to access the station. Figure 27 presents the total sample of station users (112 respondents) across the entire survey area. Across the complete sample, 24% currently either walk or wheel to access the station and a significant proportion currently travel by car (67%). This tendency to access the station by car aligns with the rural nature of the survey area and limited public transport that is available. Reston provides a rail connection for many rural communities that are beyond a typical walking distance which may be a reason why a reliance on private cars is apparent.

To investigate this further the sample has been reduced to focus on residents exclusively in and around Reston, to understand how this impacts modal choice. Figure 27 reveals a reduced car reliance within the immediate vicinity of the station with 28% travelling by car and 69% either walking or wheeling. This highlights that a significant proportion of the car journeys are travelling from longer distances and that the majority of local residents are accessing the station by active modes.

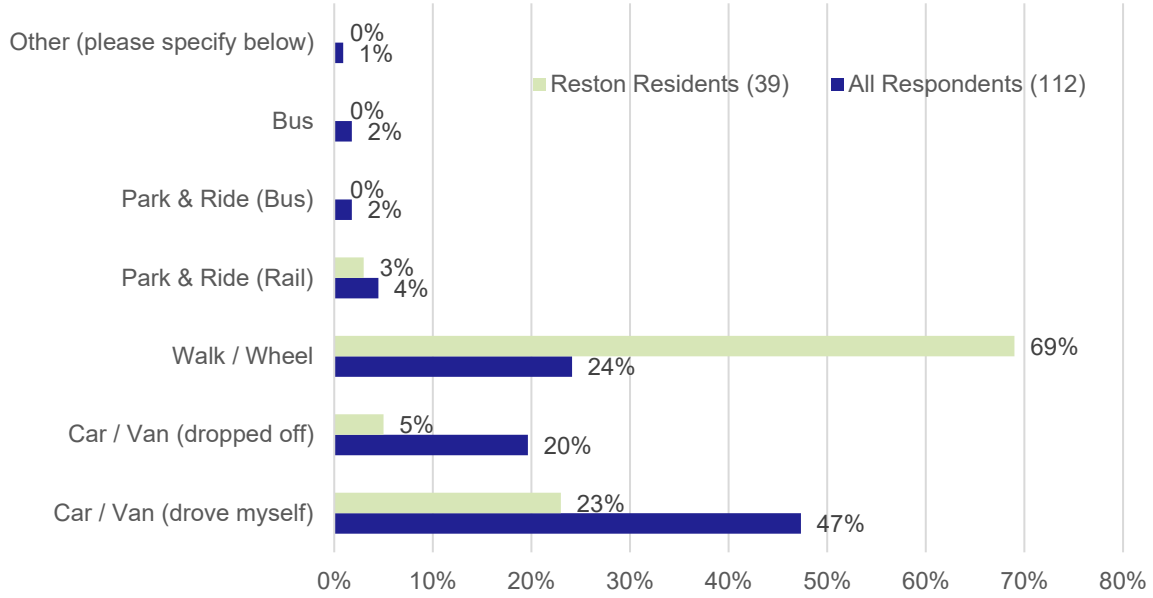


Figure 27: Resident Survey – Mode of Access to Reston Railway Station.

Perceptions of accessibility and connectivity

Respondents were asked to consider various factors related to accessibility and connectivity at Reston Railway Station, scoring each of the statements on a scale from Very Good to Very Poor. Figure 28 shows that an overriding positive response was received from a sample of 112 station users:

- 96% felt the station is easy to access.
- 85% stated the station had good or very good accessibility for disabled people or those with limited mobility.
- 94% were pleased with the wayfinding and signage associated with the station within Reston, making it easy to locate.
- 90% identified the cycle parking as good/very good.
- 84% felt the station opened up new journey opportunities for them.

Amongst these positive responses it is noticeable that there is some dissatisfaction regarding the ability to interchange between other transport modes, with 43% identifying this as either poor or very poor. This aligns with earlier comments

regarding access by bus and the low modal share for public transport when accessing the station.

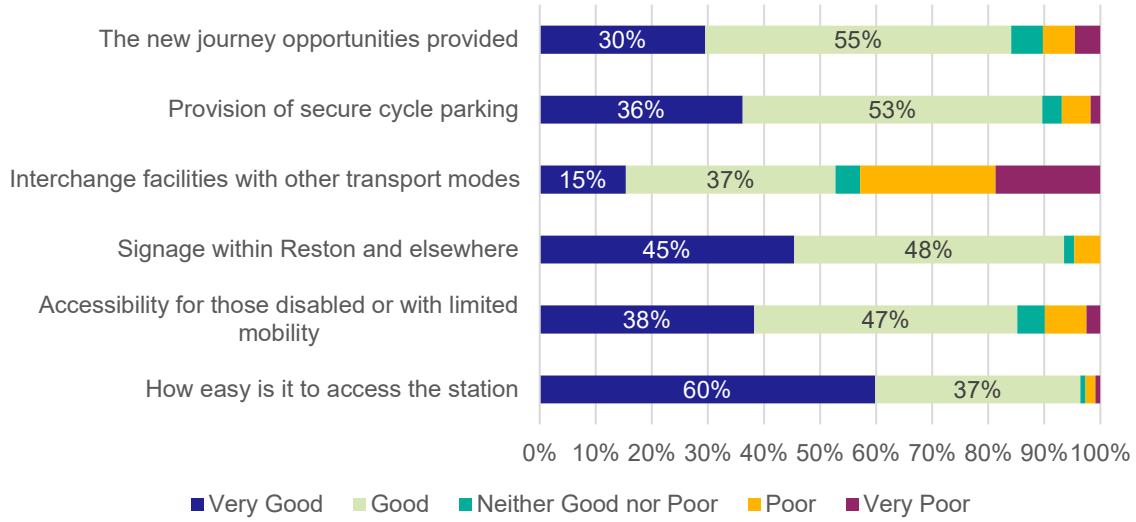


Figure 28: Resident Survey – Reston Railway Station Accessibility and Connectivity.

Station Facilities

Respondents were also asked to score station facilities on a scale from Very Good to Very Poor. Figure 29 shows that responses demonstrate a significant degree of satisfaction with the facilities provided, with upward of 90% scoring the facilities as either good or very good for many of the measures used. In particular, 96% of respondents felt the station was safe during daylight hours and 87% feel safe in and around the station during evenings and night time.

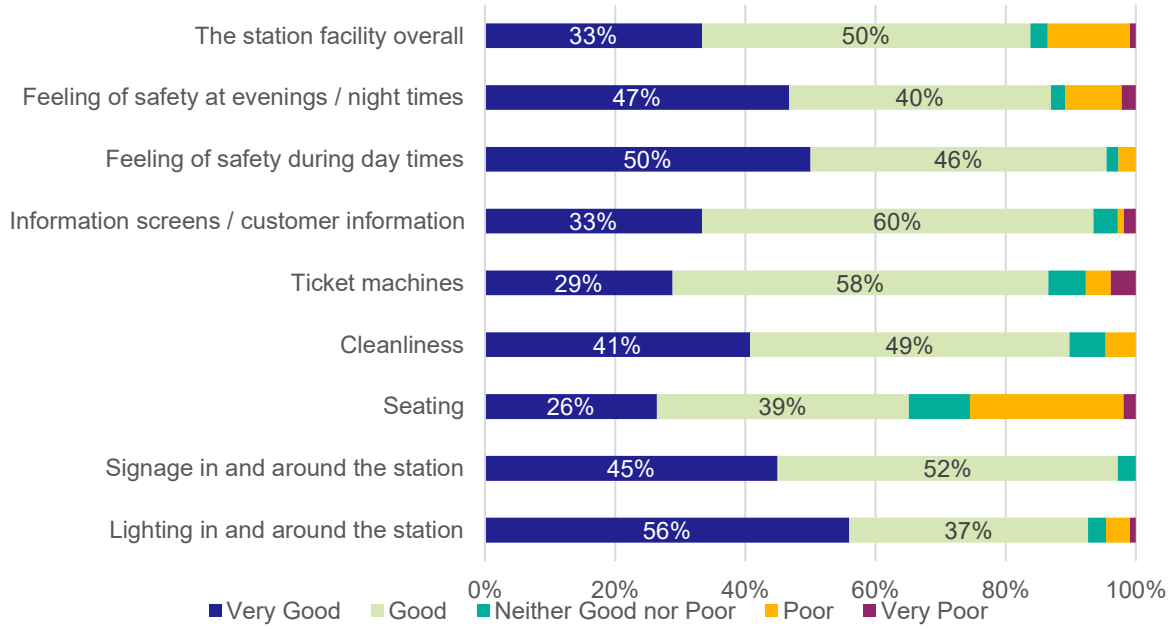


Figure 29: Resident Survey – Station Facilities.

Validating the Baseline

To further validate the baseline position at this point in time, respondents were asked whether they were rail users prior to the station opening and what stations they previously used. Figure 30 demonstrates that of the sample, a significant proportion used rail prior to the station opening (67%) and a third of respondents did not travel by train prior to the station opening. Of those who previously travel by rail, 11% previously used Dunbar Rail Station and 6% used Berwick-Upon-Tweed. Other stations used include, Dumfries, Lockerbie, Tweedbank, Galashiels, Newcraighall and Edinburgh demonstrating the need to travel significant distances to access the rail network prior to the opening of Reston Railway Station.

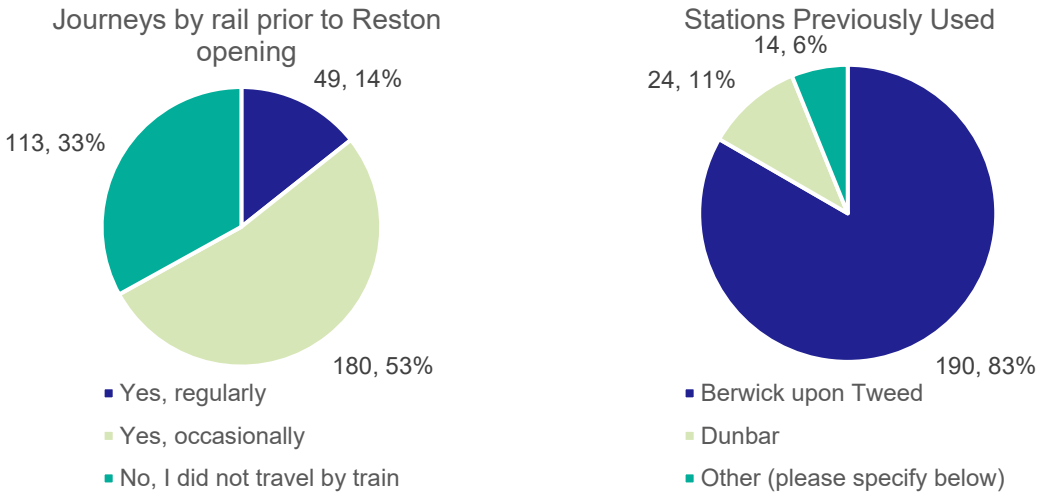


Figure 30: Resident Survey – Rail Use Prior to Station Opening (all respondents).

There is some variation when comparing the proportion of residents living in close proximity to Reston Railway Station who used rail prior to scheme opening. Figure 31 shows that from a sample of 61 respondents, 62% did not travel by train prior to Reston Railway Station opening, almost double the wider sample. This helps to demonstrate that rail was not considered a viable transport choice prior to the delivery of the station with many choosing not to use rail at all. Of those who did, similar to the wider sample, a significant proportion (68%) of these travelled to Berwick-Upon-Tweed to access the rail network.

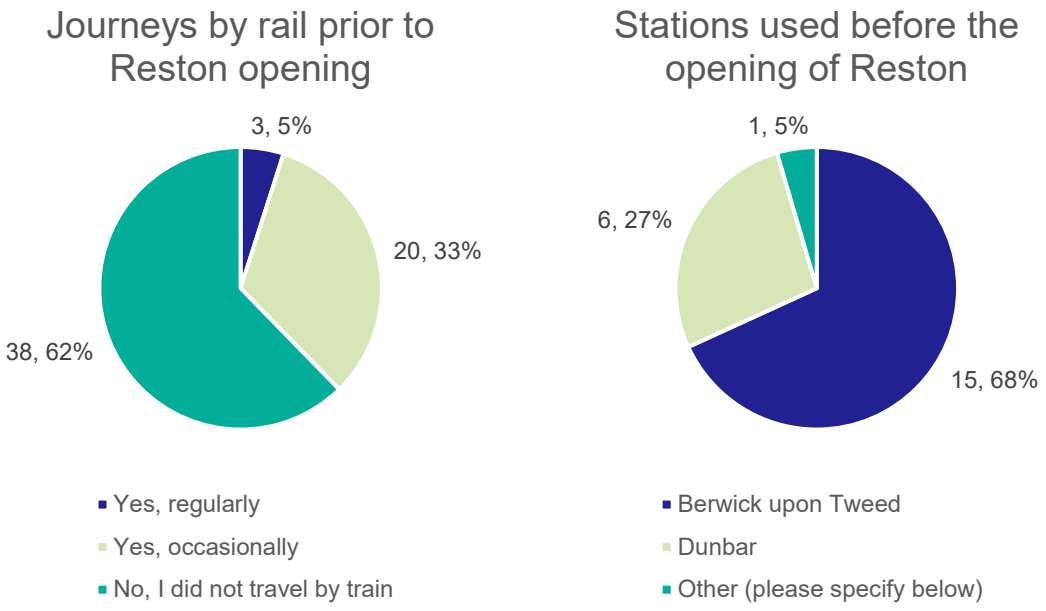


Figure 31: Resident Survey – Rail Use Prior to Station Opening (Reston Residents).

Respondents were also asked to consider how the opening of Reston Railway Station has impacted their use of private cars to particular destinations. Figure 32 shows that for travel to Newcastle, Berwick-Upon-Tweed and Edinburgh, the vast majority of respondents stated that the station had no impact on replacing their car journeys. However, 28% did identify that the station has led to them replacing car journeys to some extent when accessing Edinburgh.

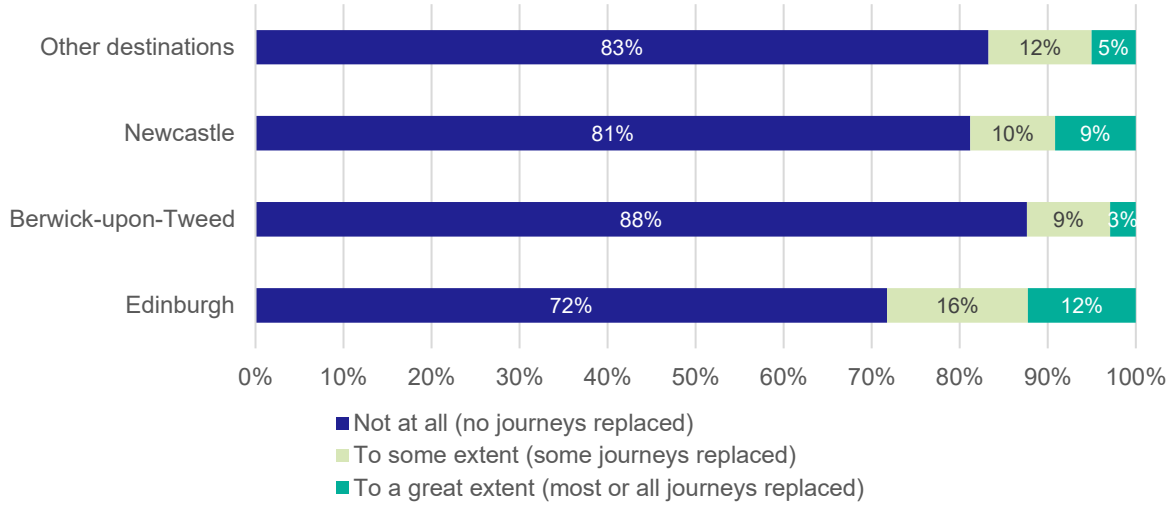


Figure 32: Resident Survey – Car Journeys Replaced By Rail (all respondents).

When looking at the local Reston population, Figure 33 shows that greater proportions outlined that rail now replaces some of their journeys previously undertaken by car. For journeys to Edinburgh, 62% outlined that the opening of the

rail station has contributed to reduced car use suggesting that greater use is taking place for longer distance journeys. Car travel is still prevalent for shorter distance journeys within Scottish Borders and neighbouring authorities but around one third of respondents suggest car journeys have been replaced to some extent.

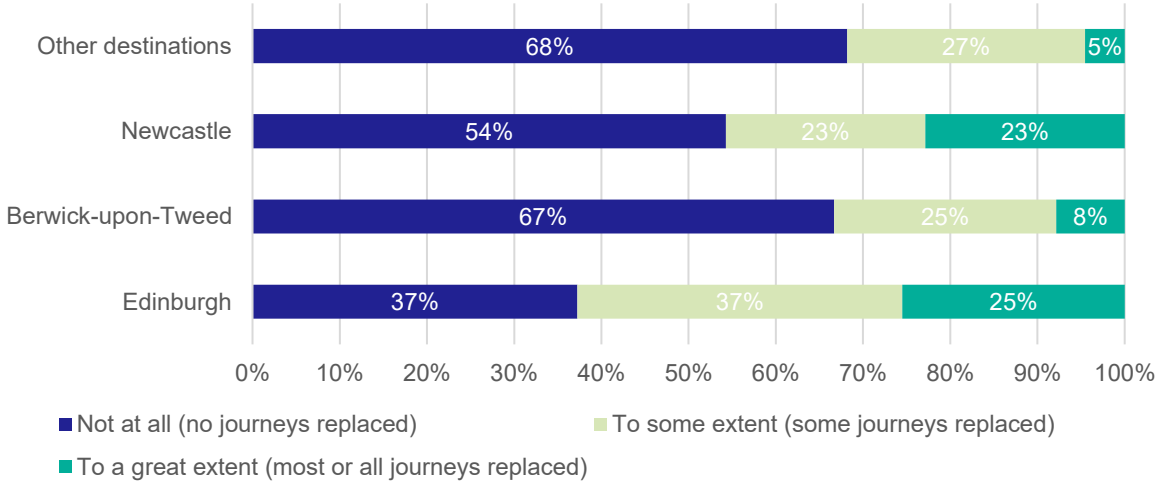


Figure 33: Resident Survey – Car Journeys Replaced By Rail (Reston residents).

Impact on Local Area

Respondents were asked to consider the general impact of the station on the local area. Figure 34 shows that the majority of responses (80%) see the station as having a positive impact on the local area.

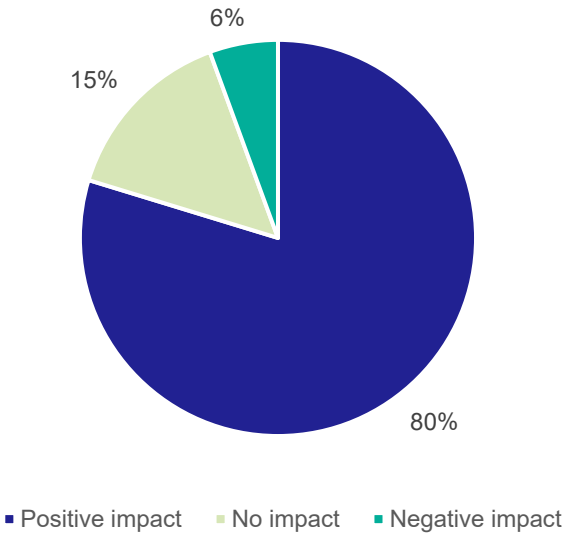


Figure 34: Resident Survey – Impact on the local area (base: 286).

Open Comments

As part of the resident survey, respondents were encouraged to provide any further comments regarding Reston Railway Station. These comments have been collated and categorised into the following themes:

- Very limited and unreliable train service
- Poor connectivity and lack of integration (especially buses)
- Underuse and “unnecessary investment” perception
- Positive local accessibility and potential benefits
- Station quality is good, but facilities are limited
- Affordability and pricing concerns
- Competition with nearby stations
- Social and local impacts
- Awareness and usage gaps
- Reliability, trust and confidence issues

Table 15 presents the collated responses which have been summarised based on the abovementioned themes. 264 individual responses were received from residents taking part in the survey.

Table 15: Resident Survey – Open Comments Summary

Theme	Summary of Responses
Very limited and unreliable train service	• Too few trains stopping at the station • Trains frequently pass through without stopping • Reports of trains scheduled to stop but not doing so • Poor evening and Sunday services • Timetables do not support commuting, day trips and evening activities
Poor connectivity and lack of integration (especially buses)	• Very limited or non-existent bus links to the station • Difficult to access without a car • Loss of previous bus services seen as a negative trade-off • No coordinated onward travel (e.g. taxis, connections) • Excludes non-drivers • Reduces catchment area • Forces people to use Berwick, Dunbar or other stations
Underuse and “unnecessary investment” perception	Repeated references to: • “waste of money” • “underused” • “empty car park”

Theme	Summary of Responses
	• Strong concern about mismatch between investment (£20m+) and service level • Infrastructure is good, but not justified without sufficient trains
Positive local accessibility and potential benefits	Many acknowledge clear benefits: • Improved access to Edinburgh, Newcastle, and beyond • Greater travel choice for rural communities • Supports commuters, young people, elderly / non-drivers • Seen as opening up the area and increasing independence • High potential, but not fully realised
Station quality is good, but facilities are limited	Positive: • Clean, modern, well-maintained • Good, free parking • Safe and easy to use Issues: • Lack of toilets, shops / cafes, waiting facilities / shelter. • Exposure to weather • Limited passenger amenities
Affordability and pricing concerns	Fares seen as: • too expensive • inconsistent with nearby stations (e.g. Berwick, Dunbar) • Price influences station choice (many opt for other stations)
Competition with nearby stations	Reston is often not the preferred station despite proximity. Many people continue to use: • Berwick-upon-Tweed (most common), Dunbar or others Reasons: • more frequent services • better reliability • better pricing • easier access / facilities
Social and local impacts	Positive: • Aids commuting, job access and • education access • Attracts new residents and visitors • Perceived boost to property values and • local economy. Negative: • Concerns about increased noise, outsiders / antisocial behaviour and village change.
Awareness and usage gaps	Some respondents: • have never used the station • are unaware of it

Theme	Summary of Responses
	• live too far away to benefit
Reliability, trust and confidence issues	Missed stops create: • risk of being stranded • difficulty retrieving parked cars Perception that rail operators: • "don't prioritise" the station • provide inconsistent service

Summary of Findings

The data captured as part of this stage 1 residents survey provides understanding of how travel behaviour, rail use and perceptions have evolved from the baseline stage following the opening of Reston Railway Station. The Resident Survey indicates that, while Reston Railway Station has improved perceived accessibility and is positively received by the local community, it has not yet resulted in material changes to overall travel behaviour.

Travel patterns remain strongly car-dependent, particularly for commuting, with rail use largely confined to infrequent and leisure-based journeys. When comparing baseline intended behaviour (stated preference) to actual utilisation (revealed preference) , observed station use is noticeably lower with around 30% of residents using the station compared to the 38% who anticipated using the station at baseline stage. The data also shows that the majority of station use occurs less than once per week.

Key barriers to greater uptake include service frequency, limited timetable suitability, weak public transport integration, and the continued convenience of private car use. Despite this, satisfaction with the station itself is high, with strong ratings for accessibility, safety and facilities, and around 80% of respondents perceive a positive impact on the local area. Overall, the station is viewed as a valuable asset with clear potential, but one that is still "bedding in" and constrained by operational and connectivity limitations.

There are disparities between the wider sample of respondents and residents of Reston who live in close proximity to the station. Local residents show a greater tendency to travel by rail with 14% using rail for commuting purposes and large proportions using the station for leisure based travel to long distance destinations (Edinburgh and Newcastle). Reston residents have also demonstrated that rail to some extent has contributed to a modal shift away from car use and that active modes are now being used to access the rail network. This suggests that while the widespread impact of the station is limited across East Berwickshire, the scheme has enabled new travel choices and patterns in the local area of Reston.

Business Survey

Introduction

A business survey was undertaken to better understand the potential business benefits and impacts of Reston Railway Station. These surveys were targeted at businesses and organisations across the study area as identified at baseline stage and aligned to that adopted for the residents surveys.

At baseline stage the following objectives were identified for the baseline business survey:

1. **To understand the broader impacts of the introduction of the new station e.g. improved access for communities, to employment, education etc.**
2. **To understand the potential impact for freight users and other businesses.**
3. **To evaluate the impact of the rail station on other modes of transport e.g. service reduction; increased traffic flow; parking demand.**
4. **To monitor wider economic benefits such as evidence of impact on local population levels, labour market supply, changes in land use, retail vitality and local housing market.**

The baseline survey has been replicated based on these objectives and expanded to capture post-scheme opinions and realisations as a result of the opening of Reston Railway Station.

Methodology

Target Areas

The business survey has adopted the same catchment area as the resident survey. At baseline stage, 100 businesses completed the survey.

Survey Material

A business survey was developed collaboratively between Jacobs, IBP and Transport Scotland to ensure the most appropriate information was gathered,

building on the structure of the baseline survey. The survey focused on the following themes:

- About your business/organisation – These questions determine business/organisation credentials, location and primary activities.
- Business Conditions – These questions investigate business markets, trading conditions, influencing factors, investment levels and recent financial performance for businesses across the study area.
- Your employees and their travel – These questions determine the number of full and part time employees currently employed, how these employees travel to and from their place of work and the nature and frequency of work-related journeys.
- Reston Railway Station – These questions focus on the impacts of the scheme regarding how employees and customers now travel and business performance since the opening of Reston Railway Station.

These Stage 1 surveys allow for direct comparisons to be made with the baseline survey that was undertaken prior to scheme delivery. This allows for market changes to be determined as a result of scheme delivery and whether expectations have been realised. The final survey is presented within Appendix A.

Survey Delivery

A hybrid approach to the business survey was adopted, involving data collection by telephone and on a face-to-face basis. This approach recognised the difficulties of securing the target sample size by the telephone method alone, particularly with regard to businesses in the retail, hospitality and similar sectors.

For the telephone survey component, telephone contact details were sourced from a GDPR compliant data provider. Forty-two interviews were achieved through this route.

Face-to-face interviews were secured by interviewer visits across a range of settlements within the target area, including Reston itself, Duns, Chirnside, Eyemouth, Greenlaw and Coldstream (this broadly reflected those settlements within which interviews were undertaken for the baseline survey); 53 interviews were conducted in this way.

The total achieved sample size for the business survey element was 95.

Comparison to Baseline Survey

The baseline business survey findings were reported on an unweighted basis, and a similar approach has been adopted for the Stage 1 evaluation survey.

Any relevant considerations or limitations relating to comparability are noted throughout the report.

Research Limitations

The business survey findings should be interpreted with appropriate caution due to the relatively specialist and diverse nature of the local business base and the practical challenges associated with securing participation from businesses of differing sizes and sectors. The achieved sample is likely to reflect those businesses that were available and willing to engage during the fieldwork period and may therefore under-represent some sectors or business types. In addition, business perceptions regarding economic impacts, customer behaviour and workforce travel patterns are inherently subjective and may also be influenced by wider economic and trading conditions unrelated to the rail station itself. The findings should therefore be considered indicative of business sentiment and experience rather than a precise measure of economic impact.

Data & Analysis

The findings from the business survey primary data collection are presented below in the following sections:

- Business characteristics – Summarising the business location activity and conditions at the time of undertaking the survey.
- Competitive advantages and disadvantages – Summarising whether transport connections/availability in various forms provides either a competitive advantage or disadvantage for businesses.
- Employees and their travel – Assessing commuting patterns and mode share.
- Business travel – Assessing travel patterns for travel in the course of work.
- Reston Railway Station – Exploring the impact of Reston Railway Station on businesses.

Business Characteristics

Business Location

Respondents were asked to provide the first part and first digit in the second part of their business postcode. Respondents were encouraged to provide the postcode for their main operation in the Scottish Borders and East Berwickshire areas. Figure 35 presents the postcodes provided by respondents. Many of the businesses targeted are in close proximity to Reston, situated either within TD14 5 (40 businesses) and TD11 3 (30 businesses) postcode sectors. At baseline stage, the largest proportion of businesses who took part in the survey were located in postcode sector TD15 1 (towards the south east of the study area); however, no responses were received from this location at this stage.

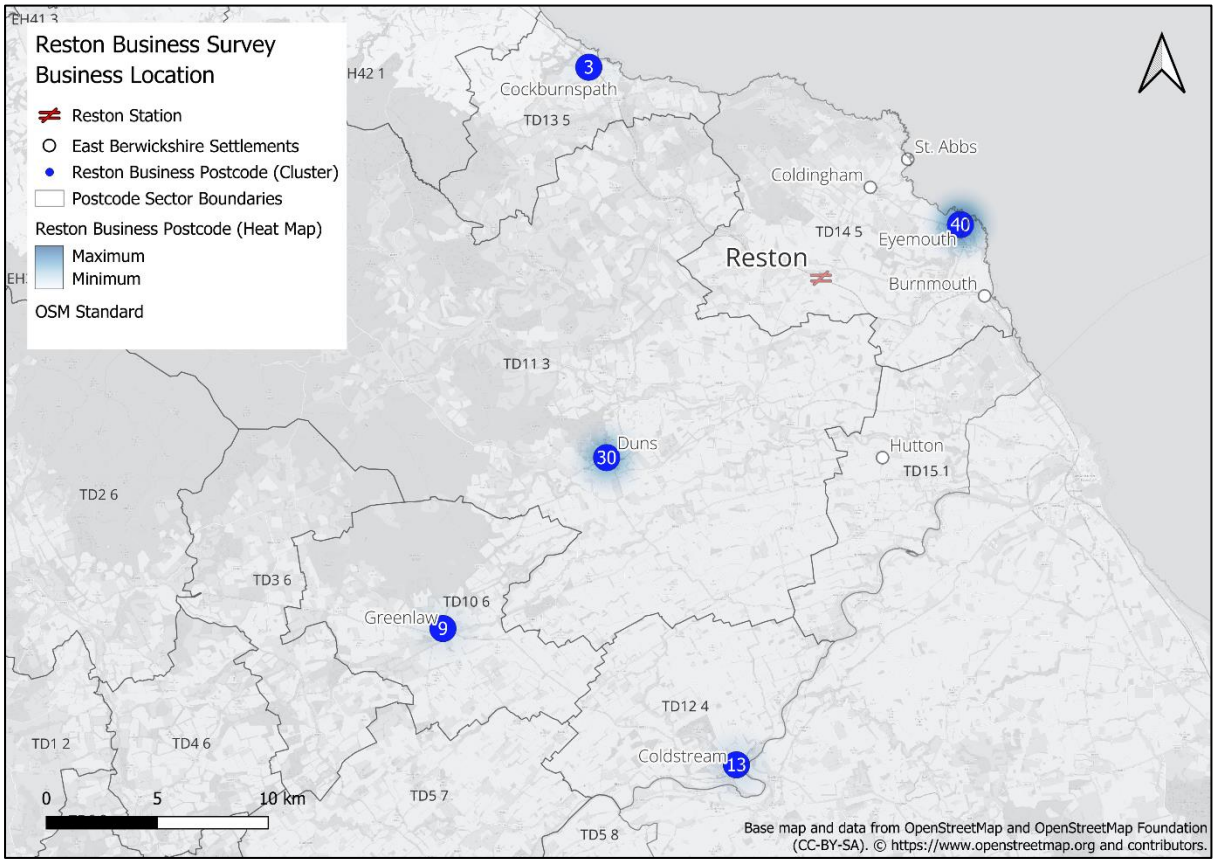


Figure 35: Reston Business Survey – Business Locations

Figure 36 demonstrates that 78% of businesses have been operating at their current location for 10 years or more which is comparable to the baseline stage (65%). 21% of businesses have located in this area within the last five years which may have been influenced by the opening of Reston Railway Station (although this cannot be attributed directly).

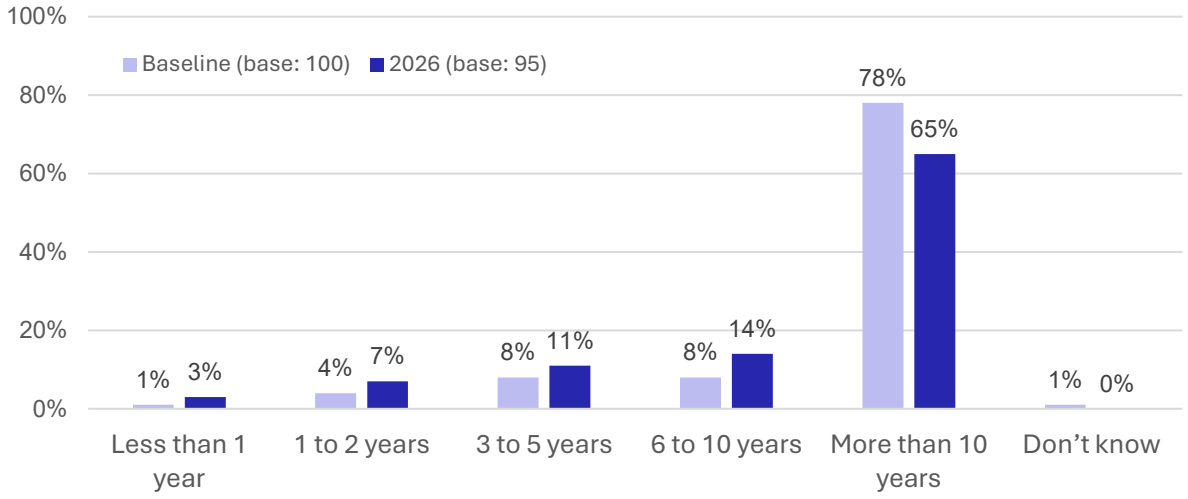


Figure 36: Business Survey - Duration of Operations in Current Location.

Respondents were asked to identify whether they had relocated from elsewhere, the business was first established at this site, or their current location was opened up as part of a business expansion. Figure 37 shows that 81% of businesses identified that their business was first established at the current location.

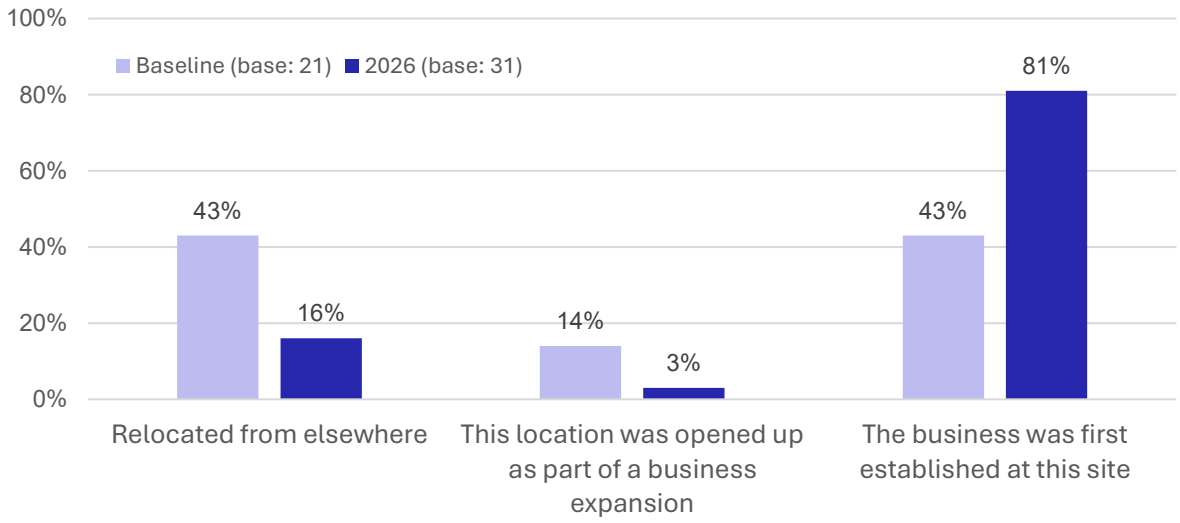


Figure 37: Business Survey – Duration of Occupation.

Business representatives were also asked to identify whether they had any plans to move from, expand or contract at their current location. Figure 38 shoes that at both baseline and this stage of evaluation, the majority of businesses declared they had no plans to change their current arrangement.

