

Station Travel Plan - Thornaby

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 from pre-March 2020 levels.

TransPennine Express is at the heart of this growth, with double digit percentage growth in passenger journeys year on year historically and 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 fact-finding visits, followed up 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 will need 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 - 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.

Source: www.sustrans.org.uk

Stakeholders (specific)

Combined Authority

Tees Valley Combined Authority

Following a widespread public consultation exercise during 2019, TVCA published the Tees Valley Strategic Transport Plan (STP) in early 2020. This is the first time such a Plan has been produced for the whole Tees Valley area and it now supersedes the Local Transport Plans (LTPs) previously prepared individually by the 5 Tees Valley local authorities (Darlington, Hartlepool, Middlesbrough, Redcar & Cleveland and Stockton-on-Tees). To complement the STP and to show how it will be delivered locally, each local authority will now prepare its own Local Implementation Plan as a continuation of the previous LTPs.

The draft headline objectives of the Tees Valley STP are:

Social Opportunity – Helping people access employment, education, healthcare, culture, leisure, and retail locations and improving public health and wellbeing.

Economic Growth – Delivering the Strategic Economic Plan and the economic growth plans of Tees Valley Local Authorities, helping businesses to grow and flourish.

Carbon Reduction and Environment – Reducing carbon emissions, minimising the impact of the transport network on the environment, and supporting the legislative requirements to reduce air and noise pollution.

The Strategic Transport Plan is accompanied by a Rail Implementation Plan, a Bus Implementation Plan and a Cycling and Walking Implementation Plan. A key focus of the Rail Implementation Plan is encouraging and promoting a greater use of rail in the Tees Valley by improving services and station facilities, while both the bus vision and the cycling and walking strategy will have a strong focus on improving integration with rail services and accessibility to rail stations.

Local Authority

Stockton-on-Tees Borough Council

Stockton-on-Tees is a Borough of wide contrasts with a mixture of busy town centres, urban residential areas, and rural villages. The main settlements within the Borough are Stockton, Billingham, Thornaby, Ingleby Barwick, Eaglescliffe and Yarm.

The adoption of the Tees Valley Strategic Transport Plan (STP) will supersede SBC LTP3. The STP has been developed as a suite of documents, with the STP being the overarching transport plan for Tees Valley. The detailed actions are then set out within a series of Implementation Plans. Each Local Authority within the Tees Valley will be preparing a Local Implementation Plan setting out how the STP will be delivered at a local level.

Local Area

Station Details

Station - Thornaby Railway Station, Mandale Road, Thornaby, Cleveland, TS17 6AW

Station Manager - Mike Drewery, Group Station Manager (Teeside)

Local Authority – Stockton-on-Tees Borough Council

Train Services

Thornaby is located close to Middlesbrough, on the branch line connecting with the East Coast Main Line, providing links to York, Leeds, and Manchester.

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

Thornaby Railway Station serves the town of Thornaby-on-Tees and surrounding areas due to the connectivity of the station with services on the East Coast Main Line.

The town has a population of around 25,000 and has seen strong investment over the last decade to improve shopping and leisure facilities in the town. Teesside Park is one of the larger developments, built on the former racecourse.

The town is home to a number of large educational institutions including Stockton Riverside College and Durham Universities Queen's Campus.

Useful Links

Station Facilities Information

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

Station Footfall Statistics

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

Cycling

National Cycle Routes

Overview

National Cycling Route 14

This route runs from Darlington in County Durham, north-east to Hartlepool, then north-west through Durham to Consett then to South Shields along the south side of the River Tyne.

