

Station Travel Plan - Grimsby

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 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

Local Authority

North East Lincolnshire Council

The council have produced a Local Transport Plan, which sets out the vision, policies, strategies and priorities for the improvement of highways, access and connectivity of the local transport system in North East Lincolnshire.

It runs from April 2011 and covers an initial period of 15 years. It is designed to set out the role of transport, access and connectivity in delivering the overarching economic, social and environmental policies within North East Lincolnshire in addition to meeting existing highway commitments.

In addition to undertaking our statutory responsibilities as a Local Transport Authority, the LTP3 is geared towards the specific regeneration projects which have been identified as crucial to the region's future. These include:

- The generation of quality jobs in port activities, logistics and industry along in Immingham and along the South Humber Bank.
- Redeveloping Grimsby Town Centre as a centre for commerce and retail.
- Creating a vibrant and successful visitor resort in Cleethorpes.
- Attractive, mixed commercial and residential uses along Freeman Street.
- New homes and associated services in the East Marsh Housing Renewal Area.

To ensure that the infrastructure supports these projects, North East Lincolnshire council have, together with their stakeholders, devised eight Local Transport Challenges.

The challenges are to:

- Enable sustainable growth through effective transport provision.
- Improve journey times and reliability by reducing congestion.
- Support regeneration and employment by connecting people to education, training and jobs.
- Enable disadvantaged groups or people living in disadvantaged areas to connect with employment, healthcare, social and leisure opportunities.
- Improve the health of individuals by encouraging and enabling more physically active travel.
- Provide safe access and reduce the risk of loss, death or injury due to transport accidents or crime.

- Improve the journey experience on the local transport network.
- Ensuring that transport contributes to environmental excellence, including managing air quality and reducing transport-related greenhouse gas emissions.

Rail User Groups

Friends of the Brigg & Lincoln Lines

<http://www.briggforbusiness.co.uk/shopping/associate-members/friends-of-the-brigg-lincoln-line/>

Friends of the Barton Branch

We are a Rail User Group, formally constituted in 1998, to promote and seek improvements to the services and infrastructure on the railway linking Barton-on-Humber and Cleethorpes.

<https://e-voice.org.uk/bartonrail/>

Local Area

Station Details

Grimsby Town Railway Station, Station Approach, Grimsby, North East Lincolnshire, DN31 1LY.

Station Manager – Daniel Fox

Group Station Manager (Humber)

Local Authority – North East Lincolnshire Council

Train Services

Grimsby Town station is one of the main stations on the south TransPennine Express route, connecting the coastal towns with Doncaster and Sheffield, continuing through to Manchester Airport.

Timetables can be found at

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

Grimsby was formed as a major seaport on the banks of the river Humber and was once home to the largest commercial fishing fleet in the world. Lately, following a decline in fishing, Grimsby is being developed as the cultural, shopping and industrial centre for a large area of northern and eastern Lincolnshire, with attractions such as Freshney place Shopping Centre and the famous Grimsby Dock Tower.

Useful Links

Station Facilities Information

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

Station Footfall Statistics

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

Cycling

National Cycle Routes

Overview

National Cycling Route 1

This route runs the length of the UK from Dover to the Shetland Islands via the east coast of England and Scotland. Covering a distance of 1695 miles, made up of a mixture of on road and traffic free sections, this also forms part of the Euro-Velo 12 route which runs through Norway and Holland.

The route is split into 12 sections, with section 4 being the closest to Cleethorpes.