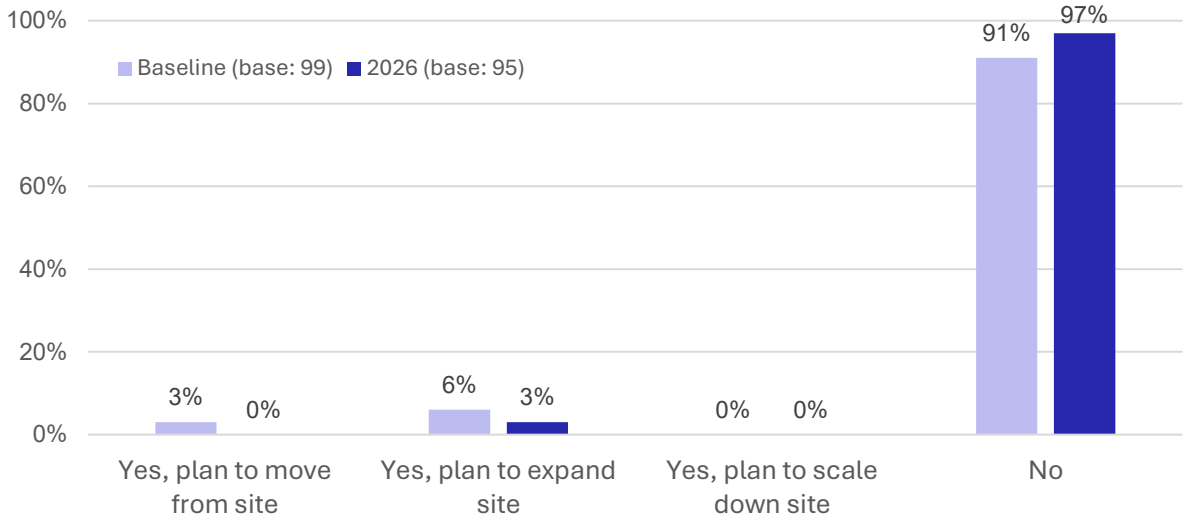


Figure 38: Business Survey – Future Plans

Primary Activity

Respondents were asked to note the primary activity of their business. Table 16 shows that at this stage, a large proportion (over one third) of respondents represented wholesale and retail trade; repair of motor vehicles and motorcycles (35%); and accommodation and food service activities (14%). This is comparable to the findings of the baseline survey, where similar majorities were identified. However, it is noticeable that a greater proportion of wholesale retail and trade was captured during this survey (35%) compared to the baseline stage (14%). Multiple other businesses were also captured by the survey allowing perceptions and market trends to be evaluated from business who represent a multitude of activities and sectors.

Table 16: Business Survey – Primary Activity

Sector	Baseline	2026
Agriculture, Forestry and Fishing	10%	4%
Mining and quarrying	0%	0%
Manufacturing	1%	3%
Electricity, Gas, Steam and air conditioning	2%	0%
Water supply, sewerage, waste management and remediation activities	1%	2%
Construction	0%	2%
Wholesale and retail trade; repair of motor vehicles and motorcycles	14%	35%
Transport and storage	3%	3%
Accommodation and food service activities	19%	14%
Information and communication	0%	0%
Financial and insurance activities	0%	1%
Real estate activities	0%	2%
Professional, scientific and technical activities	0%	0%
Administrative and support service activities	1%	0%

Public administration and defence; compulsory social security	1%	0%
Education	5%	3%
Human health and social work activities	10%	6%
Arts, entertainment and recreation	1%	3%
Tourism	4%	0%
Other	28%	21%
Base	**100**	**95**

Business Conditions

Commercial organisations and social enterprises were asked to identify the geographical markets they serve, the location of their main competitors and the location of their current suppliers. Respondents were asked to identify a percentage share across multiple geographic areas (totalling 100%). Table 17 presents the average percentage by geographic area and demonstrates that many businesses serve markets within the Scottish Borders (average of 81%) and that this is also where most of their competitors are located (average of 76%). Similarly, on average, 51% of suppliers are located within Scottish Borders. This demonstrates a tendency for shorter distance travel with limited trade taking place beyond Scotland.

Table 17: Business Survey – Business Conditions

Geographical market	Markets served	Main Competitors	Suppliers
Scottish Borders	81%	76%	51%
East Lothian	7%	5%	4%
Midlothian	1%	2%	0%
Edinburgh	1%	4%	8%
West Lothian	0%	1%	0%
Other Scotland	3%	6%	19%
North of England	4%	4%	7%
Other UK	2%	3%	7%
Overseas	1%	1%	2%
Base	**79**	**71**	**74**

Business representatives were asked to rate trading conditions on a scale from Very Good to Very Poor. Figure 39 shows that 75% of businesses were satisfied with the current trading conditions, rating them as either good or very good. This is an improvement on the baseline where 69% were satisfied.

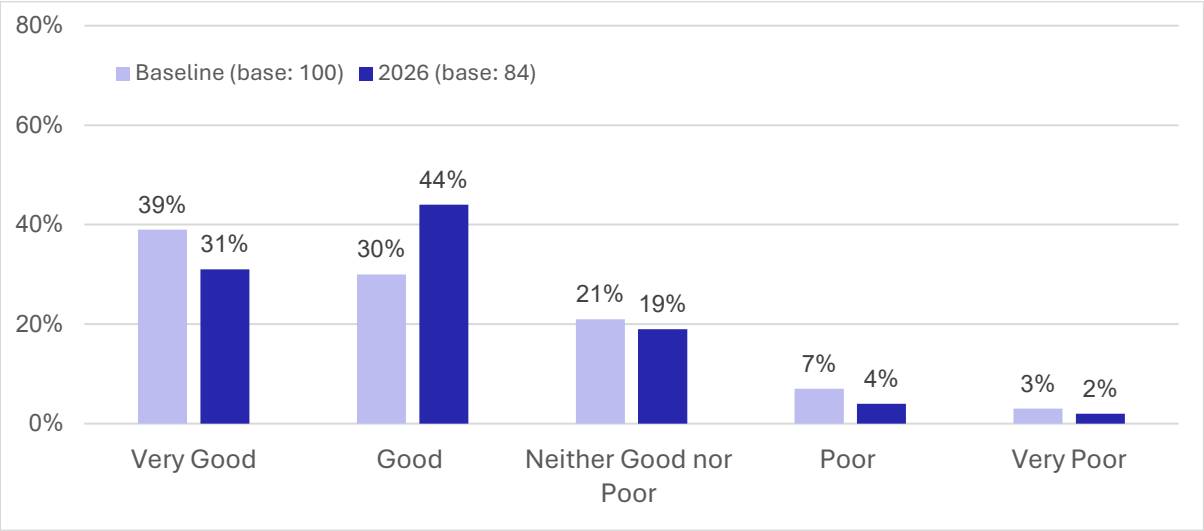


Figure 39: Business Survey – Satisfaction with business trading conditions

Respondents were then asked to outline what has influenced recent business conditions. Table 18 below demonstrates that a small number of respondents outlined public transport connections as influencing recent business conditions and that market competition and market trends are the biggest influences. At baseline stage, 38% identified that public transport connections impacted business conditions; and 41% identified that a perception of remoteness impacted business conditions.

Table 18: Business Survey – Influences on business conditions

Influence	Baseline	2026
Access to bank finance	30%	7%
Availability of labour	45%	13%
Brexit	43%	10%
Changing market trends	59%	33%
Government regulations	39%	17%
Impact of COVID 19 pandemic*	83%	12%
Market competition	33%	38%
Marketing of the area	41%	18%
Perception of remoteness	41%	20%
Public transport connections – rail	N/A	4%
Public transport connections - bus	N/A	6%
Public transport connections	38%	N/A
Road network connections	35%	17%
Other	9%	22%
Base	**100**	**82**

Respondents were also asked to consider how easy or otherwise it is for them to recruit suitable staff. This has been compared with a similar question posed at baseline stage. As shown within Figure 40, at baseline stage (from a sample of 100 businesses) 21% considered it either easy or very easy to recruit suitable staff. At this stage of evaluation, a much higher proportion (55%) of businesses (from a

sample of 87) outline that recruitment is either easy or very easy. At this stage, 11% considered recruitment of suitable staff to be difficult compared to 47% at baseline stage.

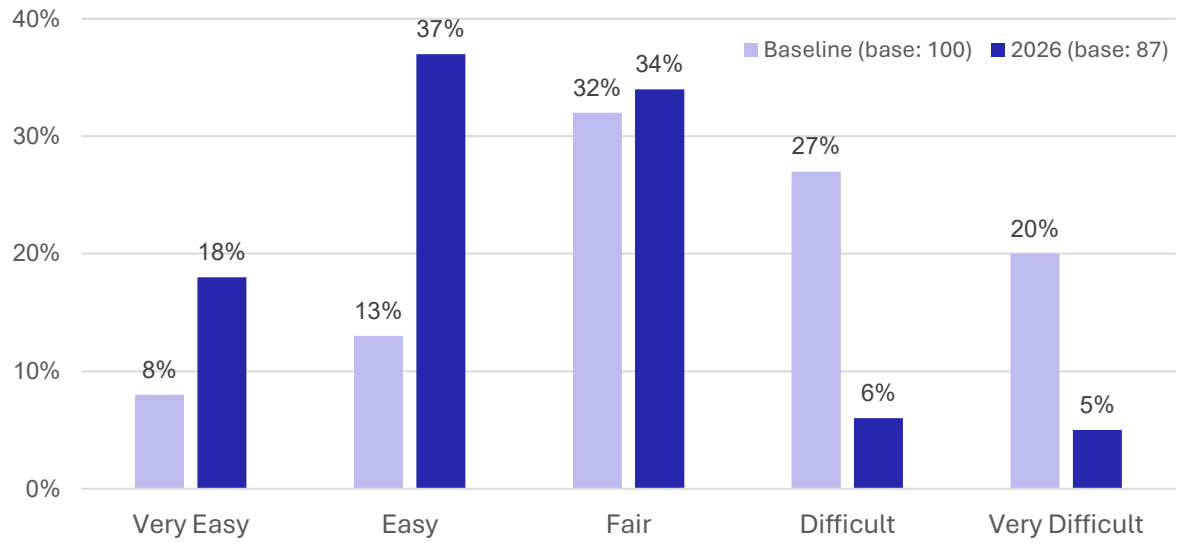


Figure 40: Business Survey – Recruitment

Respondents were asked to identify their approximate annual turnover in the last financial year. Many respondents at this stage opted to respond with 'Don't Know / Prefer not to say' which makes it difficult to see whether any uplift has been realised post-scheme delivery. Figure 41 demonstrates a relatively even spread across various turnover bands which is broadly similar to that seen at baseline stage.

Figure 42 demonstrates that broadly no change in sales turnover has been witnessed over the last 12 months; however, a quarter of respondents identified that their sales turnover has increased over the last 12 months. At baseline stage, a similar question was asked with 60% of baseline survey respondents noting that turnover had increased; and the remaining 40% noting that it had decreased.

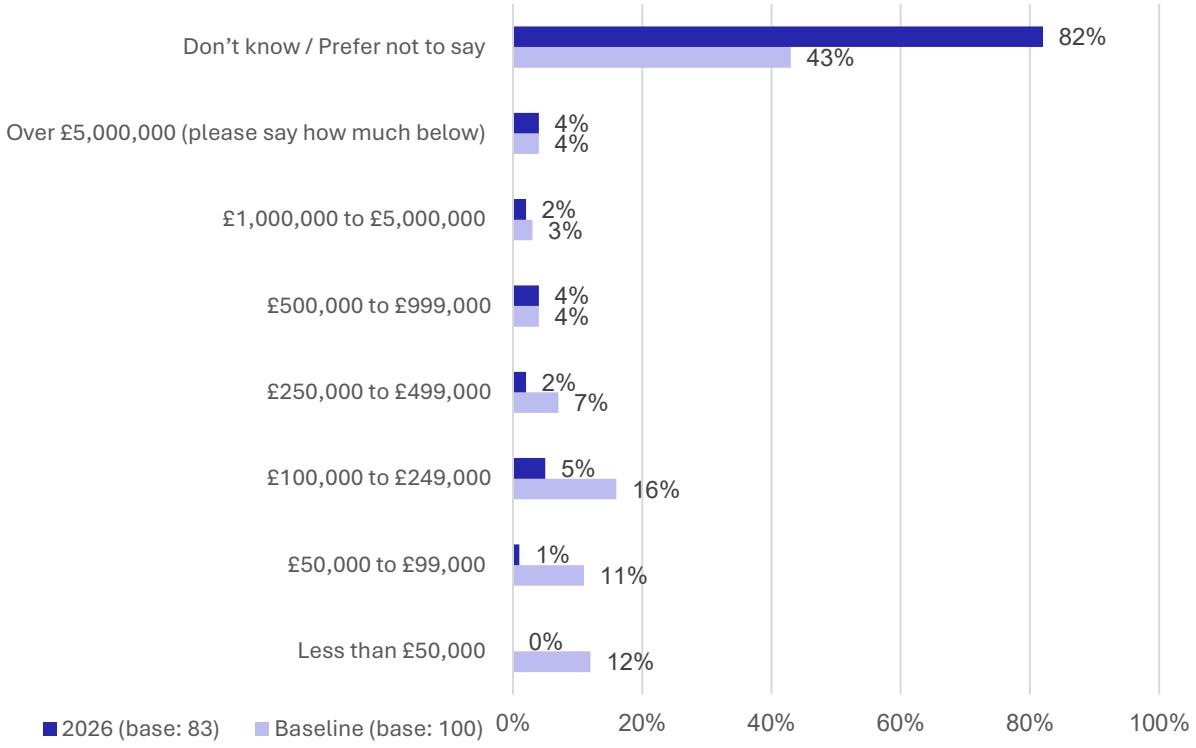


Figure 41: Business Survey – Annual sales turnover

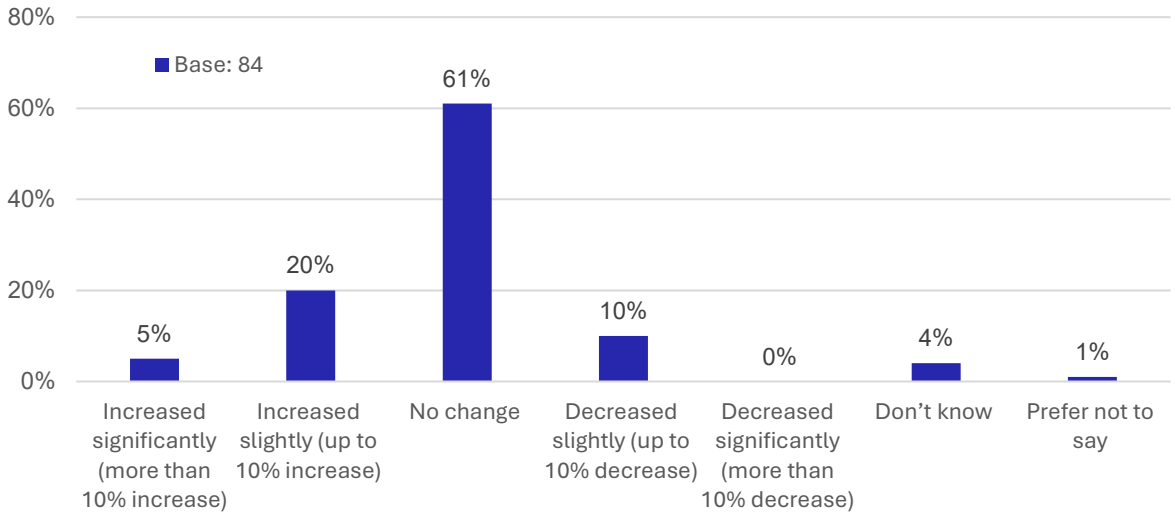


Figure 42: Business Survey – Changes to sales turnover over the past year

Competitive Advantages and Disadvantages

Respondents were asked to consider whether transport connections/availability in various forms provides either a competitive advantage or disadvantage for their business. Figure 43 demonstrates positive perceptions of public transport and highway connectivity for their businesses and that these provide a competitive advantage. Compared to the baseline, an improvement is demonstrated regarding

the competitive advantage of public transport links to site, with those identifying this as a disadvantage reducing from 26% to 14%. At this stage respondents were also asked to consider whether having a direct rail connection offers a competitive advantage for their business (this was not asked at baseline stage). 53% of respondents (from a sample of 93) saw this as an advantage to their business.

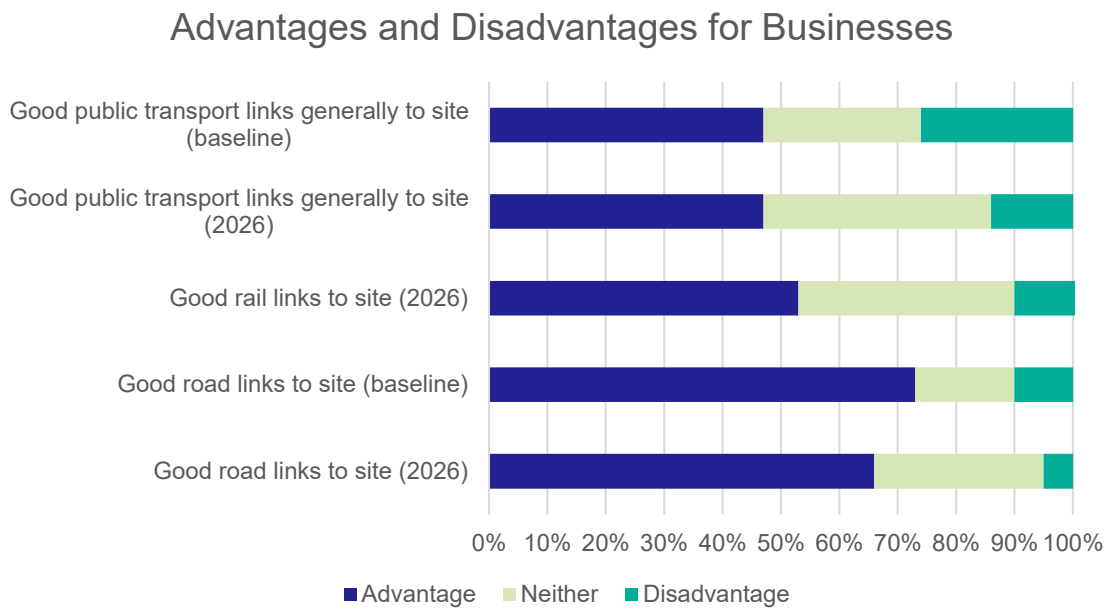


Figure 43: Business Survey – Competitive Advantages and Disadvantages.

Employees and their Travel

Number of Employees

Figure 44 shows that the businesses surveyed at this stage appear to mostly be small businesses with between two to five employees (representing 51% of the sample). Of the sample (91 businesses), 4% employ more than 50 people and 89% employ 10 or fewer people.

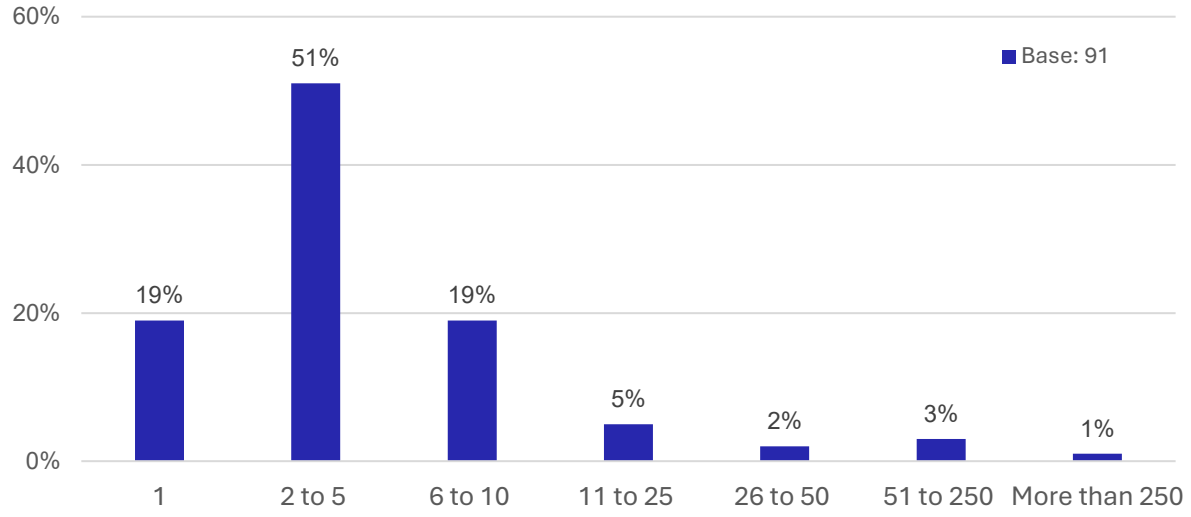


Figure 44: Business Survey – Number of Employees.

Employee Place of Work

Figures 45 and 46 show that from a sample of 93 businesses, 92% identified that all their employees work from their premises (as opposed to working from home or remotely) and 93% identified that none of their staff work on a hybrid basis. This suggests that there is commuting demand present with the majority of employees travelling to site every day.

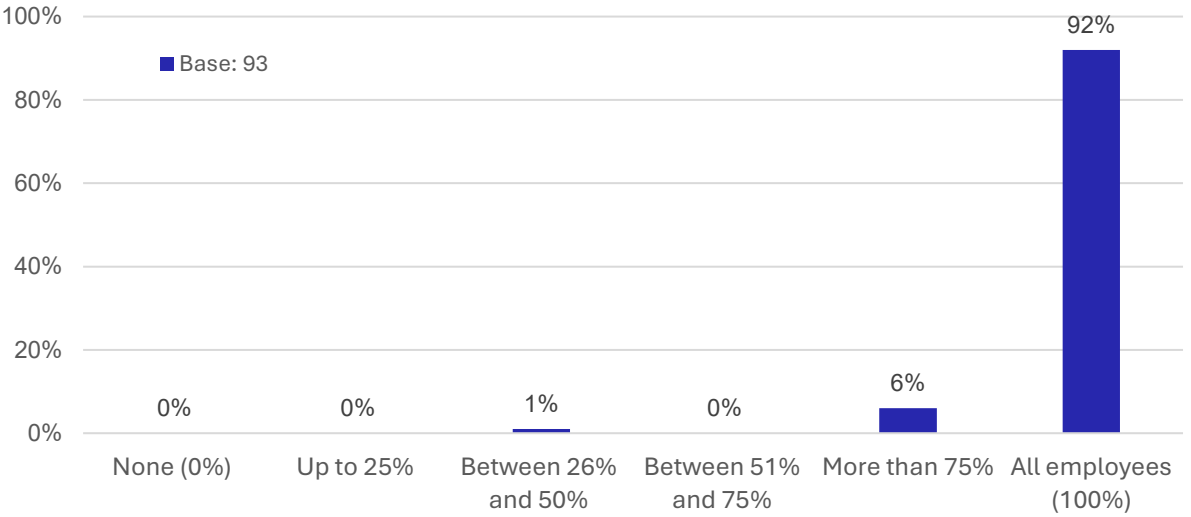


Figure 45: Business Survey – Employees on site full time.

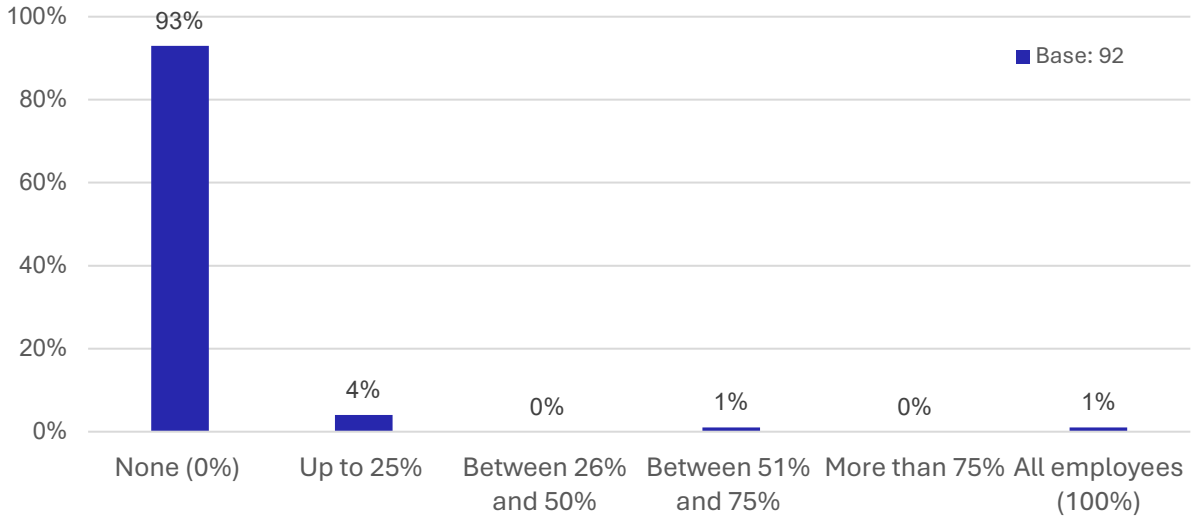


Figure 46: Business Survey – Employees working on a hybrid basis.

Method of Travel to Work

Respondents were asked to identify, to the best of their knowledge, what percentage of employees use various methods of travel as their main mode to get to and from their place of work. Table 19 presents an average of percentage figures provided from 83 businesses for each mode of travel. Based on this data, 0% of employees from these businesses currently travel to work by rail, with car (75%) and walking/wheeling (23%) dominating mode choice for employees. This data suggests that rail is yet to become a preferred mode for commuter travel and that connectivity between the station and places of work/residence may not yet be efficient for commuters. The dominance of car travel suggests that behaviour change from the baseline position has not yet been achieved from a commuter perspective.

Table 19: Business Survey – Method of Travel to Work

Method of travel	Average percentage (%)
Car or other motor vehicle (such as a van)	75%
Rail	0%
Walk / Wheel	23%
Bus	1%
Motorcycle	0%
Cycle	1%
Other	0%
Base	**83**

Business Travel

Businesses were asked to identify whether their employees travelled in the course of work (business travel); for example, to meetings or to make deliveries. Figure 47

shows that of the 93 businesses surveyed, 42% travel for business purposes. This is comparable to the baseline survey (43% from a sample of 100 businesses).

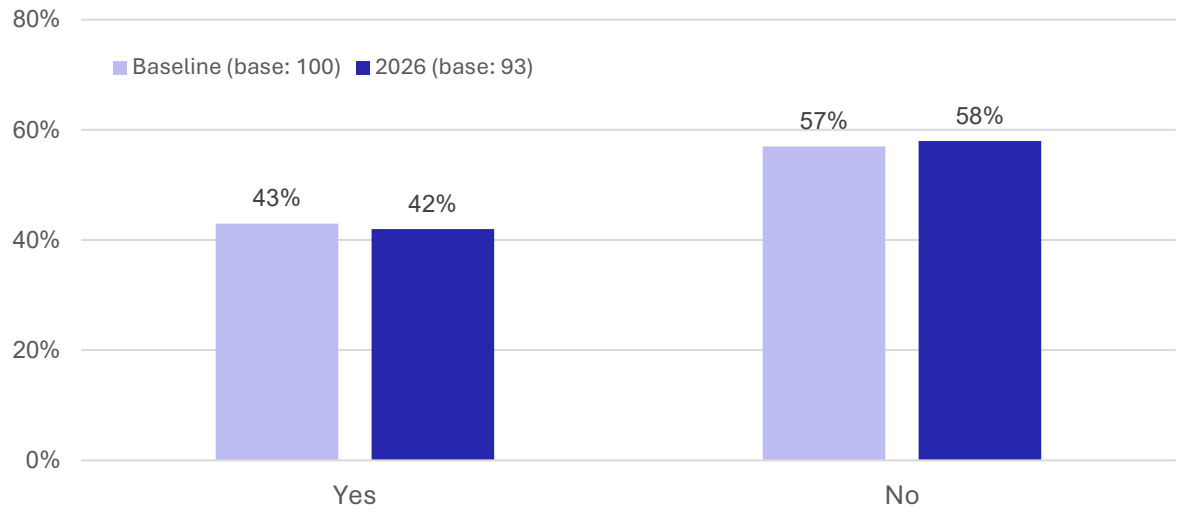


Figure 47: Business Survey - Business Travel

Of those who indicated that travel on company business was part of their day-to-day activities, respondents were asked to identify the primary locations that their employees travel to. Table 20 presents the typical destinations for business travel and reveals broad alignment between the baseline and current stage. There is a notable reduction in the number of businesses travelling to the north of England; however, this is very much dependent on the businesses captured during each survey.

Table 20: Business Survey – Business Travel Destinations.

Location	Baseline	2026
Scottish Borders	88%	87%
East Lothian	42%	46%
Midlothian	30%	31%
Edinburgh	47%	51%
West Lothian	N/A	23%
Other Scotland	35%	41%
North of England	74%	36%
Other UK	28%	15%
Overseas	5%	8%
Base	**43**	**39**

Respondents were then asked to identify on average, how often employees travel to and from these geographic areas in the course of their work. Table 21 shows that for those who travel to Scottish Borders settlements, the most recurrent journey frequency was over 20 times a month. For other destinations, on average employees

are mostly travelling one to five times a month to parts of Scotland and less than once a month to other parts of the UK.

Table 21: Business Survey – Business Travel Frequency

Location	Less than once a month	1 to 5 times a month	6 to 10 times a month	11 to 20 times a month	Over 20 times a month	Base
Scottish Borders	12%	24%	18%	9%	36%	**33**
East Lothian	12%	47%	18%	6%	18%	**17**
Midlothian	18%	55%	9%	9%	9%	**11**
Edinburgh	21%	37%	32%	5%	5%	**19**
West Lothian	13%	63%	13%	-	13%	**8**
Other Scotland	27%	40%	20%	-	13%	**15**
North of England	23%	38%	8%	8%	23%	**13**
Other UK	60%	40%	-	-	-	**5**
Overseas	100%	-	-	-	-	**3**

Businesses who have employees undertaking business travel were also asked to identify the typical modes of travel used for such journeys. Table 22 shows that travel by car is the dominant mode (87%); however, rail is also used for this travel (6%).

Table 22: Business Survey – Modes used for business travel

Method of travel	%
Car or other motor vehicle (such as a van)	87%
Rail	6%
Walk / Wheel	0%
Bus	3%
Motorcycle	0%
Cycle	0%
Other	5%
Base	**38**

Reston Railway Station

The following sections explore the baseline and current survey responses regarding the expected and observed impacts of Reston Railway Station. Where similar questioning has been undertaken, a like for like comparison between forecasts and post scheme findings have been undertaken.

Proximity to Reston Railway Station

Respondents were asked to identify the nearest rail station to their business. At baseline stage a similar question was asked to determine whether the station would be closest once open. Figure 48 shows that of the 95 businesses surveyed, 67%

identified that Reston is their closest rail station. This suggests that rail should be a viable transport choice for accessing these businesses.

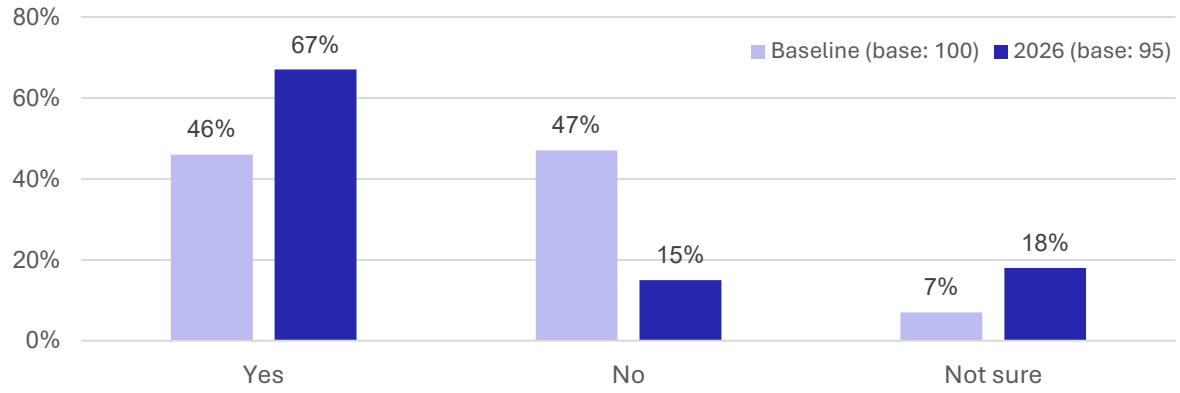


Figure 48: Business Survey – Proximity to Reston Railway Station

Impact on Business Location

Figure 49 shows that for many businesses, the introduction of the station had very little impact on their chosen location. As shown earlier, many of the businesses surveyed are long standing and have been located in their current position for 10 years or more. Their location therefore pre-dates plans for the station, hence why 98% state that the introduction of the station was not a factor in locating the business/organisation.

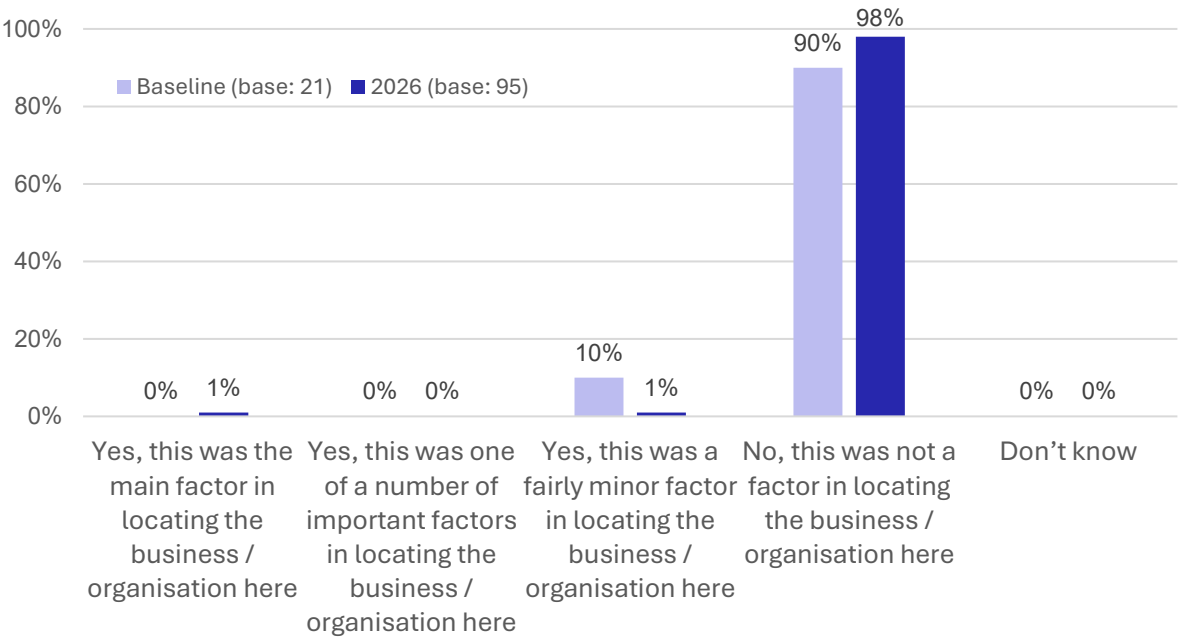


Figure 49: Business Survey – Impact of Reston Railway Station on operating location

Impact on Work Related Travel

Respondents were also asked to identify the impact of the new station on employee use of rail for work-related travel. Figure 50 shows that a significant proportion of respondents (89%) identified that the station has had no change. This aligns with earlier findings that show rail is not used for commuting travel and represents on average 6% of business travel. 8% of businesses have seen an increase in work-related travel as a result of the station opening (up to 10% increase in travel).

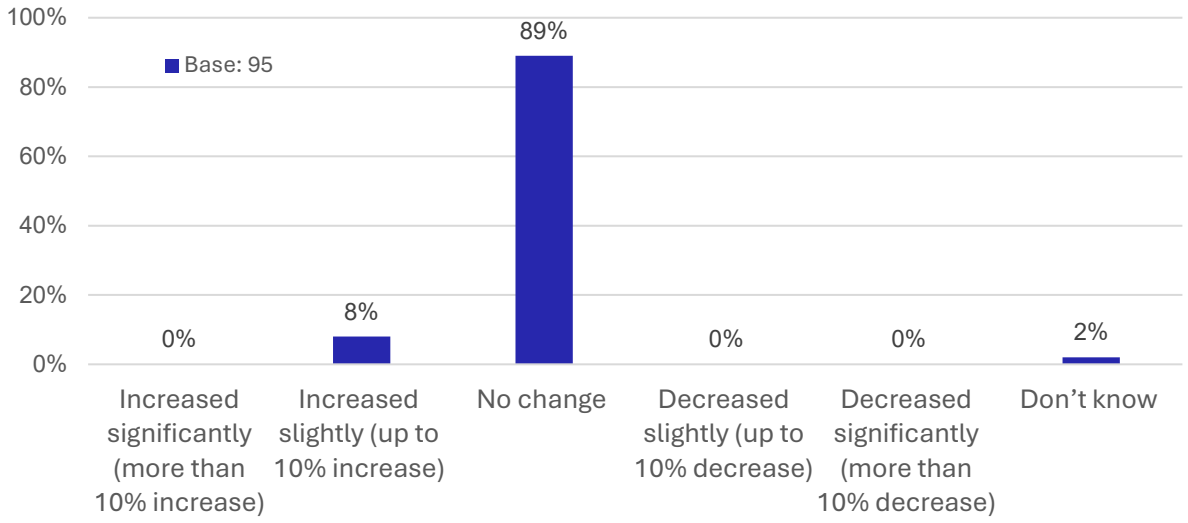


Figure 50: Business Survey – Impact on work-related travel

Changes to Business Operations

Respondents were asked to consider changes to business operations that have taken place as a result of Reston Railway Station opening. Table 23 shows that in terms of customer type, opening hours and trade timings/patterns, businesses do not consider any changes to be as a result of the opening of Reston Railway Station.

