

Station Travel Plan - Yarm

Introduction

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 policy-makers 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

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 and improving accessibility to the rail network and its integration with other travel modes. Both the bus, cycling and walking implementation plans also have a strong focus on improving integration with rail services and accessibility to rail stations.

Stakeholders

Specific

Tees Valley Mayor

The mayor can be contacted by emailing

Mayor@teesvalley-ca.gov.uk

Address's and phone numbers can be located by following this link

<https://teesvalley-ca.gov.uk/mayor/contact-the-mayors-office/>

Stakeholders

Specific

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 - Yarm Railway Station, Green lane, Yarm, Cleveland, TS15 9EH.

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

Local Authority – Stockton-on-Tees Borough Council

Train Services

Yarm is situated on the main line serving Middlesbrough and benefits from frequent connections through to York, Leeds and Manchester.

Timetables can be found at

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

<https://www.tpexpress.co.uk> › [travel-updates](#) › [timetables](#)

Yarm is a small town in North Yorkshire with a population of around 8,000, built on the bank of the River Tees. Close to Darlington and Middlesbrough, it is popular with commuters who benefit from good train services and road links across the region.

Its historic high street is around one mile from the railway station, and has a selection of shops, restaurants, pubs and bars.

Useful Links

station Facilities Information

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

Station Footfall Statistics

www.orr.gov.uk/statistics/publishedstats/station-usage-estimates

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.

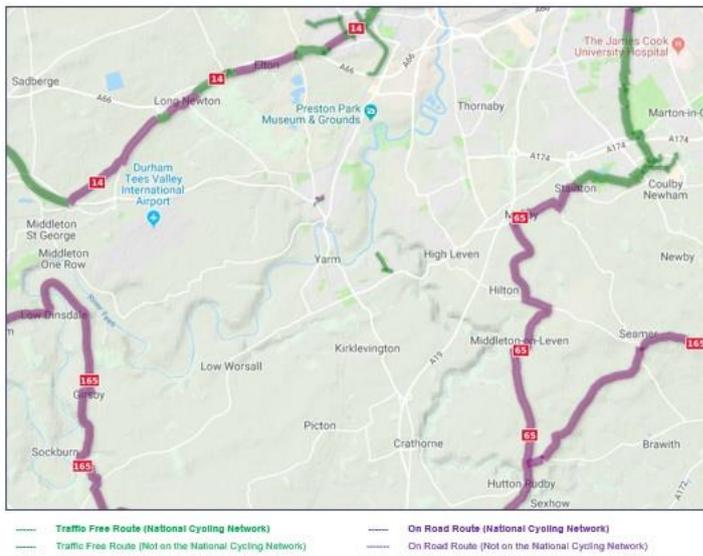
National Route 65

Route 65 runs from Hornsea to Middlesbrough and forms part of the Trans Pennine Trail between Selby and Hornsea

National Route 165

Route 165 forms part of the Walney to Wear (and Whitby) route, often referred to as the W2W. This route links Walney Island on the south-western tip of Cumbria's Irish Sea coast with the mouth of the River Wear on the North Sea coast.

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

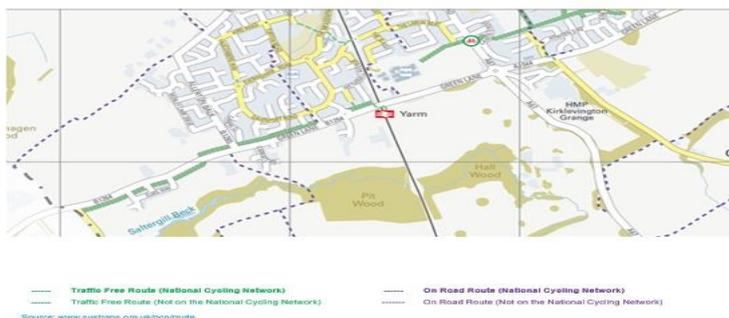
Local Cycle Routes

Overview

Though surrounded by a number of national cycling routes, there are no local routes to link Yarm to the national network.

