

Station Travel Plan - Dewsbury

Introduction

What is a Station Travel Plan? The Department for Transport defines a Station Travel Plan as: *“A strategy for managing the travel generated by your organisation, with the aim of reducing its environmental impact, typically involving support for walking, cycling, public transport and car sharing”*.

TransPennine Express maintains Station Travel Plans for all 19 stations where they are currently the Station Facility Owner (SFO).

Why Develop a Station Travel Plan?

Up until March 2020 demand for rail continued to grow, with more and more people choosing to travel by rail each year. It is predicted that, post the COVID-19 pandemic, within the next 30 years demand for rail will more than double.

TransPennine Express is at the heart of this growth, with double digit percentage growth in passenger journeys year on year, with a doubling of customer numbers since the franchise was established in 2004. With growth of this magnitude, it is important that alongside investing in new trains, operating more services and enhancing the customer experience, we are considerate of how customers travel to and from the station to access the railway network.

Against the landscape of a changing culture towards private transport, with many millennials choosing not to own a car, and instead adopt solutions such as Uber, dockless bike hire and car sharing schemes, a Station Travel Plan allows operators to identify the developments which are required to keep pace with society. It also allows us to identify key areas of change, with the evident shift from internal combustion to electric cars and hybrids, we are able to set out plans for providing the infrastructure to support this shift.

We will use the Station Travel Plan as a tool to identify and document opportunities to improve intermodal access and promote sustainable travel, informed by data from the National Rail Passenger Survey and our own shadow survey, from which we can evaluate customer satisfaction with our developments as we strive to offer a seamless and sustainable solution for all customers door to door journeys, paying particular attention to the scores for:

- Connections with other forms of transport
- Car parking
- Cycle Parking
- Method of transport used to access the station

Process

The development of our Station Travel Plans is led by TransPennine Express, with a commitment to produce and maintain Station Travel Plans for each of the 19 stations which the franchise manages. The Accessibility & Integration Manager is responsible for the production and upkeep of the Station Travel Plans and will involve and consult with relevant Stakeholders at each stage of the production

of the plan. This group is likely to be comprised of representatives from the Local Authority, user groups, Community Rail Partnerships, TOCs and other transport operators. The following process will be undertaken in the production and revision of the plan:

Step 1: Site Audit

A tour of the station and surrounding area will be carried out to gain an understanding of the existing facilities. There will be a number of fact-finding visits, followed by an accompanied visit with stakeholders to confirm details. This will form a base upon which any improvements will be measured. For the 2020/21 plan, this has been done in compliance with Government guidance on social distancing at the time of this update being made.

Step 2: Analysis

- Review of the latest NRPS data with interrogation of statistics for 'Connections with other forms of public transport' and 'Facilities for car parking'.
- Review of the latest Shadow NRPS data with interrogation of statistics for 'Connections with other forms of public transport' and 'Facilities for car parking'.
- Review of Customer Relations data to identify any trends with regards station access.
- Review of commercial data for car parking, sales of multi-modal tickets (where available)

Step 3: Aims, Objectives and Targets

SMART objectives will be determined and agreed with the aim of delivering improvements based upon the findings of the analysis and site audit.

Step 4: Action Planning

Specific tasks and timescales will be applied in order to achieve the agreed objectives.

Step 5: Implementation and Delivery

The action plan will be implemented within the specified timescales. Where required, funding will be sought from all available sources. Where actions are aligned to other business plan actions, the requirements may be combined to deliver efficiencies.

Step 6: Monitoring and Refinement

The actions will be frequently reviewed against target to ensure that progress is being made. The Station Travel Plans will be reviewed and updated annually to ensure they are relevant and continue to drive improvement.

Stakeholders

General

Transport for the North

Transport for the North works with the Department for Transport, Local Authorities and other bodies to specify and deliver high-quality rail services across the north of England, including being involved in the specification and management of the Northern and TransPennine Express franchises. TfN's Long-Term Rail Strategy for the North of England (2015) concentrates on four main areas:

- Better Connectivity, with targeted improvements to journey times, service frequencies and improved connections to make end-to-end journey times quicker.
- A more Coherent and user-friendly network: a network with the visible coherence of the London Underground delivered over the North's wide geography. This needs defined categories of train services as well as planning the North's many routes to operate together as a single whole with a single simplified fares structure.
- Increased Capacity, both on-train so that passengers do not experience excessive overcrowding and on-track so additional demand for economically worthwhile passenger and freight movements can be accommodated.
- Cost effectiveness. As use of the North's rail services grows, running costs per passenger and tonne of freight carried need to fall. The key to achieving this is investment.

Rail Delivery Group

Set up after privatisation in 1993, the Association of Train Operating Companies (ATOC) brings together all train companies to preserve and enhance the benefits for passengers of Britain's national rail network. The change to the Rail Delivery Group (RDG) brought with it a new mission statement: *"Enabling rail companies to succeed by delivering a successful railway"*

The RDG defines their purpose as to enable passenger and freight operators and Network Rail to succeed by delivering better services for their customers. This ultimately benefits taxpayers and the economy. Their work is focused on four transformational portfolios:

- Today's railway - improving punctuality, reliability and value for money
- Customer experience - modernising ticketing and improving door-to-door journeys
- Industry reform - improving industry structures to enable excellence
- Tomorrow's railway - better planning for the railway's future

Source: www.raildeliverygroup.com/about-us

Sustrans

Sustrans are a national charity helping to make travel by foot, bike or public transport more popular for everyday journeys. They work across communities, with policymakers and other organisations to help people choose healthier, cleaner and cheaper journeys, contributing to better places and spaces to move through and live in. Their vision is that by 2020 80% of local journeys will be made by bike, foot or public transport, double the current figure of 40%. Improving the accessibility of TPE's railway stations can clearly help reduce the need to travel by car and increase the proportion of journeys undertaken using more sustainable modes. Sustrans works to develop the National Cycle

Network, which is a series of safe, traffic-free paths and quiet on-road cycling and walking routes that connect to every major town and city. The Network passes within a mile of half of all UK homes and now stretches over 14,000 miles across the length and breadth of the UK.