Table 23: Business Survey – Changes to business operations

Changes	Yes	No	Don't know	Base
A change in the type of customers for your business / organisation (for example, commuters, tourists, residents)	7%	85%	7%	**95**
A change to the opening hours of your business / organisation	-	94%	6%	**95**
A change in the timing or pattern of your trade related to train arrivals / departures	-	93%	7%	**95**

Reston Railway Station Impacts

Respondents were asked to consider the impact of opening Reston Railway Station on their business by specifying to what extent they agree or disagree within a number of statements. Figure 51 outlines that the majority of the respondents disagreed with the identified impacts suggesting that the station's introduction has not impacted businesses as positively as first anticipated. A summary of the disagreement is presented below:

- More staff are required – 78% disagree
- Allows local businesses to expand – 72% disagree
- Allows for services and products to be supplied to a wider area – 63% disagree
- Reduces the reliance on local customers – 78% disagree
- Allows use of suppliers from different areas – 66% disagree
- Allows customer bases to be expanded – 57% disagree
- Allows better skilled staff to be recruited – 57% disagree
- Makes it easier to recruit staff – 55% disagree
- Means more reliable staff travel times – 59% disagree

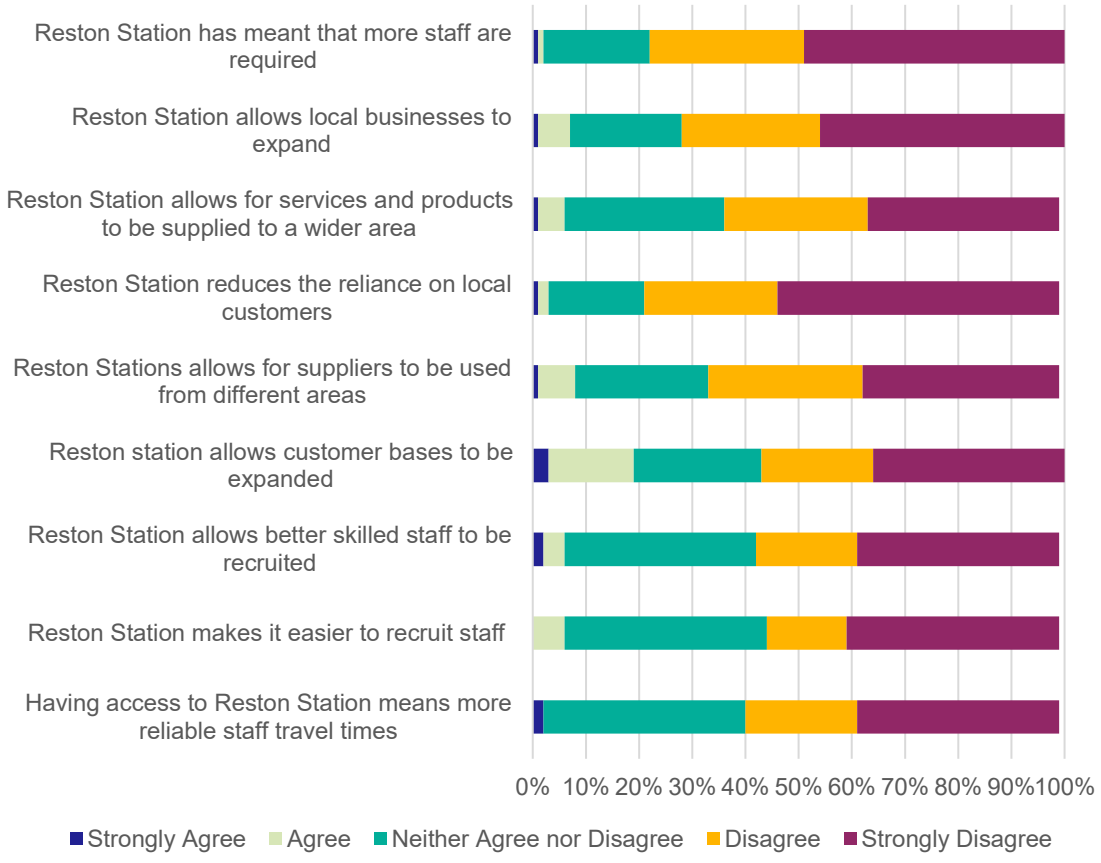


Figure 51: Business Survey – Impacts of Reston Railway Station

Respondents were asked whether the opening of Reston Railway Station has impacted the following measures:

- The level of investment in their business (this was defined as either capital investment or investment in people with the aim of growing or developing the business). A significant proportion of businesses outlined that the station has led to no change in this respect (98%).
- The actual impact of the opening of Reston Railway Station in terms of turnover. 89% of businesses outlined that the station has had no impact and 10% outlined that some degree of positive impact has been realised.
- An estimate of the actual impact of the opening of Reston Railway Station in terms of customer base. 92% of businesses outlined that the station has had no impact. 8% outlined a low positive impact.
- An estimate of the actual impact of the opening of Reston Railway Station in terms of employment levels. 97% of businesses outlined that the station has had no impact. 3% outlined some degree of positive impact.

Respondents were then asked to consider what overall impact the scheme has had on their business since opening. Figure 52 demonstrates that 13% of businesses thought the scheme had a positive impact, 87% considered the station to have no impact on their business and no respondents saw the station as having a negative impact.

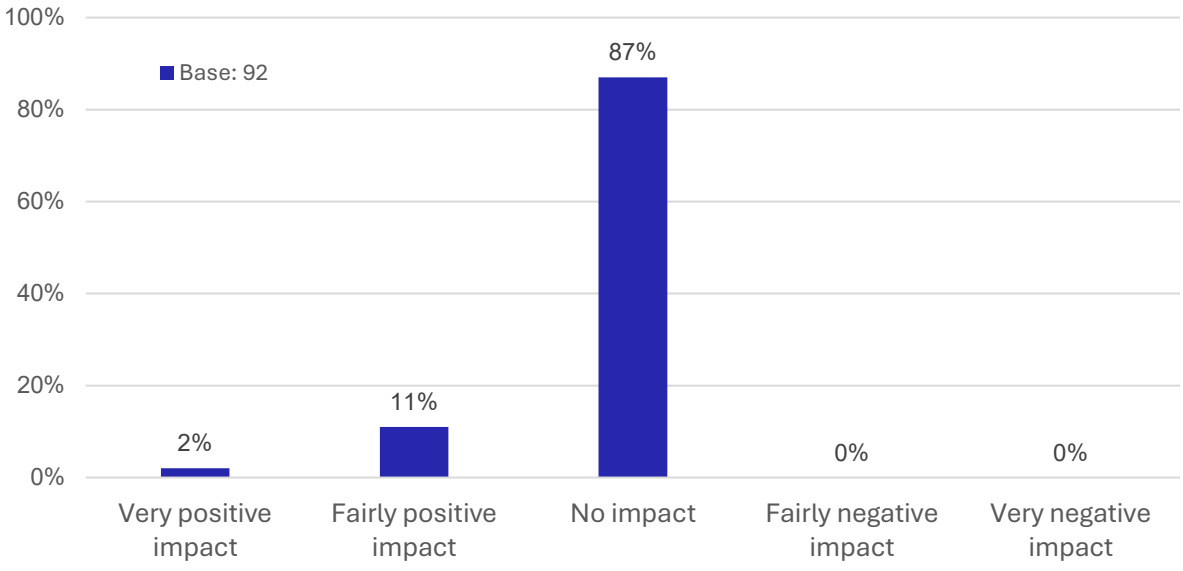


Figure 52: Business Survey – Overall Impact of Scheme

Open Comments

As part of the business survey respondents were also encouraged to provide any additional open comments regarding Reston Railway Station and its impact on their business. These comments have been collated into themes in Table 24 below:

Table 24: Business Survey – Open Comments

Theme	Summary of Responses
Limited service frequency and reliability	• The most common issue is too few trains stopping at Reston and poor timetable coverage, particularly for commuting. • Reports of unreliable services, cancellations, and passengers being diverted to Berwick. • Train capacity (short trains) and timing also raised.
Poor onward connectivity	• Widespread concern about weak bus links and lack of integration with train times. • Limited or no last-mile options (e.g. taxis, shuttle buses). • As a result, most users still rely on car access, reducing the station's usefulness.
Limited business impact	• Many respondents reported no measurable impact on their business operations. • Staff and customers continue to travel by car, especially where sites are remote or industrial. • Some note missed opportunities for recruitment due to poor service connectivity.
Location and accessibility issues	• The station is often considered too far from businesses (10–20 miles). • Some believe it is poorly sited or too close to Berwick, limiting its catchment. • Alternative stations (Berwick, Dunbar, Tweedbank) are often preferred.
Car dependency remains dominant	• Businesses (especially in agriculture, logistics, and retail) cannot substitute road transport. • Lack of freight options reinforces reliance on road haulage.

Theme	Summary of Responses
Mixed but generally modest positive perceptions	Positive comments highlight: • Improved access to Edinburgh • Free parking • General benefit as a local amenity However, these benefits are often personal or community-level, not business-related.
Potential for future benefits (conditional)	Some see long-term potential to: • Attract visitors • Support inward investment • Expand labour catchments Realisation depends on better services and connections.
Perception of underperformance / value concerns	• Several respondents describe the station as a “white elephant” or underused asset. • Concerns that investment has not translated into tangible benefits.

Summary of Findings

The Business Survey suggests that the reopening of Reston Railway Station has not had a material impact on business performance locally with many conditions remaining unchanged despite the opening of the station.

Most businesses operate within a localised market and are relatively small in scale, limiting their reliance on rail transport for day-to-day activities. While overall business sentiment and trading conditions have improved since baseline, transport (particularly rail) has not been identified as a primary driver of performance, with market trends and competition remaining more influential.

Nevertheless, the station appears to have contributed to improved perceptions of accessibility and reduced remoteness, reflected in improved recruitment conditions and a majority of businesses recognising rail connectivity as a competitive advantage. Direct impacts on turnover and operational behaviour remain unclear, indicating that the economic benefits of the station are still emerging and may develop over time.

Visitor Survey

Introduction

The visitor survey was undertaken to evaluate any changes in tourism activity and travel behaviour for visitors to the area as a result of scheme delivery. Information was gathered on attitudes in light of the new rail station that has been introduced at Reston.

At baseline stage the following objectives were set for the visitor survey:

1. **To understand current levels of tourism and activity.**
2. **To understand travel behaviour of visitors to the area.**
3. **To gather information on attitudes and intentions in light of the new rail station at Reston.**

These objectives required the development of a structured questionnaire that repeats a number of baseline questions, whilst exploring wider behavioural and attitudinal issues.

Methodology

Target Area

The study area adopted at baseline stage was replicated for this Stage 1 evaluation. This captures visitors to East Berwickshire from the Local Authority areas of the Scottish Borders, Edinburgh City and each of East Lothian, Midlothian and West Lothian.

Survey Material

The visitor survey was developed by Jacobs, IBP and Transport Scotland to expand upon the baseline survey whilst enabling direct comparisons to be made pre and post scheme delivery. This was developed as a concise survey focused on travel habits for visits to East Berwickshire. The final survey is presented within Appendix A.

The issues explored in the baseline and revisited at this stage were:

- Frequency, duration and purpose of visits to East Berwickshire

- Preferred mode of travel
- Familiarity with the Reston Railway Station scheme
- Impact of Reston Railway Station scheme

Survey Delivery

At the baseline stage, it was decided that due to a lack of major tourist attractions in the immediate survey area, an online panel would be utilised (rather than telephone or face-to-face interviewing).

The area was defined as “East Berwickshire” within the map shown in Figure 53 below being provided for guidance purposes:

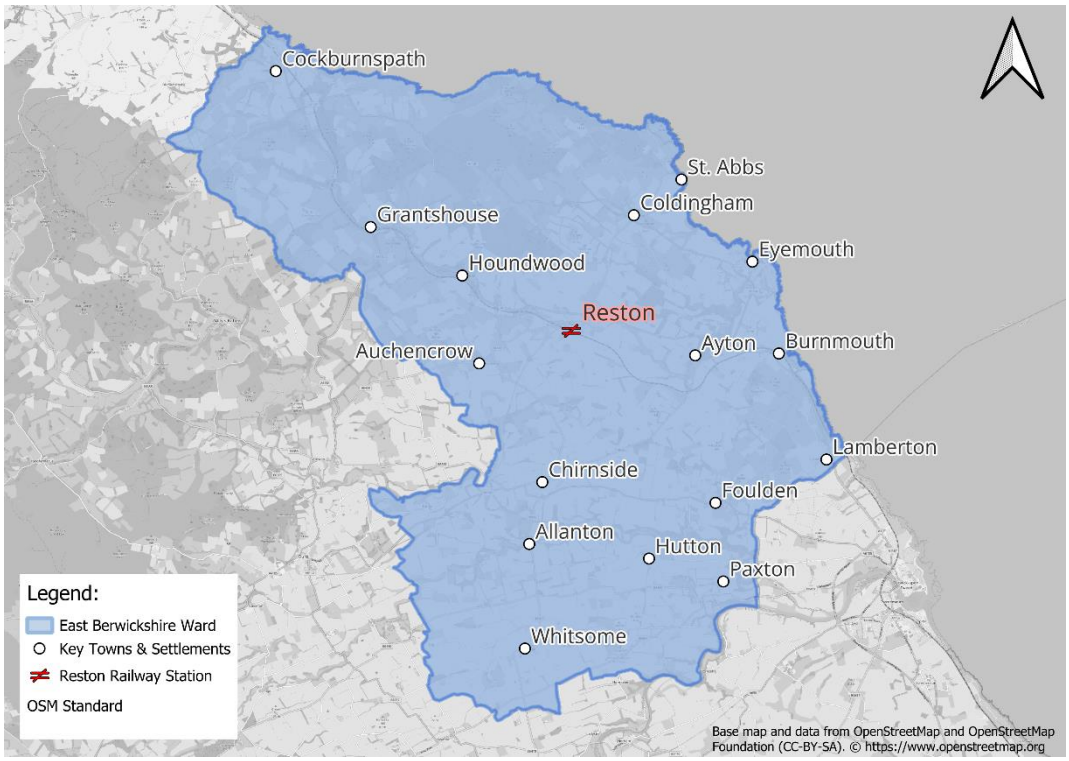


Figure 53: East Berwickshire Map for Panel Survey

The online panels were programmed to capture visitors from nearby areas of the Scottish Borders, West Lothian, Midlothian, East Lothian, and Edinburgh. This panel based approach allowed a wider target of participants from an expanded geographical area to take part in the survey. Panels of this type are open to anyone to participate in and were targeted to the above mentioned areas for the purpose of this study, to remain consistent with the baseline study.

The baseline survey, though termed a “visitor survey” was also designed to capture a number of “non-visitors”, the purpose being to establish reasons for non-visit.

There were a total of 102 responses to this panel survey of whom 78 were visitors and 24 “non-visitors”.

The baseline approach was replicated for the Phase 1 evaluation survey, which was conducted via the ScotPulse panel, which is Scotland’s largest online research panel. This process secured an achieved sample of 354 responses overall. Of these, 133 had previously visited the area concerned, of whom 102 had visited within the previous year.

Comparison to Baseline Survey

The baseline visitor survey applied age weighting relative to National Records of Scotland population estimates for relevant Local Authority areas. Review of the original methodology suggests that the relationship between the survey catchment areas and these wider population geographies was an indirect one and, in this particular instance, weighted survey responses to average age figures across the 5 Local Authority areas from where responses were sourced. Weighting was not applied in relation to other demographic or contextual variables.

Sensitivity analysis suggests that age weighting had limited impact on overall findings and broad trends.

Accordingly, unweighted data has been used for primary comparative analysis in order to maintain consistency between the baseline and evaluation datasets. Any relevant considerations or limitations relating to comparability are noted throughout the report.

Research Limitations

Visitor surveys of this nature provide a valuable indication of travel behaviour, visitor patterns and perceptions; however, they are subject to a number of practical limitations. The achieved sample reflects those panel members willing to participate during the fieldwork period. The survey also relies on self-reported information relating to journey purpose, expenditure and transport choices, which may be subject to estimation or recall inaccuracies. In addition, while the survey can identify associations between visitor activity and the presence of the railway station, it is more difficult to isolate the specific influence of the station from wider tourism, economic or destination-related factors.

Data & Analysis

Respondent Profile

In total, 354 respondents took part in the ScotPulse survey, of which 38% identified as visitors to East Berwickshire. A respondent profile is presented below in terms of place of residence, age, gender, household makeup, social grade, access to a vehicle and annual income.

Place of Residence

Respondents to the survey were asked to provide the local authority within which they reside. Figure 54 shows that responses align very closely with the profile for the baseline survey, with a larger proportion of respondents residing in Edinburgh but with good representation from other neighbouring authorities too.

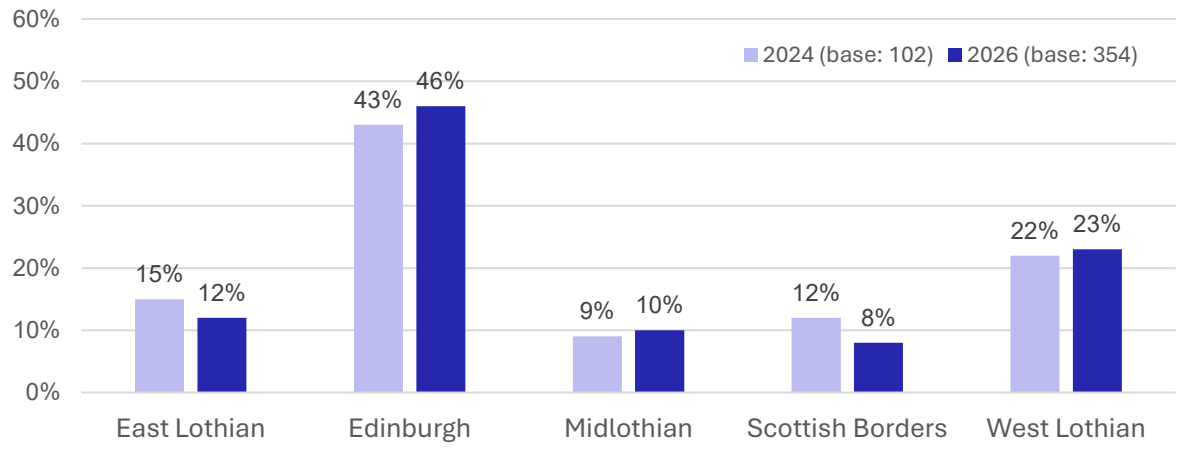


Figure 54: Visitor Survey – Place of Residence.

Age Profile

Representation from all age groups was achieved for both survey stages. Figure 55 shows that during the baseline stage, 55% of respondents were from the 16-44 age backet; however, at Stage 1 the largest group of respondents are aged between 45-64 years of age.

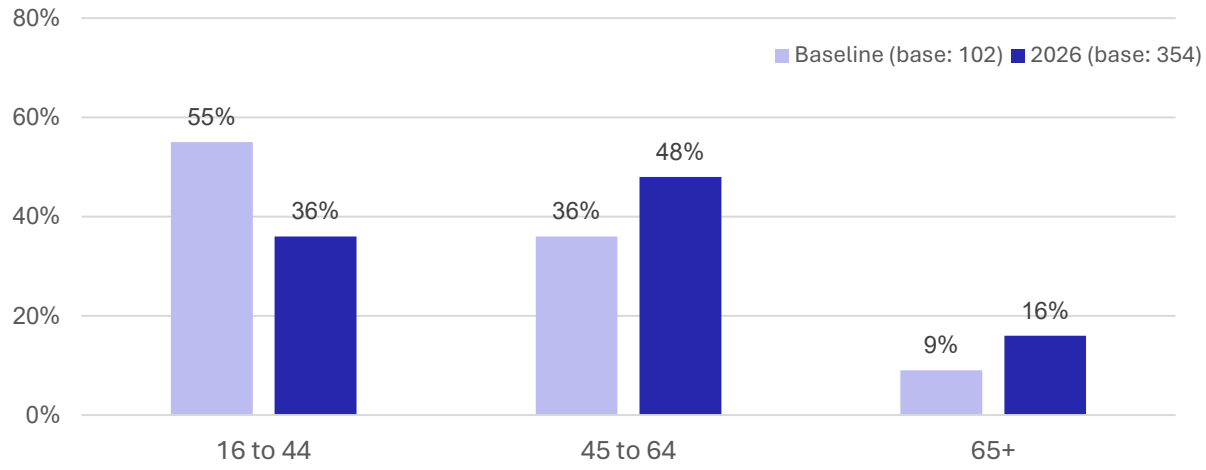


Figure 55: Visitor Survey – Age Profile.

Gender

Figure 56 shows that at the current stage of evaluation, a greater proportion of respondents are male (62%). Contrastingly, at the baseline stage the majority of respondents were female (56%).

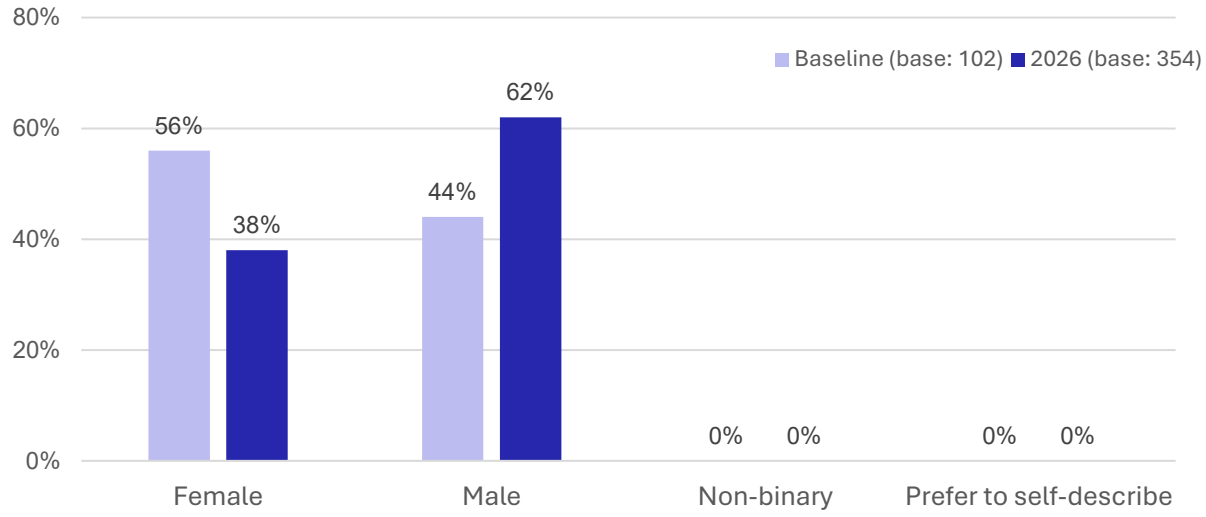


Figure 56: Visitor Survey – Genders.

Household Composition

Respondents were asked to outline their household size. Figure 57 shows that the most common household size was a two-person household (40%), although 42% lived in a household of greater size than this. Of these households, 75% of them did not have children.

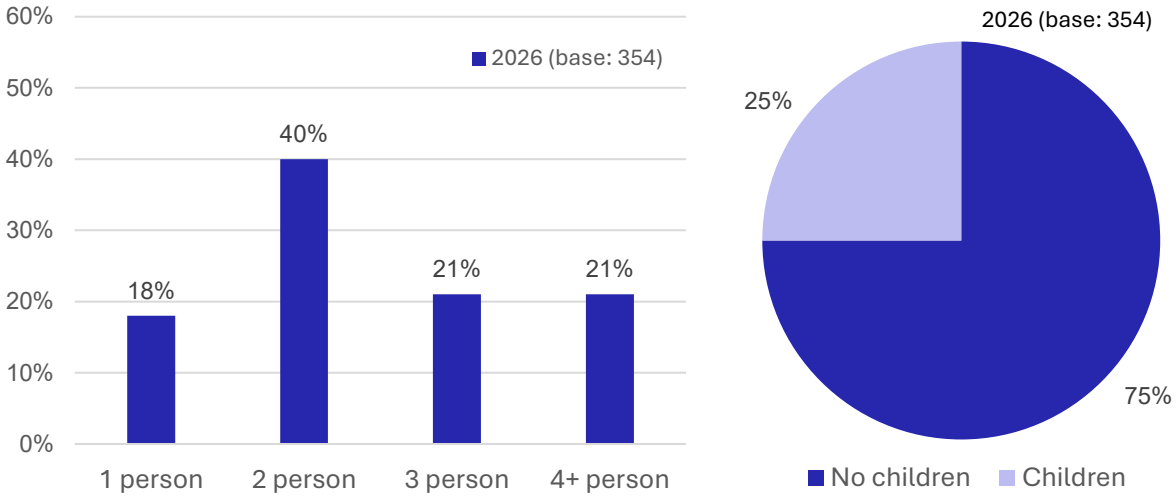


Figure 57: Visitor Survey – Household Makeup.

Social Grade

Respondents were asked to identify their social grade. These include:

- A: Higher Managerial, Administrative & Professional (Examples: CEO, doctor, senior solicitor, or director of a large company).
- B: Intermediate Managerial, Administrative & Professional (Examples: Middle manager, teacher, scientist, or IT professional).
- C1: Supervisory, Clerical & Junior Managerial (Examples: Office clerk, junior manager, or supervisor).
- C2: Skilled Manual Workers (Examples: Plumber, electrician, or carpenter).
- D: Semi-skilled & Unskilled Manual Workers (Examples: Factory worker, cleaner, or care assistant).
- E: State Pensioners, Unemployed & Lowest Grade Workers (Examples: Casual labourers and those reliant solely on state benefits).

Figure 58 shows that 65% of respondents classified themselves as being within social grades A, B or C1.

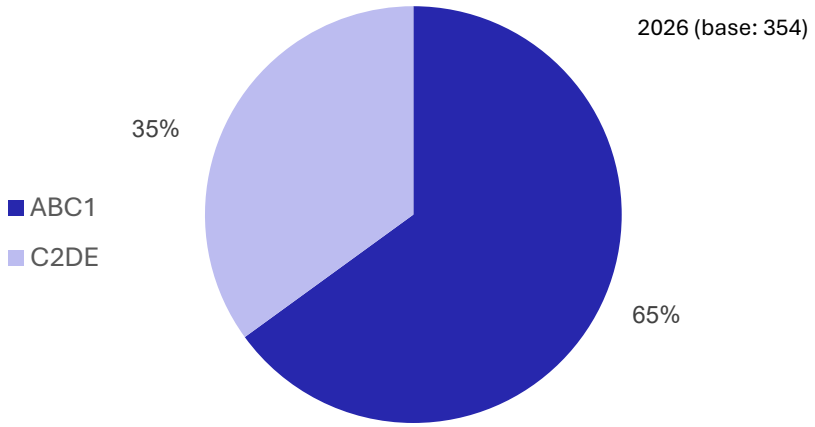


Figure 58: Visitor Survey – Social Grade.

Access to a Car

Figure 59 shows that a large proportion of respondents declared that they have full access to a car (73%) which is greater than the proportion at baseline stage. 16% of respondents had no access to a car.

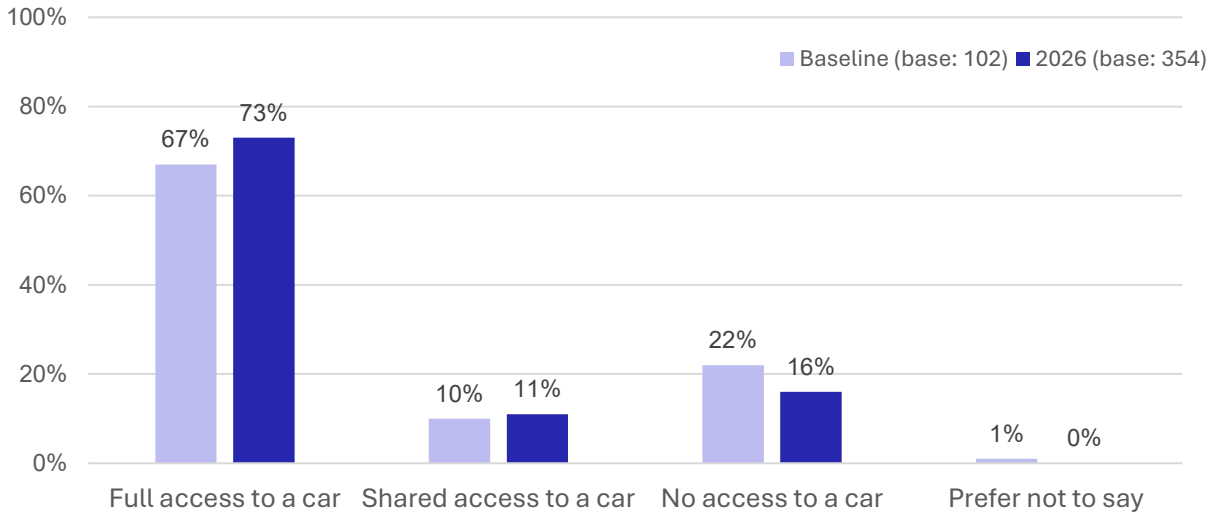


Figure 59: Visitor Survey – Access to a Car.

Personal Annual Income

Different income bands were used for the baseline and stage 1 surveys. However, Table 25 shows that there appears to be a similar profile of income amongst wage bands with the majority of respondents earing between £20-40k at baseline stage and Stage 1.

Table 25: Visitor Survey – Personal Annual Income

Baseline Income Band	Baseline %
Less than £10,000	5%
£10,001 to £20,000	26%
£20,001 to £30,000	24%
£30,001 to £40,000	9%
£40,001 - £50,000	14%
£50,001 - £60,000	7%
Over £60,000	12%
Don't know	0%
Prefer not to say	4%
Base	102

2026 Income Band	2026 %
Under £20,000	20%
£20,000 to £39,999	33%
£40,000 to £59,999	21%
£60,000 to £79,999	7%
£80,000 to £99,999	5%
More than £100,000	3%
Don’t know	0%
Prefer not to say	12%
Base	354

Travel to East Berwickshire

Respondents were asked to confirm whether they have visited East Berwickshire in the last two years. Figure 60 shows that there is a disparity between responses at baseline and stage 1. At baseline stage, a significant proportion of respondents had recently visited East Berwickshire (76%). However, at the most recent stage, 62% had not visited East Berwickshire in the last two years.

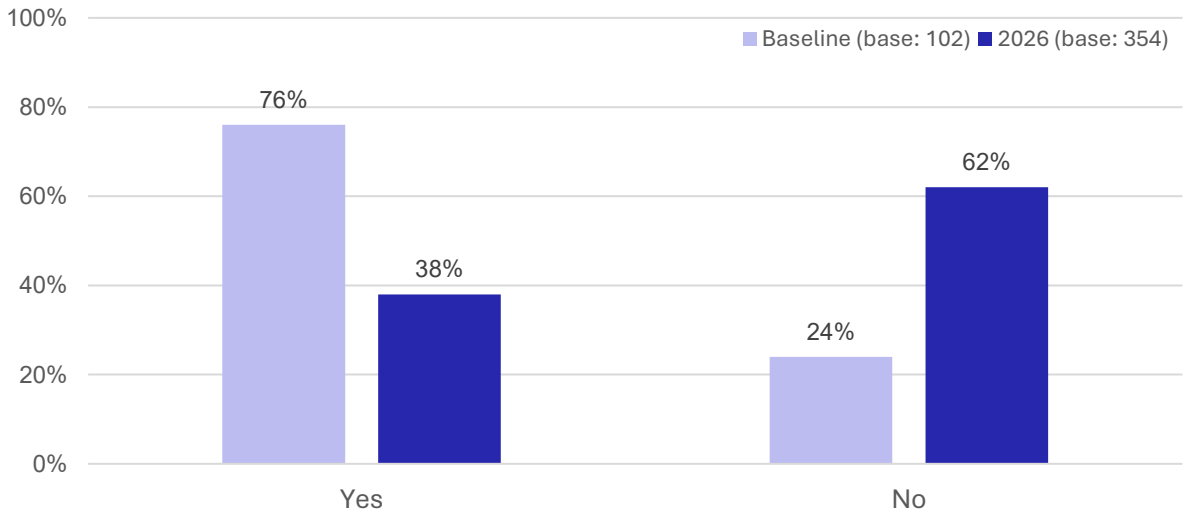


Figure 60: Visitor Survey – Visitors and Non-Visitors

Visitors

Figure 61 shows that of those who had visited East Berwickshire in the last two years, very few visited as frequently as daily, weekly or monthly. 89% of respondents visited East Berwickshire every few months or less, with 46% travelling once per year or less often than once per year.

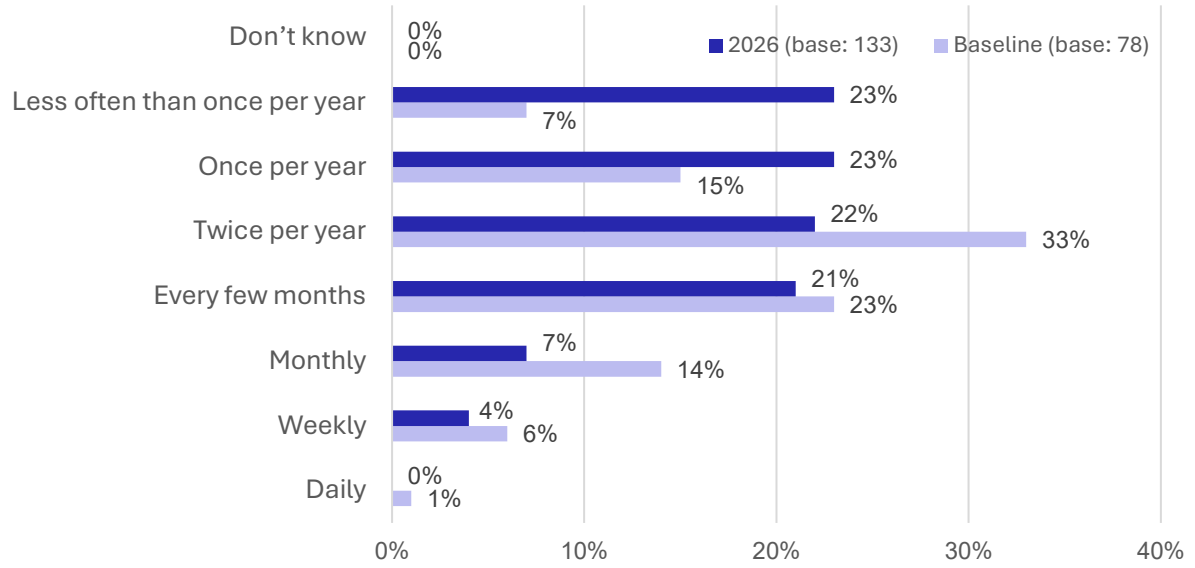


Figure 61: Visitor Survey – Frequency of Visits

Respondents who had visited East Berwickshire in the past were asked what the main attractions were that brought them to the area. Figure 62 shows that 65% of respondents outlined that they visited East Berwickshire for the beaches; and 52% said they did so to visit historic sites.

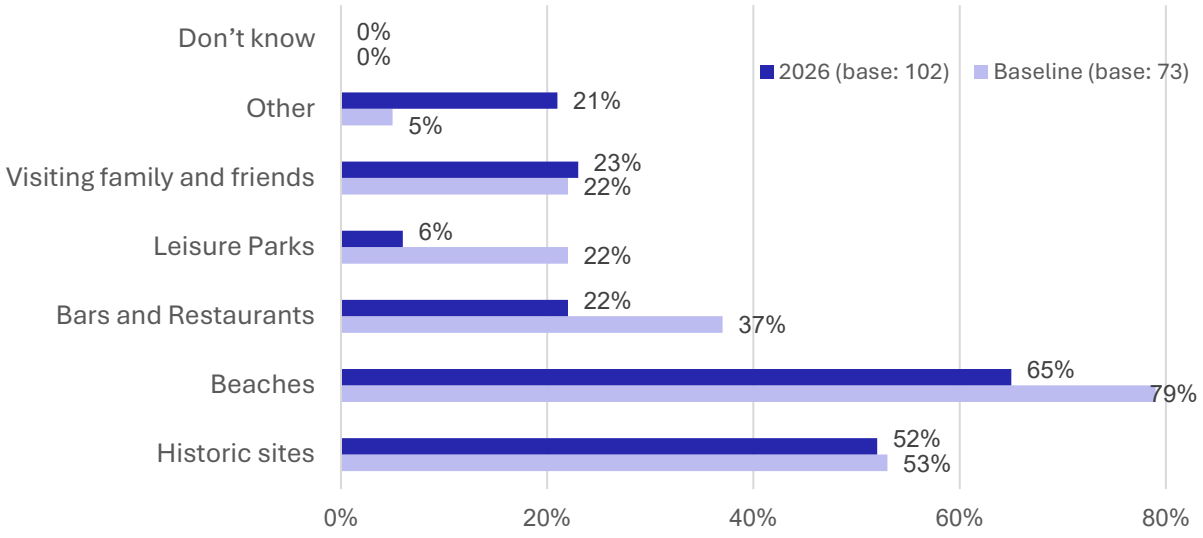


Figure 62: Visitor Survey – Reason for Visits

Figure 63 shows that mostly these trips are day trips with (81% of respondents); however, there is a small proportion who stay overnight or stay for longer periods when visiting.