Cyclists accessing the station are required to use the standard road network, with no provisions made for cyclists. That said, it is noted that there are some traffic free paths in the vicinity which link existing and emerging development (see green sections on map). These are 'limited' and do not link to central Yarm.

Local Cycle Routes



Useful Links

Stockton-on-Tees Borough Council
www.stockton.gov.uk/arts-culture-and-leisure/cycling-in-the-borough/

Cycling

Cycle Parking

Overview

Cycle parking at Yarm Railway Station is owned and maintained by Stockton-on-Tees Borough Council.

The cycle parking provision has recently been upgraded at the station as part of car park extension works. The cycle parking now comprises 10 covered Sheffield stands. These are located in the north east corner of the car park allowing easy access to both platforms.

Station Car Park



Spaces	4	10
Type	Lockers	Sheffield Stands
Security	None	None
Weather Protection	Fully Enclosed Lockers	None

Walking

Pedestrian Access

Overview

Yarm station is just over one mile from the town centre, with wayfinding signage from the station entrance/exit, however the lack of landmarks may be off-putting to people unfamiliar with the area.

From the car park usage however, it is clear that there is a propensity for rail users to drive to the station.

There is footway on both sides of the Green Lan,. The roadway narrows as it passes over the railway lines, and there is a separate footbridge for pedestrians. There are traffic signals on the road bridge, but no pedestrian crossing signals.

There are no pedestrian walkways within the car park area as pedestrians are encouraged to walk further along parallel to Green Lane to access the station by one of the two slopes.



Public Transport

Bus Services

Overview

The Ariva 7 and Ariva 7A stop at stand A every 10 minutes offering good links to the area .

Bus Stands



Useful Links

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

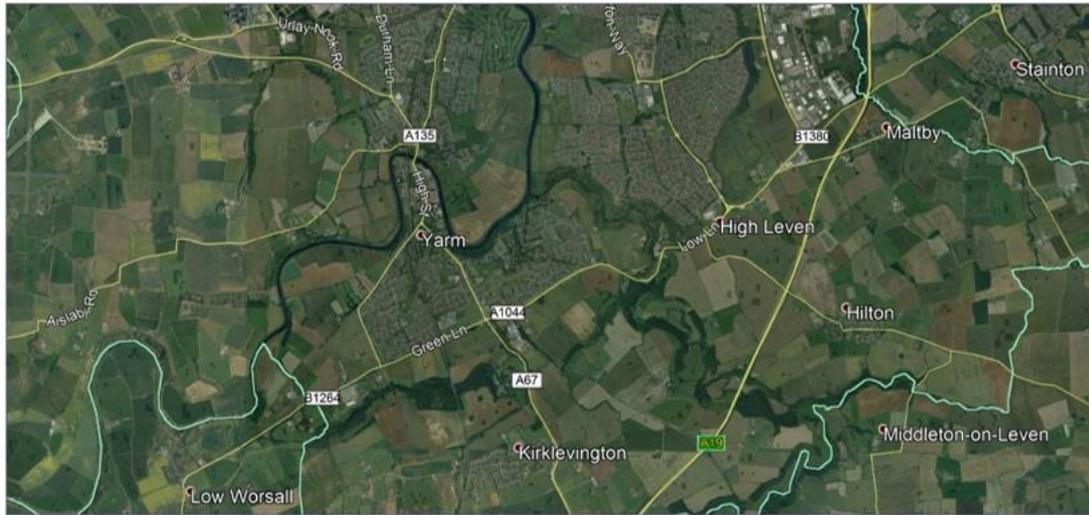
Road Access

Major Road Network

Overview

The closest major road to Yarm is the A19 providing an easy long-distance route throughout Yorkshire and the North East, connecting with the A1 to the south, offering further journey options using the national motorway network.

Road Network Map



Road Access

Local Road Network

Overview

Yarm railway station is located out of town, to the south, with the railway running through the centre. There are a number of larger roads which run around the outer edge of the town, with smaller roads netting between these.