Stakeholders

Specific

Combined Authority

West Yorkshire Combined Authority

We work in partnership with local councils and businesses to ensure that everyone in our region benefits from a strong, successful economy and a modern, accessible transport network.

By championing the region's interests nationally and internationally, we secure government and other investment to drive the region forward. We are currently investing around £2billion to deliver better transport and housing, regenerate our towns and cities and protect our environment. We also help businesses to grow and create skilled jobs and provide support, funding and information to help people travel around the region easily on good quality public transport and cycleways.

We focus on:

- Inclusive growth – ensuring everyone in our region can benefit from a strong economy
- Productivity – helping business to grow
- 21st Century transport – creating modern, efficient transport infrastructure
- Devolution – securing funding and powers to help us do even more

Local Authority

Kirklees Council

Though public transport funding in West Yorkshire is planned by West Yorkshire Combined Authority, Kirklees Council have a range of initiatives designed to promote walking and cycling. These schemes contribute to a greater mode share for sustainable modes at TPE stations by increasing the attractiveness of walking and cycling trips, making them easier and more popular for short distance journeys.

Local Area

Station Details

Dewsbury Railway Station, Wellington Road, Dewsbury, WF13 1HF.

Station Manager – Andrew Croughan

Group Station Manager (Core)

Local Authority – Kirklees Council

Train Services

Dewsbury is located within the core of the TransPennine Express North Route, with frequent services to Liverpool, Manchester, and Leeds. Timetables can be found at

<https://www.tpexpress.co.uk/travel-updates/timetables>

Dewsbury is a minster town in the Metropolitan Borough of Kirklees, in West Yorkshire, England. It is to the west of Wakefield, east of Huddersfield and south of Leeds. It lies by the River Calder and an arm of the Calder and Hebble Navigation. Historically a part of the West Riding of Yorkshire, after undergoing a period of major growth in the 19th century as a mill town, Dewsbury went through a period of decline. More recently there has been redevelopment of derelict mills into flats, and regenerating of city areas. According to the 2011 census the Dewsbury urban sub-area had a population of 62,945. Dewsbury is the largest town in the Heavy Woollen District, a conurbation of small mill towns.

Useful Links

Key Local Attractions and Events

www.tpexpress.co.uk/explore-the-northand-scotland/destinations/deswbury

Station Facilities Information

<https://www.tpexpress.co.uk/travelling-with-us/station-information/dewsbury>

Station Footfall Statistics

<https://dataportal.orr.gov.uk/statistics/usage/estimates-of-station-usage>

Cycling

National Cycle Routes

Overview

Route 69

National Route 69 of the National Cycle Network connects Morecambe with Grimsby via Settle, Skipton, Cullingworth, Huddersfield, Horbury, Pontefract, Althorpe and Caistor.

Section 6. Huddersfield to Deighton /Bradley

Predominantly traffic-free section along a disused railway line to just north of Deighton Railway Station.

Route 66

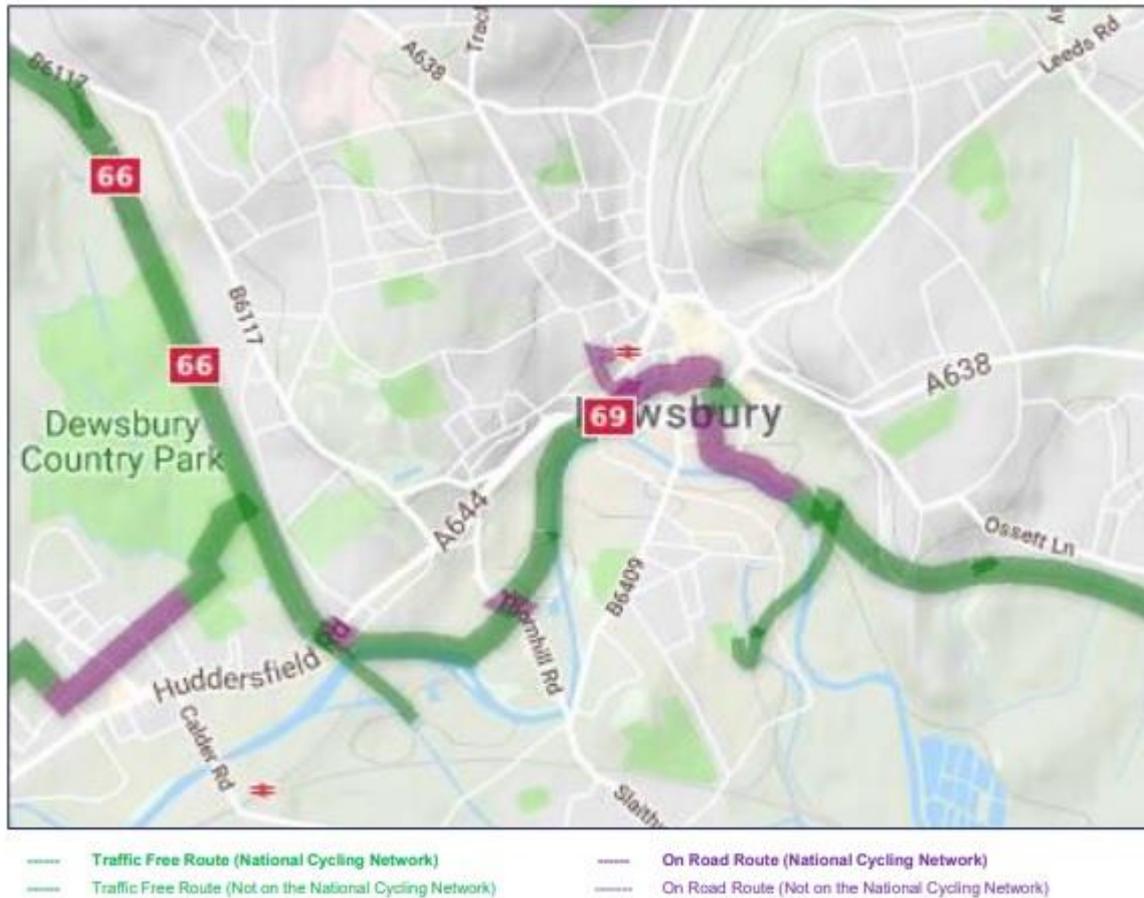
National Cycle Route 66 runs from central Manchester to Spurn Head via Bradford, Leeds, York, Beverley, and Kingston upon Hull.

