

# Station Travel Plan Scarborough

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## Introduction



TransPennine Express Station Travel Plans are produced in line with guidance issued by Rail Delivery Group (RDG) formerly the Association of Train Operators (ATOC).

## Process



All information contained within the Station Travel Plan is correct as of the date of publishing.

## Stakeholders



Station Travel Plans will be updated and republished on the anniversary of the publishing date.

Use the **Dark Blue** arrows to navigate to each section of the document.

## Local Area



## Accessing the Station



Cycling



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# Introduction

## What is a Station Travel Plan?

The Department for Transport defines as 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?

Demand for rail continues to grow, with more and more people choosing to travel by rail each year. It is predicted that 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 Transport 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 up by an accompanied visit with stakeholders to confirm details. This will form a base upon which any improvements will be measured.

## 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 Transport 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. A recent change to Rail Delivery Group brings with it a new mission statement:

*"Enabling rail companies to succeed by delivering a successful railway"*

The purpose of the Rail Delivery Group (RDG) is 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.atoc.org/about-atoc](http://www.atoc.org/about-atoc)

Source: [www.raildeliverygroup.com/about-us](http://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 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 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

#### Scarborough Borough Council

In addition to the town of Scarborough, it covers a large stretch of the coast of Yorkshire, including Whitby and Filey. It borders Redcar and Cleveland to the north, the Ryedale and Hambleton districts to the west and the East Riding of Yorkshire to the south. Transport policy is managed by the county council.

### County Council

#### North Yorkshire County Council

North Yorkshire County Council covers the 7 districts of Selby, Borough of Harrogate, Craven, Richmondshire, Hambleton, Ryedale and the Borough of Scarborough.

In April 2016, North Yorkshire County Council published its Local Transport Plan Four (LTP4) which sets out their plans and strategies for maintaining and improving all aspects of the local transport system for the next 30 years. Within the LTP4 is their vision for the future:

“Our vision is that we want North Yorkshire to be a thriving county which adapts to a changing world and remains a special place for everyone to live, work and visit”

From this vision, and following consultation with local residents, businesses, stakeholders and partner organisations, five objectives were identified. These are:

- **Economic Growth**  
Contributing to economic growth by delivering reliable and efficient transport networks and services
- **Road Safety**  
Improving road and transport safety
- **Access to Services**  
Improving equality of opportunity by facilitating access to services
- **Environment and Climate Change**  
Managing the adverse impact of transport on the environment
- **Healthier Travel**  
Promoting healthier travel opportunities

Within LTP4, there is also reference to an ambition for:

- Access to high speed rail where 85% of North Yorkshires population can get to a HS2 hub (York, Leeds, Darlington) within 40 minutes
- 75% of the population to access a conventional railway station within 20 minutes.

# Local Area

## Station Details

### Station

Scarborough Railway Station  
Westborough  
Scarborough  
North Yorkshire  
YO11 1TN

### Station Manager

Mike Drewery  
Group Station Manager (North East)

### Local Authority

Scarborough Borough Council

### Train Services

Scarborough is the terminus station for the route which connects with York via Malton, with onward services to Leeds, Manchester and Liverpool. Local services along the east coast are also available, provided by Arriva Rail Northern.

Timetables can be found at  
[www.tpexpress.co.uk/travel-updates/timetables](http://www.tpexpress.co.uk/travel-updates/timetables)

Scarborough is an established tourist destination on the Yorkshire coast, popular with holiday makers and day trippers drawn by the historic attractions including Scarborough Castle and Scarborough Spa. The construct of the town is split due to the geography, with the port at the lower level, and the town centre higher up above the cliffs.

As well as the tourist industry, there is a growing digital and creative economy.

The population of Scarborough itself is around 60,000, but reaches closer to 100,000 when the small towns and villages in the surrounding area are included as part of Scarborough district.

### Useful Links

**Key Local Attractions and Events**  
[www.tpexpress.co.uk/explore-the-north-and-scotland/destinations/scarborough](http://www.tpexpress.co.uk/explore-the-north-and-scotland/destinations/scarborough)

**Station Facilities Information**  
[www.tpexpress.co.uk/travelling-with-us/station-information/huddersfield](http://www.tpexpress.co.uk/travelling-with-us/station-information/huddersfield)

**Station Footfall Statistics**  
[www.orr.gov.uk/statistics/published-stats/station-usage-estimates](http://www.orr.gov.uk/statistics/published-stats/station-usage-estimates)

