

Station Travel Plan - Stalybridge

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 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

Transport for Greater Manchester

Transport for Greater Manchester have developed their Greater Manchester Transport Strategy 2040, which will be delivered through a number of Local Transport Plans.

The Local Transport Plan defines how TfGM are going to make it easier for people to travel across Greater Manchester over the next few years and beyond. It outlines how they will provide a viable, sustainable, and accessible transport network capable of supporting the region's economic growth long into the future. It also shows how they will reduce the impact that transport has on the environment and help to improve health by reducing accidents and encouraging 'active travel'.

It covers all modes of travel, including bus, heavy rail, Metrolink, walking, cycling, cars and freight, as well as the other issues which affect people's travel choices - fares, ticketing, passenger information, accessibility, and safety.

Local Authority

Tameside Council

<https://www.tameside.gov.uk>

<https://www.tameside.gov.uk>

SHRUG

SHRUG are the **Stalybridge to Huddersfield Rail Users Group**. It is an umbrella group comprising the Friends of Mossley Station, Greenfield and Saddleworth

<http://www.smart-rail.co.uk> > ...

Local Area

Station Details

Station - Stalybridge Railway Station, Rassbottom Street, Stalybridge, Tameside, Greater Manchester, SK15 1RF

Station Manager - Billy Vickers, Group Station Manager (Hub)

Local Authority – Tameside Council

Train Services

Stalybridge benefits from a mixture of local and intercity rail services across the North, connecting the location with Manchester with Leeds and beyond to Hull.

Timetables can be found at <https://www.tpexpress.co.uk/travel-updates/timetables>

Stalybridge is just eight miles east of Manchester City Centre, and was historically part of Cheshire, but now sits within the borough of Tameside. The town is made up of buildings dating back to the industrial revolution when it was at the heart of cotton production.

Recently, investments have been made to restore a number of buildings and open up the canal which runs through the town centre. The town centre is a popular attraction for local shopping, and a thriving nightlife.

With a population of around 24,000, this small town attracts large numbers of commuters looking for a semi-rural lifestyle with easy connections to Manchester.

The Station is home to the Stalybridge Station Buffet, which forms part of the Transpennine Real Ale Trail.

Station Facilities Information

www.tpexpress.co.uk/travelling-with-us/station-information/stalybridge

Station Footfall Statistics

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

Cycling

National Cycle Routes

Overview

National Cycling Route 626

This route connects Chadderton with Hyde via Oldham and Ashton-under-Lyne.

National Cycling Route 62

National Route 62 connects Fleetwood with Selby in North Yorkshire. It forms the west and central sections of The Trans Pennine Trail.

National Cycling Route 60

Route 60 of the NCN runs between North and East Manchester, with its furthest south segment forming part of the Fallowfield Loopline.

National Cycling Route 66

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

Whilst not running directly past the station, all NCN routes in the region are within the reach of cyclists, however they would need to ride on the road to reach them.