Section 4.

Bradley (Huddersfield) to Frizinghall (Bradford)

Bradley to Mirfield Station is mostly traffic-free and this leg also includes the excellent Spen Valley Greenway along a disused railway line from Ravensthorpe to Oakenshaw. At either end of the stretch that National Route 66 shares with the Spen Valley Greenway the path is a mixture of traffic-free and on-road.

Cycle Routes



Useful Links

Sustrans

www.sustrans.org.uk

The charity that makes it easier for people to walk and cycle.

Cycling UK

www.cyclinguk.org

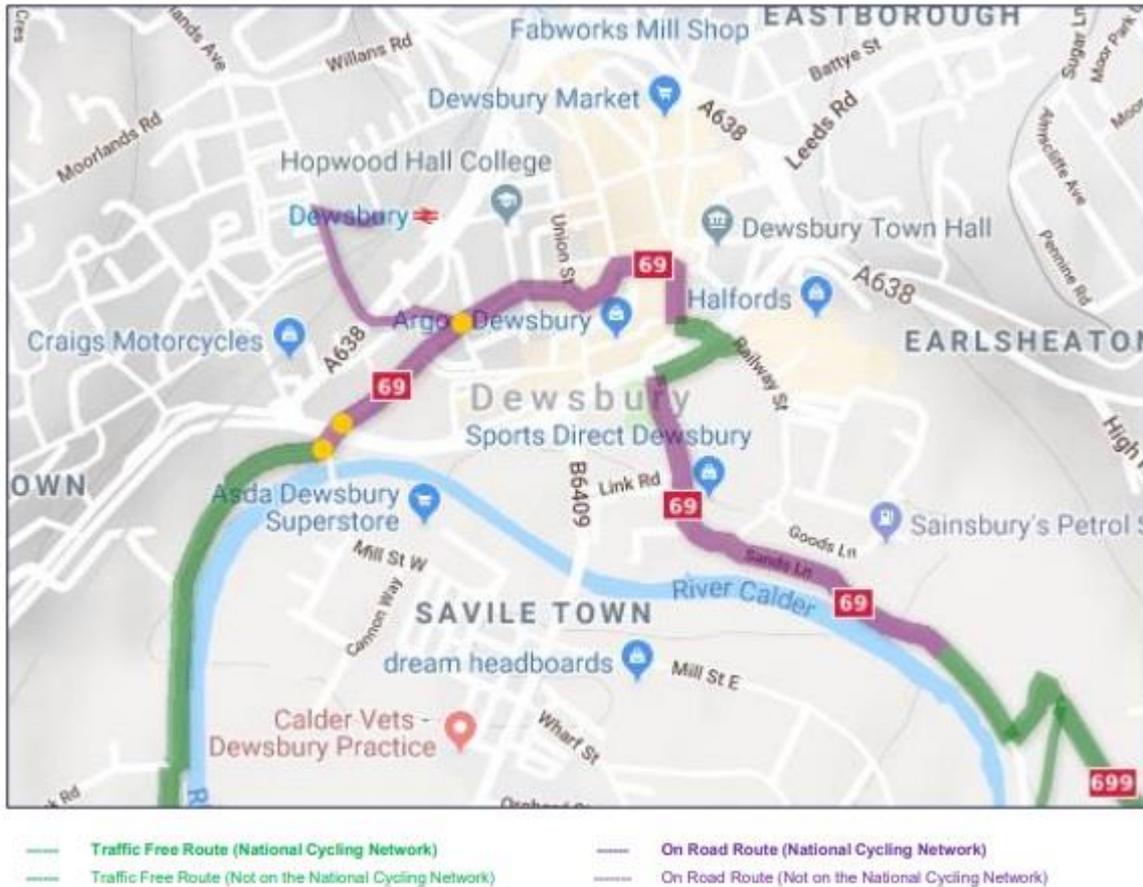
National cycling campaign group offering advice to cyclists of all abilities.

Cycling

Local Cycle Routes

Overview

There are sign posted on road cycle routes serving the station, however, the route leads to the rear of the station, rather than the front, meaning that once in the station, cyclists need to cross the footbridge and down the stairs to access the cycle parking. Ramps on the stairs have helped with this, however it is a contributor to the low usage of the cycle parking.



Useful Links

Kirklees Council

www.kirklees.gov.uk/cycling

Information about cycling and walking within the district of Kirklees

Cycling

Cycle Parking

Overview

Cycle parking at the station was upgraded at the end of the previous TransPennine Express franchise, with a new 60 space purpose-built hub installed to the end of Platform 2.

Cycle Hub



Spaces	72
Storage Type	Two-Tier Racks
Security	Covered by CCTV, beyond ticket barriers
Weather Protection	Fully Enclosed
Utilisation	Low

Walking

Pedestrian Access

Overview

Walking access to the station has been recently improved thanks to the council led scheme which has improved the station forecourt, providing a seamless connection from the station entrance to

the road crossing. To the rear of the station, pedestrian access is via a steep ramp which would benefit from major redevelopment to improve disabled access from this part of the town.