Immediately outside the station, the road narrows to a single lane over the railway bridge, with traffic controls in place to manage the flow of traffic. This helps to create gaps in the traffic flow for those entering/exiting the station car park.

Road Network Map



Image Source: Google Earth

Road Access

Car Parking

Overview

Car parking provision at Yarm station is provided by Stockton-on-Tees Borough Council.

There is a 93 space car park adjacent to the station.

In normal times capacity is an issue, and despite a recent extension, the car park continues to be full to capacity following the morning peak. This is due to the lack of suitable alternative methods of accessing the station.

Car Parking Locations



1 Station Car Park
Managed by Stockton-on-Tees Borough Council

Station Car Parks



Standard Bays	50
Blue Badge	2
Premium	0
Car Share	0
EV Charging	2
Total	54
Motorcycle	0

Accessibility

Yarm station has two platforms, both platforms have waiting shelters and help points for customers requiring assistance. There are no customer toilet facilities at the station. The station is unmanned therefore passenger assistance requests are handled by the onboard team. Platform one has access to a ticket vending machine. Both platforms have step free access with dropped curbs giving access to the carpark. The car park is independently managed by the local council but there are blue badge parking bays available. There are tactile markings denoting the platform edge, however these are required to be updated.

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 our own shadow NRPS 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.

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%

There is a noticeable increase in the score for 'Connections with other forms of public transport' between 2017 and 2018. Responses to this question often capture customers opinions about the availability of connections with other train services, despite this being captured in a separate question. In December 2017, several timetable changes came into place across the North of England, offering new services and improved connectivity which likely affected this score. Similarly,

development works at stations neared completion, delivering new facilities and opportunities for customers, again impacting this score.

This indicator incorporates a number of factors and is built through responses to a set of questions relating to car park quality, costs, and capacity. It is the latter of these which we believe is driving dissatisfaction. Car parking capacity has long been an issue for TransPennine Express, with growing footfall at constrained station sites, meaning the opportunities to expand car parking provision are minimal. It is expected that this score will continue to fall unless significant developments can be realised to create large new car parks close to the stations.

Useful Links

Transport Focus

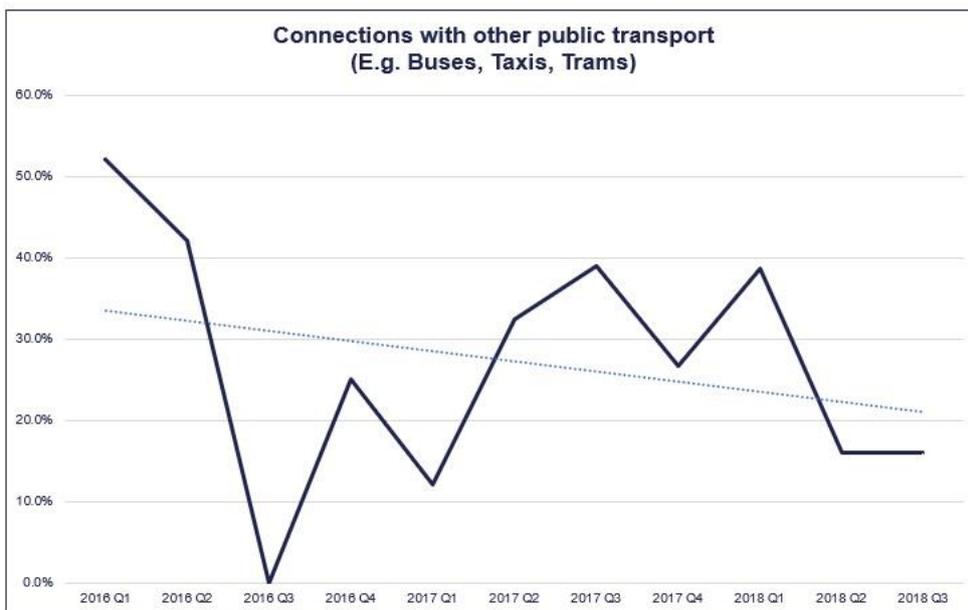
www.transportfocus.org.uk

Producers of the National Rail Passenger Survey and customer advocate.