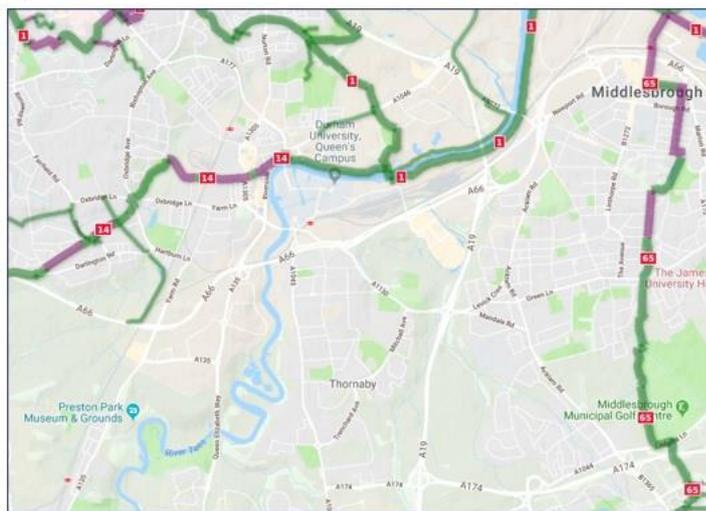
National Cycling Route 65

Part of the Transpennine Trail, this route runs from Hornsea to Middlesbrough. The route is mainly on-road. Covering 131 miles, this route is not split, and offers signed routes from Hull. This route runs directly past the station along Albert Road.

Local Routes

Local routes around the station are generally on road, but soon connect with the larger traffic free routes, particularly around the college, university and along the banks of the river.

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/mcn/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.

Stockton-on-Tees Borough Council

<https://www.stockton.gov.uk/our-places/cycling-in-the-borough/>

Cycling

Cycle Parking

Overview

Thornaby has just undergone an overhaul of its cycle storage, with a new 2 teered cycle storage facility opening in early March 2021. This facility has provided the station with 36 covered spaces with CCTV and cycle maintenance equipment on hand.



Walking

Pedestrian Access

Overview

Access to Thornaby station by foot is good, with ample signage provided on all routes. It is the signage within the station boundary which falls short. Many pedestrians could be directed sooner to put them on the right route earlier.

The footbridge offers a fast route to the University and towards the town and keeps pedestrians away from the busier roads for longer. This also links the station to the bus stops for the X8, X12, S1 and 84 services from Station Street.

The dual use pavement on the road bridge is well divided, and the tactile paving helps blind and partially sighted users to navigate this area safely.

Within the station, a pedestrian crossing is in place between the station building and the platforms. As well as creating a link for pedestrians, it acts as a traffic calming measure through the narrow area of the car park.



Public Transport

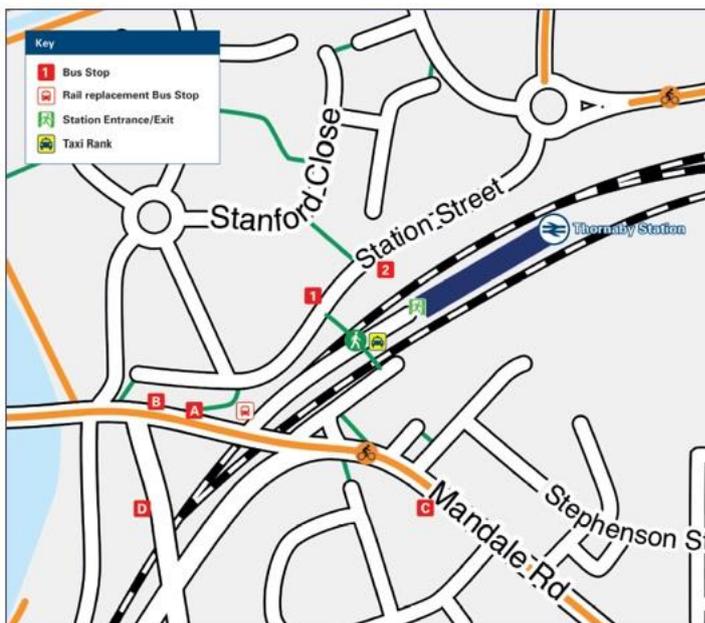
Bus Services

Overview

There are two bus stops (A and B) located close to Thornaby Station on Mandale Road, close to the junction with the A1130, just a short walk from the station building, up the approach road. Both stops offer frequent services to many small towns and villages in the region. Additional bus stops are located on Station Street and accessed from the station via the footbridge.