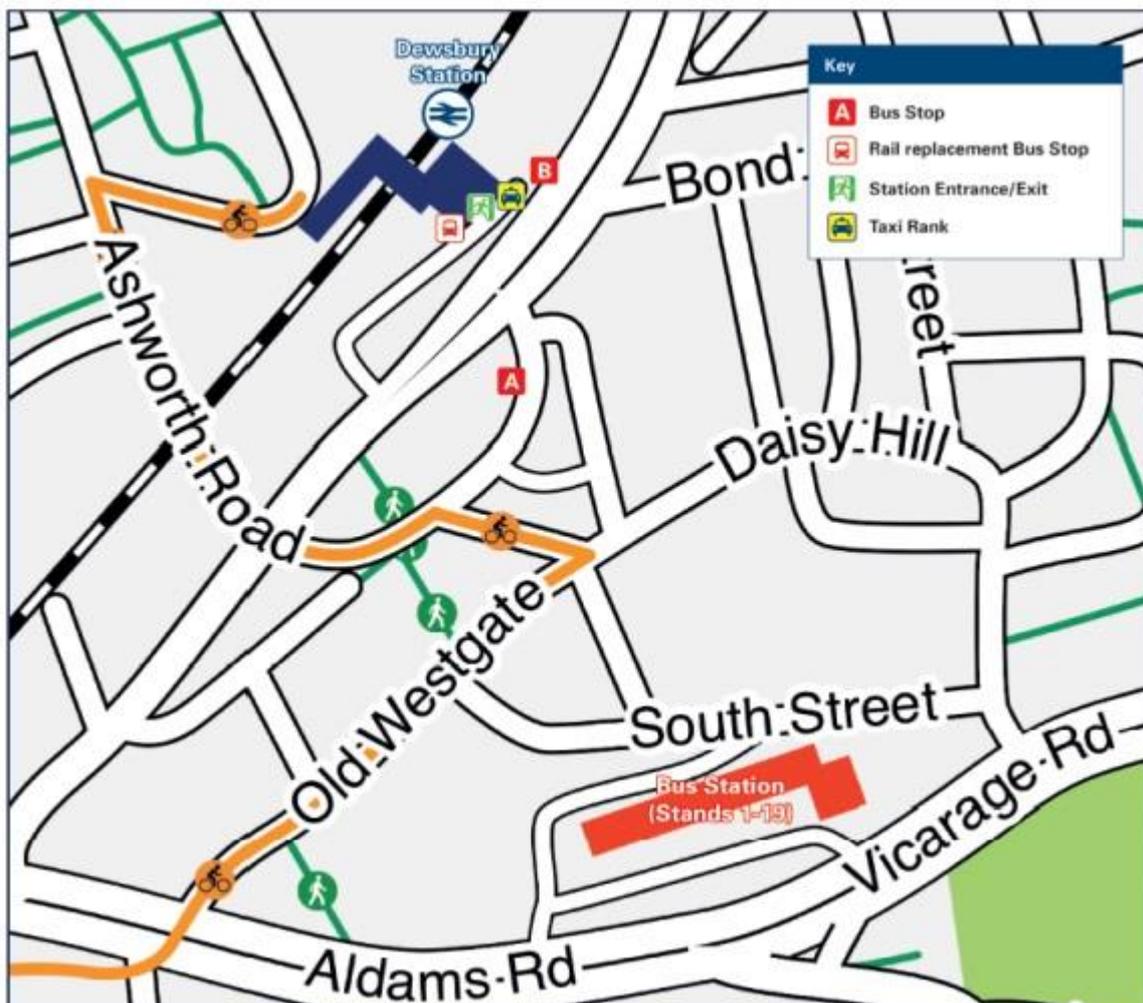
Public Transport

Bus Services

Overview

Stands A and B are conveniently located for access to/from the station, and the towns bus station is just a short walk towards the town centre. There are only a small number of bus services which use stands A and B, with the majority of services needing to be boarded at the bus station. Bus services work well to connect key areas throughout the town and beyond to the wider region and other key towns.

Bus Stands



Useful Links

National Rail Enquiries - <http://www.nationalrail.co.uk/posters/DEW.pdf>

Onward travel posters are available for the majority of UK railway stations with local bus service information. These can be found online or displayed at the station entrance

PlusBus www.plusbus.info

Offering discounted city centre bus travel when purchased with a rail ticket.

Traveline www.traveline.info 08712002233

Providing information about local bus services.

NextBuses www.nextbuses.mobi

A web or app-based service which can help you to find the bus times for your stop. Simply search for a bus stop by entering a postcode, street & town or a stop name & town.

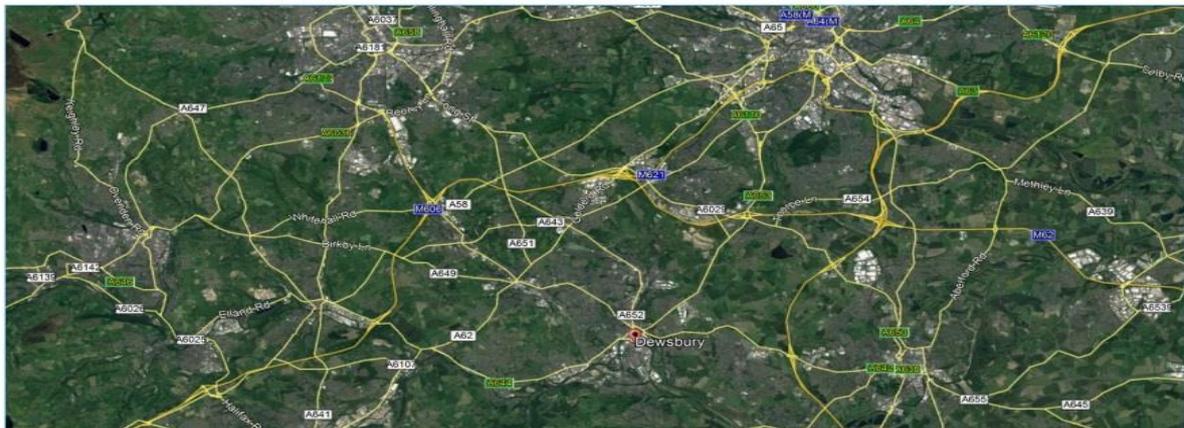
Road Access

Major Road Network

Overview

Dewsbury, as with many other large towns in Yorkshire, is well served by the M62, with a number of major routes from the town centre to the motorway in most directions. There are also strong A road links to the south and east connecting with the M1 and Wakefield, and to the west towards Huddersfield. Leeds sits to the North, with a choice of major routes available.

Road Network Map



Road Access

Local Road Network

Overview

Dewsbury benefits from a ring-road, with main arteries all feeding into this, making it easy to bypass the town centre itself. The station sits on the North edge of the ring-road, meaning that it can be easily accessed from all directions.