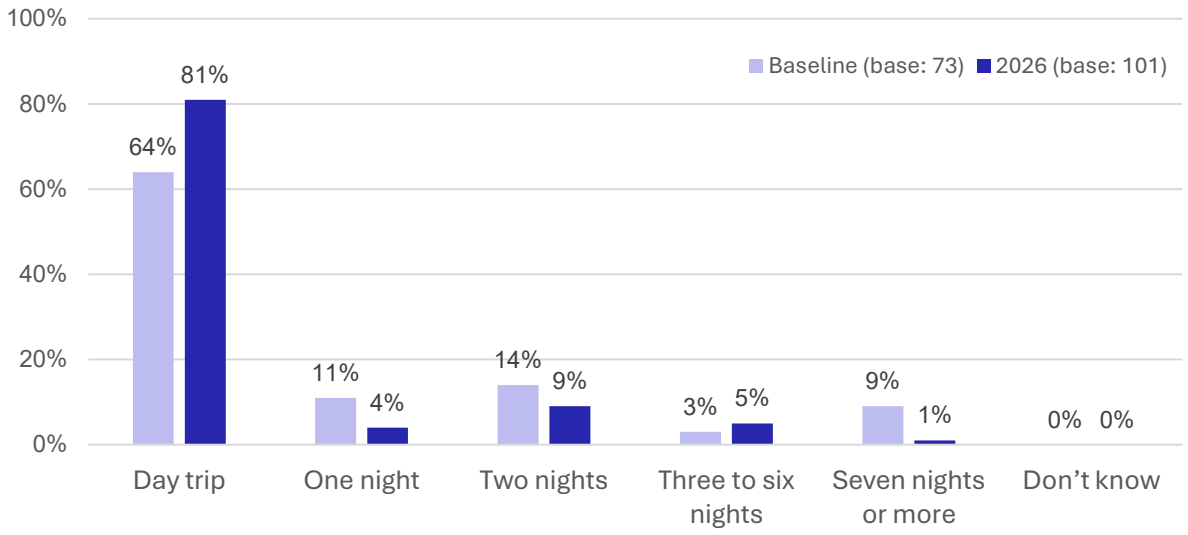


Figure 63: Visitor Survey – Duration of Visits

Respondents were asked to consider what modes of travel they would use to reach East Berwickshire. Table 26 shows that at baseline stage, cars represented the preferred mode of travel (77%). At this stage, this has increased to 93%, suggesting that car dominance in terms of mode choice remains.

Table 26: Visitor Survey – Visitor Preferred Modes

Method of travel	Baseline	2026
Drive / travel in the car	77%	93%
Bus	0%	1%
Coach tour	0%	1%
Cycle	0%	0%
Train	0%	1%
Taxi	0%	0%
Train and taxi	5%	0%
Train and bus	17%	3%
Walk / wheel	0%	0%
Other	1%	1%
Don't know	0%	0%
Base	**73**	**102**

Visitors to East Berwickshire were asked to consider their typical spend when visiting. Comparing responses at baseline and stage 1, Table 64 shows that a very similar profile can be seen with typically between £21-£50 being spent by visitors.

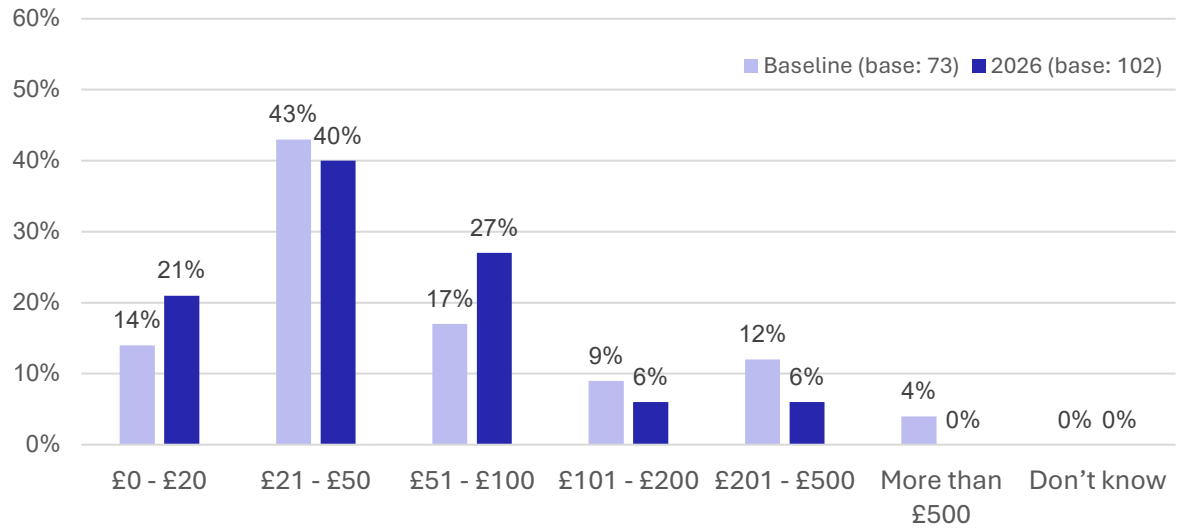


Figure 64: Visitor Survey – Visitor Spend

Non-Visitors

Non-visitors represented 62% of the sample. These non-visitors were asked to consider a number of reasons as to why they do not currently visit.

Table 27 shows that at baseline stage, this represented a much smaller proportion of the total sample, however, amongst these the main reasons were:

- Being without access to a vehicle
- Not having a direct rail connection
- Respondents having not got around to visiting
- Being unsure what the area has to offer.
- Having never considered visiting

At stage 1, the reasons for not visiting remain fairly consistent, with 37% outlining that they haven't got round to visiting just yet. Interestingly the proportion who do not have a direct rail link to East Berwickshire has fallen to 11%, which can be seen as a direct impact of Reston Railway Station opening.

Table 27: Visitor Survey – Reasons for Not Visiting

Reasons	Baseline	2026
Don't have access to my own vehicle	21%	11%
Do not like driving long distances or a place I have not travelled to before	3%	8%
No direct rail link to East Berwickshire	19%	11%
Don't like travelling by rail	N/A	0%
Don't like travelling on the bus or coach	9%	5%
I have not got round to visiting East Berwickshire	21%	37%
Nothing interests me in East Berwickshire	11%	29%
My health restricts my ability to travel	3%	5%
Have never considered	18%	N/A
Unsure what the area has to offer	31%	N/A
Other	N/A	13%
Don't know	20%	14%
Base	**24**	**221**

Non-visitors were also asked to consider what mode of travel they would use if they were to travel to East Berwickshire. Table 28 shows that 16% of current non-visitors would consider travelling by train, and a further 10% would combine either train and bus or train and taxi. Despite this, car travel would still dominate, with 60% identifying this as their preferred mode.

Table 28: Visitor Survey – Non-Visitor Preferred Modes

Method of travel	2026
Drive / travel in the car	60%
Bus	3%
Coach tour	2%
Cycle	0%
Train	16%
Taxi	0%
Train and taxi	2%
Train and bus	8%
Walk / wheel	0%
Other	0%
Don't know	8%
Base	**220**

Reston Railway Station

The final section of the visitor survey sought to understand the impact of Reston Railway Station and whether it is now a viable transport choice for visitor travel. Respondents were asked to identify whether they were familiar with Reston Railway Station prior to completing the survey. Figure 65 shows that many respondents

(78%) are still not familiar with the station and its services. It is also apparent that 56% of visitors who have travelled to East Berwickshire within the last year are not familiar with the station. This suggests there is latent demand still yet to be reached who could benefit from using the station for visitor-based travel.

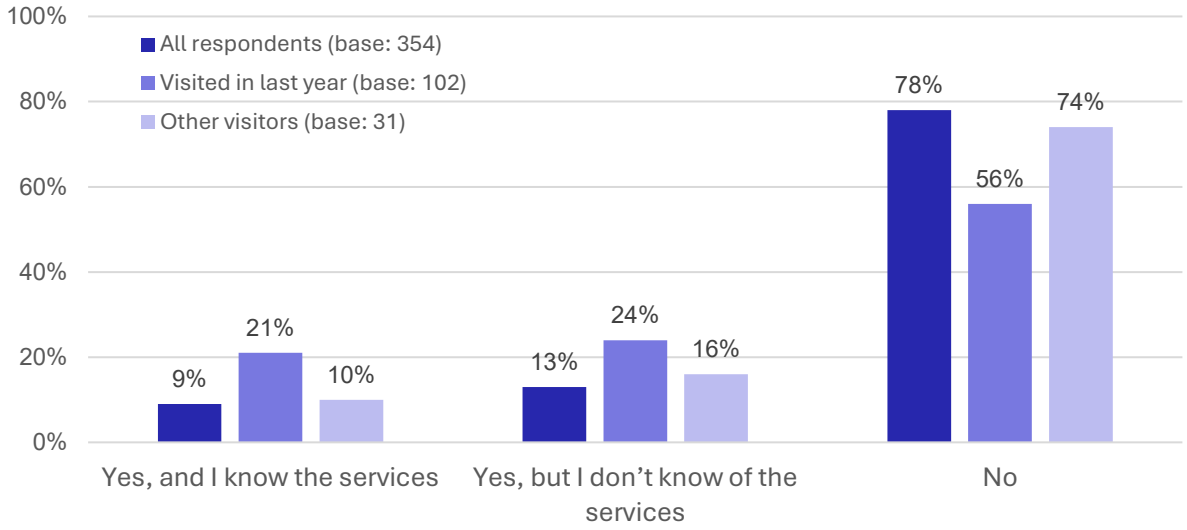


Figure 65: Visitor Survey – Awareness of Reston Railway Station

Respondents were also asked whether the opening of the station has had any impact on their frequency and duration of visits to East Berwickshire and whether it has made them consider using rail for these journeys. Table 29 shows that in all cases, over 90% of respondents stated that the opening of the scheme is unlikely to change their current travel behaviours/patterns.

Table 29: Visitor Survey – Impacts of Reston Railway Station

Behaviour	Increased	Decreased	No change	Don't know	Base
The frequency of your visits to East Berwickshire	0%	1%	92%	6%	**79**
The duration of your visits to East Berwickshire	0%	3%	92%	5%	**79**
Your use of rail as a method of travel to East Berwickshire	1%	1%	94%	4%	**79**

Finally, respondents were asked whether the scheme has increased the likelihood of them visiting East Berwickshire. Figure 66 shows that respondents mostly stated the scheme has not instigated any change (over 70%). However, around 30% of respondents did state that the introduction of the station has made it more likely for them to visit East Berwickshire.

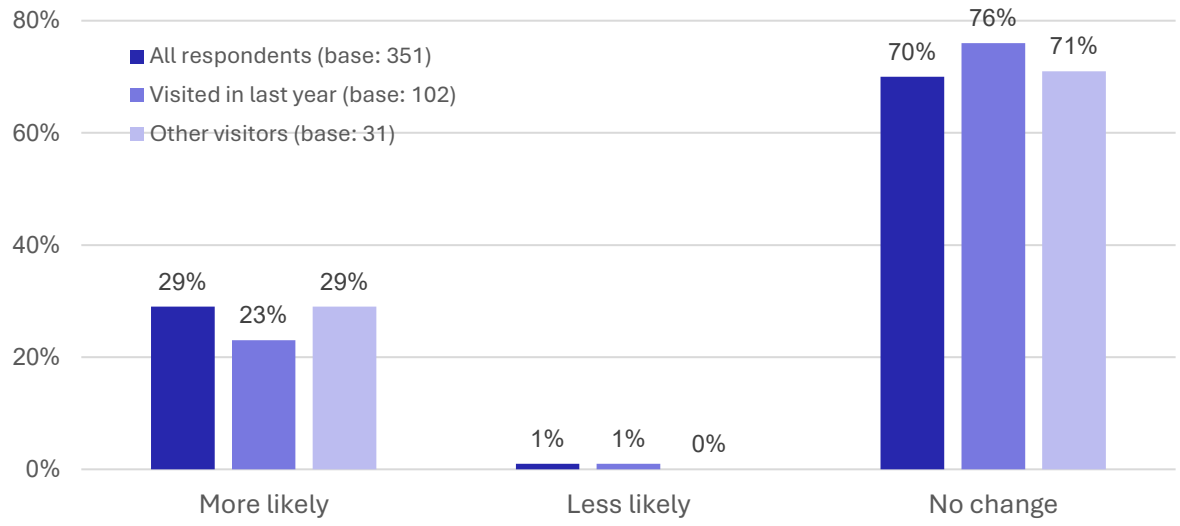


Figure 66: Visitor Survey – Likelihood of visiting East Berwickshire

Summary of Findings

The Visitor Survey indicates that Reston Railway Station is beginning to support increased accessibility to the area and has the potential to encourage tourism and leisure trips, although impacts remain modest at this stage.

The station has improved awareness of Reston as a destination and enabled some additional visitor trips, particularly from locations connected via the East Coast Main Line such as Edinburgh and Newcastle. However, as with residents, car travel remains dominant for many journeys, and rail use is primarily associated with longer-distance leisure trips.

Key constraints limiting stronger visitor impacts include service frequency, limited timetable flexibility and weak integration with onward transport options.

Overall, the findings suggest that the station is contributing to incremental growth in visitor activity and offers clear potential to support the local visitor economy, but that its influence is still developing and dependent on improvements to service provision and connectivity.

Secondary Data Analysis

This section draws on a range of secondary data sources to provide an objective, quantitative assessment of how travel behaviour, accessibility, network performance and wider socio-economic conditions have changed following the opening of Reston Railway Station.

Secondary data has been used to:

- Assess changes in rail demand and network usage
- Quantify improvements in accessibility and journey times
- Examine trends in traffic levels and wider travel behaviour
- Review service performance and reliability
- Consider wider socio-economic indicators and contextual trends

Where possible, secondary data has been compared against baseline (pre-opening) conditions and forecast assumptions, as well as against comparator areas through the counterfactual analysis. This helps to distinguish scheme-specific impacts from wider external influences such as post-pandemic travel patterns and macroeconomic change.

Rail Patronage & Performance Data

Introduction

In order to aid the scheme's evaluation, an assessment was undertaken to measure the patronage and performance data associated with Reston Railway Station.

Methodology

Rail patronage data for Reston was downloaded from the Rail Data Marketplace (RDM), a government-funded platform hosted by the Rail Delivery Group consisting of various publishers within the rail industry that have uploaded rail-related data.

Within the RDM, the Office of Road and Rail (ORR) uploads an annual Origin Destination Matrix (ODM) that provides a detailed list of all journeys made between all mainline stations (i.e. not underground or light rail stations) in Great Britain over the course of a financial year. The ODM provided by the ORR is sourced from the MOIRA 2.2 base revenue and journeys matrix, which itself is primarily derived from LENNON (Latest Earnings Networked Nationally Over Night), the railway's national

ticketing and revenue system for all Train Operating Companies (TOCs) operating within Great Britain, as well as some local ticketing data.

Additional patronage data was provided directly by the two rail operators serving the station (LNER and TransPennine Express). This was provided for financial year 2026 for LNER, but over a calendar year for TransPennine Express. TransPennine Express' figures were based on industry sales data, with the proportion of journeys associated with TransPennine calculated based on this. For the purposes of comparison, LNER's patronage data for FY 26 will be considered to be over the same period as TransPennine Express' data over the calendar year.

Rail performance data was sourced directly from the ORR's data portal, specifically the statistics related to performance at stations. ORR punctuality data covers both Time to three (the percentage of trains arriving at stations within three minutes of scheduled arrival) and cancellations (the percentage of trains that were scheduled but failed to call at the station). This data contains three subcategories, including Time to three and cancellations by stations, stations and operators, and region and route (the latter of which is not discussed). This data additionally covers the first five periods of FY 26, unlike the rail patronage data at the time of writing.

Data & Analysis

ORR Data – Patronage

Figure 67 below shows the average daily entries and exits for Reston Railway Station from the station's opening (during FY 23) to the latest available dataset from the ORR at the time of writing (FY 25). Overall, passenger numbers for the site have been increasing since the station's opening, from an average of 36 passengers per day in FY 23 (42 over the period the station was open) to 82 passengers per day in FY 25.

However, these figures are significantly below what was forecast within the Final Business Case (FBC) for Reston Railway Station. The forecast years within the FBC modelled usage within 2022 and 2027, so are not directly comparable with realised passenger numbers. Nonetheless, the FBC gave a forecast of 144 daily passengers within 2022 which is higher than any year that Reston Railway Station has been in operation, as of FY 25. This represents a difference between the 2022 projected usage and the latest ORR usage statistics (FY 25) of 62 daily passengers.

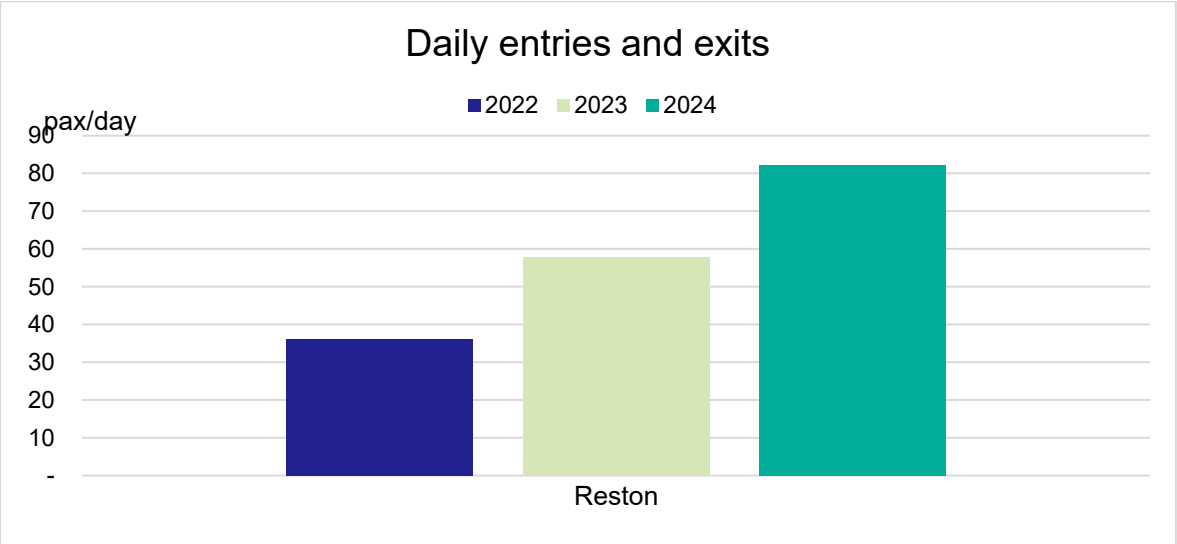


Figure 67: Daily Entries and Exits for Reston Railway Station (FY 23 – FY 25; ORR)

The highest passenger flows from Reston are shown below in Figure 68. Overall, Edinburgh (Waverley) is by far the highest passenger flow from Reston. In 2022, 74% of all journeys were to Edinburgh, but by 2024 this had reduced to 56% (due to increased rail travel to other destinations). Nonetheless, only one station by 2024 accounted for more than 10% of journeys to/from Reston Railway Station excluding Edinburgh, which was Dunbar (22%). All other stations accounted for less than 10% of journeys to/from Reston.

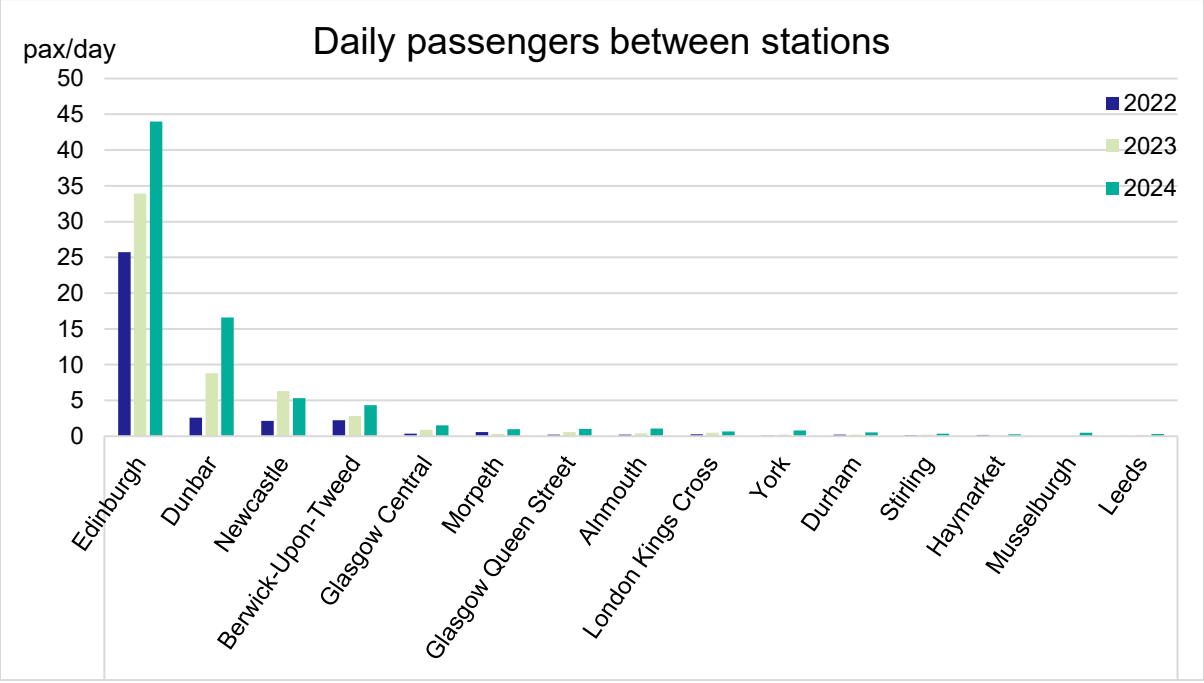


Figure 68: Most Popular Destinations from Reston (FY 23 – FY 25; ORR)

Operator Data – Patronage

In terms of patronage breakdown by operator (utilising data supplied directly by the operators), TransPennine Express accounts for the majority of journeys to and from Reston, which is expected considering LNER only operate a solitary service in each direction per day. A total of 34,733 journeys were made to and from Reston in 2025 calendar year, of which 29,130 used TransPennine Express (83.9%) and 5,602 used LNER (16.1%). This represents a small increase from the patronage data in FY 25, which was 29,896.

However, there was an imbalance between outbound and inbound journeys to Reston included within the data supplied by TransPennine Express. For example, 17,157 outbound journeys from Reston were recorded, with only 11,973 inbound journeys recorded. Whilst the exact reasons behind this uneven split are unknown, one potential reason is an exploitation of split ticketing in one direction, as the data provided had not been corrected for any potential split ticketing. Split ticketing represents a quirk within the rail system, where a consumer purchases multiple rail tickets for a single journey from their start to end point, instead of using a single through ticket. Consequently, this can artificially inflate patronage data at a given railway station, by double counting passenger numbers if the split occurs at that station.

For LNER, the five most popular flows from Reston included Edinburgh, Newcastle, York, London King's Cross and Leeds. Of these, only Edinburgh and Newcastle averaged more than one passenger per day in either direction.

For TransPennine Express, the five most popular flows from Reston included Edinburgh, Dunbar, East Linton, Berwick-Upon-Tweed and Newcastle. All five of the most popular flows averaged more than one passenger per day, with Edinburgh averaging 41 passengers per day. Dunbar came in significantly lower than Edinburgh at 16 passengers per day, but higher than the remaining three most popular flows, which averaged between four to six passengers per day. Notably, whilst the data supplied by TransPennine Express suggests that East Linton is the third largest flow from Reston, this is not reflected within the ORR data. The reasons behind this variation are unclear.

Punctuality Data – ORR

Figure 69 and Figure 70 below shows the punctuality data at Reston Railway Station from FY 24 to FY 26, for LNER and TransPennine Express respectively.

For LNER, the data suggests that overall punctuality has increased year-on-year, from 33.9% in FY 24, 47.2% in FY 25 and 53.6% in FY 26. However, these figures

are notably below the average Time to three for LNER across their network, which was 72.1% in FY 24, 72.8% in FY 25 and 74.2% for FY 26. The ORR's data has a number of periods that recorded a number of station stops but had a Time to three and cancellation percentage of zero. For example, during FY 24, eight of 13 periods had a Time to three and cancellation percentage of zero, despite the remaining five periods having a Time to three percentage somewhere between 72.5% and 100%. Therefore, the punctuality of LNER trains was recalculated to remove any periods that had a Time to three percentage of zero, which was 88.1% during FY 24, 87.7% during FY 25 and 89.3% during FY 26.

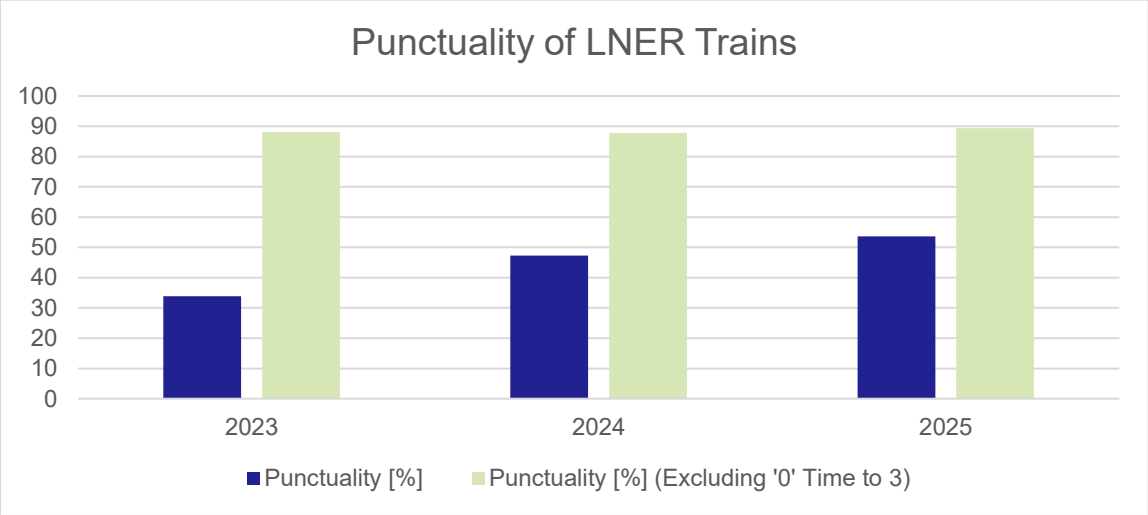


Figure 69: Punctuality of Scotrail Trains Serving East Linton (year is from April to March and corresponds to start of FY)

The punctuality of TransPennine Express services at Reston has increased slightly overall between FY 24 and FY 26, from 76.9% to 80.3%, with a minor decrease of 0.1% between FY 24 and FY 25 (to 76.8% in FY 25). These figures however are all considerably higher than the average Time to three for TransPennine Express across their network, which was 67.8% in FY 24, 67.5% in FY 25 and 68.1% in FY 26.

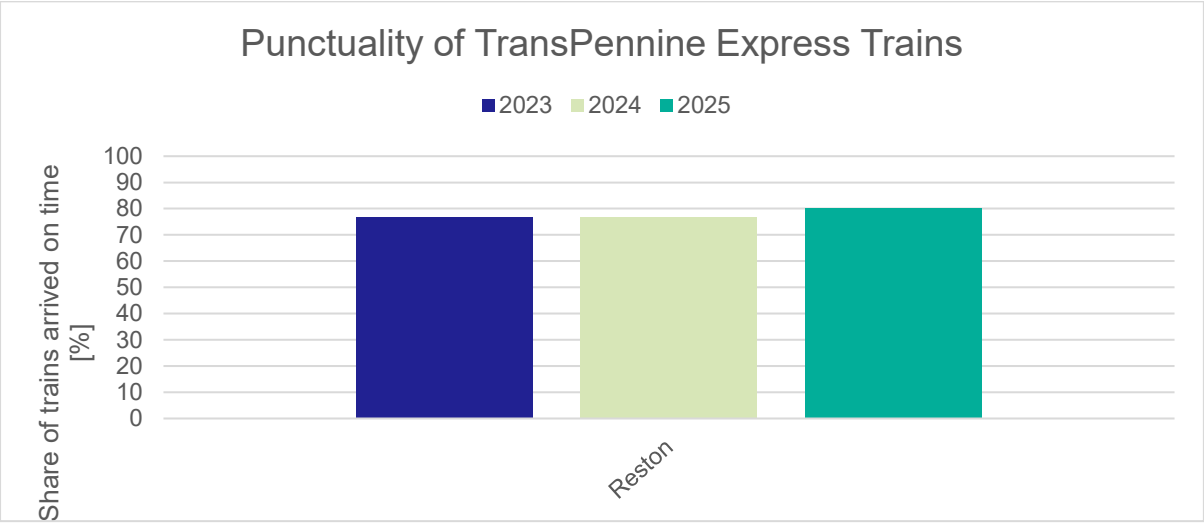


Figure 70: Punctuality of TransPennine Express Trains Serving East Linton (year is from April to March and corresponds to start of FY)

Rail Revenue

Introduction

Rail revenues for the two operators serving Reston Railway Station (TransPennine Express and LNER) were estimated to support the evaluation and ex-post value for money calculations. Rail revenue data is not typically shared as it is considered commercially sensitive data. However, in this instance LNER provided revenue data that was used to benchmark the estimated revenues.

Methodology

Estimated rail revenues at Reston Railway Station were calculated using the patronage data supplied by the relevant rail operators and average rail fares. BRFares was used to find the least and most expensive advance tickets; an average advance fare was then calculated with a further 30% deducted (to reflect the typical ratio of greater, cheaper advance tickets being available on any given flow).

Off-peak and Anytime ticket categories were also available on BRFares, which were used to estimate fares from passengers who chose to travel flexibly (utilising more expensive, non-fixed tickets); this was based on a return fare, which was divided by half to cover an individual single journey. Passenger flows were then multiplied by a combination of the flexible single fare and the calculated advance fare.

Each flow was categorised by ticket price from Reston Railway Station. Long flows represented journeys where 50% of the return fare exceeded £50, typically

representing longer flows into England such as London or Manchester. Short-distance flows were those where 50% of a return fare was £4 or less, for example, Berwick-upon-Tweed. All remaining journeys were classified as medium-distance flows, representing the majority of trips to destinations in Scotland and northern England.

Advance fares on long distance flows were weighted higher (at 4:1 advance to flexible), evenly for medium flows, and lower on short flows (at 1:4 advance to flexible), to reflect a greater overall share of advance fares on longer flows and flexible tickets on shorter flows. Advance fares are not purchasable between Reston and Berwick-upon-Tweed; in this case, only the flexible ticket was considered when calculating revenue. Applying this ratio was also necessary to account for the rollout of LNER's Single Leg Pricing in June 2023, which was later expanded upon by their 'Simpler Fares' trial. As a result, Off-Peak and Super Off-Peak fares were removed on certain flows, including for all stations between Edinburgh Waverley and Newcastle towards London.

Finally, to account for any additional reductions in revenues, for example from Railcard discounts, child fares, season tickets and GroupSave tickets, an additional 20% was taken off the final calculated revenue. To account for uncertainty around used assumptions, a +/-10% revenue estimate was produced to account for any further fluctuations in revenue.

The resulting overall revenue estimate was within 4% of actual revenue totals provided by LNER for Reston Railway Station.

Data & Analysis

Table 30 below shows the estimated revenues for TransPennine Express at Reston Railway Station. Total estimated revenues for TransPennine Express ranged between £239,206 at the lowest estimate and £292,363 at the highest estimate. The greatest revenue flow for TransPennine Express was to Edinburgh (Waverley), ranging from £127,797 to £156,197. Dunbar was the second greatest revenue flow for TransPennine Express, ranging from £31,327 to £38,288. Three flows had a lowest revenue estimate at a minimum of £10,000 (Newcastle, King's Cross London and East Linton), with the remainder having a lowest revenue estimate below this amount.

Table 30: Estimated revenue range for TransPennine Express

Station Flow	Lowest Revenue Estimate	Highest Revenue Estimate	Sum of Annual Patronage
Edinburgh	£127,797	£156,197	15,074
Dunbar	£31,327	£38,288	5,952
Newcastle	£16,544	£20,220	214

King's Cross London	£15,971	£19,520	1,455
East Linton	£11,608	£14,187	2,014
Glasgow BR	£9,839	£12,025	785
York	£7,773	£9,500	373
Berwick-upon-Tweed	£5,316	£6,497	1,943
Darlington	£2,691	£3,289	156
Morpeth	£2,187	£2,673	310
Others	£12,758	£15,593	854
Total	£239,206	£292,363	29,130

Table 31 below shows the estimated revenues for LNER at Reston Railway Station. Total estimated revenues for LNER ranged between £74,216 at the lowest estimate and £90,708 at the highest estimate. The greatest revenue flow for LNER was to Edinburgh (Waverley), with a range between £23,452 and £28,664. King's Cross London had the second greatest revenue flow for LNER, estimated at between £14,208 and £17,365. All other flows had the lowest revenue estimate of less than £10,000.

Table 31: Estimated revenue range for LNER

Station Flow	Lowest Revenue Estimate	Highest Revenue Estimate	Sum of Annual Patronage
Edinburgh	£23,452	£28,664	2,664
King's Cross London	£14,208	£17,365	250
Newcastle	£9,655	£11,800	1,156
York	£5,981	£7,311	293
Leeds	£5,108	£6,243	188
Peterborough	£1,609	£1,966	140
Darlington	£1,450	£1,772	114
Durham	£1,306	£1,596	175
Dunbar	£1,043	£1,275	83
Aberdeen	£881	£1,076	29
Others	£64,692	£79,068	570
Total	£74,216	£90,708	5,602

Total rail passenger revenues for Reston Railway Station are therefore estimated to be between £313,422 and £383,071.

The resulting numbers have been used to estimate ex-post Value for Money of the scheme.

Accessibility & Journey Time Analysis

Introduction

The accessibility section aimed to offer a comparison between two different accessibility scenarios; one before the opening of Reston Railway Station, and one after. This analysis was undertaken to observe the change in the number of

households which benefitted from the opening of the station. A 3km catchment area was used for the station site, which was analysed using an accessibility analysis software (Podaris).

Methodology

Podaris was used to understand two different accessibility scenarios for Reston, namely pre-station and post-station accessibility. The accessibility analysis utilised isochrone outputs from Podaris, which are GIS-based shapes that can show spatially how accessible a given point is. For the pre-station analysis, the point selected was based on the two nearest existing railway stations to the site (Dunbar and Berwick-upon-Tweed) to measure accessibility from these stations to Reston. For the post-station analysis, this point was the site of Reston Railway Station. In both scenarios, to measure public transport accessibility of Reston from Edinburgh, an additional point was placed at Edinburgh Waverley.

The overall method that was adopted to measure accessibility was as follows:

- Generate journey time isochrones in Podaris (by walk, cycle, bus and public transport from Edinburgh) for a pre-station and repeated for a post-station scenario, giving a total of eight different categories
- Overlay the journey time isochrone outputs with the census area boundary outputs over a 3km boundary around the site of Reston Railway Station
- Calculate the number of households which are situated within the 3km boundary, based on the isochrone layers which overlap the census area boundary outputs
- Produce tables for each of the eight categories across both scenarios
- Produce accessibility maps which visually show journey time catchments across all eight categories within the 3km catchment boundary

Table 32 below presents the data that was utilised to inform this analysis.

Table 32: Data sets used to inform the rail accessibility analysis

Datasets used	Description
Road Network	Existing road network; Podaris utilises Open Street Maps as standard
Bus / Public Transport Timetable Information	Sourced from Basemap DataCutter and imported into Podaris Pre-station: 2023 Q4 data was used Post-station: Latest available data (2026 Q1) was used
Destinations	Pre-station: Dunbar and Berwick-upon-Tweed; **Edinburgh Waverley** Post-station: Reston; **Edinburgh Waverley**
Origins	In-built origin grid within Podaris
Reston 3km Catchment	Census area output boundaries and associated household numbers within 3km catchment boundary

Table 33 below presents the parameters that were utilised to inform this analysis.