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

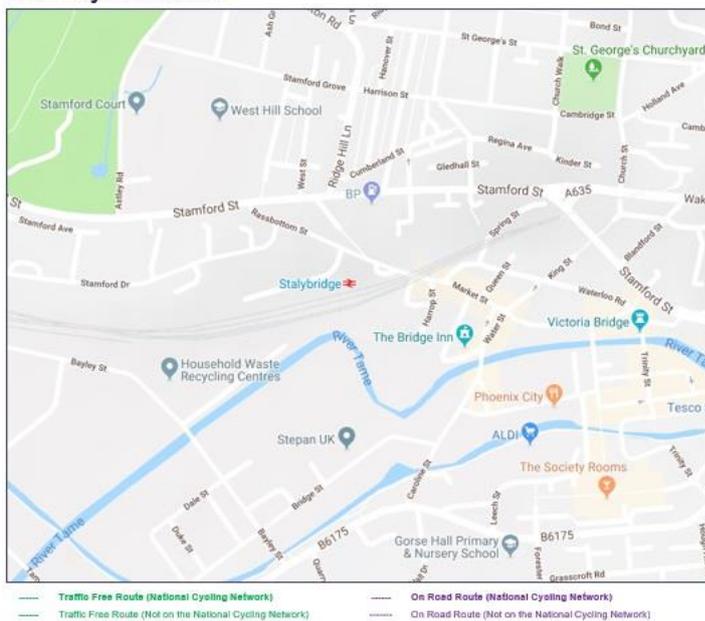
Local Cycle Routes

Overview

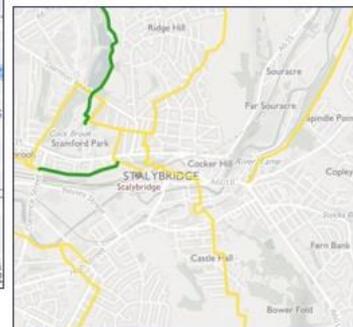
Currently, there are no signed or segregated cycle routes serving Stalybridge Railway Station, with cyclists required to make use of the standard road network.

However, TfGM, as part of the Beelines project headed by Chris Boardman, is seeking to introduce cycle routes in the area, with a direct link to the railway station. Whilst the routes are still under consultation, it is promising that this development is being explored.

Local Cycle Routes



Source: www.sustrans.org.uk/hcn/route



Source: www.mappinggm.org.uk/bee-network

Useful Links

Transport for Greater Manchester

<https://activetravel.tfgm.com/>

Information about cycling and walking within Greater Manchester

Beelines

mappinggm.org.uk/bee-network/

Overview of potential cycle route developments in Greater Manchester

Cycling

Cycle Parking

Overview

Cycle parking at the station has been upgraded thanks to a partnership established between TransPennine Express and Transport for Greater Manchester.

The new two-tier cycle parking facility has weather protection outside the station entrance and can accommodate 32 bikes.

Walking

Pedestrian Access

Overview

There is good pedestrian access to the station from Rassbottom Street. There is a zebra crossing providing a safe link to the nearby council managed car park, bus stop and local walking routes.

Within the station forecourt, designated walking routes are provided however at busy times, these can be obstructed by waiting vehicles due to the limited drop off/pick up and parking at and around the station.



Public Transport

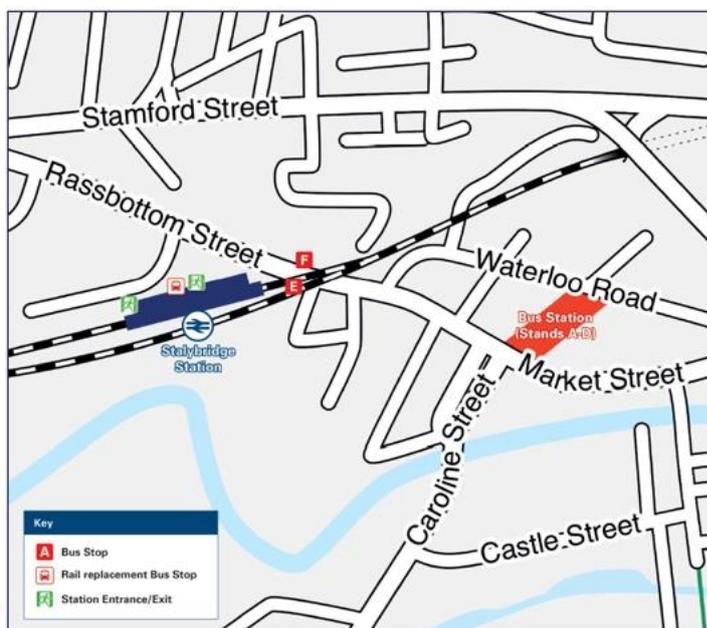
Bus Services

Overview

There are two bus stops conveniently positioned close to Stalybridge Railway Station, offering bus links into Stalybridge and beyond to Ashton Under Lyne, or through to Manchester City Centre. Both stops have shelters, and the pedestrian crossing makes it safe to access to stop on the opposite side of Rassbottom road.