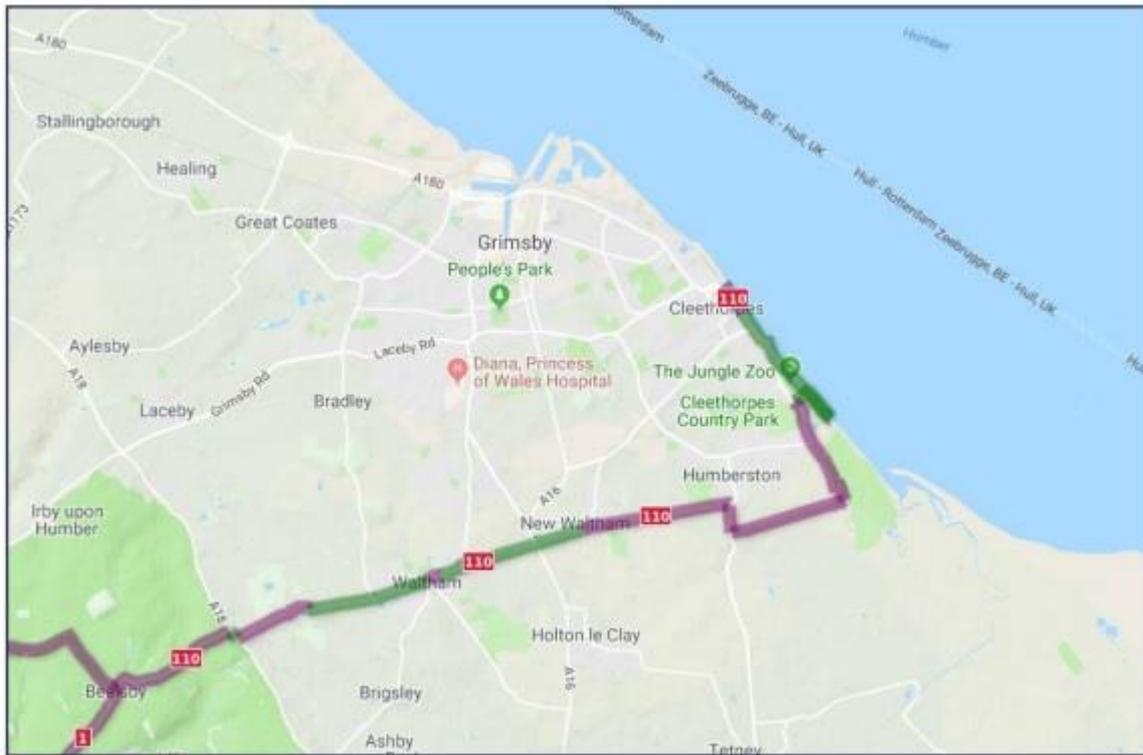
Section 4 – Hull to Fakenham

Route 1 passes within 10 miles of the station. There is currently no specific cycling link from the station to route 1, with cyclists being required to make use of the road network to make this journey.

Near the Station

There are no local routes connecting with the station, with NCN routes instead focusing on linking the coast with main inland routes. Cyclists accessing the station use the road network.

Cycle Routes



——— Traffic Free Route (National Cycling Network) ——— On Road Route (National Cycling Network)
——— Traffic Free Route (Not on the National Cycling Network) ——— On Road Route (Not on the National Cycling Network)

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

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.

North East Lincolnshire

<https://www.nelincs.gov.uk/leisure-and-things-to-do/cycling-walking-and-riding/cycling-information/>

Information about cycling in the region.

Cycling

Cycle Parking

Overview

There is a well-established Cycle Hub at Grimsby station, offering storage, service and repairs and cycle hire. The hub is well used, with a good mixture of cycle parking styles. In addition, there are Sheffield stands provided on the platform at the station to offer additional capacity. Capitalising on the success of the Hub a new secure cycle parking facility has been built at the station providing additional cycle storage and e-bike charging points; this Hub will be open in the spring of 2021.

Cycle Hub

Cycle Hub



| | |
|---------------------------|--|
| Spaces | 40 |
| Storage Type | Two Tier, Vertical and Sheffield Stand |
| Security | Within Hub or covered by CCTV |
| Weather Protection | Within Hub only |
| Utilisation | TBC |



Platform 1



| | |
|---------------------------|-----------------|
| Spaces | 18 |
| Storage Type | Sheffield Stand |
| Security | Covered by CCTV |
| Weather Protection | Station Canopy |
| Utilisation | TBC |

Cycling

Cycle Hire

Overview

Cycle hire is available from the cycle hub.

A range of bikes are available, including adults and children's bikes, tandems, child seats, tagalongs and 2-seater buggies for children too young to ride on their own.

See www.cyclinguk.org for more details on the range of bikes and accessories available.

More details about the Hub itself can be found at www.grimsbycyclehub.org.uk/



Walking

Pedestrian Access

Overview

The front of the station was remodelled and now features a 'shared use' area which is intended to slow cars and provide a safe place for pedestrians. This area is distinguished by the paving used. There are level thresholds between pavements and roadways with strategically placed bollards in key places.

The general layout of the car park encourages drivers to carry out a number of different and conflicting manoeuvres, especially when dropping off/picking up, which could be confusing for pedestrians. Taxis make u-turns to move from the feeder rank to the fare rank, which interrupts the flow of traffic in/out of the two car parks.