Table 33: Parameters used to inform the rail accessibility analysis

Parameters	Description
Network	All calculations utilised Open Street Map network, built into Podaris (giving reflected walking/cycling times)
Walk Speed	4.8kph (effective allowance of 1hr travel time)
Cycle Speed	16kph (effective allowance of 1hr travel time)
Bus 'Arrival Time'	Tuesday, at: 08:00, 09:00, 10:00, 11:00, 12:00, 13:00 (to ensure that limited bus services are captured within the research). Allowance of 1hr travel time given.
Bus Transfer Limit	3 (i.e. allow to interchange 3 times)
Walk to/from and between bus stops	Max allowance is a total of 1,200m for walking to cover distance to/from the first and last bus stops, plus any required walking interchange
Wait Times	Timetable

Data & Analysis

Pre-Opening

Walk

Prior to the opening of Reston Railway Station, no households within a 3km boundary of the site were able to reach an existing railway station within 1 hour (assuming a walking speed of 4.8kph).

Cycle

Table 34 presents the number of households prior to the opening of Reston Railway Station able to reach an existing railway station by cycling. Assuming a cycling speed of 16kph, no households are within a 3km boundary of an existing railway station. However, two households were within a 54-60 minute cycle of an existing railway station.

Table 34: Households within cycle journey time catchment of existing railway station

Travel time upper band (minutes)	Distance	Households
0-6	~1.6	0
7-11	~2.9	0
12-18	~4.8	0
19-24	~6.4	0
25-30	~8.0	0

31-36	~9.6	0
37-42	~11.2	0
42-48	~12.8	0
49-54	~14.4	0
55-60	~16.0	2
Grand Total		2

Figure 71 demonstrates the current rail accessibility by cycling for census output areas within a 3km catchment of the railway station in Reston. The darker shades on this map indicate longer cycle times to reach an existing railway station. Lighter shades indicate a shorter cycle time to reach an existing railway station.



Figure 71: Isochrone map showing cycle times from census output areas to existing stations

Bus

Table 35 presents the number of households prior to the opening of Reston Railway Station able to reach an existing railway station by bus. This is assuming a transfer limit of three, with a maximum walking access distance of 1.2km from the journey origin to the journey destination. There are no households within the 3km boundary of the present Reston Railway Station site within a 30 minute travel time by bus of an existing railway station. However, there are 117 households within a 60 minute travel time by bus of an existing railway station.

Table 35: Households within bus journey time catchment of existing railway station

Travel time upper band (minutes)	Households
0-6	0
7-12	0
13-18	0
19-24	0
25-30	0
31-36	0
37-42	0
43-48	59
49-54	42
55-60	16
Total	117

Figure 72 demonstrates the current rail accessibility by bus for census output areas within a 3km catchment of the railway station in Reston. The darker shades on this map indicate longer travel times by bus to reach an existing railway station. Lighter shades indicate a shorter travel time by bus to reach an existing railway station.

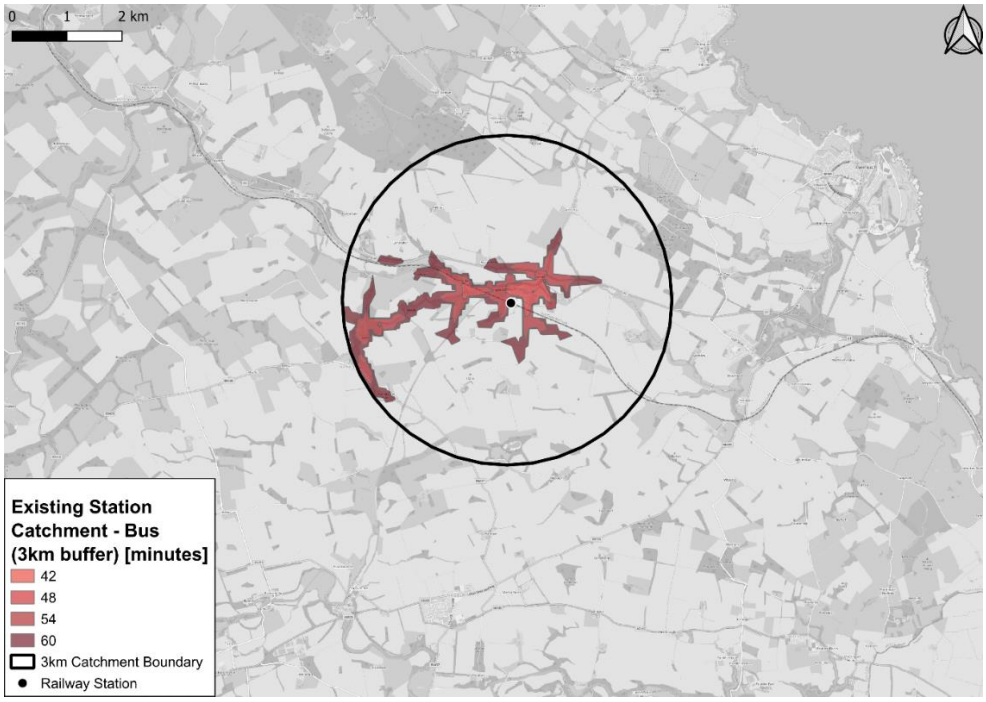


Figure 72: Isochrone map showing travel times by bus from census output areas to existing stations

Public Transport (from Edinburgh)

Prior to the opening of Reston Railway Station, no households within a 3km boundary of the site were able to reach Edinburgh within one hour by public transport (assuming centre point of Waverley Steps near Edinburgh Waverley railway station).

Post-Opening

Walk

Table 36 presents the number of households post-opening of Reston Railway Station able to reach the site by walking. Assuming a walking speed of 4.8kph, 153 households are within a 38 minute walk of Reston railway station, assuming a 3km walk, with a further 56 within a 4.8km walk (60 minutes).

Table 36: Households within walk journey time catchment of Reston Railway Station

Travel time upper band (minutes)	Distance	Households
0-6	0.5	30
7-12	1.0	44
13-18	1.4	22
19-24	1.9	25
25-30	2.4	10
31-38	3.0	22
39-42	3.4	4
43-48	3.8	17
49-54	4.3	9
55-60	4.8	26
Total		209

Figure 73 demonstrates the current rail accessibility by walking for census output areas within a 3km catchment of the railway station in Reston. The darker shades on this map indicate longer travel times by walking to reach Reston Railway Station. Lighter shades indicate a shorter travel time by walking to reach Reston railway station.



Figure 73: Isochrone map showing travel times by walking from census output areas to Reston Railway Station

Cycle

Table 37 presents the number of households able to reach Reston Railway Station by cycling, within a 3km catchment boundary. Assuming a cycling speed of 16kph, 146 households are able to reach the station within a 3km cycle, with an additional 114 households able to reach the station within up to 60 minutes cycle time.

Table 37: Households within cycle journey time catchment of Reston Railway Station

Travel time upper band (minutes)	Distance	Households
0-6	1.6	86
7-11	2.9	60
12-18	4.8	54
19-24	6.4	24
25-30	8.0	7
31-36	9.6	19
37-42	11.2	0
43-48	12.8	9
49-54	14.4	0
55-60	16.0	0
Total		260

Figure 74 demonstrates the current rail accessibility by cycling for census output areas within a 3km catchment of the railway station in Reston. The darker shades on

this map indicate longer travel times by cycling to reach Reston Railway Station. Lighter shades indicate a shorter travel time by cycling to reach Reston Railway Station.



Figure 74: Isochrone map showing travel times by cycling from census output areas to Reston Railway Station

Bus

Table 38 presents the number of households able to reach Reston Railway Station by bus, within a 3km catchment boundary. Assuming a transfer limit of three (with a maximum walking access distance of 1.2km from the journey origin to the journey destination), 109 households are able to reach the state within a 30 minute journey time by bus, with an additional 6 if maximum journey time is increased to 60 minutes.

Table 38: Households within bus journey time catchment of Reston Railway Station

Travel time upper band (minutes)	Households
0-6	7
7-12	66
13-18	28
19-24	5
25-30	2
31-36	0
37-42	0
43-48	1
49-54	5

55-60	0
Total	115

Figure 75 demonstrates the current rail accessibility by using the bus for census output areas within a 3km catchment of the railway station in Reston. The darker shades on this map indicate longer travel times by bus to reach Reston Railway Station. Lighter shades indicate a shorter travel time by bus to reach Reston Railway Station.



Figure 75: Isochrone map showing travel times by bus from census output areas to Reston Railway Station

Public Transport (from Edinburgh)

Table 39 presents the number of households able to reach Reston Railway Station from Edinburgh by public transport. Assuming a centre point in Edinburgh at the top of the Waverley Steps near Edinburgh Waverley railway station, no households can reach Reston Railway Station from this point within 30 minutes; however, extending the journey time to 60 minutes increases the number of households able to do so to 96.

Table 39: Households within public transport journey time catchment of Reston Railway Station from Edinburgh

Travel time upper band (minutes)	Households
0-6	0
7-12	0
13-18	0

19-24	0
25-30	0
31-36	0
37-42	0
43-48	9
49-54	48
55-60	40
Total	96

Figure 76 demonstrates the current accessibility by using public transport for census output areas within a 3km catchment of the railway station in Reston. The darker shades on this map indicate longer travel times by public transport to reach Reston Railway Station from Edinburgh. Lighter shades indicate a shorter travel time by public transport to reach Reston Railway Station from Edinburgh.



Figure 76: Isochrone map showing travel times by public transport from Edinburgh to census output areas in Reston, prior to station opening

Rail Accessibility Summary

Three modes were considered within this analysis: walking, cycling and bus, with public transport to Edinburgh additionally included. Within the 3km catchment circle, prior to the station's opening, no households by walking and two households by cycling were able to reach an existing railway station within 60 minutes (in this case, Berwick-Upon-Tweed). By bus, 117 households were able to reach an existing railway station, although journey times were towards the upper reaches of the 60-

minute threshold. No households were able to reach Edinburgh by public transport within 60 minutes.

Following station opening, 209 households by walking (an increase of 209), 260 by cycling (an increase of 258) and 115 by bus (a decrease of two) were able to reach Reston railway station within a 60 minute journey. Additionally, 96 households were able to reach Edinburgh by public transport within 60 minutes (an increase of 96). Therefore, rail accessibility in Reston has improved significantly post-opening of the railway station, improving local, regional and national links to the area.

Socio-economic Indicators

Introduction

Analysis of socio-economic data was undertaken to establish if the scheme has contributed to improvements in local economy and reductions in levels of deprivation within the station catchment area.

Changes in a range of socio-economic indicators have been reviewed for Reston across multiple spatial scales, from the smallest units (census output areas), through Data Zone level, to the largest scale (Local Authority level). This analysis has been undertaken consistently for both Reston and its counterfactual comparison location, Ancrum, both of which are located within the Scottish Borders Local Authority.

Methodology

The socio-economic indicators used within this analysis aimed to cover any changes in economic conditions and the labour market from the periods before and after opening of Reston railway station. The datasets that have been used are listed below, with the range of data available:

- Gross Value Added (GVA) – 2019 to 2023
- Department for Work and Pensions (November 2019 to November 2025)
    - Housing Benefit Claimants
    - Households on Universal Credit
- Labour Market Statistics
    - Economic Activity (October 2024 to September 2025)
    - Economic Inactivity (October 2024 to September 2025)
    - Employment by Occupation (October 2024 to September 2025)
    - Qualifications (January 2024 to December 2024)
    - Earnings by Place of Residence (2025)
    - Out of Work Benefits (January 2013 to January 2026)

Data & Analysis

Gross Value Added

Gross Value Added (GVA) is a measure that represents the value of goods and services produced in either an area, industry or sector of an economy. GVA is calculated by subtracting the value of intermediate consumption from the value of outputs, or in other words the value of goods and services produced minus the costs associated in the production of these goods and services.

GVA is a key component of GDP and is particularly useful when assessing economic performance of smaller, regional geographic units. GVA from the Office for National Statistics (ONS) is measured at the Scottish data zone level in Scotland, for which the output for Reston is referred to as Reston and Coldingham Moor Area, which is shown in Figure 77. The equivalent output for the counterfactual location Ancrum is shown in Figure 78.

There is a high degree of uncertainty with these measures and ONS/NOMIS advise that caution is taken when making comparisons between data at granular level. This is because data at the lowest levels are more volatile than for larger aggregated geographies.

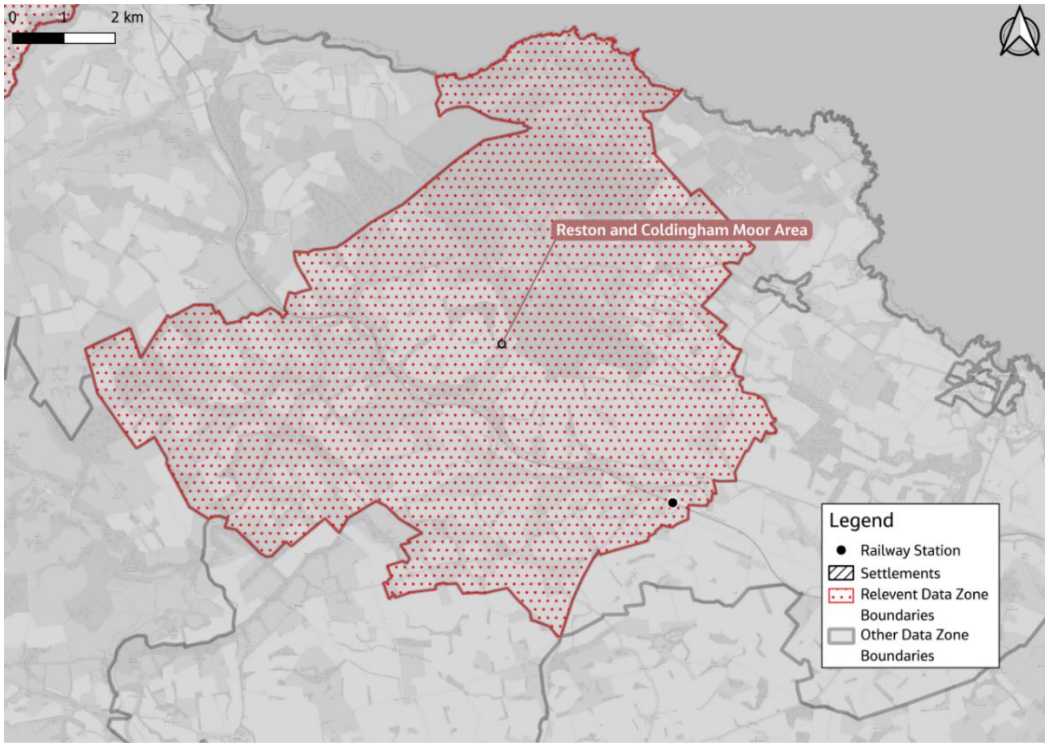


Figure 77: GVA data zone covering Reston

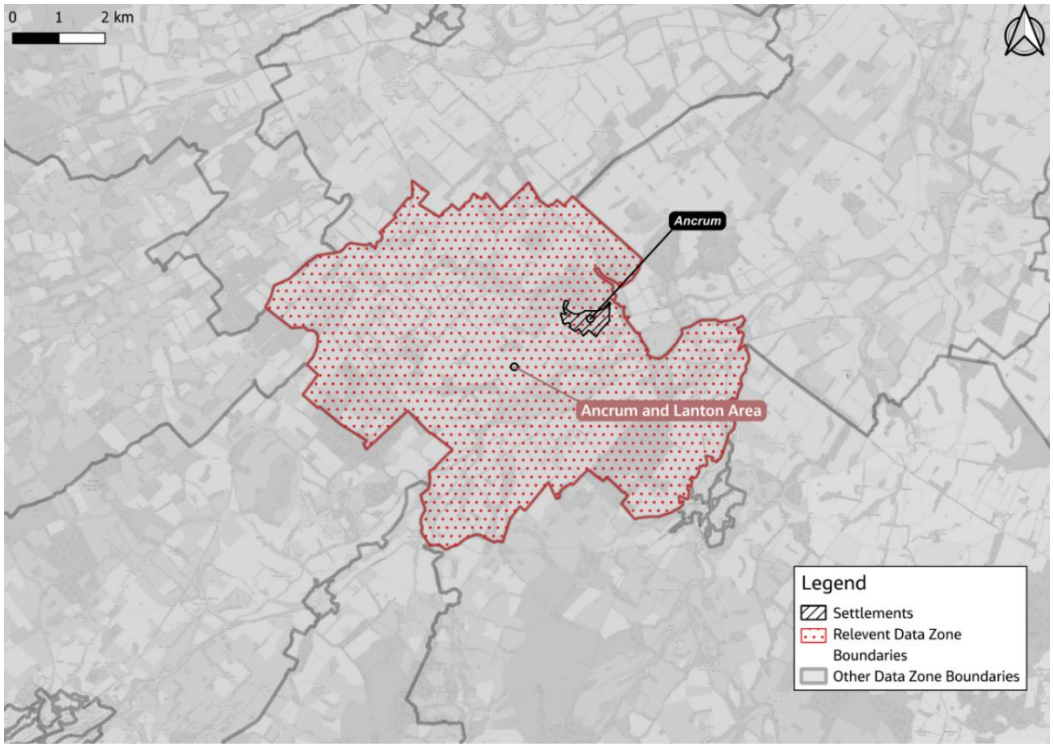


Figure 78: GVA data zone covering Ancrum

Table 40 below presents the changes in total GVA (pounds million) for Reston and counterfactual location Ancrum between 2019 and 2023. The data shows that GVA for the Reston and Coldingham Moor Area reduced by 2% whereas for Ancrum and Lanton Area, GVA increased by 48% between 2019 and 2023. Population growth in both areas has remained stable with less than 1% change.

Table 40: GVA for Reston and Ancrum

Total GVA, pounds million	2019	2023	% Change 2019-2023
Reston and Coldingham Moor Area	11.403	11.136	-2%
Ancrum and Lanton Area	15.755	23.343	48%

The comparison suggests that over the period considered, the introduction of the new railway station in Reston has not resulted in an observable increase in local GVA. Overall, while the comparison does not indicate a relative improvement in GVA performance for Reston over the period, the results should be interpreted with caution. Differences may reflect wider economic conditions, localised factors, and the early stage in the scheme's lifecycle, rather than the absence of any impact from the new railway station. As both of these are predominantly rural Scottish Borders communities, the GVA of these areas may be tied to farming. Unpredictable swings

in commodity prices (like livestock and crop values) can heavily skew local economic metrics which may be occurring here. A sharp increase in GVA within Ancrum may also be as a result of delayed COVID-19 post-pandemic recovery locally.

Department for Work and Pensions

The Department for Work and Pensions (DWP) provide statistics relating to a number of different benefits, with access to these datasets available through the Stat-Xplore platform. However, much of the benefits data is only available at larger output areas (local authority or national level), with only two relevant statistics being available at the local level (census output area) which were Housing Benefit Claimants and Households on Universal Credit. The geographic locations of the census output areas are shown below in Figure 79 and Figure 80

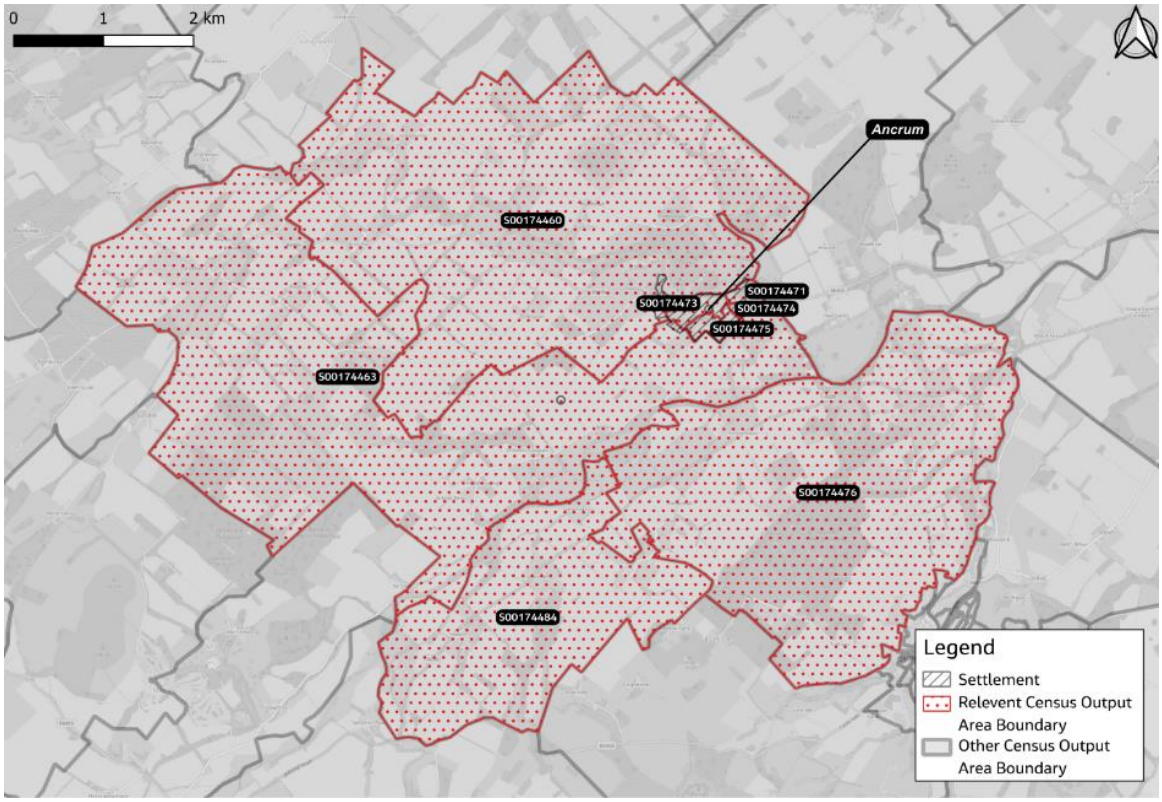


Figure 80 for Reston and Ancrum respectively.

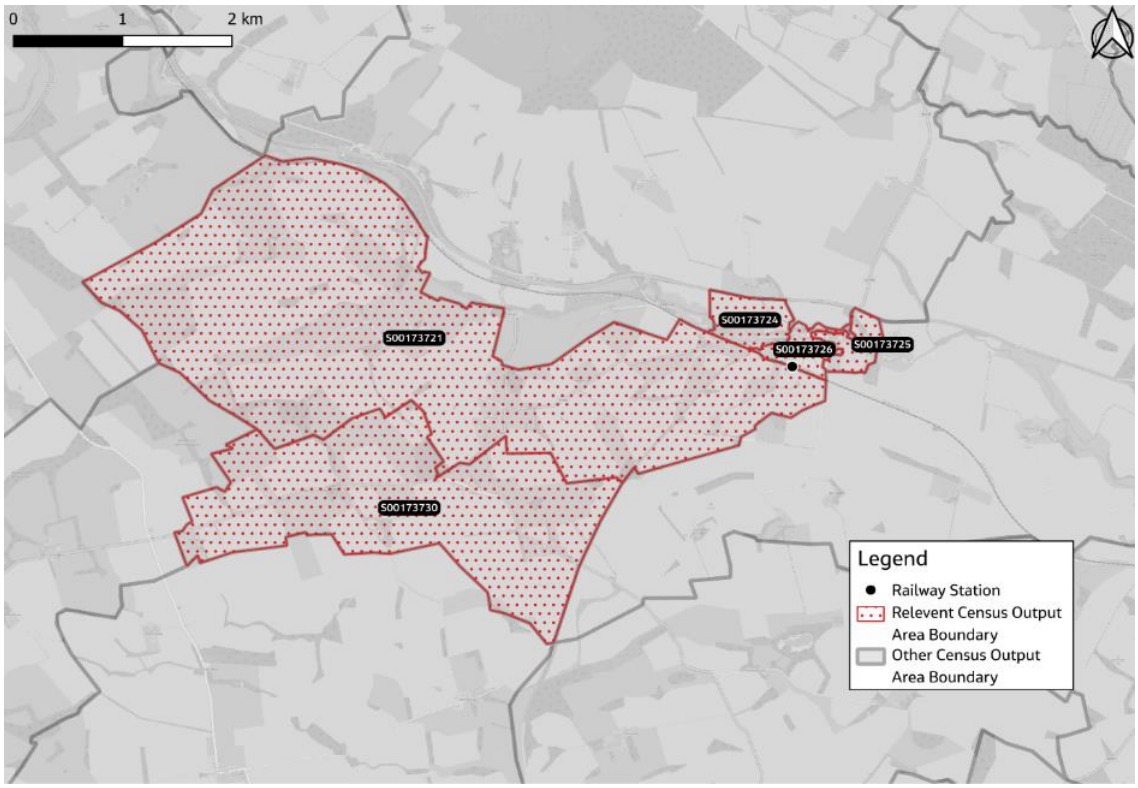


Figure 79: Reston census output areas for DWP statistics

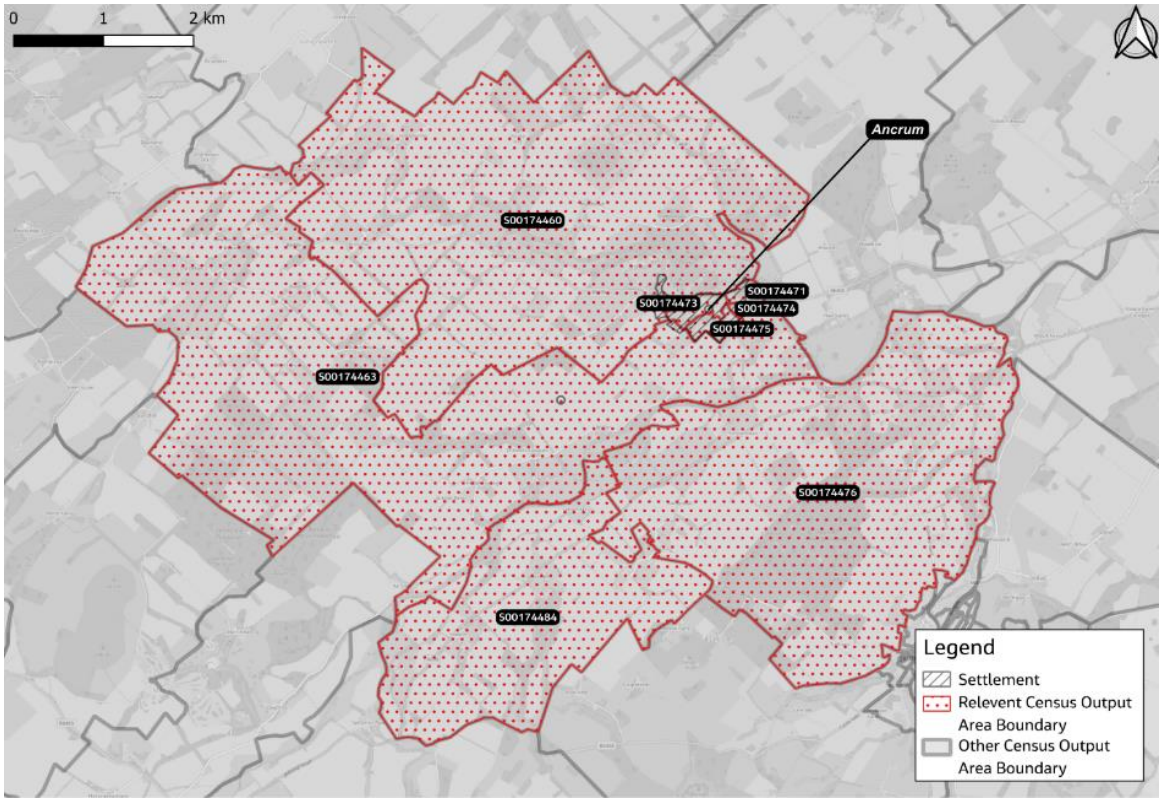


Figure 80: Ancrum census output areas for DWP statistics

Housing Benefit Claimants

Housing benefit is a benefit designed to help claimants pay rent (whether in full or part) if they are on a low income and can be claimed by people who are unemployed or working. Table 41 and Table 42 show the number of housing benefit claimants for Reston and Ancrum respectively. Note that the 'Total' row may not sum the census output areas due to disclosure control applied by the DWP to ensure confidentiality.

Across both Reston and Ancrum, the number of individuals claiming housing benefits decreased significantly between November 2019 and November 2025, by 64% for Ancrum and 72% for Reston.

Table 41: Housing benefit claimants for Reston from November 2019 to November 2025

Reston	201911 (Nov-19)	202011 (Nov-20)	202111 (Nov-21)	202211 (Nov-22)	202311 (Nov-23)	202411 (Nov-24)	202511 (Nov-25)
S00173721	N/A	N/A	N/A	N/A	N/A	N/A	N/A
S00173724	5	5	5	6	6	N/A	N/A
S00173725	8	13	10	11	7	5	5
S00173726	7	7	7	7	5	6	N/A
S00173730	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total	25	26	19	20	17	14	7

Table 42: Housing benefit claimants for Ancrum from November 2019 to November 2025 (bold indicates census output areas within settlement of Ancrum)

Ancrum	201911 (Nov-19)	202011 (Nov-20)	202111 (Nov-21)	202211 (Nov-22)	202311 (Nov-23)	202411 (Nov-24)	202511 (Nov-25)
S00174471	**7**	**7**	**5**	**7**	**7**	**7**	**5**
S00174473	**5**	**5**	**6**	**5**	**5**	N/A	N/A
S00174474	**12**	**8**	**9**	**12**	**5**	**10**	N/A
S00174475	N/A	N/A	N/A	N/A	N/A	N/A	N/A
S00174460	N/A	N/A	N/A	N/A	N/A	N/A	N/A
S00174463	N/A	N/A	N/A	N/A	N/A	N/A	N/A
S00174476	6	6	N/A	N/A	N/A	N/A	N/A
S00174484	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total	28	30	25	25	19	23	10

Households on Universal Credit

Households on Universal Credit is defined as the number of households which have an assessment period that spans the count date, which is the second Thursday of the month. In order for a household to counted in these statistics, there must be an assessment that passes this count date. Table 43 and Table 44 show the number of households claiming Universal Credit in Reston and Ancrum respectively. Note that, similar to the housing benefit claimant statistics, the 'Total' row may not sum the census output areas due to disclosure control applied by the DWP to ensure confidentiality.

Across both Reston and Ancrum, the number of households claiming Universal Credit increased; from 11 to 45 for Reston (representing a 76% increase) and from 10 to 45 for Ancrum (representing a 78% increase). The observed decline in the number of individuals claiming housing benefits, alongside a marked increase in households claiming Universal Credit is likely to reflect the ongoing transition from legacy benefits to Universal Credit rather than a fundamental change in underlying levels of deprivation. These changes are consistent across both Reston and Ancrum and therefore cannot be attributed to the scheme.

Table 43: Number of households claiming Universal Credit in Reston

Reston	201911 (Nov-19)	202011 (Nov-20)	202111 (Nov-21)	202211 (Nov-22)	202311 (Nov-23)	202411 (Nov-24)	202511 (Nov-25)
S00173721	N/A	6	N/A	N/A	N/A	N/A	5
S00173724	N/A	5	5	6	7	5	13
S00173725	7	6	7	N/A	6	8	8
S00173726	6	N/A	5	7	7	6	13
S00173730	N/A	5	N/A	N/A	5	9	8
Total	11	26	16	21	20	23	45

Table 44: Number of households claiming Universal Credit in Ancrum

Ancrum	201911 (Nov-19)	202011 (Nov-20)	202111 (Nov-21)	202211 (Nov-22)	202311 (Nov-23)	202411 (Nov-24)	202511 (Nov-25)
S00174471	N/A	N/A	N/A	6	5	6	9
S00174473	N/A	N/A	6	N/A	6	5	7
S00174474	N/A	6	7	6	6	5	9
S00174475	N/A	6	6	N/A	5	8	6
S00174460	N/A	5	N/A	N/A	8	6	5
S00174463	N/A	N/A	N/A	N/A	N/A	6	6
S00174476	N/A	6	N/A	5	5	8	N/A
S00174484	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Total	10	23	20	22	32	41	45

Labour and Market Statistics

The labour and market statistics cover the Scottish Borders Local Authority (representing both Reston and Ancrum), with data not being available at the census output area level or the DataZone level. Due to the nature of this scheme, changes at a local authority level are not expected as a result of the reopening of Reston Railway Station.

Economic Activity

Table 45 shows the economic activity for the Scottish Borders. For the Scottish Borders, 78.3% of people were considered economically active, which is higher than the Scotland average (77.3%) but lower than Great Britain (79.0%).

Table 45: Economic Activity for Scottish Borders (October 2024 to September 2025)

	Scottish Borders (Numbers)	Scottish Borders (%)	Scotland (%)	Great Britain (%)
All people				
Economically active†	55,000	78.3	77.3	79
In employment†	53,700	76.5	74.4	75.6
Employees†	44,200	64.1	66.3	65.8
Self-employed†	9,300	12.4	7.7	9.5
Unemployed§	#	#	3.7	4.3
Males				
Economically active†	30,100	81.1	80.6	82.4
In employment†	28,900	77.9	77.1	78.6
Employees†	23,800	66	67	66.1
Self-employed†	4,900	11.9	9.7	12.2
Unemployed§	#	#	4.2	4.5
Females				
Economically active†	25,000	75.3	74.1	75.7
In employment†	24,800	74.8	71.7	72.5
Employees†	20,400	61.9	65.6	65.4
Self-employed†	4,400	12.9	5.9	6.8
Unemployed§	!	!	3.2	4.1

 # Sample size too small for reliable estimate; § - numbers and % are for those aged 16 and over. % is a proportion of economically active; † - numbers are for those aged 16 and over, % are for those aged 16-64; ! - Estimate is not available since sample size is disclosive

Economic Inactivity

Economic inactivity measures people who have not worked within the previous four weeks and/or are unable to start work within the next two weeks. This could include people who are caring for their family or people who have retired. Table 46 shows the number of those residing in Scottish Borders who are classified as economically inactive. Overall, Scottish Borders has a lower number of economically inactive residents (14,500) compared to Scotland, but a higher total than Great Britain.

Table 46: Economically Inactive Residents

	Scottish Borders (level)	Scottish Borders (%)	Scotland (%)	Great Britain (%)
All people				
Total	14,500	21.7	22.7	21
Student	3,700	25.8	23.4	26.5
Looking After Family/Home	2,300	15.8	15.6	18.2
Temporary Sick	#	#	2.6	2.2
Long-Term Sick	3,000	20.8	33.8	27.8
Discouraged	!	!	#	0.3
Retired	2,900	20.3	15.5	13
Other	#	#	8.8	11.9
Wants A Job	3,900	26.8	18.1	20.5
Does Not Want A Job	10,600	73.2	81.9	79.5

 # Sample size too small for reliable estimate; ! Estimate is not available since sample size is disclosive

Qualifications

Qualifications data was most recently available from January 2024 to December 2024 and is presented below within Table 47. RQF1 is equivalent to a National 4 qualification in Scotland, and a GCSE grade 1, 2 or 3 in England. RQF4 is equivalent to a HNC at both levels. Overall, Scottish Borders is slightly lower than Scotland for those with an RQF4 qualification and above, but higher than Scotland for RQF1 & 2.

Table 47: Qualifications (January 2024 to December 2024)

	Scottish Borders (level)	Scottish Borders (%)	Scotland (%)	Great Britain (%)
RQF4 and Above	33,900	49.8	53.7	47.2
RQF3 and Above	47,300	69.4	71.9	67.6
RQF2 and Above	59,700	87.6	87.1	86.5
RQF1 and Above	60,800	89.2	88.2	88.9
Other Qualifications	3,100	4.6	3.5	4.3
No Qualifications	4,300	6.3	8.2	6.8

Earnings by Place of Residence

The median earnings in pounds for employees within the Scottish Borders, who are on adults rates of pay and whose pay is not affected by absence, is shown below in Table 48. The Scottish Borders Local Authority has a lower gross weekly pay than Scotland (£775.6) and Great Britain (£766.6), at £707.7.

Table 48: Earnings by Place of Residence (2025)

	Scottish Borders (Pounds)	Scotland (Pounds)	Great Britain (Pounds)
Gross Weekly Pay			
Full-Time Workers	707.7	775.6	766.6
Male Full-Time Workers	732.9	812.8	818.7
Female Full-Time Workers	679.6	726.1	710.8
Hourly Pay - Excluding Overtime			
Full-Time Workers	17.66	20.23	19.74
Male Full-Time Workers	16.62	20.5	20.39
Female Full-Time Workers	19.03	19.76	18.94

Out of Work Benefits

The Claimant Count is a dataset that measures the number of people who are claiming benefits primarily for unemployment. This is measured through a composite of people claiming Jobseeker's Allowance (JSA) and those claiming Universal Credit who are required to find work in order to qualify for their benefits. Figure 81 and Table 49 show the percentage of claimants for the Scottish Borders Local Authority, which is similar to national trends but at a slightly lower level.