Thornaby station benefits from a high number of local bus services, connecting with the surrounding towns, key destinations, and through to Middlesbrough.

Bus Stands



Useful Links

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

Thornaby sits in the triangle between the A19 and A66 just before they join on the outskirts of Middlesbrough. There are very strong road connections around the region and further afield making use of the A1 and A66 to connect across the country.

The station is to the north of Thornaby, close to Stockton-on-Tees, and is very close to the A66, with good access.

Road Network Map



Road Access

Immediate Road Network

Overview

The roads immediately surrounding the station are well laid out, with dedicated cycle lanes to separate cyclists from the traffic flow.

Due to the exit from the station being relatively narrow with limited visibility, and onto a busy road, a left turn only restriction is in place, which forces motorists onto Mandale Road, heading East. The need to turn left is due to there being a bus lane in the north bound lane.

There are a number of alternative routes and roundabouts which are conveniently located to prevent this from being an issue for drivers heading West from the station.

A pedestrian crossing is in place close to the exit from the station car park which aids traffic flow in/out of the station without the need for traffic signals on the junction itself.

Road network serving the station



Road Access

Car Parking

Overview

Car parking in the area around Thornaby Station is generally allocated for a specific location, be it shops and retailers or the college and university. The parking at the railway station is in a similar vein, with its use being primarily for rail users.

The station car park does struggle with limited capacity, however there are no opportunities for expansion within the station lease area.

Car Parking Locations



1 Station Car Park
Managed by APCOA on behalf of TransPennine Express

Station Car Parks



Standard Bays	59	Car parking charges apply at all station car parks managed by TransPennine Express. Prices vary by location.
Blue Badge	4	
Premium	0	<i>Blue Badge holders benefit from free parking, with all car parks managed by TransPennine Express achieving the British Parking Association Disabled Parking Accreditation with a minimum of 5% of all parking dedicated to Blue Badge spaces.</i>
Car Share	0	
EV Charging	0	
Total	63	
Motorcycle	0	

Road Access

Taxis

Overview

There is a Hackney carriage rank at this station located on the station approach road.

TransPennine Express operate a taxi permit scheme at Thornaby Station. Only taxis with a valid permit issued by TransPennine Express are allowed to operate from the rank.

Private hire vehicles make use of the opposite side of the station approach road or the station car park for drop off/pick up.



Private Hire

The principal minicab operators in the area are:

Royal - 01642 666 666

Thornaby Town Taxis - 01642 685 050

Teesside Cars - 01642 875 875

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

Accessibility

Thornaby station has step free access to all platforms and into the car park buss stops and taxi pick up point. There are designated disabled parking bays in the carpark. There is tactile paving on the platform edges and customer help points are easily located on the platforms. The ticket office is hearing loop enabled with a hight adjustable ticket desk and there are accessible toilet facilities at the station. There are clear audible announcements and customer information screens alerting customers to incoming services and platform information.

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 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 (NRPS) 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. NRPS is currently suspended due to the COVID-19 pandemic.

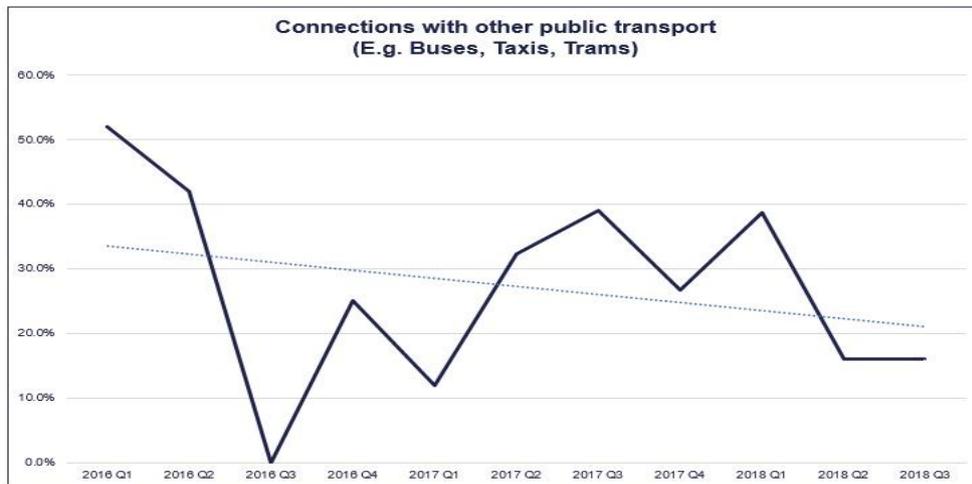
For Connections with other forms of public transport, e.g. bus, taxi etc. TPE scores are strong, meeting the industry average. They fall below other long-distance operators scores; however, this is due to the size and position of the stations which are managed.