There are two pedestrian routes from the station. One leads down the approach road towards Bethlehem Street the town centre, while the other leads through the car park to the level crossing. This is a popular local route.

There is pedestrian wayfinding signage from the end of the station approach road to most of the major attractions in the area. These were installed as part of a signage scheme carried out by North East Lincolnshire Council.

There are pedestrian crossing points on Bethlehem Street.



Public Transport

Bus Services

Overview

The closest bus stops to Grimsby Town Railway Station are located on Bethlehem Street, with the majority of stops in the town centre clustered at the Riverhead Exchange, a short walk from the station through the town centre. There is a ready supply of bus services linking to key parts of the town as well as to villages and local towns, including Cleethorpes, giving useful links to locals and tourists alike. There are also links to key tourist camp sites and attractions.

Bus Stands



Useful Links

National Rail Enquiries

<http://www.nationalrail.co.uk/posters/GMB.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 main road serving Grimsby is the A180, which heads west and forms the M180 at Scunthorpe, before linking up with the M1 and M62. This dual carriageway is the main artery serving the town, and as such can become congested, especially in the summer months with tourists heading to Cleethorpes.



Image Source: Google Earth

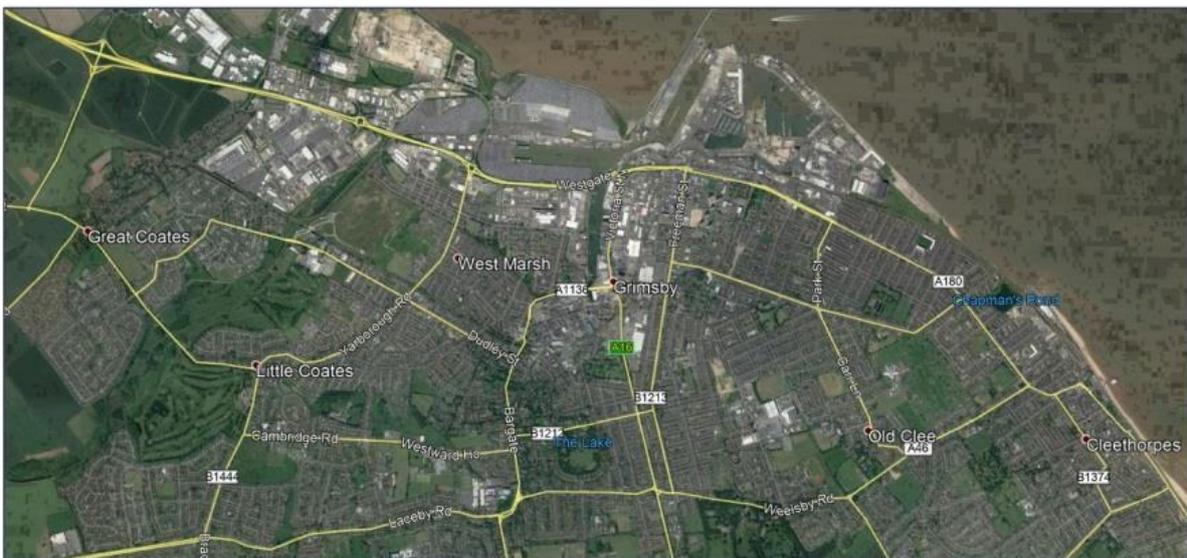
Road Access

Local Road Network

Overview

Grimsby has a good network with the A180 acting as a main thoroughfare with arterial roads feeding into this route.

Road Network Map



Road Access

Car Parking

Overview

The Station Car Park is split into 3 sections. There are 23 spaces to the left of the station building, 21 spaces to the right (past the cycle hub and BTP offices) and 3 spaces directly in front of the station. There is dedicated parking for BTP vehicles and staff within the car park.