# 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 6 being the closest to Scarborough.

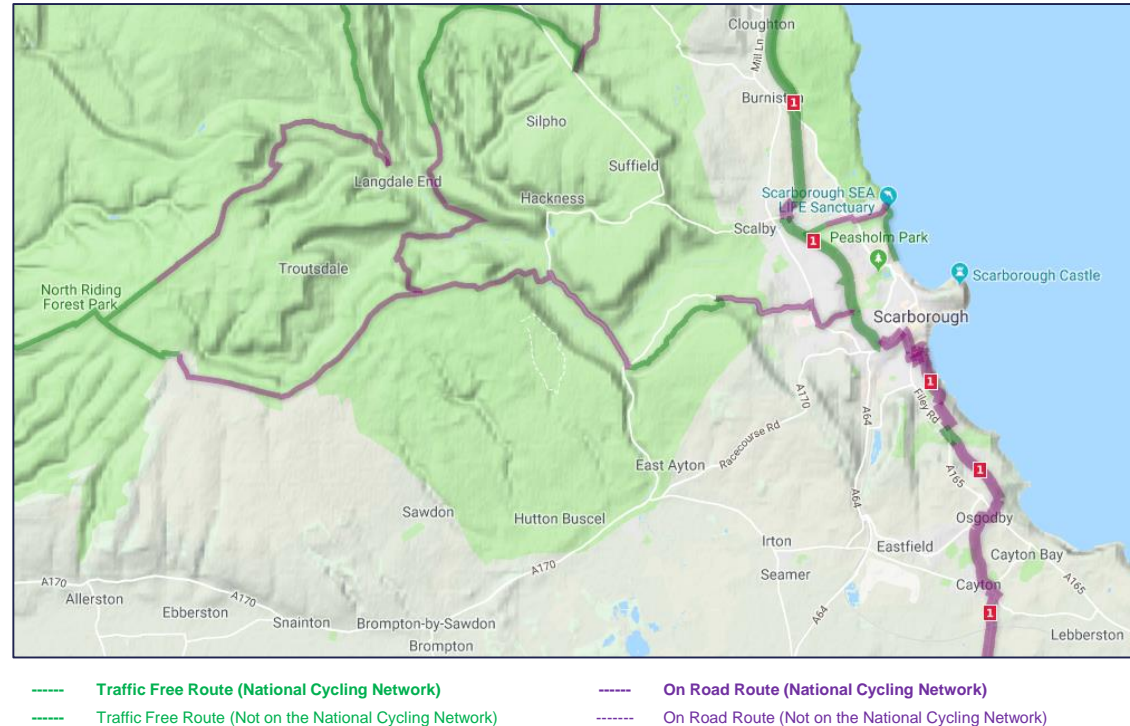
#### Section 6 – Hunmanby to Whitby

This mainly coastal route is signed between Hunmanby and Whitby via Scarborough. Scarborough to Whitby is also known as the Cinder Track.

Route 1 runs directly past the station, wrapping around from Valley Bridge Road, before turning right onto a greenway behind Sainsburys. From here there are links into the Yorkshire Moors however the majority of these are on road.

Source: [www.sustrans.org.uk/ncn/route](http://www.sustrans.org.uk/ncn/route)

### Cycle Routes



### Useful Links

#### Sustrans

[www.sustrans.org.uk](http://www.sustrans.org.uk)

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

#### Cycling UK

[www.cyclinguk.org](http://www.cyclinguk.org)