There is a ready supply of bus services linking to key parts of the town as well as further afield, with many linking into Manchester City Centre.

Bus Stands



Useful Links

National Rail Enquiries - <http://www.nationalrail.co.uk/posters/SYB.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

The closest motorway to Stalybridge is the M60 (Manchester Outer Ring Road), which is accessed via junction 23, just 2.5 Miles from Stalybridge Railway Station.

Road Network Map



Road Access

Local Road Network

Overview

Stalybridge Station is accessed from Rassbottom Road and is just 0.3 miles from the town centre. The main road serving Stalybridge is the A635, which runs through the centre, and connects Stalybridge directly with Manchester City Centre, and the A57M Manchester Inner Ring Road.

Stalybridge is easily accessed from the surrounding areas, with good road links to Dukinfield, Newton, Heyrod, Sun Green, Hurst and Mossley. The nearest large conurbation is Ashton-under-Lyne, which is also easily accessed by road.

Road Network Map

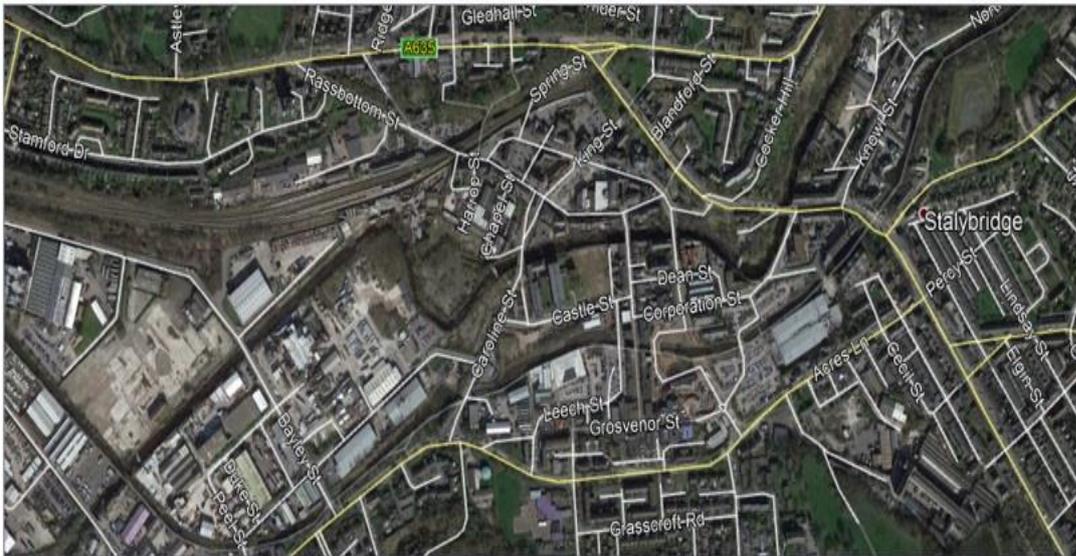


Image Source: Google Earth

Road Access

Car Parking

Overview

Car parking at Stalybridge station is very limited. There is a small number of short stay spaces at the front of the station, and longer stay parking is available on the road at the side of the station building. Whilst these are marked bays they are not considered as an official car park.

A council car park is available opposite the station on Rassbottom road, and an impromptu car park can also be found on land owned by the nearby firestation, with further parking occurring on Rassbottom Road itself.

Car parking is a known issue, and considered a suppressant for demand at Stalybridge Station. With limited land available to increase capacity, sustainable travel solutions are key to meeting demand for rail.