Car Parking Locations



- 1 **Station Car Park**
Managed by APCOA on behalf of TransPennine Express
- 2 **Duchess Street Car Park**
Managed by North East Lincolnshire Council
- 3 **Sommerfields Supermarket Car Park**
Managed by North East Lincolnshire Council

Station Car Park



| | | |
|----------------------|-----------|--|
| Standard Bays | 44 | Car parking charges apply at all station car parks managed by TransPennine Express. Prices vary by location. |
| Blue Badge | 3 | |
| Premium | 0 | |
| Car Share | 0 | <i>Blue Badge holders benefit from free parking, with all car parks managed by TransPennine Express achieving the British Parking Association Disabled</i> |
| EV Charging | 0 | |
| Total | 47 | <i>Parking Accreditation with a minimum of 5% of all parking dedicated to Blue Badge spaces.</i> |
| Motorcycle | 4 | |

Road Access

Drop Off / Pick Up

Overview

There is no allocated drop off/pick up location for this station.

Many customers are dropped off/picked up from the station car park.

Road Access

Taxis

Overview

There is no dedicated taxi rank at the station, however a taxi stand is provided by the local authority on Station Road, but this is rarely utilised.

Private Hire

The principal minicab operators in the area are:

A and N - 01472 600 600

AA Radio Cars - 01472 696 969

Fone a Car - 01472 200 300

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

Accessibility

Grimsby station has level access from the carpark and taxi drop off area into the station facility, with step free access on to all platforms. Platforms have tactile markings denoting the platform edge and there are strategically placed help points and customer information screens across the station with audible announcements of incoming services. There are accessible toilet facilities at the station; additionally to this the ticket office is hearing loop enabled.

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 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.

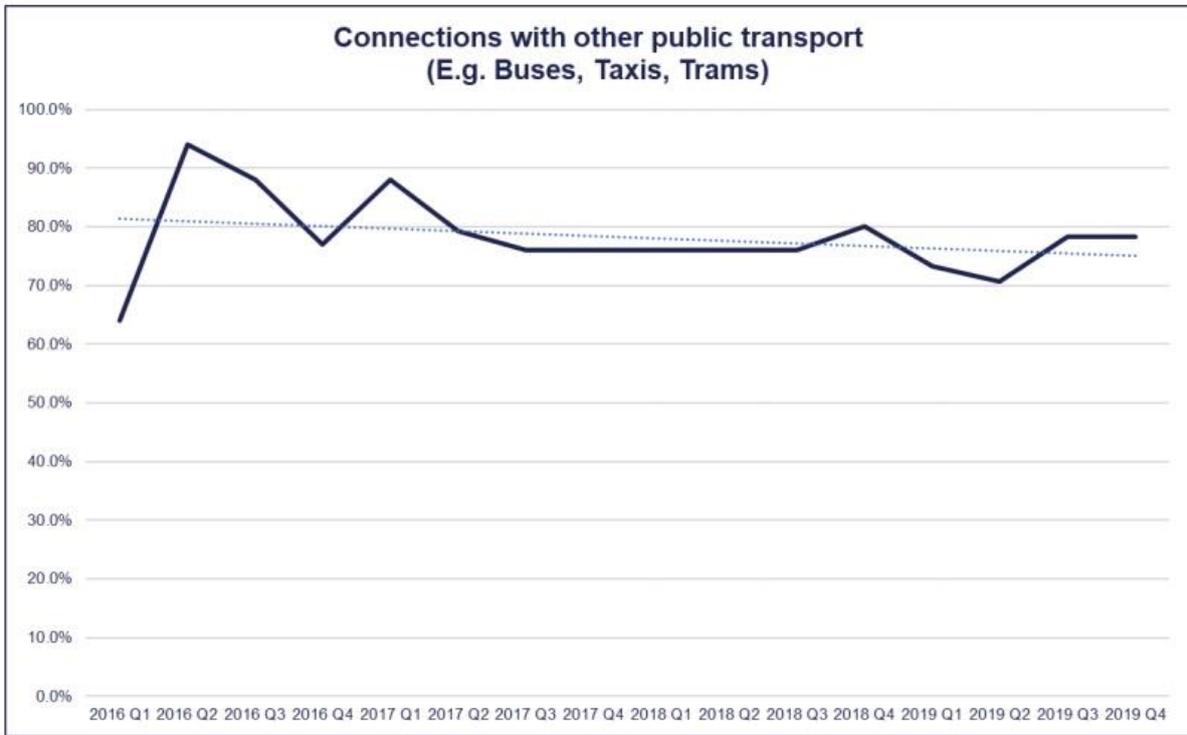
Facilities for car parking are a known issue to TPE, with capacity being a major constraint. It is for this reason our focus is to provide alternative means of accessing stations, e.g. cycling.

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 TPE have available.