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

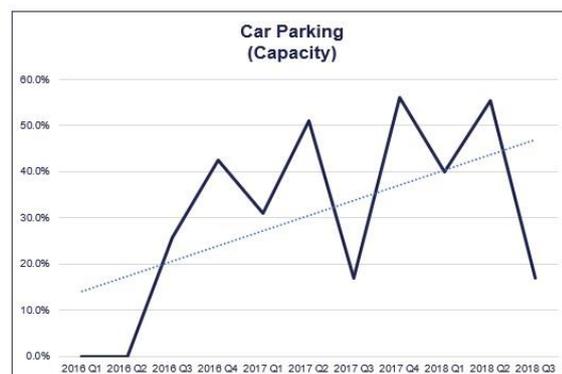
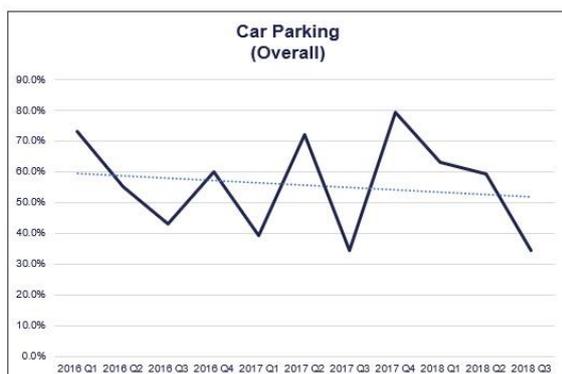


Thornaby station has good connections with other modes of transport, with bus services available from the stops at the top of the approach road.

However, the scores for this measure are low, and may represent waiting times between modes, or reduced frequency of some services. In Q3, there may also be an element of train performance impacting scores.

Customer Analysis

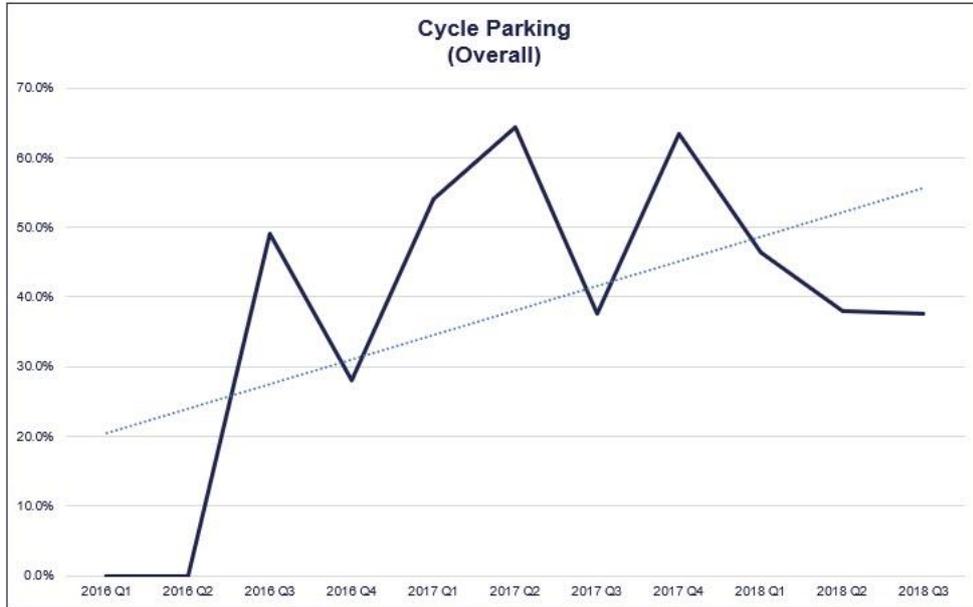
Shadow National Rail Passenger Survey



The car park at Thornaby is small, with limited space available, however, the score for capacity shows a sporadic trend, likely demonstrating the time of day when the survey was carried out. It is known that later in the day, there is very little capacity as this is taken by commuters departing the station during the morning peak.