Car Parking Locations



- 1 Station 'Short Stay' Car Park
Managed by APCOA on behalf of TransPennine Express
- 2 Rassbottom Road Car Park
Managed by Tameside Council
- 3 Car Park
Owned by Stalybridge Fire Station

Station Car Park



Standard Bays	3
Blue Badge	5
Premium	0
Car Share	0
EV Charging	0
Total	8
Motorcycle	0

Road Access

Taxis

Overview

There is no taxi rank at Stalybridge station.

Private hire vehicles are available, with taxi ranks available within the town centre.

Private hire vehicles make use of the station forecourt or short stay bays for drop off/pick up.

Private Hire

The principal minicab operators in the area are:

Fone-a-Car - 0161 304 8000

Swift Radio Cars - 0161 303 8137

A1 - 0161 343 5050

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

Accessibility

Stalybridge station has level access from the drop off car park into the station; the long stay parking however is located on the road, though this has step free access to the station this is slightly further away. The station has tactile markings denoting the platform edge and has strategically placed help-points and customer information screens placed on the platforms. There are clear audible announcements to alert customers to incoming services and the ticket office is hearing loop enabled. There are accessible toilet facilities at the station.

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	Spring 2020
TransPennine Express	78%	79%	77%	83%	78%	80%	79%	76%
Long Distance	80%	81%	81%	83%	82%	81%	81%	82%
Variance	-2%	-2%	-4%	0%	-4%	-1%	-2%	-6%
Industry	76%	79%	78%	78%	78%	80%	79%	80%
Variance	2%	0%	-1%	5%	0%	0%	0%	-4%

Facilities for car parking

	Autumn 2016	Spring 2017	Autumn 2017	Spring 2018	Autumn 2018	Spring 2019	Autumn 2019	Spring 2020
TransPennine Express	51%	48%	40%	50%	50%	50%	49%	45%
Long Distance	61%	62%	58%	61%	59%	55%	55%	59%
Variance	-10%	-14%	-18%	-11%	-9%	-5%	-6%	-14%
Industry	50%	50%	50%	48%	50%	60%	49%	49%
Variance	1%	-2%	-10%	2%	0%	-10%	0%	-4%

Facilities for bicycle parking

	Autumn 2016	Spring 2017	Autumn 2017	Spring 2018	Autumn 2018	Spring 2019	Autumn 2019	Spring 2020
TransPennine Express	62%	63%	67%	65%	61%	62%	60%	59%
Long Distance	70%	71%	71%	71%	69%	67%	68%	68%
Variance	-8%	-8%	-4%	-6%	-8%	-5%	-8%	-9%
Industry	59%	64%	61%	61%	61%	62%	60%	61%
Variance	3%	-1%	6%	4%	0%	0%	0%	-2%

The National Rail Passenger Survey is conducted twice per year, surveying customers opinions of trains, stations and services. The scores presented relate to all TransPennine Express 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. TransPennine Express 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.

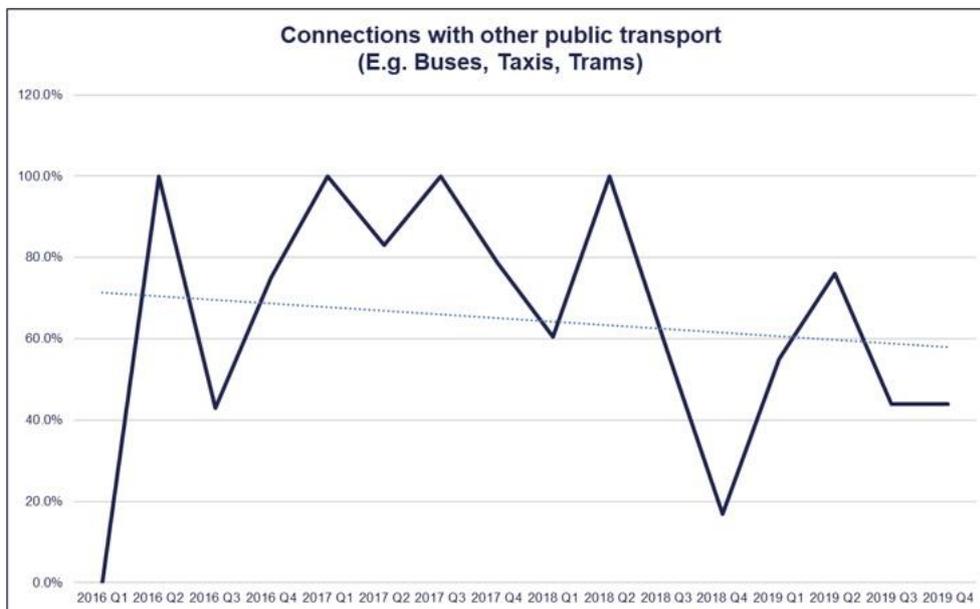
Facilities for car parking are a known issue to TransPennine Express, with capacity being a major constraint. It is for this reason our focus is to provide alternative means of accessing stations, e.g. cycling.