The sample size for Grimsby Town railway station is small, adding to the volatility of the scores.

Located in the centre of the town, Grimsby Town railway station benefits from being conveniently located to access other modes, if even if these are not immediately available at the station.

Customer Analysis

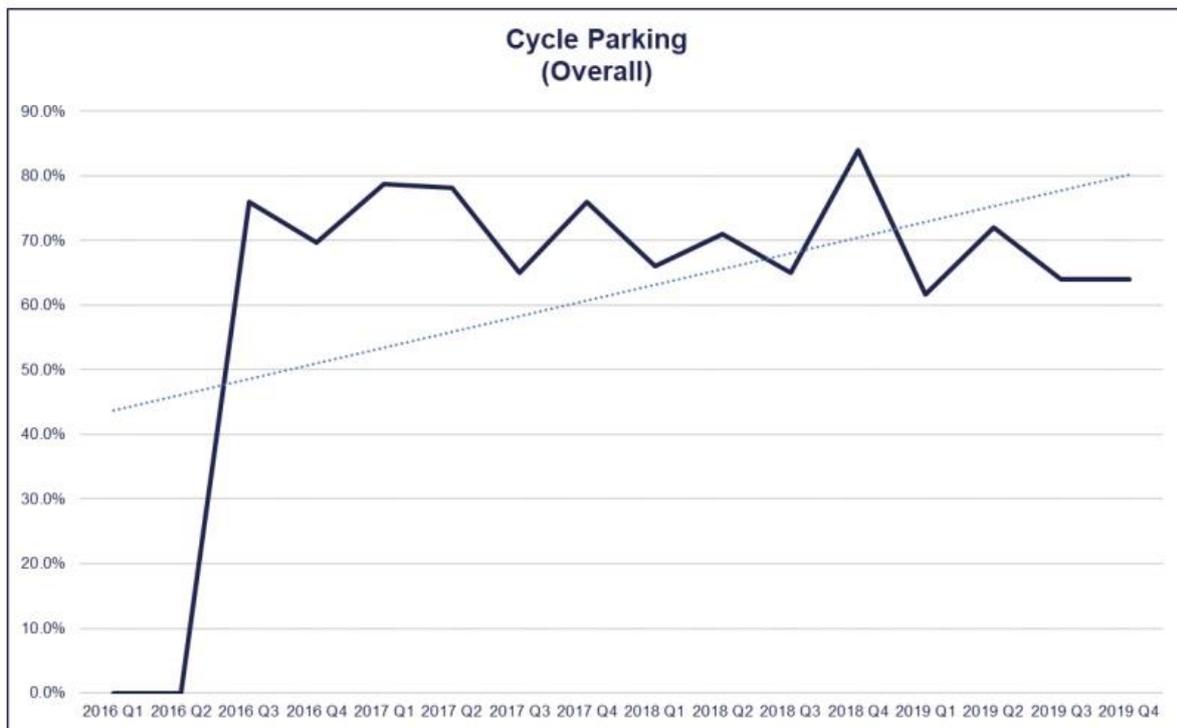
Shadow National Rail Passenger Survey



The scores for car parking overall at Grimsby Town station are lower during the autumn and winter months, picking up through the spring and summer. It is interesting that the capacity of the car park and overall satisfaction have contradicting trends, whereas usually it would be expected that these are directly linked.