Customer Analysis

Shadow National Rail Passenger Survey

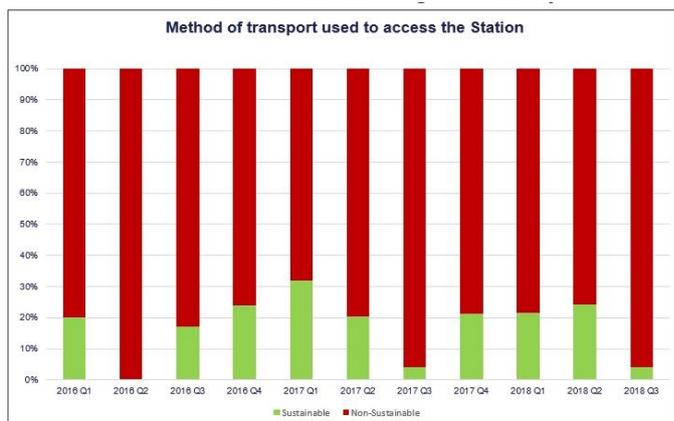


Cycle parking capacity was increased at the station in early 2018, repurposing racks moved from Middlesbrough when cycle parking was upgraded.

As with other stations, a seasonal trend is evident, however capacity and quality may also benefit from an uplift at this station.

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	

The physical links to and from Thornaby are good, however it is likely that many do not choose to use these as being a smaller station, connection times are not as strong as can be relied upon at larger city centre stations.

Evaluation

Summary of findings

Thornaby is a small but well-connected station, popular with shoppers and commuters alike. Its proximity to Middlesbrough means that there are a large proportion of short journeys taken from this station, but many also use these train services to connect with trains to London, Edinburgh and other major cities on the rail network.

Access to the station is good, with well signed walking routes to Stockton town centre, the University Campus and a number of attractions in the area.

It is similarly well supported for cyclists with cycle lanes on the main road leading to/from the station, and major segregated routes within easy pedalling distance. Additionally to this accessibility is good, with a number of welcome features threw the station, TransPennine Express's customer panel will be reviewing the full portfolio of station accessibility features to enable them to provide additional solutions to be installed.

Car parking, like many of the stations on this route, is at a premium, and is often filled early in the day by commuters, reducing capacity for leisure travellers arriving at the station later in the day. Capacity is constrained by the 'rail locked' nature of the station, with tracks on either side of the car park.

Connections between buses and trains are good at Thornaby. There are two bus stops at the top of the station approach road, and another space across the footbridge, all of which have regular bus services which serve many local villages and towns, as well as Teesside Park. Multi-modal smart ticketing would be a benefit here to encourage use of this link.

On the whole, Thornaby station is well connected, offering a good rail service across the region and connecting with the wider rail network. Customers have the ability to access the station by various methods, and it is the facilities at the station which require some focus to maximise the benefit which is being delivered by the surrounding infrastructure, and TransPennine Express are confident that this will be achieved in a relatively short timeframe.

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 TPE 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 TPE accessibility panel to regularly review and amend the accessibility features at the station ensuring a consistent standard across the TPE stations portfolio
- 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 (prior to the EMA and ERMA), 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 and Time-bound.

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	IN PROGRESS: Discussions ongoing
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	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 or if new facilities would be of benefit.	Low	None required	Quarterly	No risk is associated with this activity	Medium	New cycle parking facility's have been introduced at the station in march 2021 we will be tracking if this makes an impact in the way people travel to the station