Road Network Map

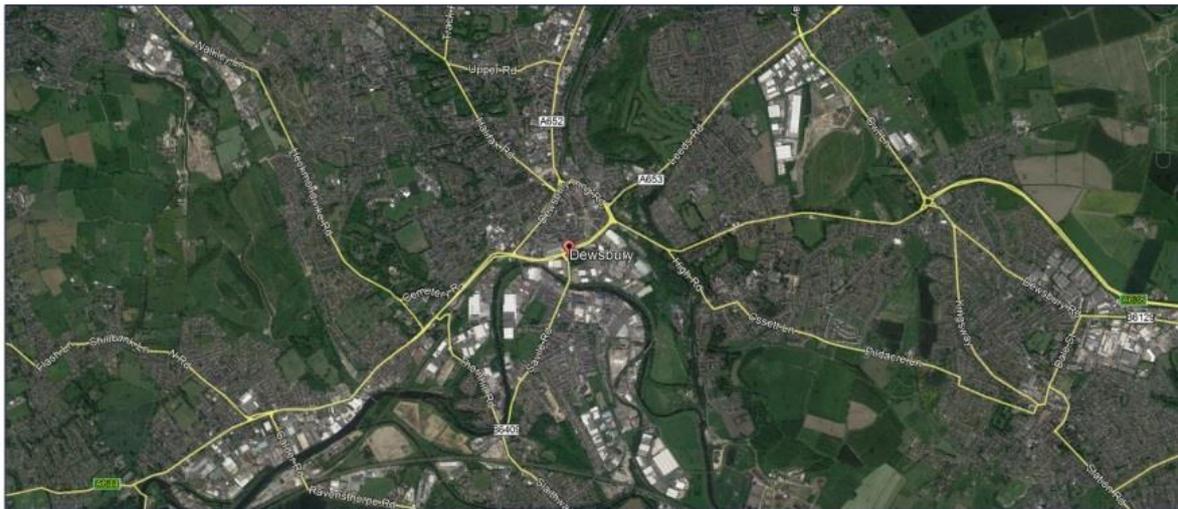


Image Source: Google Earth

Road Access

Car Parking

Overview

Car parking provision at Dewsbury station is good, with two large council car parks either side of the station. Recently, works have been carried out to improve the flow of traffic through these car parks to reduce congestion and introduce a new taxi rank and drop off point.

Car Parking Locations



- 1 Station Car Park**
Managed by Kirklees Council
- 2 Station Car Park**
Managed by Kirklees Council

Note, Map has not been updated to reflect changes to the station forecourt and car park.

Station Car Park

Standard Bays	292
Blue Badge	9

Road Access

Drop Off / Pick Up

Overview

With the completion of the works to the front of the station, a new drop off and pick up area has been provided. Previously, short stay bays were available at the front of the station, but due to their positioning, these caused congestion which the recent development has sought to address.

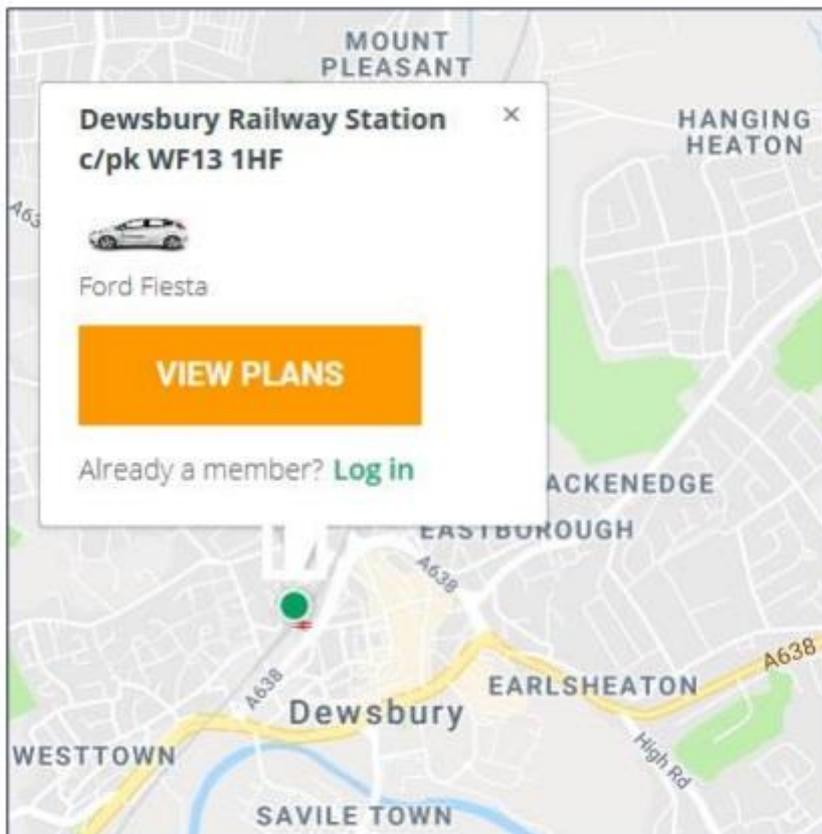
Road Access

Car Hire

Overview

Enterprise Car Club is available in various towns and cities across the UK. In Dewsbury, dedicated spaces are provided within the station car park. The service offers hourly or daily car rental via an app or web booking. Users sign up to a monthly or annual membership, with an hourly or daily charge applied each time they use a vehicle. Costs are low, for example, a standard car can be hired from as little as £5.40 per hour when signed up to the scheme with a £7.00 monthly membership.

Sample Vehicle Availability



Useful Links

Enterprise Car Club

www.enterprisecarclub.co.uk

Road Access

Taxis

Overview

With the redevelopment of the front of the station, a new taxi rank has been developed, and in a similar approach to the drop off point, pushed vehicle manoeuvres away from the station entrance to ease congestion.

Private Hire

The principal minicab operators in the area are:

Crown Taxis - 01924 452 222

Dewsbury Cars - 01924 460 000

Rex Radio Cars - 01924 464 117

Inclusion of these details doesn't represent endorsement of these firms.