Customer Analysis

Shadow National Rail Passenger Survey

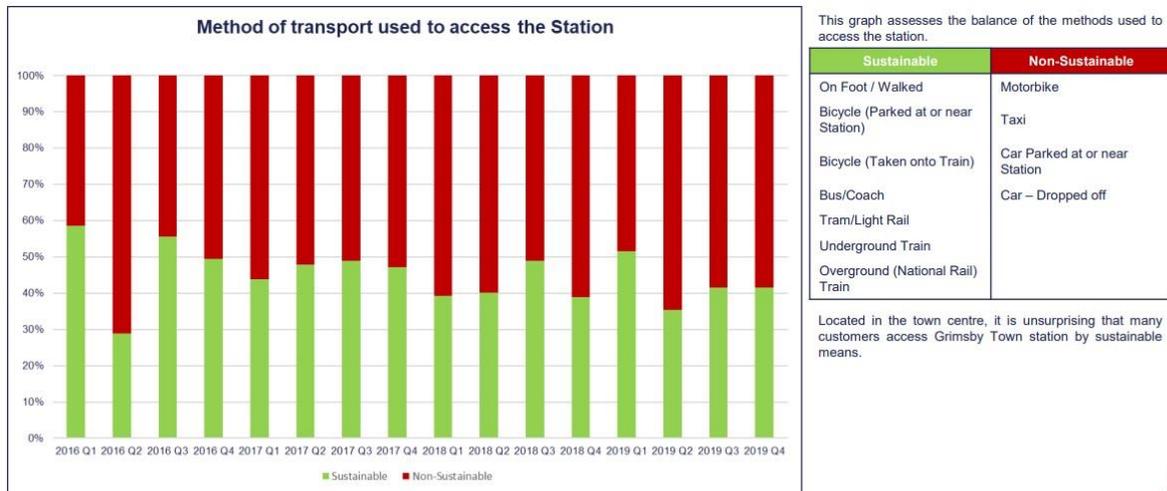


Grimsby Town benefits from an established cycle hub run by an enthusiastic team.

The hub is popular with regular users, and often the cycle parking at the station is full, especially in the summer months.

Customer Analysis

Shadow National Rail Passenger Survey



Evaluation

Summary of Findings

Grimsby Town station is well placed to serve the commercial areas of the town, with the main shopping centre just a short walk away.

Provision for access to the station from various modes is good. There is a fantastic cycle hub at the station which is well used and offers a wide range of services beyond storage. The knowledgeable and engaging staff are an asset to the station and are key to its popularity. It is important that TransPennine Express support their activity and promote this facility.

Local bus services are available from stops on Bethlehem Street, again a very short walk from the station entrance. This creates a transport area of the town with easy interchange between the two modes.

Access by car is good. Road links are strong, and there are a number of large roads which run close to the station. Congestion is often experienced on Bethlehem Street due to the number of buses and the interaction with pedestrians. The shared areas between cars and pedestrians around the station work well as a traffic calming measure making it easier for customers leaving the station on foot.

The taxi rank at the station is extremely busy, and due to this, taxi drivers flock to it. More often than not, there are more taxis in the area than the rank can accommodate, and the overflow can impact on the traffic using Bethlehem Street, and prevent larger vehicles from accessing the station forecourt. More rigorous enforcement of the traffic regulations in this area could prevent this issue from occurring. The station has a good range of accessible features supporting autonomous travel; however it would be prudent to consider additional adaptations such as Roommate and tactile wayfinding resources to further enhance this offering.

On the whole Grimsby Town is very well connected, with good links to a variety of modes which offer a viable alternative to personal car use as a means of accessing the rail services.

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 TransPennine Express's customer panel on accessibility to review the accessible features at the station and work towards installing additional adaptations that have been endorsed by the group to further compliment the current offering.
- 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 that 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

GRIMSBY DELIVERY ACTION PLAN

| 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 | Further discussions needed |
| Information | Conduct specific customer surveys at the station at a frequency no less than 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 | Shadow NRPS utilised for user insight. |
| 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 | DfT are considering how cycle utilisation data is collected and consolidated. TPE will replace this method when determined. |
| Cycling | Upon completion of the new cycle hub, host a launch event with activities such as security marking or repair sessions, promoting both the facility and the services available. | High | To be determined | To be delivered in line with the completion of the new cycle hub | Lack of attendees | Medium | Awaiting completion of the Cycle Hub expected April 2021 |
| Car Parking | Collect car park utilisation data and monitor this, alongside station | Low | None required | Quarterly | No risk is associated with this activity | Medium | Project delayed whilst car parking facilities are reviewed |

| | | | | | | | |
|----------------------|---|--------|-----------------------------|---|---|--------|---|
| | footfall figures to ascertain whether a footfall increase is being achieved through car usage or through sustainable modes. | | | | | | |
| Car Parking | Promote car sharing through the advertising of online car sharing databases. Consideration should be given to potential incentives which could be offered. | High | To be determined | Trial to be scoped and implemented within 12 months | Promotion of car sharing may promote car usage | Medium | Project delayed whilst car parking facilities are reviewed. |
| Accessibility | Work alongside TPE's dedicated accessibility panels to carry out an audit of the accessibility features at the station, and look to fund and install new adaptations to further promote autonomous travel | Medium | Minor works-innovation fund | 12 months | There are no risks associated with this project | Medium | The group convene every quarter. |