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.



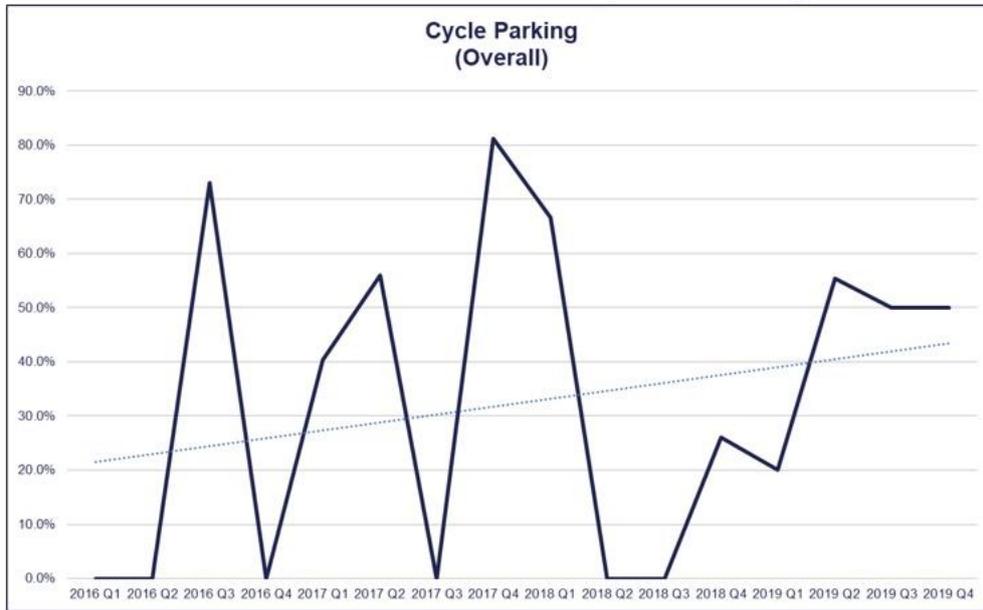
Stalybridge scores well for connections with other modes, given its town centre location and provision of local bus stops capturing most services leading to and from the main bus station.



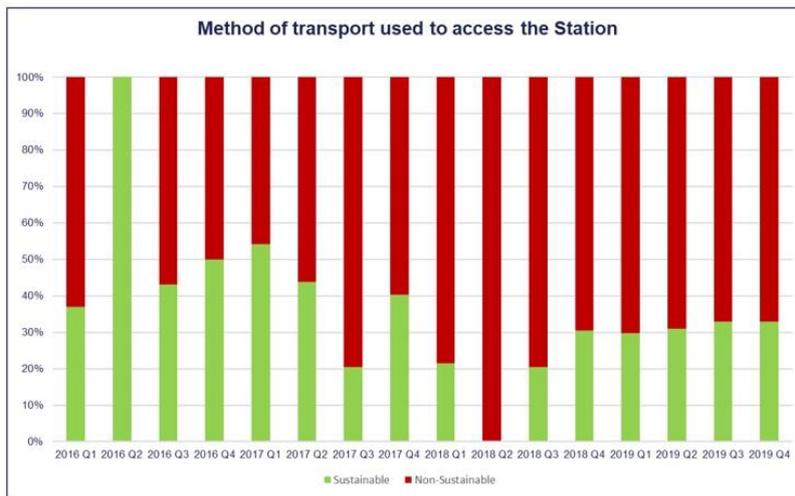
The car parking at Stalybridge is minimal due to the lack of available land around the station. There is a local council car park which is predominantly used by rail users. It remains an ambition to provide increased car parking capacity in the area.