Accessibility

Dewsbury station is set to have upgraded toilet facility's in 2021 with the inclusion of a changing places facility and accessible toilet. The station has step free access to all platforms and through to both carparks where disabled parking bays can be found. The ticket office is hearing loop enabled, additionally ticket vending machines can be found on platforms. There are help points and customer information screens located on the platforms with clear audible announcements of incoming services.

TransPennine Express are currently reviewing all of the tactile paving at stations to ensure it is fit for purpose. Dewsbury station will be part of this review to ensure that all platforms have full coverage of tactile paving to notify customers that they are close to the platform edge.

Customer Analysis

National Rail Passenger Survey

The COVID-19 pandemic and subsequent UK Government enforced lockdowns or Tiered system have had a seismic impact upon the railway with passenger safety being of paramount importance.

Throughout the last year, TransPennine Express have continued to run timetables that reflect demand to ensure that customers can still safely travel in accordance with Government guidance at that time.

As a result of the pandemic, passenger numbers and the need to social distance at all times have seen demand for rail travel reduce to as low as 5% of normal demand. In response to this, the planned

National Rail Passenger Surveys (NRPS) and shadow NRPS surveys have not, understandably, been able to take place. Therefore, the information displayed in this Station Travel Plan is the most up to date NRPS and shadow NRPS data available.

With the majority of the country working from home if they can, there has been a noticeable reduction in usage of both car parking and cycle storage facilities across the network however this has directly correlated to the reduction in passenger numbers.

As restrictions ease at some point during 2021 as expected, we envisage an uplift in demand for rail travel with this having a subsequent impact upon passengers making use of the cycle storage facilities and car parking at the station.

Connections with other forms of public transport

	Autumn 2016	Spring 2017	Autumn 2017	Spring 2018	Autumn 2018	Spring 2019	Autumn 2019
TransPennine Express	78%	79%	77%	83%	78%	80%	79%
Long Distance	80%	81%	81%	83%	82%	81%	81%
Variance	-2%	-2%	-4%	0%	-4%	-1%	-2%
Industry	76%	79%	78%	78%	78%	80%	79%
Variance	2%	0%	-1%	5%	0%	0%	0%

Facilities for car parking

	Autumn 2016	Spring 2017	Autumn 2017	Spring 2018	Autumn 2018	Spring 2019	Autumn 2019
TransPennine Express	51%	48%	40%	50%	50%	50%	49%
Long Distance	61%	62%	58%	61%	59%	55%	55%
Variance	-10%	-14%	-18%	-11%	-9%	-5%	-6%
Industry	50%	50%	50%	48%	50%	60%	49%
Variance	1%	-2%	-10%	2%	0%	-10%	0%

Facilities for bicycle parking

	Autumn 2016	Spring 2017	Autumn 2017	Spring 2018	Autumn 2018	Spring 2019	Autumn 2019
TransPennine Express	62%	63%	67%	65%	61%	62%	60%
Long Distance	70%	71%	71%	71%	69%	67%	68%
Variance	-8%	-8%	-4%	-6%	-8%	-5%	-8%
Industry	59%	64%	61%	61%	61%	62%	60%
Variance	+3%	-1%	+6%	+4%	0%	0%	0%

The National Rail Passenger Survey is conducted twice per year, surveying customers opinions of trains, stations and services. The scores presented relate to all TPE managed stations. They are not provided per station due to the small sample sizes, and erratic scores which would result.

For Connections with other forms of public transport, e.g. bus, taxi etc. TPE scores are strong, meeting the industry average. They fall below other long-distance operators scores; however, this is due to the size and position of the stations which are managed.

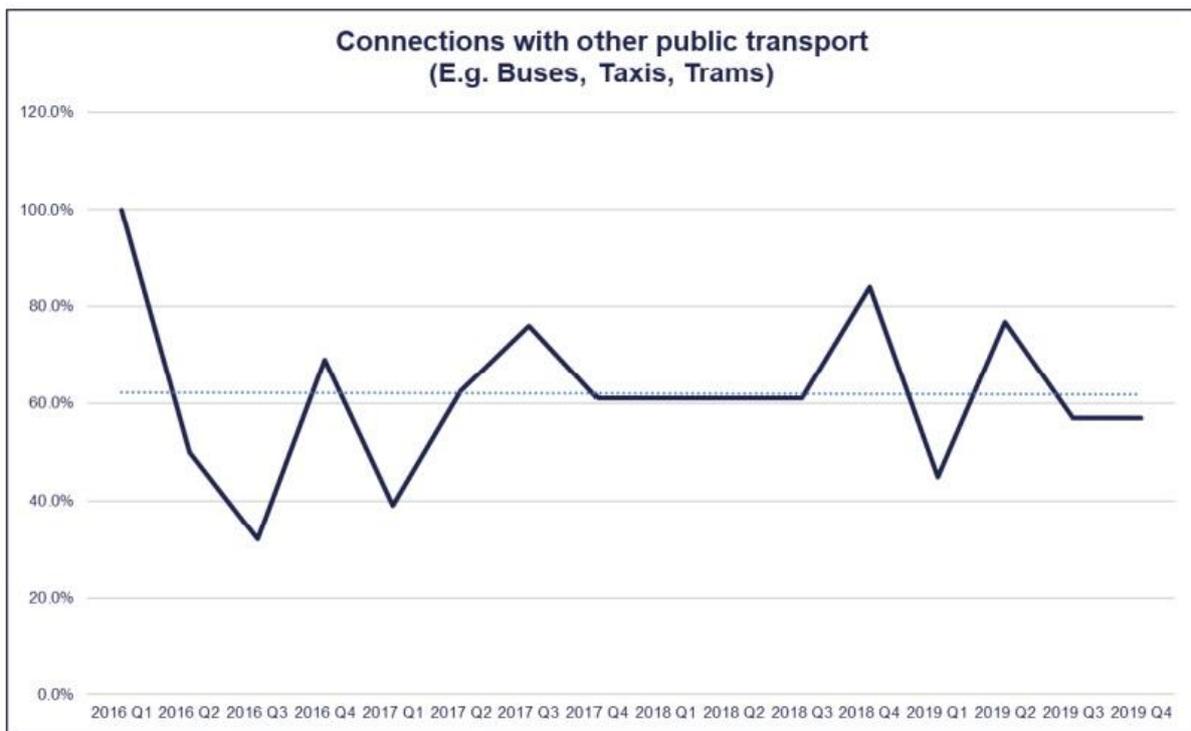
Facilities for car parking are a known issue to TPE, with capacity being a major constraint. It is for this reason our focus is to provide alternative means of accessing stations, e.g. cycling.