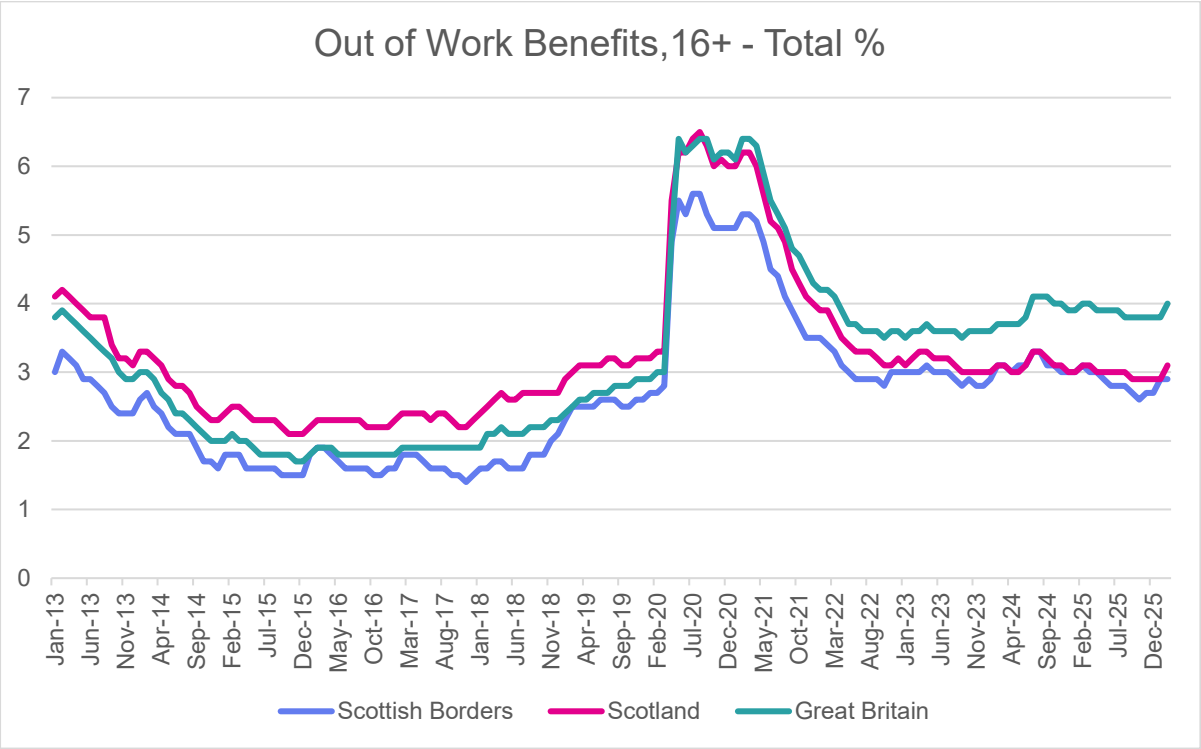


Figure 81: Claimants Aged 16+

Table 49: Claimant Count Aged 16+ (February 2026)

	Scottish Borders (level)	Scottish Borders (%)	Scotland (%)	Great Britain (%)
Aged 16+	1,965	2.9	3.1	4
Aged 16 to 17	15	0.6	0.6	0.2
Aged 18 to 24	375	5.2	4.4	5.7
Aged 18 to 21	225	5.2	4.8	6.2
Aged 25 to 49	1,055	3.6	3.6	4.4
Aged 50+	515	1.9	2	2.9

Overall, the available socio-economic evidence does not provide a clear or consistent indication that the opening of the station in 2022 has had a sizeable positive impact on the local economy or materially reduced levels of deprivation within the catchment area. While some indicators show changes over the study period, these trends are generally comparable with those observed in the counterfactual area and are likely influenced by wider economic conditions, structural changes (e.g. welfare system reforms), and localised factors unrelated to the scheme. Additionally, the relatively short period since the station's opening means that any longer-term impacts may not yet be fully reflected in the data.

Planning & Land-Use Indicators

Introduction

Residential and commercial planning data has been used to evaluate the economic impact of the new Railway station at Reston. The rail station has the potential to provide greater connectivity to employment and services for the area of Reston which has the potential to attract greater development opportunities from a residential and commercial perspective. Planning applications throughout station development and delivery have been analysed to understand what degree of growth has been encountered locally.

Methodology

Planning data has been analysed representing the full project lifecycle from concept through to delivery. In the absence of data from Scottish Borders Council, data from the public domain has been relied upon for this analysis. This includes planning applications published on the Scottish Borders Council planning portal and developments detailed within the Scottish Borders Council Delivery Programme (2024).

Residential Development

Five sizeable residential development sites are planned in close proximity to Reston Railway Station. These are detailed within Table 50 below.

Table 50: Residential Developments

Development	Reference	Description	Status
Redevelopment of Braeheads Farm, Reston (TD14 5LD)	25/01364/FUL	The plan is to construct 45 dwelling houses with associated access, landscaping and infrastructure.	The site is currently an allocated housing site under the local development plan.
Auction Mart (Site to south of Main Street, near Reston Railway Station)	08/01531/FUL LDP Site MREST001	Proposed erection of 111 dwelling houses on site to south of Main Street, near Reston Railway Station.	There has been no update to the planning portal since 20 Feb 2015. 2021 report stated that it was approved, subject to resolution of various outstanding issues/upon

			conclusion of legal agreement.
Reston Long Term 2	LDP Site AREST004	Proposed 38 dwellings	A planning brief has been produced for the site. The site is included within the SHIP (2025/2030). No further update.
West Reston	LDP Site BR5	Proposed 20 dwellings	The site is included within the SHIP (2025-2030). No further update.
Rear of Primary School	LDP Site BR6	Proposed 16 dwellings	Recent completion of 5 units along the northern boundary of the site (17/01555/FUL). The site is included within the SHIP (2025-2030). No further update on the remainder of the site.

It is proposed that an overall Masterplan for Reston will be undertaken, incorporating the housing and mixed-use allocations. This is not yet in the public domain or has been made available by Scottish Borders Council.

Business Development

Very little business/commercial development is proposed in close proximity to Reston Railway Station. Table 51 presents the only commercial development that can be found within the Scottish Borders planning portal which was submitted in 2026.

Table 51: Business Developments

Development	Reference	Description	Status
Warehouse A J B Spence And Son Bridgend Reston Eyemouth Scottish Borders TD14 5JU	26/00384/FUL	Erection of a storage warehouse for business - Spence A J B & Son Ltd.	Registered

Whilst planning for residential and business development cannot be directly attributed as a result of the station opening, planned economic growth within close proximity to Reston Railway Station is apparent (particularly from a residential

perspective). The station provides improved connectivity and makes Reston more favourable for relocating or setting up businesses.

Supplementary Modal Data

Traffic Data

Available traffic data in the vicinity of Reston Railway Station is limited to the A1 corridor between Berwick-upon-Tweed and Edinburgh. Figure 82 shows that traffic levels, based on counts recorded between Reston and Berwick-upon-Tweed, show a consistent upward trend over recent years and had already exceeded 2019 baseline levels by 2022.

By 2025, traffic volumes increased further, with the AM peak showing an uplift of up to 20% compared to 2019 levels. In contrast, the PM peak experienced more moderate growth, with traffic volumes rising by approximately 5–10%.

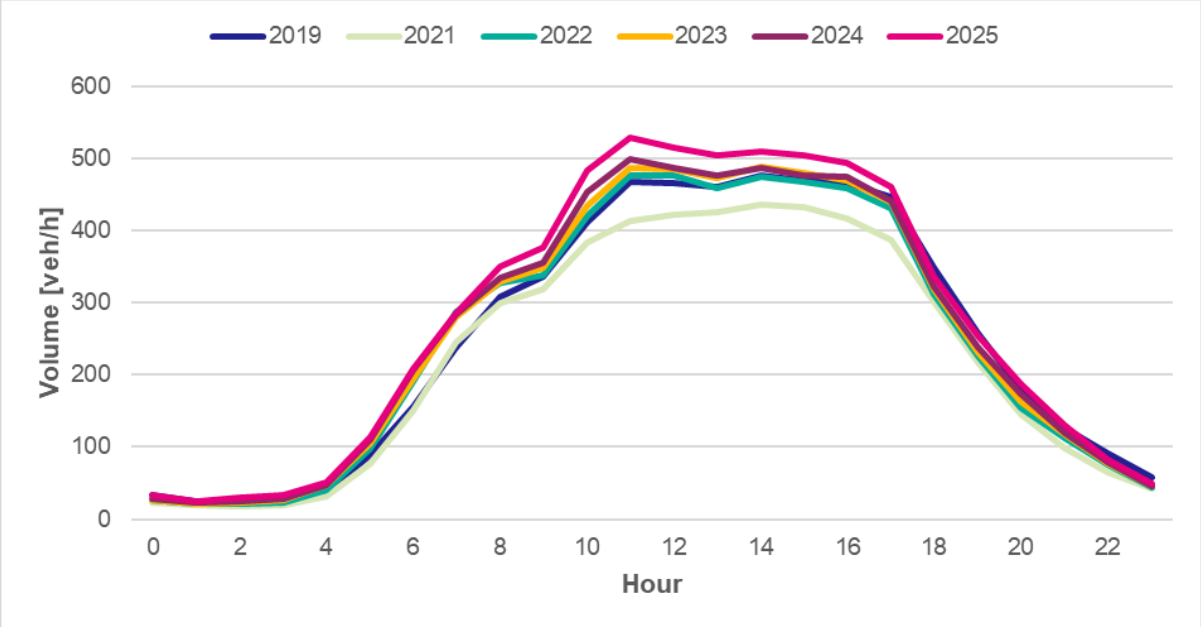


Figure 82: Drakewell Count Data – Site no. 466

Highway Journey Times Data

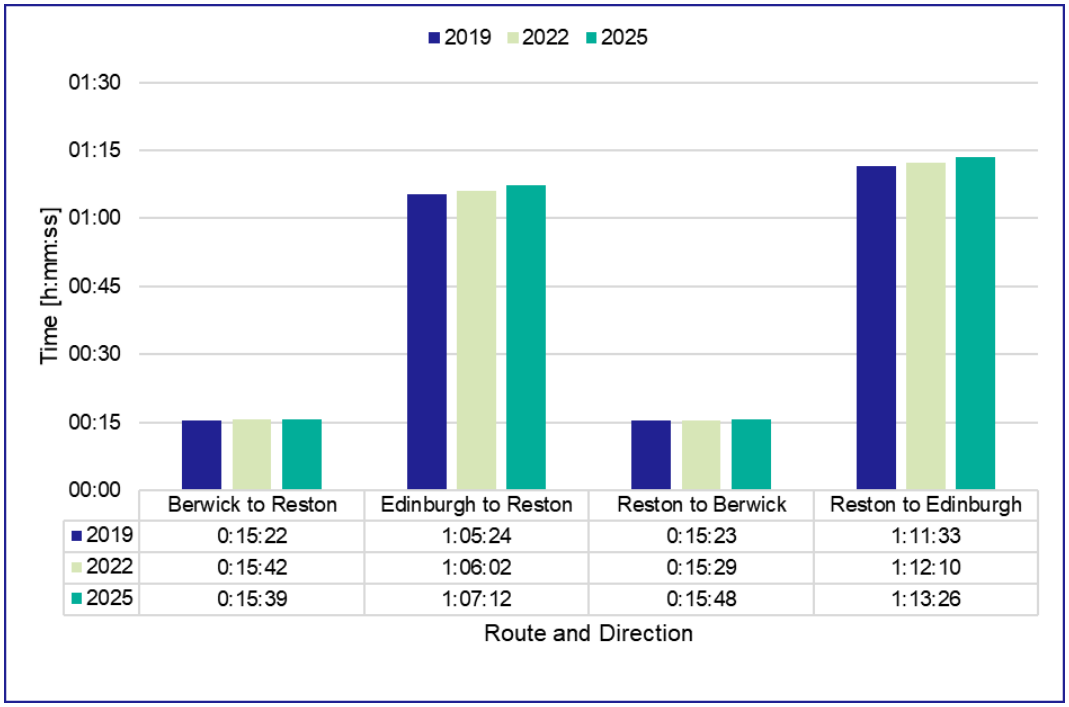
Highway journey time data is important in the context of comparison with the public transport. Data was obtained from TomTom database and covered two bi-directional routes Reston to Edinburgh and Reston to Berwick-upon-Tweed. Both routes use A1, and their endpoints are in the vicinity of the rail stations:

- Edinburgh – Waterloo Place
- Berwick-upon-Tweed – Marygate
- Reston – Main St./Forrest Rd. roundabout.

Data was obtained for the following:

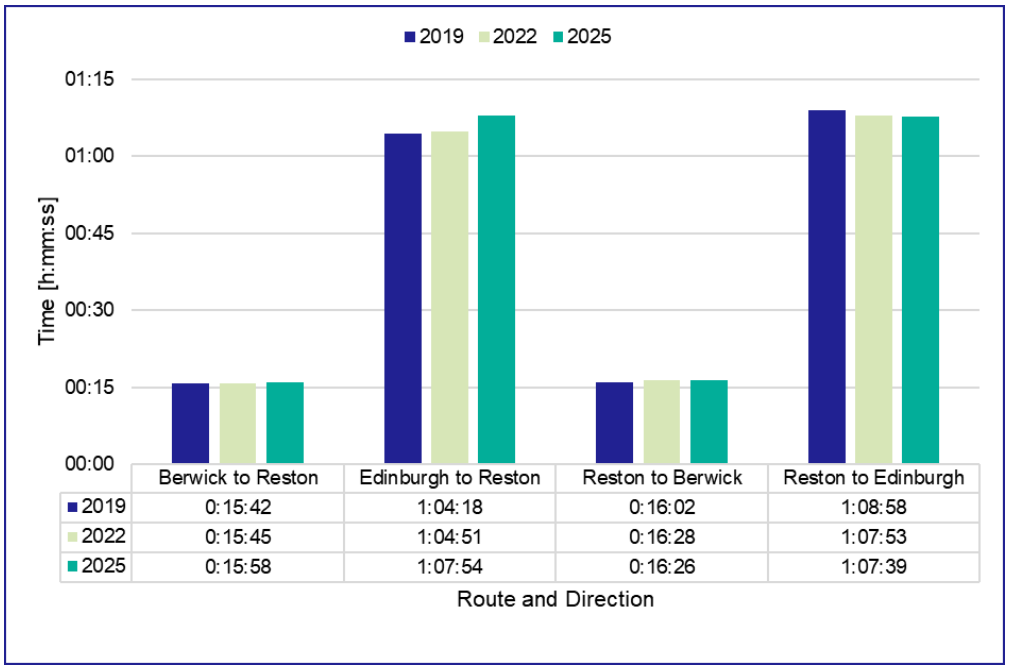
- Time periods: AM peak (8-9), Inter-peak (12-13), PM peak (17-18),
- Month, years: October 2019, 2022, and 2025,
- Days: Tuesday-Thursday, Monday-Friday, weekends

Figures 83, 84 and 85 show that the results for all time periods confirm that journey time remained on similar level. Most significant change occurred between Reston and Edinburgh, where journey time increased slightly by up to 5 minutes between 2019 and 2025.



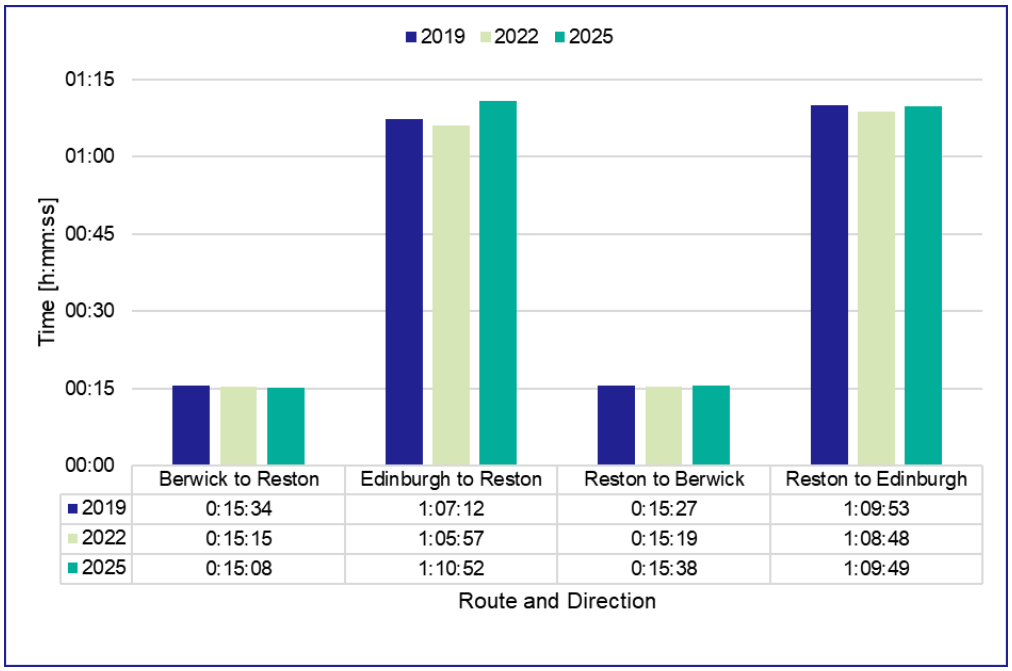
	Berwick to Reston	Edinburgh to Reston	Reston to Berwick	Reston to Edinburgh
2019	0:15:22	1:05:24	0:15:23	1:11:33
2022	0:15:42	1:06:02	0:15:29	1:12:10
2025	0:15:39	1:07:12	0:15:48	1:13:26

Figure 83: Car Travel Time – AM peak, Tuesday – Thursday



	Berwick to Reston	Edinburgh to Reston	Reston to Berwick	Reston to Edinburgh
2019	0:15:42	1:04:18	0:16:02	1:08:58
2022	0:15:45	1:04:51	0:16:28	1:07:53
2025	0:15:58	1:07:54	0:16:26	1:07:39

Figure 84: Car Travel Time – Inter-peak, Tuesday – Thursday



	Berwick to Reston	Edinburgh to Reston	Reston to Berwick	Reston to Edinburgh
2019	0:15:34	1:07:12	0:15:27	1:09:53
2022	0:15:15	1:05:57	0:15:19	1:08:48
2025	0:15:08	1:10:52	0:15:38	1:09:49

Figure 85: Car Travel Time – PM peak, Tuesday – Thursday

Road Collision Data

A review of recorded collision data in Reston indicates that the introduction of the new rail station has not resulted in any observable increase in road traffic collisions or incidents involving non-motorised users, including pedestrians and cyclists, in the vicinity of the station, which could be attributed to its opening. There is an increase

on the A1, which as shown in the Traffic Data section, sees significant increases in traffic. However, this is based on a very small number of collisions.

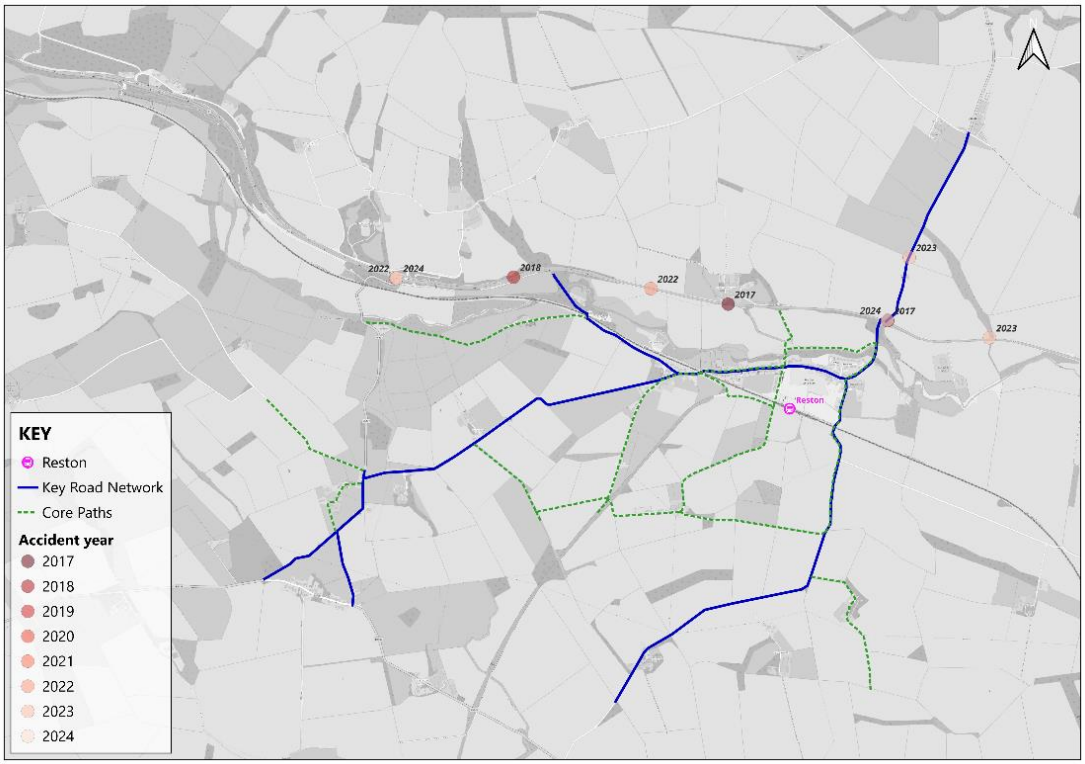


Figure 86: STATS19 Accident Data – Reston, by year



Figure 87: STATS19 Accident Data – Reston, by severity and casualty type

Public Transport Data

Google data has been used to assess public transport journey times from Reston to key destinations including Edinburgh and Berwick-upon-Tweed.

The FBC for the station observed that long bus journey times from East Berwickshire to Edinburgh are compounded by a low frequency of journeys and short operating day. At baseline stage, this prevented residents from using public transport to commute for employment or education or partake in evening leisure activities in Edinburgh.

At baseline stage, it was forecast that the introduction of Reston Railway Station would lead to significant journey time enhancements. Prior to the station opening, the typical off-peak bus journey time between Reston and Berwick-upon-Tweed rail station was 32 minutes, illustrating the long travel times incurred when accessing the rail network through existing stations at that time.

Typical off-peak travel time from Reston to Edinburgh by bus was 103 minutes, and at peak times 111 minutes by bus at the time of writing the FBC.

At FBC stage this analysis was further validated by the *'Strategic Transport Projects Review 2 (STPR2) Initial Appraisal: Case for Change Edinburgh and South East Scotland Region'*, published in February 2020, which examined journey times across the region and found similar evidence of long journey times. At around 100 minutes, journey times from East Berwickshire to Edinburgh by public transport are significantly longer than other parts of the South East Scotland region when compared to typical travel to work journey times by public transport of less than 45 minutes in Edinburgh, Fife, West Lothian and Midlothian. All residents in Edinburgh were able to access employment within 45 minutes by bus and rail, compared to 62% in Scottish Borders.

Figure 88 presents the current bus and rail journey times to Edinburgh and Berwick-upon-Tweed as of March 2026. These results have been captured over a period of five working days from 16/03/2026 to 20/03/2026. This demonstrates a substantial disparity between bus and rail journey times. For journeys from Reston to Edinburgh, rail travel takes approximately 48 minutes compared to over 2 hours by bus. Similarly, for short distance journeys to Berwick-upon-Tweed, rail takes 23 minutes compared to 43 minutes by bus. This demonstrates that significant journey time savings have been achieved for residents seeking to travel from Reston to key destinations by public transport by improving access to the rail network.

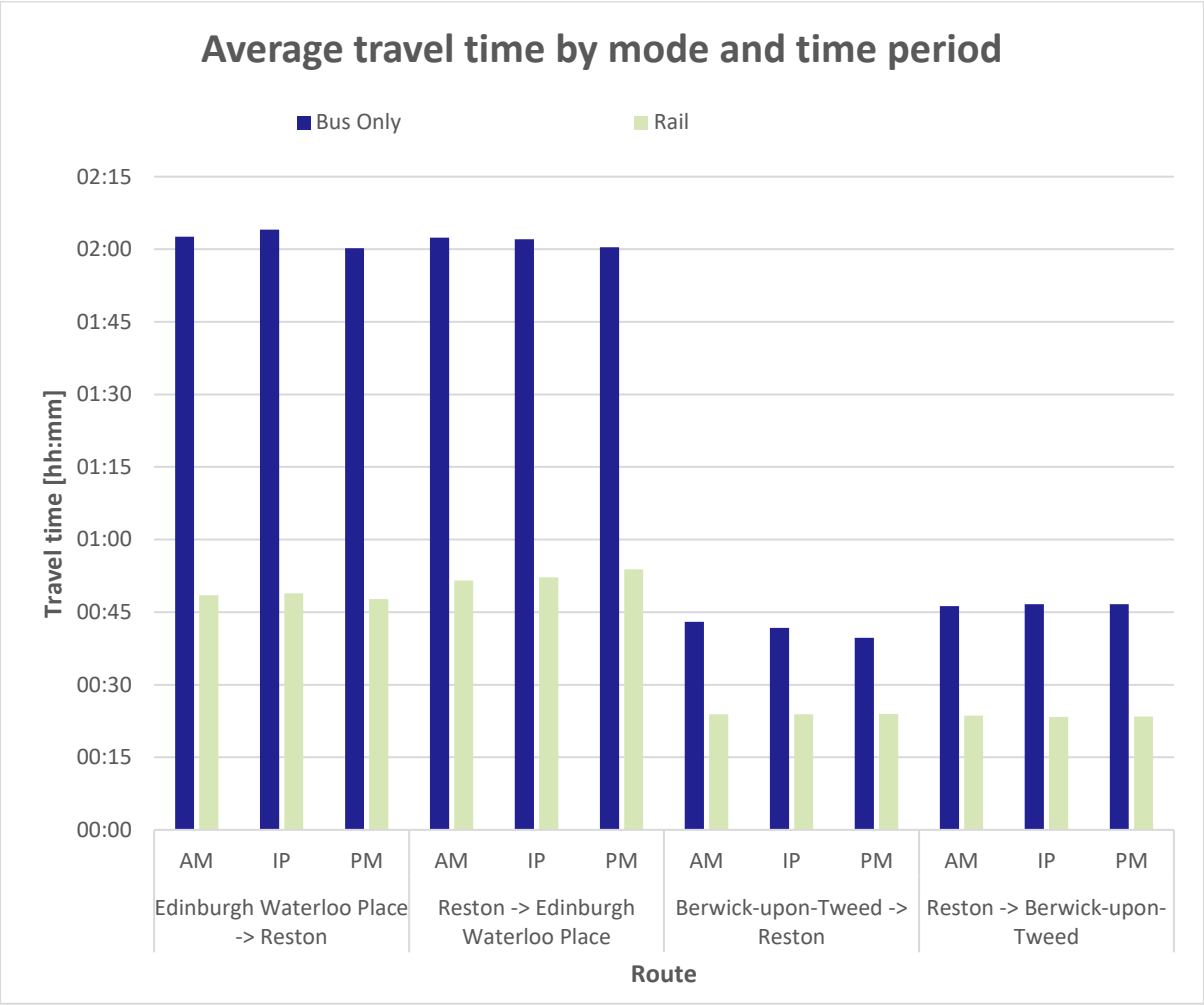


Figure 88: Average public transport travel time by mode and time period

Active Travel Data

At this stage of the evaluation, limited evidence is available to support an assessment of active travel trends within the study area. No walking, wheeling or cycling count data has been identified in close proximity to Reston Railway Station, restricting the ability to undertake a robust before-and-after comparison.

Attempts to supplement this through external sources were also unsuccessful, with Cycling Scotland unable to provide relevant datasets for the scheme area.

As a result, no meaningful conclusions can be drawn at this stage regarding changes in active travel behaviour associated with the station's reopening; other than data collected as part of the primary surveys regarding station access modes and preferred modes for commuting and leisure travel. This represents a data gap at this stage of evaluation.

Counterfactual Analysis

Introduction

As outlined within Scottish Transport Appraisal Guidance (STAG), when evaluating the success of a scheme it is important to determine the extent any change in the outcomes or outputs monitored are a result of the intervention, as opposed to other external factors. Within this evaluation this has been determined by comparing actual outcomes with those of a counterfactual location which represents the transport situation had the project not gone ahead.

At the baseline stage, a counterfactual survey was undertaken at Ancrum and surrounding local communities. This was selected as a suitable location as it is an area with a similar population and public transport connections to the Reston study area (prior to scheme delivery). Ancrum acts as a proxy for what would have happened in the Reston area if the new station had not been built.

Ancrum is a small village within the Scottish Borders that is situated between Jedburgh and St Boswells. Similar to Reston before the station opened, there is no rail access in the village, with the closest station located 12 miles away at Tweedbank.

Within the baseline reporting, the counterfactual survey was designed to meet the following objective:

> **Collect baseline data to establish a comparator / counterfactual using primary research.**

At this stage of the evaluation, this survey has been replicated to help understand what would have happened if the scheme had not been delivered in Reston and help attribute benefits to the scheme.

The results of counterfactual surveys along with other available data (socio-economic data) for Ancrum and Reston have been used to set out trends affecting both areas and not related to the new station. This helped to provide a credible estimate of the additional change attributable to the station itself, isolating impacts from other external factors.

Methodology

Target Area

Figures 89 and 90 show the that area adopted for the Ancrum counterfactual survey mirrors that of the baseline reporting to ensure a similar sample undertake the survey. The catchment adopted for the counterfactual survey, similar to the resident survey, is expanded to approximately 10km to capture an appropriate sample size.

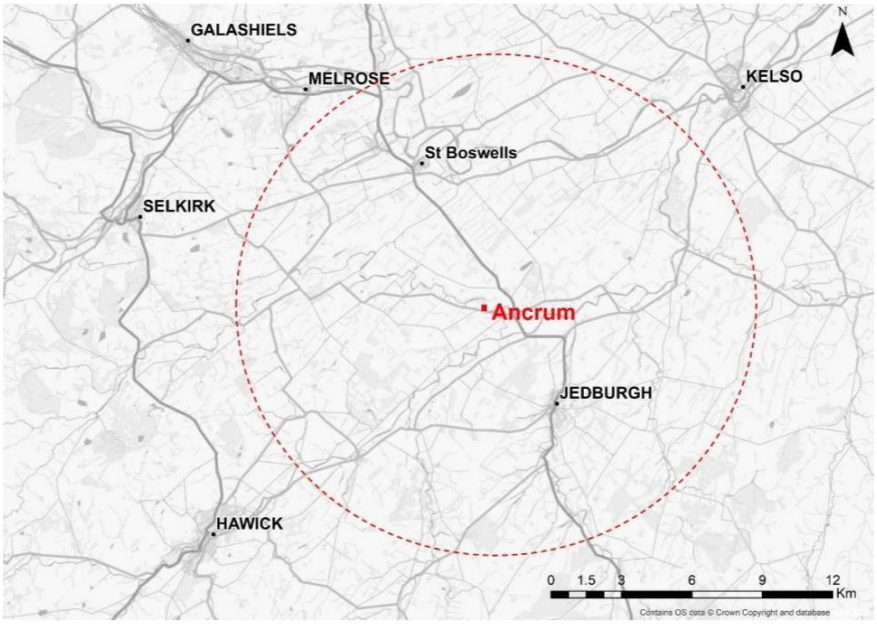


Figure 89: Baseline Counterfactual Survey Coverage

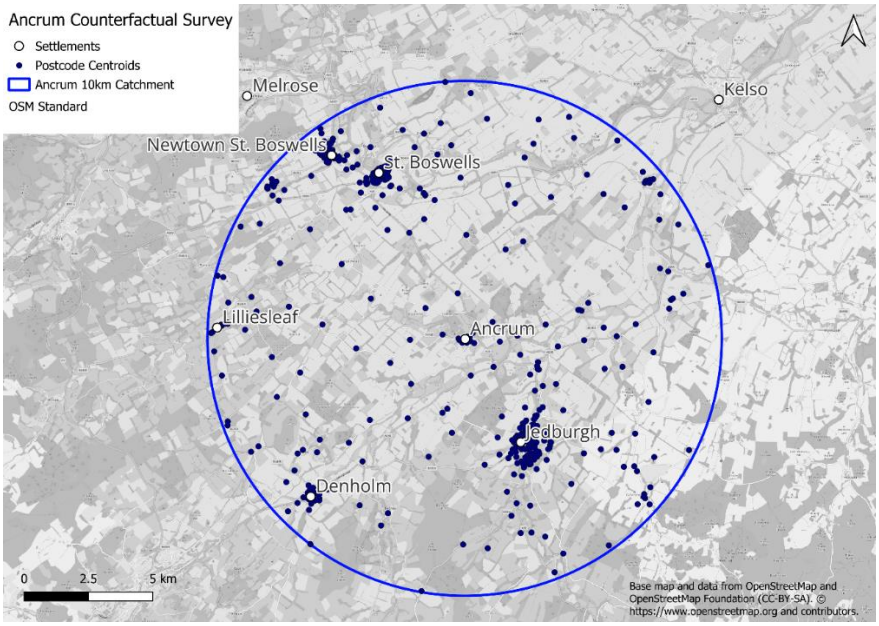


Figure 90: Stage 1 Counterfactual Survey Coverage

Survey Material

The counterfactual survey was developed collaboratively between IBP, Jacobs and Transport Scotland. This survey was designed to align with the baseline survey as much as possible to allow comparisons to be made whilst also introducing questions to understand whether travel patterns and behaviours have changed since the last survey (with these also being compared to relevant questions in the current Residents Survey). The final survey is presented within Appendix A.

Survey Delivery

The baseline survey was conducted by means of telephone interview. However, a face-to-face approach was chosen for the Stage? 1 evaluation survey, both for practical reasons in relation to securing a suitable sample size, and in ensuring that a reasonable proportion of interviews could be secured from Ancrum itself (this breakdown being unclear from the baseline reporting).

Given the large extent of the catchment considered for counterfactual surveys there was a significant risk that respondents would be located some distance from the centre of Ancrum. For this reason, a target of 50 responses from Ancrum and 50 responses from the wider settlements of Jedburgh and St. Boswell were set. A minimum target size of 100 responses was therefore set to match the baseline sample size of 101 and this sample size was achieved.

Comparison to Baseline Survey

The baseline counterfactual survey also applied age weighting relative to National Records of Scotland population estimates for relevant Local Authority areas. Again, the relationship between the survey catchment areas and these wider population geographies was not a direct one and weighting was not applied in relation to other demographic or contextual variables. Sensitivity analysis suggests that age weighting had limited impact on overall findings and broad trends.

Accordingly, unweighted data has been used for primary comparative analysis in order to maintain consistency between the baseline and evaluation datasets. Sub-group analysis has been undertaken where appropriate, and any relevant considerations or limitations relating to comparability are noted throughout the report.

Research Limitations

The counterfactual survey is intended to provide an indicative comparison with individuals who do not currently use Reston Rail Station or who may use alternative locations or travel modes. As with all counterfactual exercises of this nature, the

findings should be interpreted with awareness that responses are based on stated perceptions, intentions and hypothetical behaviours rather than directly observed outcomes. Respondents' views on how they might behave under different circumstances may not necessarily reflect actual future behaviour. In addition, the comparison between survey groups is influenced by differences in respondent characteristics, travel needs and geographic context that cannot be fully controlled within a practical fieldwork exercise. The counterfactual findings should therefore be regarded as providing contextual insight and indicative comparison rather than a definitive measure of causation and should be read alongside the wider survey and evaluation evidence.

Data & Analysis

Respondent Profile

Similar to the Reston resident survey, respondents were asked various questions regarding their personal characteristics (such as gender, age, ethnicity etc.). This demographic information allows for a comparison with the Reston resident survey to determine whether Ancrum and surrounding areas are similar in make up to the Reston resident survey sample.

Figure 91 presents the gender profile of Ancrum residents (and surrounding areas) who partook in the survey. Similar to the Reston resident survey, a greater proportion of female respondents were captured as part of the survey.