Customer Analysis

Shadow National Rail Passenger Survey



The new cycle parking has been in place for a number of months, and the scores for this measure appear to be stabilising, with consistent results.



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	

Despite the strong scores for connectivity, the amount of sustainable journeys undertaken to access the station is low for a town centre station.

Evaluation

Summary of findings

Stalybridge has extremely good rail connections to both Manchester and Yorkshire, offering customers a choice of journeys North or South with minimal changes required. Customers can be at Manchester within 15 minutes, and Leeds within 45 minutes, making it extremely popular with commuters.

The main transport rival in the area is Metrolink, which offers regular services to the city centre at a comparable cost but with the advantage of large park and ride facilities. The only downside of the Metrolink is the extended journey time when compared with the train. Local bus services also run to/from the city centre regularly, but again with an extended journey time over the train.

Car parking continues to be an issue at Stalybridge and is an area which needs addressing whenever opportunities arise, but it is important to continue to carry out developments with consideration to other modes. It is clear that enhancement and encouragement towards sustainable options could deliver a positive change in this area alongside development of new parking facilities.

The other areas and aspects of the station perform well. There is very little to be added to the station in terms of accessibility however the dedicated accessibility customer panel will look at further adaptations that could be made to enhance the facilities. Customers are well catered for with the café and pub.

On the whole, Stalybridge is a well-served station with good facilities. It is the outside areas for parking and its connections with sustainable modes which require some attention. Franchise commitments are set to remedy these issues at other areas and will work as a proving ground to facilitate change at this station.

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 TransPennine Express customer panel on accessibility to review the accessibility features at the station and look to fund further adaptations that will support and enhance the current facilities.
- 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 Stalybridge

Theme	Description	Impact	Funding Source	Deadline	Risk	Priority	Update
Public Transport	Engage with local transport operators and local authorities to jointly review timetables to understand what connections are currently available with which services, and identify where changes could be made, or trials initiated.	High	To be determined	Within 12 months	No risk is associated with this activity	High	IN PROGRESS: Further discussions needed
Car Parking	Actively pursue opportunities to provide more car parking facilities at the station, ensuring that any improvement is matched by improvements to access by sustainable methods.	High	To be determined	To be scored dependent upon when land becomes available	Reliance on the private cars as a means of accessing the station	High	
Information	Conduct specific customer surveys at the station at a frequency no less that every 12 months to understand modal share, particularly asking 'have you changed your method for travelling to the station' and 'have you started using train within the last 12 months' to measure modal shift.	Medium	To be determined	Annually	No risk is associated with this activity	Medium	IN PROGRESS: TPE is looking to consolidate activity for all 19 stations upon production of all Station Travel Plans.
Cycling	Conduct cycle audits at a frequency no less than every quarter to monitor utilisation and state of repair and determine if the facilities are fit for purpose.	Low	None required	Quarterly	No risk is associated with this activity	Medium	IN PROGRESS: .
Accessibility	Work alongside the dedicated accessibility panel to review and update the accessibility features at the station to further promote autonomous travel	Medium	Minor works-innovation fund	12 months	There is no risk associated with this activity	Medium	The accessibility customer panel convene with TPE on a quarterly basis