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.

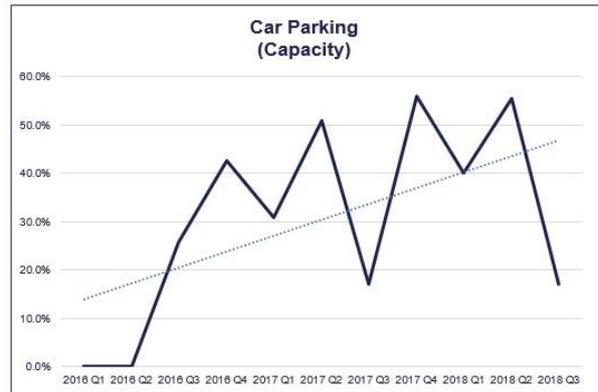
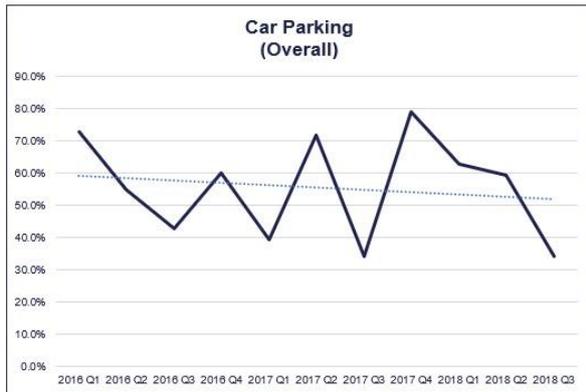


As an out of town station, situated within the residential area, Yarm does not benefit from the connectivity enjoyed by other stations where passing bus services, walking connections and general convenience create good connections with other modes of transport.

There is a known reliance on private cars to access the station through the low frequency of bus services and minimal cycle parking provision.

Customer Analysis

Shadow National Rail Passenger Survey

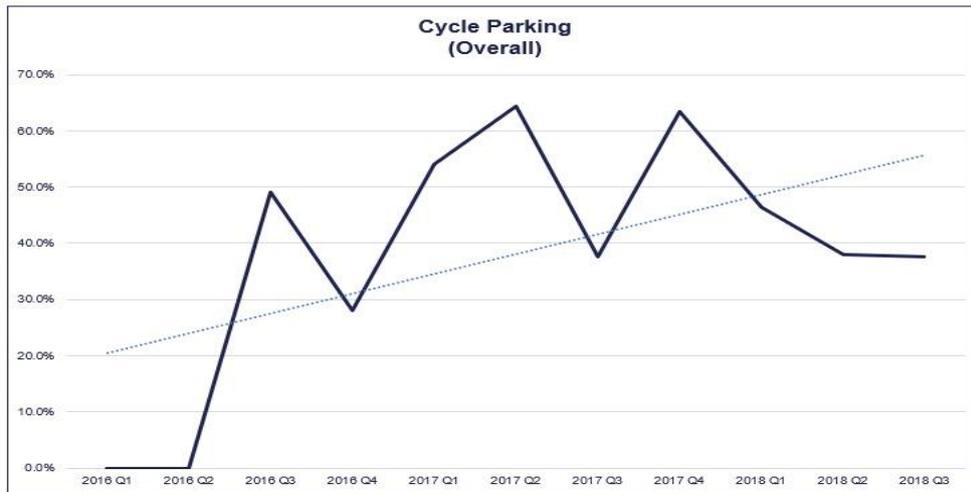


The car park has experienced capacity issues for several years. This has been addressed by the local authority who delivered a car park expansion, so it is surprising to see a steep fall in Q3, nonetheless the overall trend, even on a small sample size, is one of improvement.