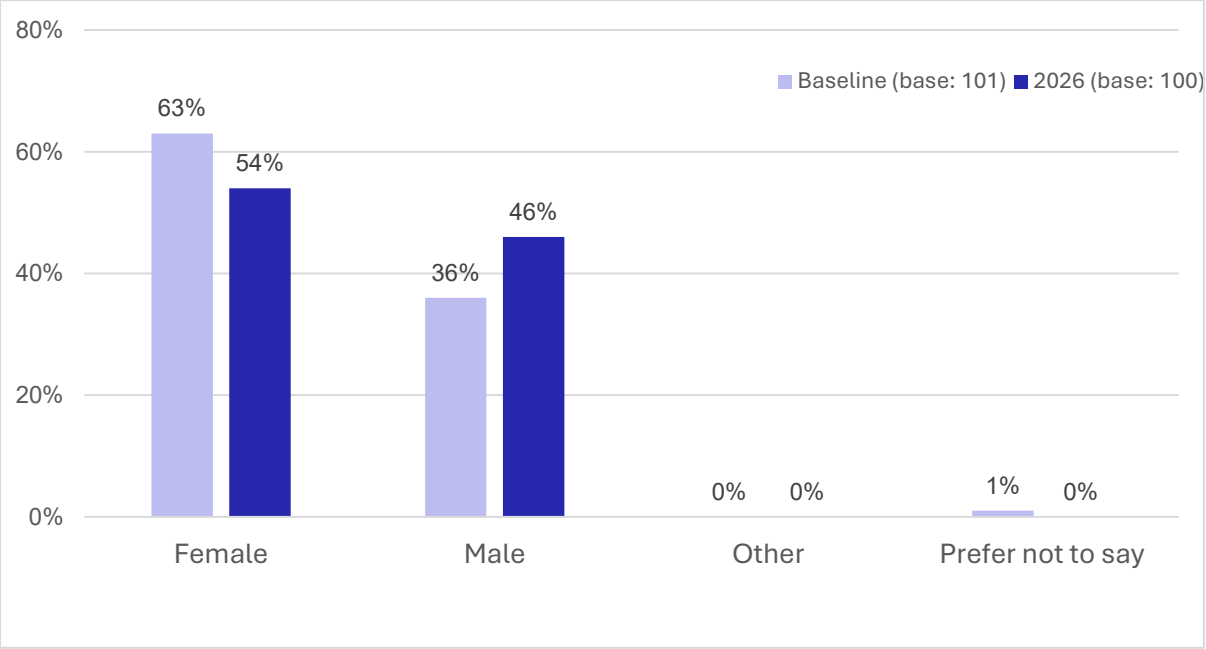


Figure 91: Counterfactual Survey – Gender

Respondents were asked to identify their age category. Again, similar to the Reston resident survey, Figure 92 shows that the Ancrum (and surround area) population shows a similar profile with spikes for the 65-74 years of age and 45-54 years of age brackets. This demonstrates that the population of Ancrum captured as part of this survey is broadly similar to Reston in terms of gender and age.

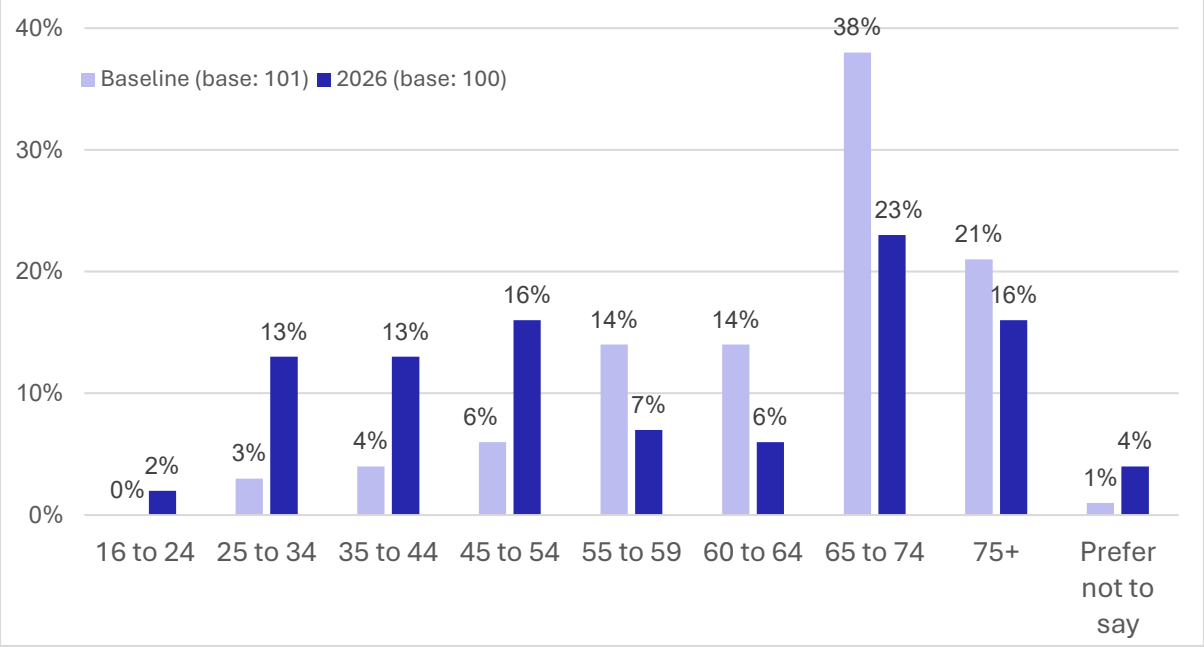


Figure 92: Counterfactual Survey - Age Profile

Respondents also provided their employment status to ensure a similar market is available to that at Reston. Table 52 shows that at this time, the number of residents in full time employment (29%) and retired (40%) are the most prevalent. These trends are similar for residents in Reston.

Table 52: Counterfactual Survey - Employment Status

Employment Status	Baseline	2026
Full-time employment	17%	29%
Part-time employment	16%	11%
Full or part time further education	0%	1%
Full or part time higher education	0%	1%
Not in employment due to illness or disability	0%	4%
Not in employment / looking after home or family	0%	9%
Unemployed	5%	5%
Retired	62%	40%
Other	0%	0%
Prefer not to say	0%	0%
Base	**101**	**100**

In terms of annual household income there is some disparity between the baseline and stage 1 counterfactual. Table 53 shows that at baseline stage, 32% of respondents earnt less than £20,000 whereas this was 7% at Stage 1. When compared to the Reston resident survey a similar trend is observed with the most common income bracket being £20,000 to £39,999. Again, this helps to validate that this is a suitable counterfactual location as people taking part in the survey have similar incomes and can therefore afford to make similar transport choices.

Table 53: Counterfactual Survey - Household Income

Baseline Income Band	Baseline %	2026 Income Band	2026 %
Less than £10,000	11%	Under £20,000	7%
£10,001 to £20,000	21%	£20,000 to £39,999	18%
£20,001 to £30,000	13%	£40,000 to £59,999	5%
£30,001 to £40,000	8%	£60,000 to £79,999	3%
£40,001 - £50,000	1%	£80,000 to £99,999	1%
£50,001 - £60,000	0%	More than £100,000	1%
Over £60,000	4%	Don't know	2%
Don't know	7%	Prefer not to say	63%
Prefer not to say	36%	**Base**	**100**
Base	**101**		

Respondents were also asked to identify whether they have a physical and /or mental health condition and whether this impacts their mobility. Figure 93 shows that around a quarter of respondents identified as having a physical and/or mental health condition within and around Ancrum, which is marginally less than that observed in the Reston resident survey.

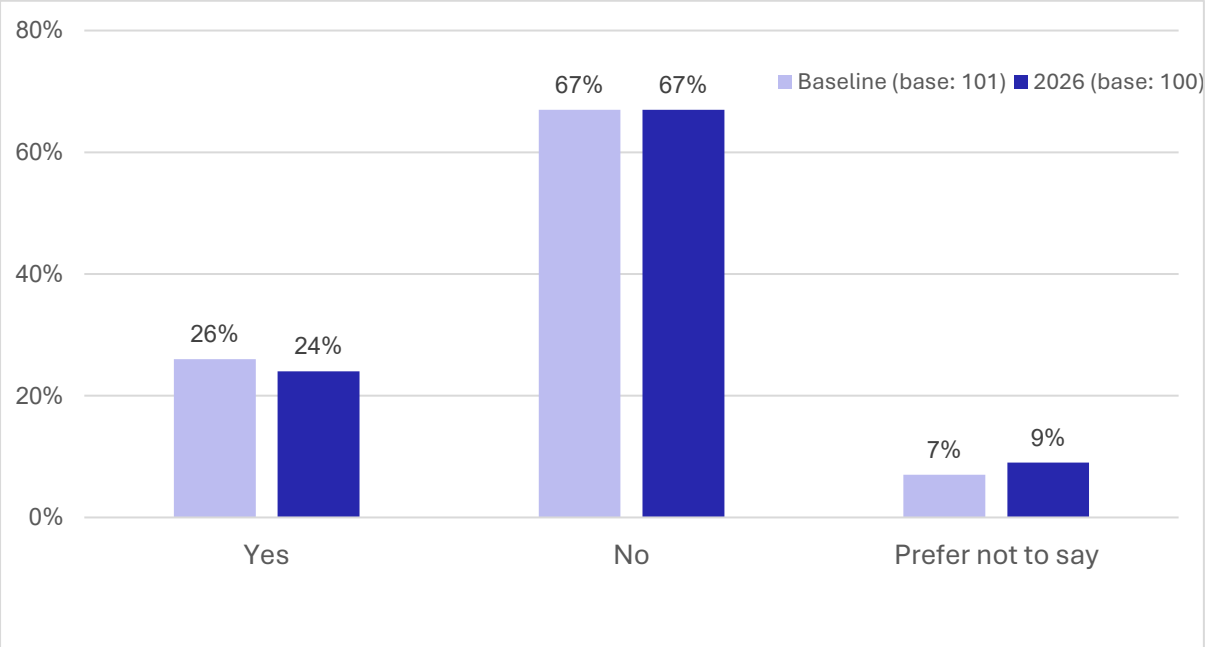


Figure 93: Counterfactual Survey – Respondents with physical or mental health conditions

Similar to the Reston resident survey a significant proportion of those who identified as having a physical and/or mental health condition class themselves as being mobility impaired. Figure 94 shows that 75% (from a base of 24 respondents) identified that their disability impairs their ability to travel.

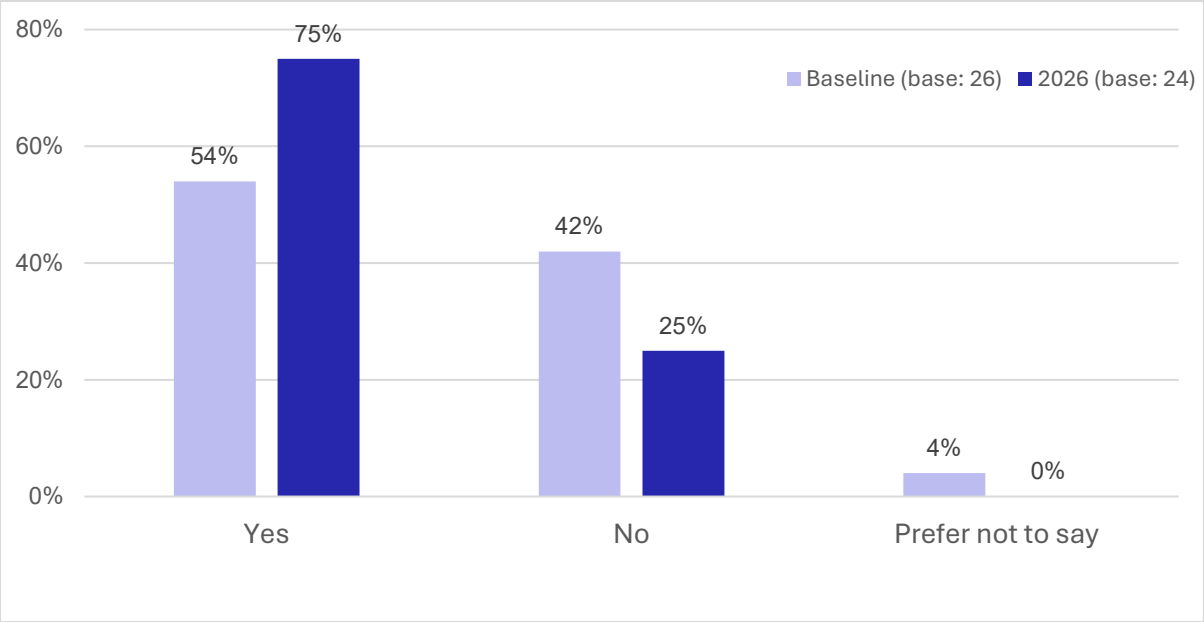


Figure 94: Counterfactual Survey - Impact of health condition on mobility

Respondents were also asked to identify whether they are National Entitlement Card (NEC) owners. Figure 95 shows that the proportion of card holders is very similar to that witnessed within the resident survey for Reston with just under half holding an NEC (48% in Reston).

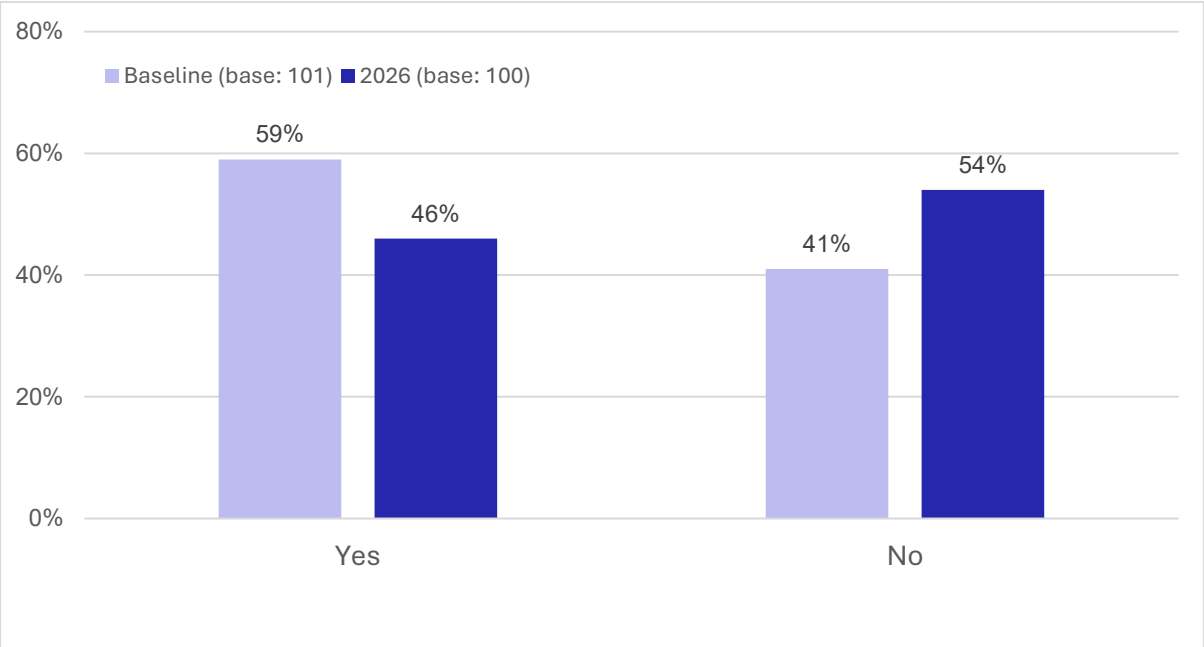


Figure 95: Counterfactual Survey – NEC Card Ownership

Respondents were also asked to identify whether they have access to a car. Figure 96 shows that many respondents have full access to a car (49%) however this is noticeably lower than the proportion of Reston residents with full access to a car (73%). However, when looking at all respondents who have access to a car to some extent, within Ancrum and surrounding areas this represents 88% of respondents and in Reston and surrounding areas this represents 89% of respondents demonstrating broad alignment between the study area and this counterfactual location.

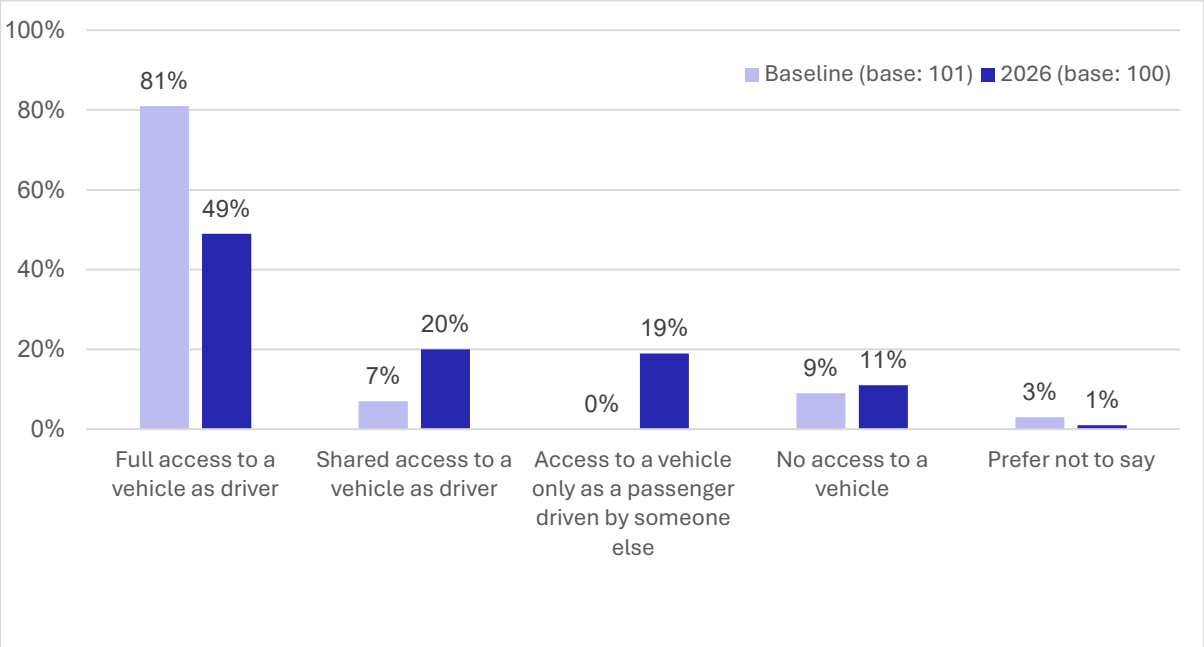


Figure 96: Counterfactual Survey - Access to a Vehicle

Finally, respondents were asked to identify their ethnicity. Table 54 shows that similar to Reston, a significant proportion of respondents identified as being either White – Scottish or White – Other British, totalling 96% in and around Ancrum and 94% in and around Reston.

Table 54: Counterfactual Survey – Ethnicities

Ethnic Origin	Baseline	2026
White - Scottish	67%	86%
White - Other British	24%	10%
White - Irish	0%	1%
White - Gypsy / Traveller	0%	0%
White - Polish	0%	1%
White - Any other White ethnic group	3%	1%
Mixed or Multiple Ethnic Group (please specify below)	0%	0%

Asian - Pakistani, Pakistani Scottish or Pakistani British	0%	0%
Asian - Indian, Indian Scottish or Indian British	1%	0%
Asian - Bangladeshi, Bangladeshi Scottish or Bangladeshi British	0%	0%
Asian - Chinese, Chinese Scottish or Chinese British	0%	0%
Asian - Any other Asian ethnic group	0%	0%
African - African, African Scottish or African British	0%	0%
African - Any other African ethnic group	0%	0%
Caribbean or Black - Caribbean, Caribbean Scottish or Caribbean British	0%	0%
Caribbean or Black - Black, Black Scottish or Black British	0%	0%
Caribbean or Black - Any other Caribbean or Black ethnic group	0%	0%
Other - Arab, Arab Scottish or Arab British	0%	0%
Other - Any other ethnic group	0%	0%
Don't know	1%	0%
Prefer not to say	4%	1%
Base	**101**	**100**

Travel to Work and Education

Similar to the Reston resident survey, respondents were asked questions regarding their travel choices to help understand whether changes in Reston and surrounding areas can be attributed to the introduction of Reston Railway Station or are as a result of wider change. Figure 97 shows that within Ancrum, a similar trend in terms of working patterns is apparent with the majority travelling to a fixed place of work / education (62%), this aligns closely with Reston where 64% travel to a fixed place of work/education.

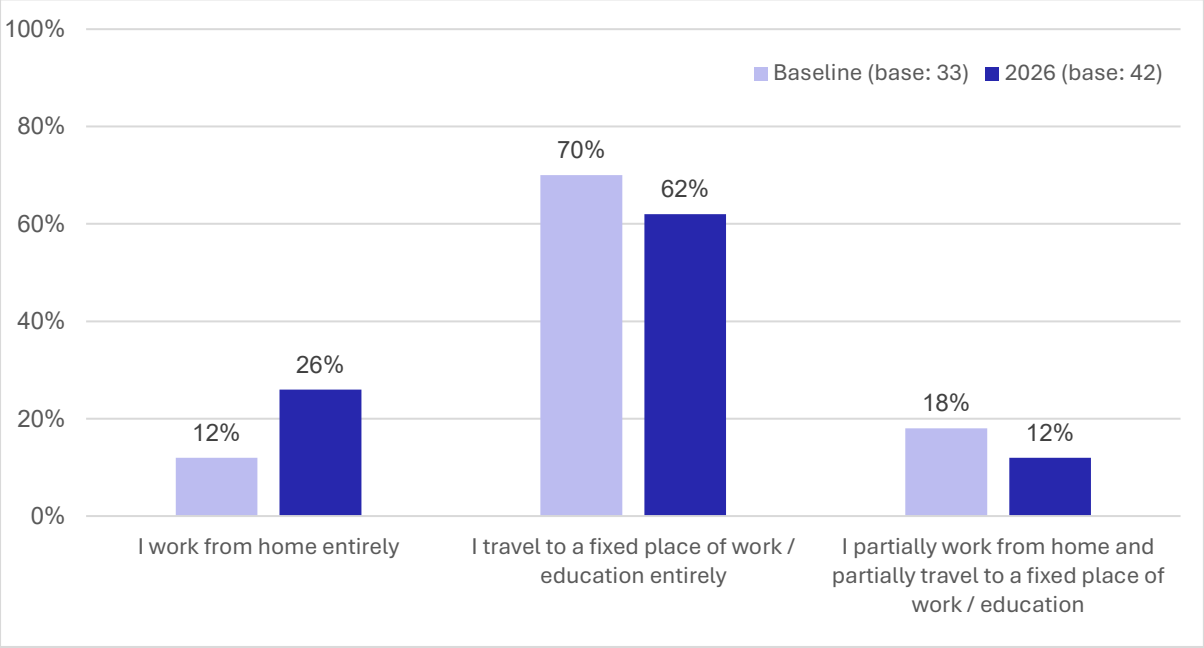


Figure 97: Counterfactual Survey – Working Arrangements

Ancrum also demonstrates similarities in terms of the frequency of commuting journeys. Figure 98 shows that the significant proportion of journeys to work/education are undertaken five days per week (45%) which aligns closely with travel patterns in Reston (38% travelling five days per week).

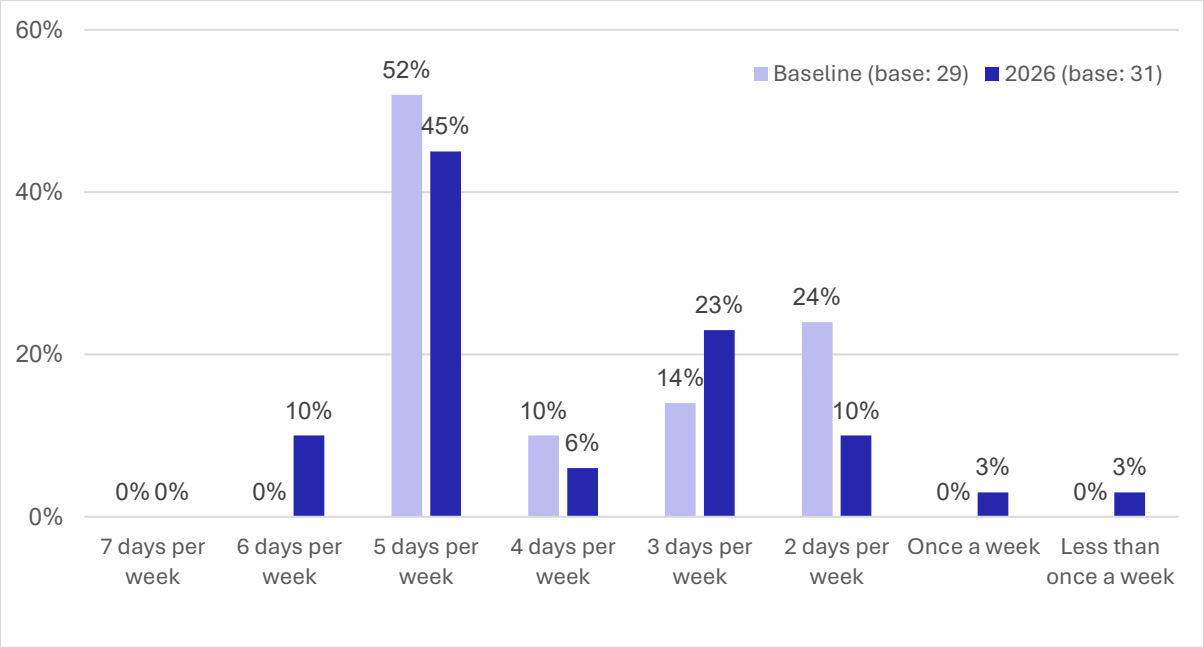


Figure 98: Counterfactual Survey - Frequency of travel to work

Respondents were then asked to identify their primary mode of transport used to travel to work/education. As shown within Table 55, similar to Reston, Ancrum and its surrounding areas is dominated by car travel, with 77% travelling as either a car driver or passenger. This is mostly due to the rural geographies around Ancrum and a perceived convenience attributed to car travel. However, it is noticeable that 0% of respondents use rail as a commuting mode in and around Ancrum; this differs the Reston where 4% of respondents identify as using rail for access to work/education. This could be attributed as being as a result of the scheme opening, as it makes rail a viable commuting alternative.

Table 55: Counterfactual Survey – Mode of Travel to Work/Education

Mode of Transport	Baseline	2026
Walk / Wheel	21%	13%
Cycle	0%	0%
Bus	14%	6%
Rail	0%	0%
Bus & Rail	0%	0%
Park & Ride (Bus)	0%	0%

Park & Ride (Rail)	0%	3%
Car / Van (passenger)	7%	6%
Car / Van (drive myself)	59%	71%
Other	0%	0%
Base	**29**	**31**

Respondents were also asked to consider their commuting journey times to their place of work. The length of journey time is shown in Table 56. Respondents generally work in close proximity to Ancrum with many commuting to nearby Jedburgh (55% of respondents), hence why journey times are relatively low. There is evidence, however, of a small number of residents commuting further afield to Edinburgh and Eyemouth. For those commuting to Edinburgh, journey times are identified as being in excess of one hour. Without a direct rail connection to Edinburgh, journey times in excess of one hour are unfavourable hence why limited commuter journeys currently take place.

Table 56: Counterfactual Survey – Commuting Journey Times

Duration	Baseline	2026
Length of journey commuting to work / education	25 minutes	18 minutes
Base	**Unknown**	**31**

Figure 99 shows that of those who currently drive to their place of work/education, 86% are able to park at their workplace. This is similar to that observed with Reston residents. This availability of parking and its convenience can make public transport less favourable and therefore a modal shift away from private cars more difficult to achieve.

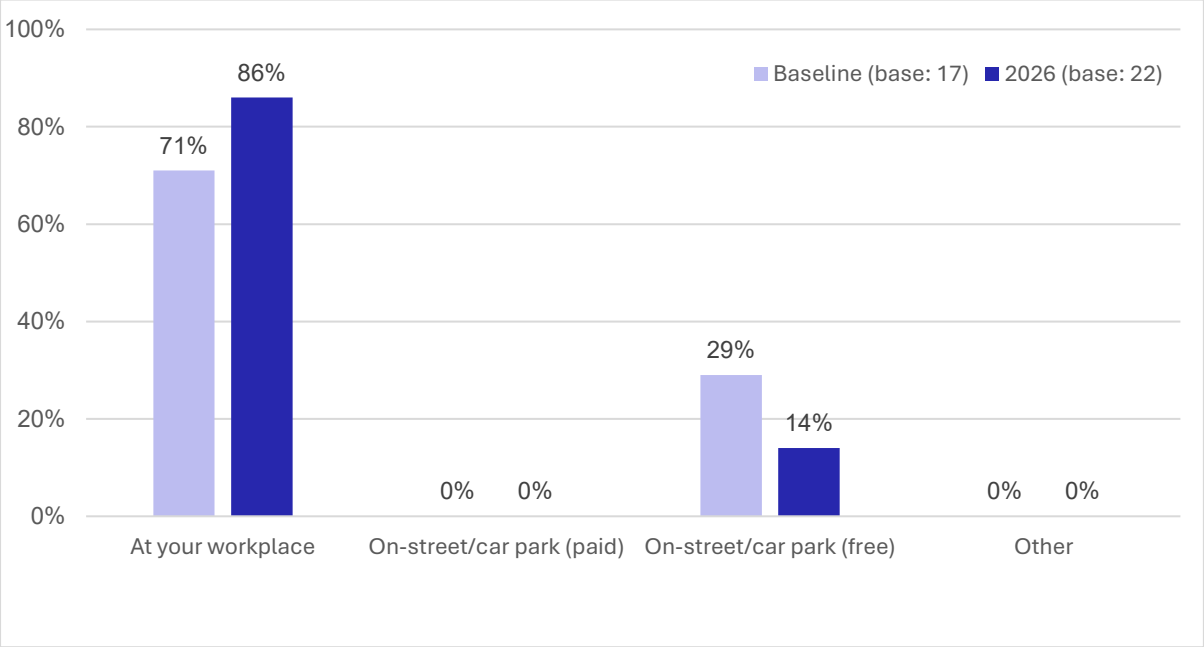


Figure 99: Counterfactual Survey – Car Park Arrangements

Leisure and Personal Travel

Respondents were asked to identify locations they have travelled to over the course of the last 30 days for personal or leisure purposes. Table 57 shows that the majority of respondents identified regular travel to Jedburgh (62%), Galashiels (39%) and Edinburgh (35%), Kelso (30%) and Tweedbank (30%). The majority of these destinations are short distance journeys within 2km of Ancrum. Within the Reston resident survey, a greater percentage of residents identified travel to destinations further afield for leisure and personal purposes with greater proportions visiting Newcastle (14% compared to 6% in Ancrum). This may be facilitated by longer distance rail connections that are provided at Reston; however, this is broadly similar to the results of the baseline resident survey making it difficult to attribute to the scheme directly.

Table 57: Counterfactual Survey – Leisure based travel destinations

Location	Baseline (Personal Business)	Baseline (Leisure Purposes)	2026
Berwick Upon Tweed	7%	11%	13%
Carlisle	3%	9%	3%
Edinburgh	37%	32%	35%
Galashiels	68%	62%	39%
Hawick	56%	38%	17%
Jedburgh	61%	46%	62%
Kelso	58%	36%	30%
Melrose	39%	26%	15%
Newcastle	2%	9%	6%
Peebles	6%	8%	1%
St Boswells	37%	12%	24%
Tweedbank	25%	14%	30%
Other	3%	6%	5%
I have not travelled for personal or leisure purposes in the past 30 days	3%	10%	10%
Base	**Unknown**	**Unknown**	**100**

Table 58 shows the top two modes used to travel to various destinations for leisure and personal based journeys over the last 30 days. Use of car/van appears to be the most favourable mode of travel to various destinations. However, rail does appear in the stage 1 counterfactual survey mostly for longer distance journeys to Berwick-Upon-Tweed, Edinburgh and Newcastle. This is consistent with the finding of the Reston resident survey where residents opted for rail for longer distance travel.

Table 58: Counterfactual Survey – Main modes of travel for leisure and personal journeys

Location	Top two modes	Baseline (personal business)	Baseline (leisure purposes)	2026
Berwick Upon Tweed	Car/Van Driver	50%	53%	31%
	Car/Van Passenger	33%	35%	-
	Rail	-	-	38%
Carlisle	Car/Van Driver	57%	29%	67%
	Car/Van Passenger	29%	43%	33%
Edinburgh	Car/Van Driver	49%	39%	20%
	Rail	14%	19%	60%
Galashiels	Car/Van Driver	63%	58%	44%
	Car/Van Passenger	24%	29%	-
	Bus	-	-	33%
Hawick	Car/Van Driver	79%	65%	65%
	Car/Van Passenger	13%	26%	-
	Bus	-	-	24%
Jedburgh	Car/Van Driver	61%	53%	38%
	Car/Van Passenger	18%	-	-
	Walk/Wheel	-	22%	25%
Kelso	Car/Van Driver	73%	64%	73%
	Car/Van Passenger	20%	25%	20%
Melrose	Car/Van Driver	65%	61%	67%
	Car/Van Passenger	28%	32%	20%
Newcastle	Car/Van Driver	67%	100%	33%
	Rail	-	-	67%
	Other	33%	-	-
Peebles	Car/Van Driver	65%	62%	100%
	Car/Van Passenger	27%	38%	-
St Boswells	Car/Van Driver	59%	52%	46%
	Car/Van Passenger	25%	19%	29%
Tweedbank	Car/Van Driver	58%	58%	34%
	Car/Van Passenger	27%	33%	38%

Table 59 presents the average journey times from Ancrum to various destinations. Compared to the baseline survey. There have been notable reduction in journey times, in particular to Edinburgh and Carlise where journey times reductions of 10 minutes or more have been realised. Similar journey time reductions were also observed in the Reston resident survey, suggesting this cannot be directly attributed to the opening of Reston Railway Station as it has also been witnessed in and around Ancrum.

Table 59: Counterfactual Survey - Journey Times for Leisure and Personal Travel

Location	Baseline (personal business)		Baseline (leisure purposes)		2026	
	Average minutes	Base	Average minutes	Base	Average minutes	Base
Berwick Upon Tweed	55.1	12	57.4	17	46.3	12
Carlisle	73	7	88.3	6	60	3
Edinburgh	64.3	35	68.1	31	53.6	35
Galashiels	26.2	67	26.4	45	20.9	38
Hawick	21.6	47	18.9	34	25.3	17
Jedburgh	11.7	56	12.2	36	11.6	60
Kelso	21.2	60	19.1	44	20.8	29
Melrose	17.5	46	17.5	31	18.5	15
Newcastle	62	3	78	5	57.5	6
Peebles	45.5	12	48.5	13	22.5	1
St Boswells	15.4	44	10.7	21	12.3	24
Tweedbank	16.9	26	16.7	12	23.4	28

Use of the Rail Network

Residents of Ancrum and surrounding areas were asked a series of questions regarding their current use of the rail network. Figure 100 shows that despite not having a direct connection to the rail network in close proximity, the majority of respondents (55%) do travel by rail in some capacity.

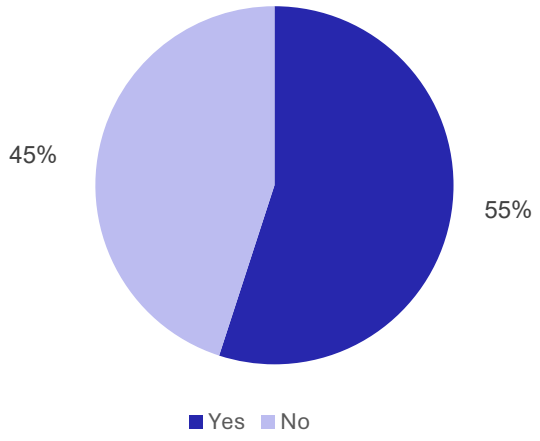


Figure 100: Counterfactual Survey - Rail Users

Of these rail users, the majority travel to Tweedbank station to access the rail network (95%) with others travelling to Galashiels. Respondents outlined that rail is mostly used less often than once per week (78%) or once per week (15%).

Figure 101 shows that Ancrum residents outlined that when accessing the rail network, car was the most used access mode, with 87% either travelling as a car driver or passenger. Owing to the distance to nearby stations and the rural nature of Ancrum, very few respondents travelled to existing stations by public transport or active modes. This is consistent with responses at the baseline stage for Reston residents prior to scheme delivery.

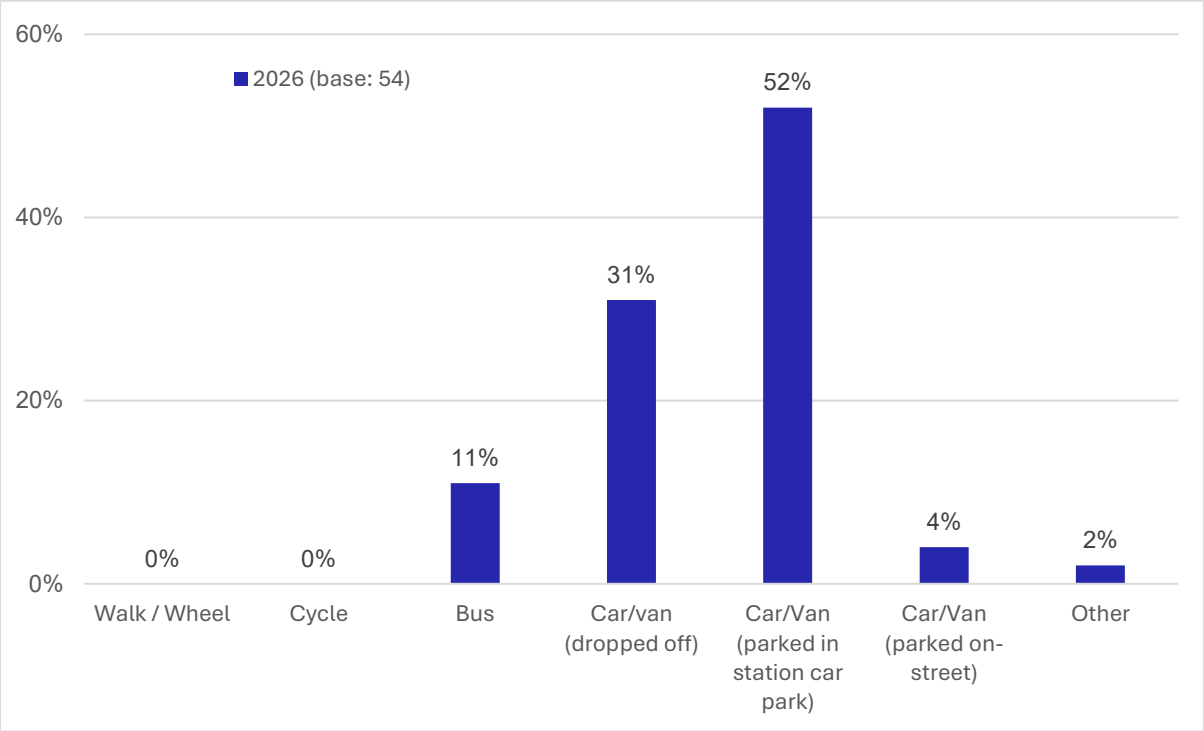


Figure 101: Counterfactual Survey – Rail Access Modes

Figure 102 shows that the majority of rail users do so for leisure-based trips (93%), with 11% using rail for access to employment. This is consistent with the Reston resident survey which demonstrates that Reston Railway Station is currently mostly used for infrequent leisure-based trips.