Scores for cycle parking are disappointing given the significant investment which has been made in recent years to improve these facilities.

Customer Analysis

Shadow National Rail Passenger Survey

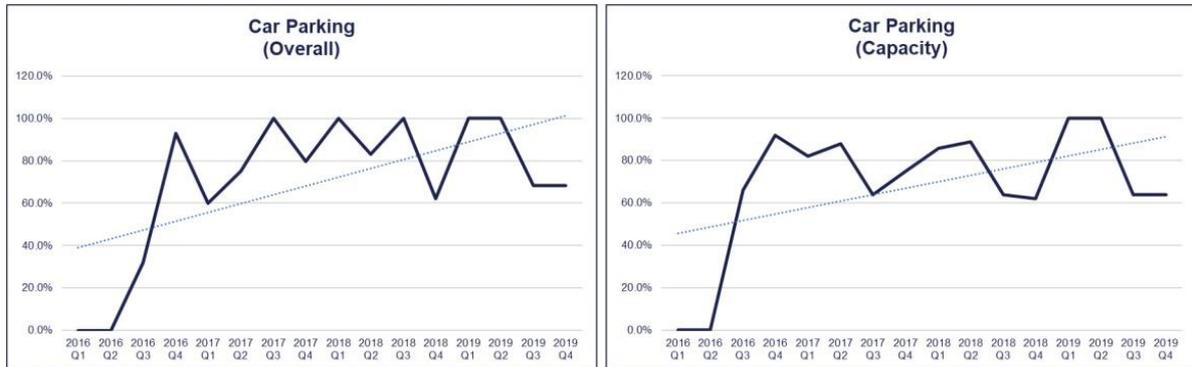
As a result of the COVID-19 pandemic footfall across the rail network has been drastically reduced. TransPennine Express have carried on average only 5% of customers we would expect to see in normal times. With the drastic reduction in customers and the need to social distance to keep both our customers and staff safe, Shadow NRPS data has not been collected in the 2020-2021 financial year; therefore the information shown in this report is the most up-to-date data TransPennine Express have available.



Dewsbury Station is convenient for the town centre, with good crossing points for the short walk to the bus station. The taxi rank and drop off has been improved, so it would be expected that this score will increase in future surveys.

Customer Analysis

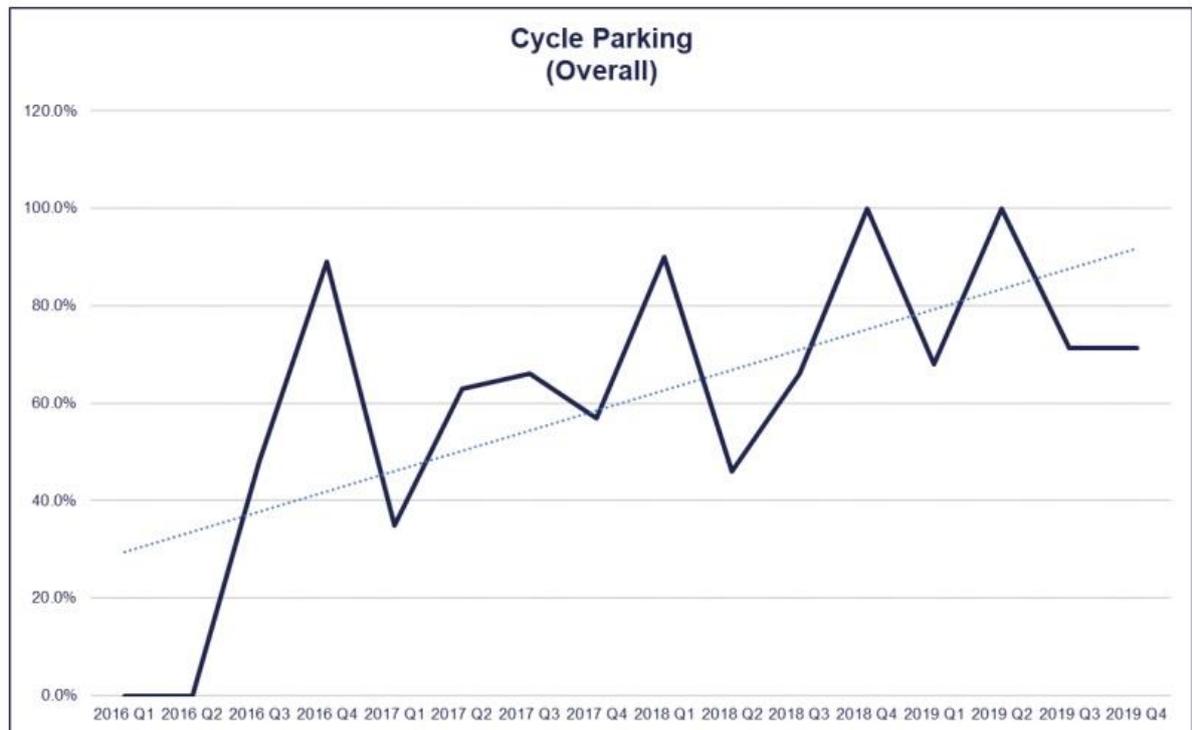
Shadow National Rail Passenger Survey



The car parking at the station is controlled by the local authority but serves the railway station only. Capacity is good, and the car park has recently been improved, so high scores would be expected for both measures.