Customer Analysis



Shadow National Rail Passenger Survey

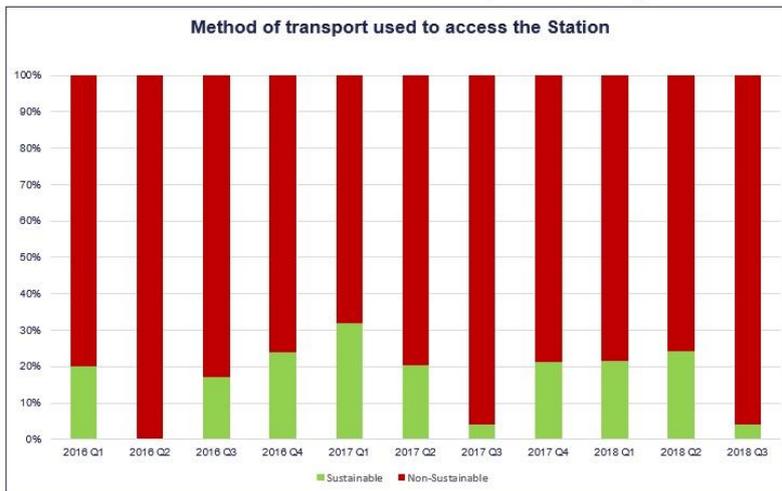


With a small sample size, it is difficult to suitably determine the accuracy of this measure as a representation of collective views of all users of the station.

Nonetheless, there is an upward trend, with a clear differentiation between summer and winter scores, indicating a need to consider weather protection for the cycle parking provided.

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	

As expected, the scores for sustainable travel are low for Yarm given its lack of connectivity with sustainable modes and location away from the town centre.

Evaluation

Summary of findings

Yarm Station is positioned about one mile from the town centre. The surrounding area is mainly residential, with a number of housing developments within walking distance, however the main conurbation of Yarm is at least 20 minutes walk away.

This positioning leads to a clear reliance upon cars to access the station. The car park has recently been expanded completed in 2020.

There is a bus stop located in the station car park though this doesn't currently support many services, however a bus stop is located a short walk from the station with a more regular service,. A trial of a service calling at the station more regularly, particularly at peak times could be more appealing to customers. This will be recorded as an action for TransPennine Express to pursue with the local transport provider. The station has many useful accessibility features to support customers with accessibility requirements to travel independently however TPE are keen to ensure that all stations receive a thorough review of accessibility features ensuring that the station is of optimum accessibility.

On the whole, Yarm station serves its purpose in catering for a dedicated group of commuters, however, more can be done to cement the station as an active location within the town.

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.
 - Assess the station facility's with support from the Accessibility customer panel and look to introduce innovative accessibility features to support autonomous travel
- 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 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

Theme	Description	Impact	Funding Source	Deadline	Risk	Priority	Update
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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 Counsel have shown an interest in ensuring the Ariva 7 can link up with TPE arriving services
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	In collaboration with the local authority / council, 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	Ongoing assessment of facility's continues
Car Parking	In collaboration with the local authority, council, review and monitor car park utilisation data, alongside station footfall figures to ascertain whether a footfall increase is being achieved through car usage or through sustainable modes, and devise suitable	Low	None required	Quarterly	No risk is associated with this activity	Medium	Carparking data has not been collected whilst Covid 19 restrictions have been in place, with the newly developed carpark it will be prudent to continue this audit



	follow up actions to ensure options are available to make journeys by sustainable methods.						
Accessibility	In collaboration with the TPE accessibility customer panel, review and update the station accessibility features to ensure it is compliant and offering an excellent customer experience for all	Medium	Minor works and innovation fund	April 2022	No risk is associated with this activity	Medium	TransPennines accessibility panel convene every quarter
Collaboration	Work alongside the local authority to assist with encouraging and promoting a greater use of rail in the Tees Valley by improving services and station facilities and improving accessibility to the rail network and its integration with other travel modes.	Medium	There are no finances attached to this project	Ongoing	There are no risks associated with this project	Medium	