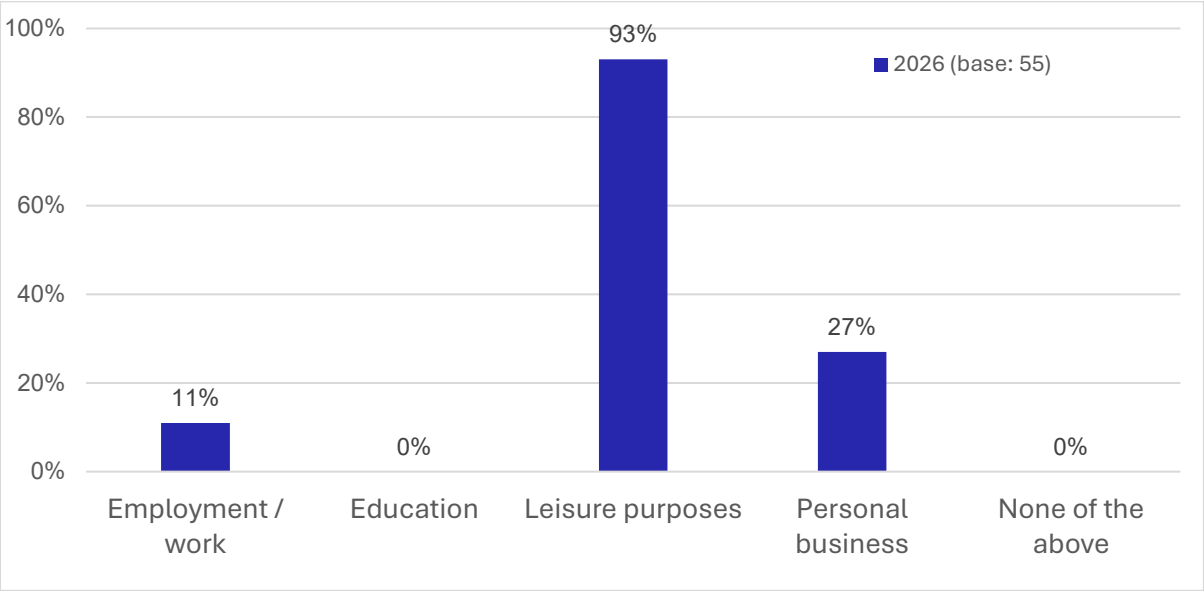


Figure 102: Counterfactual Survey - Rail Journey Purposes

Non-rail users were asked to identify the major reasons for this decision. Table 60 shows that similar to Reston Railway Station non-users, the most common reason for not travelling by train was the preferred convenience of travelling by car, that public transport options for station access are not convenient, bus travel is free using their NEC card, and that rail is considered too expensive and more time consuming.

Table 60: Counterfactual Survey - Reasons for not using rail

Reasons	Major Reason	Minor Reason	Not a Reason	Base
My National Entitlement Card makes bus travel free	30%	25%	45%	20
I like the convenience of travelling by car / van	56%	9%	35%	43
I need my car / van for business purposes	14%	-	86%	43
There is not enough parking at my local station to allow me to park and ride	9%	7%	84%	43
Public transport options between my house and the station aren't convenient / don't exist	53%	9%	37%	43
Public transport options between the end station and my desired destinations aren't convenient / don't exist	42%	9%	49%	43
Travel by rail would take longer	23%	9%	67%	43
Rail travel is too expensive	26%	21%	53%	43
The timetable does not suit my needs	12%	2%	86%	43
The Sunday rail timetable frequency does not suit my needs	9%	2%	88%	43
Rail services at peak times are very busy and there is no guarantee of a seat	12%	5%	84%	43
Accessing the train is challenging due to physical limitations / disability	12%	-	88%	43
Other	100%	-	-	2

Views on Public Transport

Respondents in and around Ancrum were asked to outline their level of satisfaction with the current public transport services that are available to them. Figure 103 shows that this generated a broadly positive response, with 49% of respondents outlining that they are satisfied with the current services available to them. This demonstrates an improvement on the baseline position. This, however, does not guarantee that public transport is working to its full potential as shown by earlier results where rail travel in particular is mostly used for infrequent leisure-based journeys.

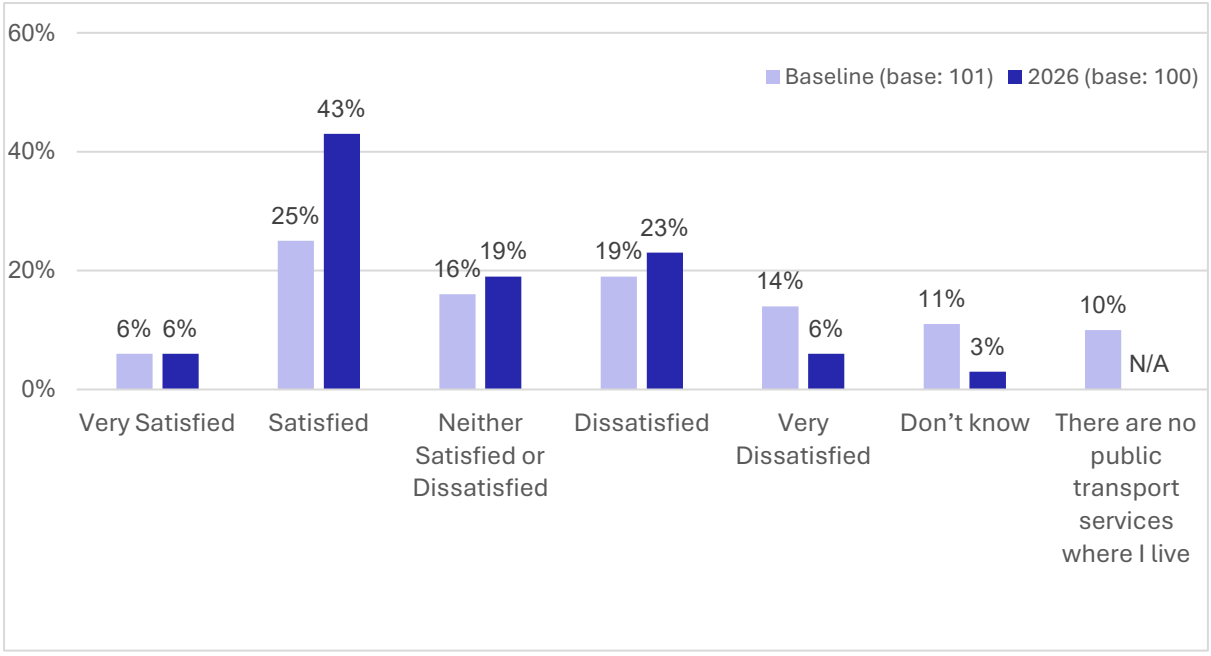


Figure 103: Counterfactual Survey – Satisfaction with public transport

Figure 104 shows that when asked about the factors that influence this decision, the majority of residents highlighted the availability of public transport and overall journey times as the reason for their satisfaction/dissatisfaction.

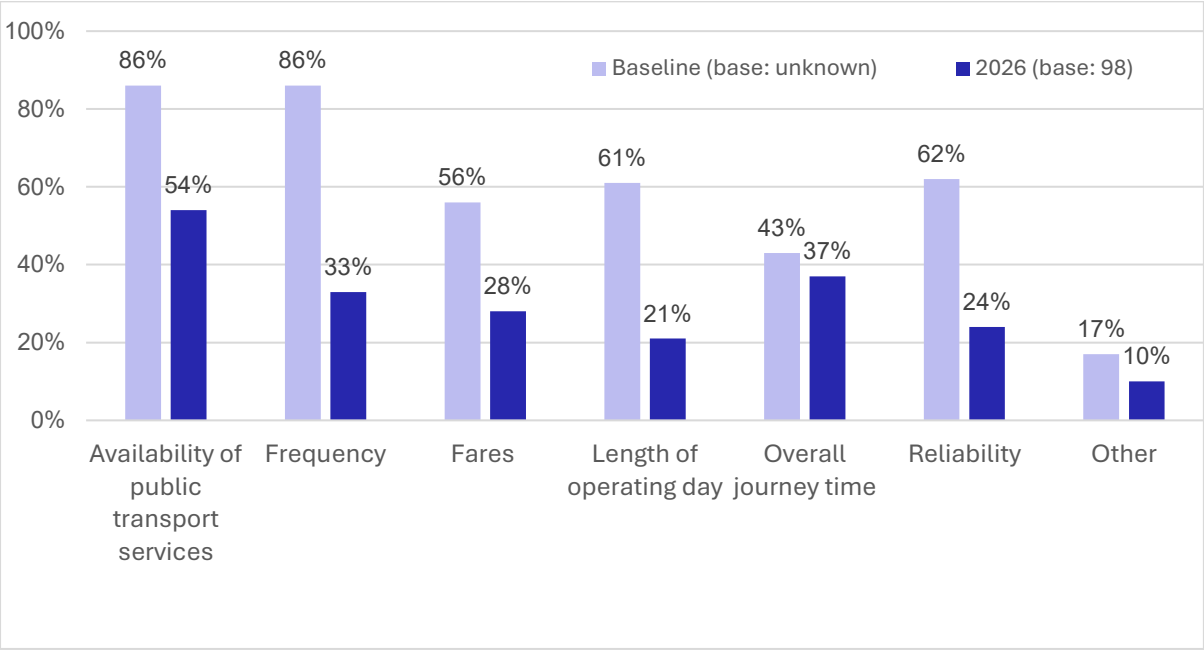


Figure 104: Counterfactual Survey – Factors influencing level of satisfaction

Respondents were then asked to consider how public transport services have changed over the course of the last three years considering whether various factors have improved, worsened or remained unchanged. Table 61 shows that for all identified factors the majority of respondents (in many cases 60% or more) considered no change has taken place over the last three years. However, 49% of respondents consider that fares have worsened either a little or a lot, and 27% state that the length of the operating day has worsened. Furthermore, 20% of respondents outlined that the current public transport overall has worsened with respect to their household travel needs.

Table 61: Counterfactual Survey - Changes to public transport services (over last 3 years)

Factors	Improved a lot	Improved a little	No change	A Little Worse	A Lot Worse	Don't know / Not relevant	Base
Availability of public transport services	-	17%	60%	13%	2%	8%	99
Frequency	1%	8%	64%	14%	7%	6%	99
Fares	-	6%	33%	31%	18%	12%	97
Length of operating day	-	5%	55%	20%	7%	13%	99
Overall journey time	-	6%	76%	6%	6%	6%	99
Reliability	-	14%	61%	5%	12%	8%	99
Current public transport overall with respect to your household's travel needs	-	10%	64%	15%	5%	6%	99

Summary of Findings

The counterfactual analysis enables a comparison of trends observed in Reston against those in a similar settlement (Ancrum) without a new rail intervention. This enables scheme-specific effects and wider background changes in travel behaviour, accessibility and socio-economic conditions to be identified.

Overall, many observed trends (such as reductions in perceived journey times, car dominance, and limited changes in overall trip frequency) are evident in both Reston and Ancrum areas. This suggests that a proportion of the changes identified in the primary and secondary data reflect wider background changes, including post pandemic travel patterns, economic conditions and evolving working behaviours, rather than being solely attributed to the opening of Reston Railway Station.

Despite this, a number of differences between the two areas point to scheme-related impacts. Reston residents demonstrate higher levels of rail usage, particularly for longer-distance leisure trips to destinations such as Edinburgh and Newcastle, while rail use in the comparator settlement remains limited. This suggests that the introduction of the station has improved access to the rail network and enabled a modest shift toward rail for specific journey types. However, this has not translated into significant changes in commuting behaviour or rail modal share.

Travel patterns in both locations remain car dependent for both commuting and leisure-based travel. In Ancrum, rail plays no role in commuting trips, whereas in Reston it has achieved a marginal increase. This reinforces the finding that, whilst the station has expanded travel options, it has not fundamentally altered core travel behaviours at this point in time. The analysis also highlights that improvements in journey times have been experienced in both areas, indicating that some accessibility benefits arise from wider network or external factors rather than the station alone.

Nevertheless, Reston shows evidence of increased connectivity to key regional centres via rail, supporting longer-distance travel patterns not observed to the same extent in Ancrum.

From a socio-economic perspective, trends in indicators such as employment, income and benefit claims are broadly similar between the two areas, with no clear evidence of economic uplift uniquely associated with the station.

Key barriers to behavioural change are consistent across both areas, including the continued convenience of car travel, cost perceptions, and limitations in public transport provision. In Reston, additional scheme-specific constraints like service

frequency, timetable suitability and weak integration with local bus services, limit the extent to which the station can influence modal shift.

The counterfactual analysis therefore indicates that the reopening of Reston Railway Station is beginning to generate modest transport-related impacts, particularly in terms of enabling rail use for longer-distance travel and improving perceived accessibility. The greatest impact can be seen in close proximity to the station (within Reston itself) where residents are now using rail who did not previously and some degree of substitution for car-based journeys is observed. However, most broader trends are mirrored in the comparator settlement, suggesting that the overall scale of change remains limited at this stage. The station contributes positively to local connectivity, but its wider behavioural and economic effects are still emerging and are currently constrained by service and integration factors, consistent with the findings from the Reston area resident and business surveys.

Performance Against Objectives

Transport Planning Objective 1

TPO 1: Improve access to reliable and consistent public transport services to Edinburgh and Newcastle in the East Berwickshire area for education, tourism, and access to employment in order to support inclusive economic growth.

Indicators Used

The following indicators have been used, based on primary and secondary data sources to understand scheme performance against TPO1:

- Rail usage and station utilisation
- Journey times and accessibility to Edinburgh/Newcastle
- Travel behaviour for employment, education and leisure purposes
- Perceptions of accessibility, reliability and service quality from residents, visitors and businesses.

Primary Evidence

Primary survey evidence indicates that the reopening of Reston Railway Station has improved perceived access to rail services, but actual usage remains limited and largely non-essential in nature:

- Rail access and usage
    - 60% of residents reported using rail in the last 12 months, with 29% of rail users now using Reston station.
    - Around 30% of residents use the station, compared to 38% anticipated pre-opening.
- Journey purpose
    - Usage is predominantly leisure-based (91%), with limited use for employment (10%) and education (2%).
    - Most users (79%) use the station less than once per week, indicating low reliance for routine travel.
- Accessibility and perceptions
    - There is high satisfaction with station accessibility, 96% of respondents consider the station easy to access and 84% say it opens up new journey opportunities.
    - 80% of respondents perceive a positive local impact following the opening of Reston Railway Station.

    - High satisfaction with journey time, punctuality and reliability
    - Lower satisfaction with service frequency (27% dissatisfied) and first/last train timings (48% dissatisfied)
- Barriers to access
    - Service frequency (24% identified this as a major issue)
    - Lack of public transport integration (27% identified this as a major issue)
    - Car convenience (43% identified this as a major issue)
- Business evidence
    - Businesses recognise improved connectivity as a potential advantage (53%)
    - 98% say the station did not influence their location
    - 89% report no change in travel behaviour or operations as a result of the station opening.

Overall, the primary evidence demonstrates that the station has led to improved perceptions of accessibility, but limited behavioural change has been released in terms of accessing employment, education or services.

Secondary Evidence

Secondary datasets confirm improvements in accessibility and journey times, but more limited effects on demand.

- Journey times
    - Edinburgh: 47–48 minutes (significantly improved vs pre-opening >2 hours public transport)
    - Newcastle: 55 minutes
- Accessibility
    - Households able to access the station:
    - Walk: +209 households
    - Cycle: +258 households
    - Public transport to Edinburgh: +96 households
- Rail demand
    - Station usage increased to c.82 daily entries/exits (FY25) but remains below forecast (c.144/day).

This data confirms that core accessibility improvements have been delivered, although service characteristics reduce the appropriateness of rail travel for many trip purposes.

Findings

- The scheme has successfully improved physical access to rail services and reduced journey times to key regional centres.
- There is evidence of abstraction from other rail stations (e.g., Berwick-upon-Tweed), indicating local accessibility benefits.
- However, usage is below expectations and primarily leisure-focused, with limited uptake for employment or education.
- Operational constraints (notably low frequency and timetable gaps) limit effective utilisation.

Interpretation

At this stage, TPO1 has been partially achieved. The scheme demonstrates strong performance in:

- Improving accessibility
- Reducing journey times
- Providing new travel opportunities

But weaker performance in:

- Supporting regular access to employment and education
- Delivering consistent, reliable services
- Driving sustained behavioural change

The evidence suggests the scheme is functioning to provide improved connectivity to the rail network, but not yet as a core transport solution for daily access needs, largely due to service and integration constraints.

Key Point Box

> **TPO1: Accessibility to Edinburgh and Newcastle has improved, but limited service frequency and integration mean that access improvements have not yet translated into widespread or regular use for employment and education.**

Transport Planning Objective 2

TPO 2: Increase the sustainable mode share for residents and businesses from East Berwickshire to Edinburgh and Newcastle.

Indicators Used

The following indicators have been used, based on primary and secondary data sources to understand scheme performance against TPO2:

- Modal share (rail vs car)
- Mode of access to station
- Changes in travel behaviour and frequency
- Business and visitor travel patterns

Primary Evidence

Primary data collected through resident, visitor and business surveys indicate minimal shift towards sustainable modes away from private car use:

- Commuting mode share
  - Car dominates at c.80% of trips
  - Rail accounts for c.4% (similar to baseline)
- Station access
  - 67% access station by car overall
  - Only 24% walk/wheel (rising to 69% for Reston residents)
- Behaviour change
  - 84% report no change in travel frequency
  - Only 13% report increased travel due to the station
- Car substitution
  - Limited evidence of modal shift:
  - Some replacement of car trips to Edinburgh (28% partial/full substitution)
  - Minimal change for other destinations
- Business and visitor travel
  - Employees: 0% rail mode share
  - Visitors: 93% car, 1% rail
  - No significant shift in customer or business travel patterns

Secondary Evidence

Supporting secondary data reinforces the lack of substantial modal shift:

- Traffic levels on the A1 corridor increased (AM peak +20%), indicating continued car reliance.
- Rail usage growth exists but remains below forecast, implying limited transfer from car.
- Bus and active travel integration remains weak, constraining multi-modal journeys.

Findings

- There is no material change in overall modal share since opening.
- Rail is used selectively for longer-distance leisure travel, not as a substitute for everyday car journeys.
- First/last mile connectivity issues and service limitations constrain modal shift.

Interpretation

TPO2 has not been achieved at this stage:

- The scheme has created the conditions for modal shift, but:
  - Service levels are insufficient to be competitive with private cars
  - Integration with other modes is weak
  - The rural context reinforces car dependency
- Modal shift is therefore:
  - Negligeable
  - Trip-specific (mostly leisure based) rather than the preferred choice for many journey purposes.

Key Point Box

> **TPO2: Despite improved rail availability, there is no significant shift away from car use; sustainable mode share remains largely unchanged due to service and integration constraints.**

Alignment with National Transport Strategy Priorities

The Scottish Government published the National Transport Strategy (NTS) in February 2020, setting out a vision for Scotland's transport system over the following 20 years. This vision is to:

> **"...have a sustainable, inclusive and accessible transport system, helping deliver a healthier, fairer and more prosperous Scotland for communities businesses and visitors".**

Table 62 demonstrates how this scheme aligns with each of the NTS priorities. Overall, the Reston Railway Station scheme demonstrates strong alignment with the strategic intent of the NTS, particularly in terms of improving accessibility and providing high-quality infrastructure. However, consistent with the wider findings of this Stage 1 evaluation:

- The scheme provides improved equality and connectivity
- Realisation of climate, economic and behavioural outcomes remains partial, reflecting early-stage implementation and service constraints
- Longer-term alignment with NTS priorities will depend on increased usage, improved service provision, and strengthened integration with other modes

Table 62: Alignment with National Transport Strategy Policies

Priorities	Outcomes	Scheme Alignment
Reduces Inequalities	• Provide fair access to services • Easy to use for all • Affordable for all	The opening of Reston Railway Station has significantly improved access to the rail network for a previously disconnected rural community. Accessibility to key destinations such as Edinburgh and Newcastle has improved substantially, supporting inclusive access to employment, education and services. High levels of user satisfaction with accessibility and safety indicate the station is easy to use, although affordability and service frequency remain constraints for some users.

Priorities	Outcomes	Scheme Alignment
Takes climate action	• Adapt to the effects of climate change • Help to deliver net-zero target • Promote greener, cleaner choices	The station provides the infrastructure necessary to support modal shift from private car to rail. However, evidence indicates that modal shift remains limited at this stage, with continued high car dependency and low rail mode share for commuting. While the scheme contributes positively in principle to climate objectives, realisation of these benefits is currently constrained by service levels and integration issues.
Helps deliver inclusive economic growth	• Reliable, efficient and high quality • Use beneficial innovation	Reston Station delivers a high-quality and reliable transport asset, with strong satisfaction ratings for facilities and passenger experience. It has improved regional connectivity and is recognised by businesses as a potential competitive advantage. However, no significant economic uplift or business behavioural change is evident at this stage, indicating that economic benefits are likely to be longer-term and dependent on demand growth and local development.
Improves health and wellbeing	• Safe and secure for all • Enables healthy travel choices • Makes communities great places to live	The station performs strongly in terms of safety and security, with very high user satisfaction. It also supports active travel for local residents, particularly those within walking distance. However, the wider contribution to healthy travel behaviours is currently limited by high car-based access to the station and low overall modal shift. The station is widely perceived as a positive addition to the local area, contributing to community wellbeing and place attractiveness.

Value for Money Assessment

Purpose

This section provides a light-touch Stage 1 Value for Money (VfM) assessment for Reston Railway Station at an observed (Post-Opening) stage. The assessment is intentionally proportionate and is designed to establish the direction of travel for VfM, rather than to replicate the full monetised economic appraisal completed at Full Business Case (FBC) stage.

This Stage 1 VfM assessment combines final outturn present value cost information with order-of-magnitude evidence on operational performance, including observed passenger demand, service characteristics and journey times. It does not seek to derive a revised Benefit–Cost Ratio (BCR).

While this assessment focuses specifically on Reston Railway Station, it should be noted that the economic appraisal undertaken at FBC stage considered Reston and East Linton as a combined scheme. The findings of the FBC therefore provide important context for interpreting the results presented here.

Economic Context

At Full Business Case (FBC) stage, the economic analysis (which assessed Reston and East Linton stations as a combined scheme) anticipated that the stations would generate local benefits through improved rail accessibility, reduced generalised travel costs and user journey time savings. However, because the introduction of additional stopping services on the East Coast Main Line (ECML) affects longer-distance services, the appraisal also identified disbenefits to long-distance rail users, primarily in the form of increased journey times.

When assessed as part of the combined Reston and East Linton scheme, these disbenefits, together with high capital and lifecycle costs, resulted in a negative Net Present Value (NPV). Even when cross-border disbenefits were excluded, the forecast Present Value of Benefits remained significantly lower than the Present Value of Costs. As a result, the scheme was categorised at FBC stage as offering poor value for money.

This stage of evaluation focuses on whether the intended local benefits are emerging in post-opening evidence, using a proportionate approach rather than re-running the full appraisal model.

Methodology and Data Used

The assessment adopts a qualitative, component-based approach, focusing on a comparison between Predicted (Business Case) assumption and Observed (Post-Opening) outcomes across the main VfM drivers.

Evidence has been drawn from a range of sources, including cost data, operational performance, and indicators such as passenger demand, service patterns and journey times. These inputs are used to assess whether the expected benefits are beginning to emerge and how these align with the scheme's underlying VfM drivers.

To implement this methodology, the following data and evidence have been used.

Cost

Costs have been reviewed to determine whether scheme delivery has remained within the cost envelope assumed at FBC stage, and whether any divergence between forecast and outturn costs is likely to alter the overall VfM position.

- Predicted (FBC): Present Value cost assumptions for Reston used in the economic appraisal, including the breakdown of capital costs and long-term maintenance and operating costs.
- Observed (Post-Opening): Outturn capital costs following scheme delivery, together with indications of operating and maintenance costs.

This comparison provides an indication of whether cost overruns or savings are likely to materially strengthen or weaken VfM relative to the business case position.

Fares and Revenue

Fares influence user charges and revenue impacts within the economic framework. A proportionate review of fares and revenue has been undertaken, recognising that revenue is not a primary driver of VfM for this scheme and that the FBC includes limited detail on revenue assumptions, with values relatively small over the 60-year appraisal period.

- Predicted (FBC): Implied average fare and revenue assumptions embedded within the economic analysis supporting the FBC.
- Observed (Post-Opening): Where available, a comparison with current fare levels or ticket price structures for representative journeys, used as a sense-check rather than as a full revenue re-forecast.

This approach helps to assess whether revenues are broadly in line with expectations and whether any divergence is likely to materially affect the VfM position.

Demand

Passenger demand is a key driver of user benefits, including journey time savings and reductions in generalised travel costs, and is therefore central to the VfM assessment. Demand evidence has been used to assess both the accuracy of forecasts at FBC stage and whether the scale of realised benefits is proportionate to expectations.

- Predicted (FBC): Annual passenger demand forecasts for Reston derived from the economic analysis supporting the FBC.
- Observed (Post-Opening): Observed station usage based on the latest available Office of Rail and Road (ORR) entries and exits data.

This evidence enables an assessment of whether patronage levels are tracking Predicted (FBC) expectations and the extent to which benefit realisation may differ from the business case.

Proposal

A review of the delivered proposal has been undertaken to confirm whether the station has been delivered in line with the scheme design assumed in the FBC. This helps to establish whether any difference between forecast and observed outcomes is likely to be driven by performance factors (such as demand or service patterns), rather than by changes to the scheme itself.

- Predicted (FBC): Station specification and facilities described in the FBC (platforms, step-free access, parking, passenger information systems, etc.).
- Observed (Post-Opening): Evidence on delivered scheme characteristics (consistency with intended outputs and delivered parking provision)

Journey times

Journey time savings were a key benefit driver in the Predicted (FBC) economic case, reflecting the perceived advantages of rail compared with other modes and existing travel patterns. At this stage, journey times have been reviewed to assess whether the level and direction of time savings assumed in the FBC appear to be emerging in practice.

- Predicted (FBC): Indicative journey times referenced in the FBC business case and supporting appraisal material (for example, Reston–Edinburgh and Reston–Newcastle).
- Observed (Post-Opening): Typical journey time ranges based on current operator timetables.

This comparison provides an indication of whether journey time benefits are being realised broadly as expected, or whether deviations may be influencing the VfM outcome.

Assessment

Table 63 summarises the Value for Money (VfM) indicator set for Reston Railway Station and presents predicted (FBC) benchmarks alongside post-opening evidence to support interpretation. Predicted (FBC) values reflect assumptions and forecasts used in the Full Business Case appraisal, while post-opening values draw on the best available evidence following scheme delivery, including observed station usage and current journey time characteristics.

The indicators focus on the principal drivers of VfM at this post-opening stage, costs, demand, delivered scope and journey times. The table does not provide a monetised re-appraisal or revised Benefit–Cost Ratio; instead, it is used to assess the direction of travel for VfM and to identify whether outcomes are aligning with, or diverging from, business case expectations.

Table 63. Value for Money Assessment indicators.

Component	Indicator	Predicted (FBC)	Observed (Post-Opening)
Costs	Capital Costs	£19,970,000 (Capital Cost Estimate)	£21,165,000 (Outturn Cost)
	Operating and Maintenance Costs	£145,500 per year.	£115,417 per year.
Benefits	Demand at Stations	49,897-51,692 entries and exits per annum (forecast range).	29,896 passenger entries and exits (latest available ORR data, April 2024-March 2025).
	Proposal	Two platforms, shelters, lighting, seating, Customer Information System (CIS), long-line public address system (LLPA), CCTV, lifts and pedestrian bridge for platform-to-platform access. 70 parking spaces (15%	Final Network Rail design is consistent with FBC outputs, including an unstaffed station with two

Component	Indicator	Predicted (FBC)	Observed (Post-Opening)
		electric charging points, 5% accessible) plus CCTV, lighting, a bicycle rack and a bus turning circle for local and replacement services.	platforms and a lift/overbridge arrangement.
	Journey Time	45-minute journey time to Edinburgh. 55-minute journey time to Newcastle.	Average 40-42 minute journey time to Edinburgh. Average 60 minute and 64 minute journey time to Newcastle.
	Revenue	The financial/economic appraisal within the FBC shows no net positive operating revenue.	Total operating revenue estimate for Reston Railway Station of between £313,422 and £383,071. However, it cannot be estimated how this impacts the scheme value for money at this stage.

Likely Impacts on Value for Money

Cost Impacts

Outturn capital costs for Reston are higher than the predicted (FBC) estimate (£21.165m compared with £19.97m). This increases the cost side of the VfM balance and therefore reduces NPV and weakens VfM, as higher investment costs require proportionately higher benefits to achieve the same overall value for money outcome. Even if demand and benefits were to meet predicted (FBC) forecasts, the higher outturn capital cost would still result in a more negative NPV than anticipated at business case stage, all else being equal.

Operating and maintenance costs for Reston are lower than the annual assumption cited in the FBC (approximately £115.4k compared with £145.5k per year). Lower ongoing costs reduce the lifecycle cost burden and therefore have a positive effect on NPV and VfM. However, the magnitude of this saving is relatively modest when set against both the capital cost increase and the scale of the demand shortfall, meaning the overall VfM effect is unlikely to be significant.

Benefit Impacts

Observed Reston demand is materially below the predicted (FBC) forecast range for the first years of operation (29,896 entries and exits compared with a forecast of

49,897–51,692), representing a shortfall of around 20,000–22,000 entries and exits, approximately 21,500 below the forecast level referenced at this stage (2026). Passenger demand is the key driver of benefits in the economic case because user benefits, such as journey time and generalised cost savings, scale with the volume of trips made. Lower-than-forecast demand therefore implies proportionately lower realised benefits and a more negative NPV and VfM position than assumed within the FBC.

The delivered Reston Railway Station appears broadly consistent with the facilities and specification assumed at business case stage, including two platforms, step-free access via lifts and an overbridge, passenger information systems, and parking and interchange provision. Where scope is consistent, the benefit mechanisms assumed in the business case remain applicable, and there is no basis to expect additional benefits or disbenefits arising from material scope change. As a result, VfM is not materially affected by design variance and divergence from the business case position is more likely to be explained by demand and cost performance.

Observed (Post-Opening) journey time evidence indicates a mixed outcome relative to business case assumptions. Journey times between Reston and Edinburgh are approximately 40–42 minutes compared with a 45-minute assumption, representing an improvement of around three minutes and the potential for a small increase in benefits through improved generalised journey times for that market. In contrast, journey times between Reston and Newcastle appear closer to 60–64 minutes compared with a 55-minute assumption, reducing benefits for longer-distance trips. Similarly, this is unlikely to have a significant impact on the disbenefits that have been quantified for long distance trips with time savings for journeys to and from Edinburgh being offset by extended journey times to and from Newcastle. Overall, the net VfM effect of journey time changes is likely to be modest and insufficient to offset the larger negative influence of lower-than-forecast demand on the scale of benefits realised.

The financial/economic appraisal within the FBC showed no net positive operating revenue but did not provide an estimation of revenue. The Observed (Post-Opening) evidence suggests that the railway station has an estimated operating revenue of between £313,422 and £383,071 per year.

Overall, the strongest VfM drivers at this stage are the capital cost overrun and the demand shortfall, both of which worsen VfM. Lower operating costs and slightly faster journey times to Edinburgh and Newcastle provide only limited offsets and do not materially alter the overall conclusion.

Economic Appraisal Omissions

Review of the Full Business Case indicates that a number of potential benefit streams were not fully captured or monetised within the core economic appraisal. While this is not unusual for rail station schemes, particularly in more rural contexts, it is important to acknowledge these omissions when considering overall value for money at this stage.

- The appraisal did not explicitly account for station facility benefits. New stations can deliver benefits associated with improved quality, comfort and accessibility when compared with alternative modes or older stations that may lack modern facilities or fail to meet current design and accessibility standards. Reston Railway Station provides step-free access, modern passenger information systems and improved waiting environments, which may enhance perceived journey quality beyond pure time savings. While these benefits are real, they are difficult to monetise and are generally small when compared with journey time benefits; as such, they were not included in the core appraisal.
- The FBC does not quantify active travel benefits associated with access to the station. A shift from private car use to rail can generate additional physical activity through walking and cycling at either the trip origin or destination. These first- and last-mile effects can be appraised using tools such as the DfT's Active Mode Appraisal Toolkit. In principle, inclusion of these benefits would increase the Present Value of Benefits. However, given current demand levels at Reston and the predominantly rural catchment, the overall scale of active mode benefits is expected to be modest at this stage.
- The FBC states that wider economic impacts (including agglomeration effects and land value uplift) were expected to be small or negligible, reflecting the low density of population, employment and businesses in the immediate catchment. While additional benefits of this type could materialise over the longer term, particularly if accessibility improvements support incremental development or land use change, there is currently limited evidence to justify their inclusion within a VfM assessment at this stage.

Overall, while these omitted benefit streams could marginally increase total benefits, they are unlikely to be sufficiently large to materially change the VfM conclusion, particularly in light of lower-than-forecast demand and higher-than-forecast capital costs.

Value for Money Conclusion

At Full Business Case stage, the combined Reston and East Linton scheme was assessed as offering poor value for money, driven by high capital costs relative to anticipated benefits and disbenefits to longer-distance rail users arising from additional ECML stops.

The post-opening assessment for Reston Railway Station at this stage indicates that the key drivers underpinning this conclusion have broadly materialised. Capital costs are higher than forecast, while observed passenger demand is materially below forecast at this stage. As demand is the primary driver of journey time and generalised cost benefits, the scale of realised benefits is likely to be lower than anticipated in the business case.

Although operating and maintenance costs are lower than assumed, and journey times to Edinburgh are slightly faster than forecast, these factors provide only modest offsets. They are insufficient to counterbalance the combined effects of higher capital costs and lower-than-forecast demand.

Taking all evidence together, benefits are still unlikely to exceed costs, and the Net Present Value for Reston is therefore likely to remain negative at this post-opening stage.

The overall VfM assessment for Reston Railway Station consequently remains poor, and the conclusions set out in the original business case remain directionally valid.

Conclusions

Summary of Findings

The opening of Reston Railway Station has delivered early accessibility benefits, significantly improving connections to Edinburgh and Newcastle and expanding travel opportunities for local residents. Journey times have reduced markedly, and perceptions of accessibility, safety and station quality are strongly positive, indicating that the scheme is functioning effectively.

These improvements have not yet translated into substantial behavioural change. Rail use remains below forecast and is predominantly focused on infrequent leisure trips, with limited uptake for employment or education purposes. Car dependency remains high across residents, businesses and visitors, and there is no meaningful shift in overall mode share.

The evaluation identifies barriers to scheme uptake, most notably limited service frequency, timetable gaps, and weak integration with local public transport. These barriers are restricting usage and limiting the station's effectiveness as a viable alternative to the private car.

Evidence from the counterfactual analysis further suggests that, while accessibility gains are clearly attributable to the station, particularly for Reston, residents in close proximity to the station, broader travel behaviour and economic trends are largely consistent with comparator areas (Ancrum), indicating that the scheme's wider impacts remain modest at this stage.

Overall, Reston Station can be characterised as a scheme that has successfully created the conditions for change but has not yet realised its full potential. Its long-term success in supporting inclusive economic growth and sustainable travel will depend on addressing service and connectivity limitations and allowing time for demand and travel patterns to mature.

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