Customer Analysis

Shadow National Rail Passenger Survey

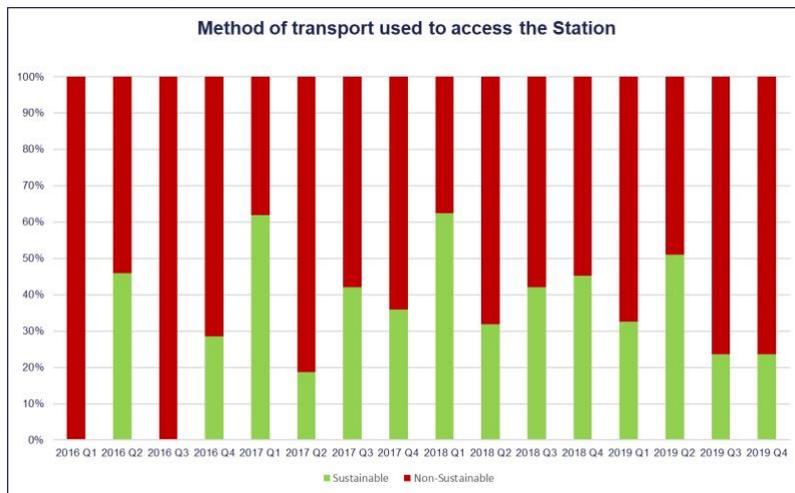


The station benefitted from new cycle parking during 2015/16 as part of the DfT cycle rail fund with support from West Yorkshire Combined Authority.

This facility has ample capacity, is secure, and of high quality, so could be expected to score higher.

Customer Analysis

Shadow National Rail Passenger Survey



This graph assesses the balance of the methods used to access the station.

Sustainable	Non-Sustainable
On Foot / Walked	Motorbike
Bicycle (Parked at or near Station)	Taxi
Bicycle (Taken onto Train)	Car Parked at or near Station
Bus/Coach	Car – Dropped off
Tram/Light Rail	
Underground Train	
Overground (National Rail) Train	

For a town centre station, higher levels of sustainable travel could be expected, however scores are consistent.



Evaluation

Summary of Findings

Dewsbury station is well positioned within the town, just a short walk from the town centre and bus station, however many still choose to access the station by car, particularly commuters who may live a short drive from the station. This behaviour is encouraged by the two large car parks serving the station. This embeds Dewsbury as a key commuter station for those seeking connections to Leeds, Huddersfield, Manchester and York. With increasing footfall, strides have been taken to improve the station over previous years, including the new cycle storage, ticket gates, and soon the new customer toilets and changing place facilities. The council have also invested in the station frontage, significantly improving the traffic flow in and out of the car parks, developing a drop off point and new taxi rank. This has also better linked the station with the town centre for pedestrians entering and exiting the station. The action plan sets out further opportunities to improve integration at the station, recognising the ability to provide sustainable travel to/from key northern cities by making access to the station as easy as possible.

Delivery

Objectives, Targets & Actions

Objectives

- Encourage travel to/from our stations by sustainable methods.
- Increase awareness of the facilities which are available at our stations and in the surrounding area to support travel by sustainable modes
- Make improvements to the facilities at our stations to support travel by sustainable modes to provide a consistent standard across all TransPennine Express stations, adopting industry best practice where possible.

- Implement innovative solutions to enhance the experience of travelling to/from our stations by sustainable methods.
- Work alongside the accessibility customer panel to continue to enhance the accessibility offerings at the station.
- Regularly monitor and evaluate travel patterns to/from our stations to gain an accurate representation of modal share and use these results to set appropriate targets and monitor the effectiveness of the work being undertaken to encourage travel by sustainable methods.

Targets

- Year-on-Year percentage increase for modal share by sustainable methods

Actions The actions set out in this Station Travel Plan complement or are in addition to the 400 Franchise Commitments which TransPennine Express set out to deliver within a seven year franchise period, each of which is designed to revolutionise the train service and improve the customer experience for rail users across the North. Note that at the time of writing the franchise is currently suspended with services being delivered through an Emergency Recovery Measures Agreement for TransPennine Express between FirstGroup and the Department for Transport.

A number of these commitments have already been delivered and are already having a positive effect. Full details of all of the franchise commitments can be found on the Department for Transport website via the following link:

<https://www.gov.uk/government/publications/transpennine-express-2016-rail-franchise-agreement>

Minor Works schemes are developed on an annual basis by TransPennine Express, which seek to address small to medium scale accessibility issues at our stations, such as installing handrails and height adjustable booking office counters. The specific works for this station are not referenced in this document but are available on request by contacting the Accessibility & Integration Manager.

Each action set out in this plan has been written to be SMART:

- Specific
- Measurable
- Attainable
- Realistic
- Time Bound

Action Plan – Dewsbury

• Theme	Description	Impact	Funding Source	Deadline	Risk	Priority	Update
Accessibility	Explore options to provide an accessible customer toilet	High	Minor Works / Third Party Contributions	To be determined	No risk identified	High	Customer toilets will be installed at the station between 2019 and 2021 funded by the local authority and TransPennine Express' Customer and Community Improvement Fund.
Accessibility	Explore options to install a system which allows lifts to be controlled remotely outside of staffed hours to increase access to lifts for early/late services	High	Minor Works / Innovation	March 2019	No risk identified	High	Remote lift controls have been installed, funded by TransPennine Express' Minor Works fund. These controls are being commissioned and will be in service in 2021.
Accessibility	Seek to install tactile paving at platform edges	Medium	Network Rail	To be determined	Service disruption	Medium	Tactile paving is a consideration as part of any Network Rail upgrade scheme.
Accessibility	Explore options to improve accessibility from Eightlands Road by installing handrails on the ramp.	Medium	Minor Works	March 2022	No risk identified	Low	For consideration from future Minor Works schemes.
Bus Services	Explore options for calling an increased number of bus services at the station	High	To be determined	March 2022	No risk identified	Medium	Further discussion required with the local authority.
Car Hire & Car Sharing	Promote the Enterprise Car Club scheme at the station as a means of onward travel	Low	None required	Continuous	No risk identified	Medium	Further activity required.

Accessibility	And promote new schemes that would support autonomous travel	Medium	Minor works-innovation fund	12 months	There is no risk associated with this project	Medium	The group convene every quarter
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