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



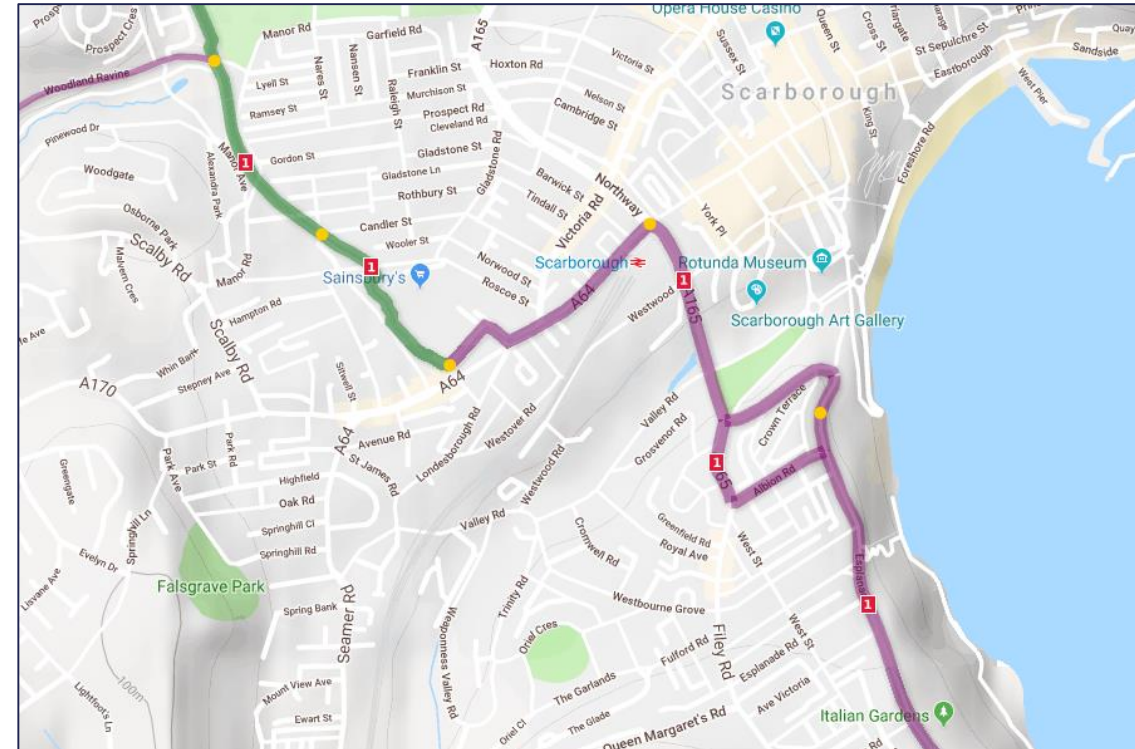
# Cycling

## Local Cycle Routes

### Overview

There is no segregated cycling route with cyclists being required to make use of the road network although this is signed as part of route 1, which turns off the highway a small distance from the station and is off-highway.

### Local Cycle Routes



----- Traffic Free Route (National Cycling Network)  
----- Traffic Free Route (Not on the National Cycling Network)

----- On Road Route (National Cycling Network)  
----- On Road Route (Not on the National Cycling Network)

Source: [www.sustrans.org.uk/ncn/route](http://www.sustrans.org.uk/ncn/route)

### Useful Links

**North Yorkshire County Council**  
[www.openscarborough.co.uk](http://www.openscarborough.co.uk)  
Information about cycling and walking within Scarborough

# Cycling

## Cycle Parking

### Overview

As part of TransPennine Express franchise agreement, new cycle storage facilities were installed at Scarborough Station in early 2018.

These new facilities are located close to the station car park, amending the route of entry for customers arriving at the station by bicycle, taking the facilities away from the platforms to better accommodate larger trains serving the station.

Aspirations remain to add further cycle parking facilities at the station, utilising parts of the station building to develop a cycle hub with repair facilities and other services. TransPennine Express will continue to pursue opportunities to deliver these aspirations.

### Station Car Park



<b>Spaces</b>	64
<b>Storage Type</b>	Two-Tier Racks
<b>Security</b>	Covered by CCTV
<b>Weather Protection</b>	Canopy
<b>Utilisation</b>	Low



# Walking

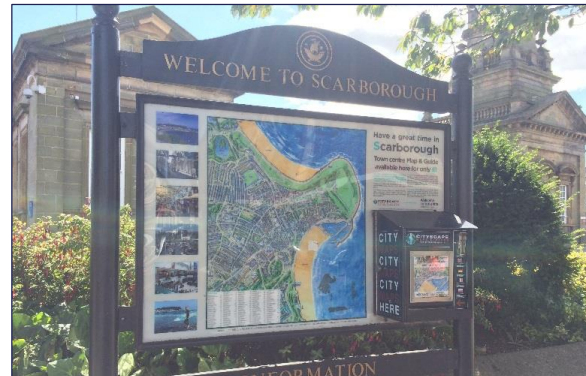
## Pedestrian Access

### Overview

Customers accessing the station on foot are well catered for, with clear directional signage to the majority of local landmarks, along with information maps, recognising the large tourist trade to the town.

Whilst the road surrounding the station are large, pedestrians benefit from controlled crossings with staggered islands, featuring tactile paving.

The most difficult area is within the station forecourt, where pedestrians need to be aware of turning taxis and cars accessing the short stay and blue badge parking bays.



# Public Transport

## Bus Services

### Overview

There are four bus stands immediately outside the station, with more stops a short walk away towards the town centre on York Place. The bus stands are clearly labelled, with each stand displaying the service numbers which use the stand, along with key messages about “use this stop for...”, which is helpful for anyone unfamiliar with the town or services.

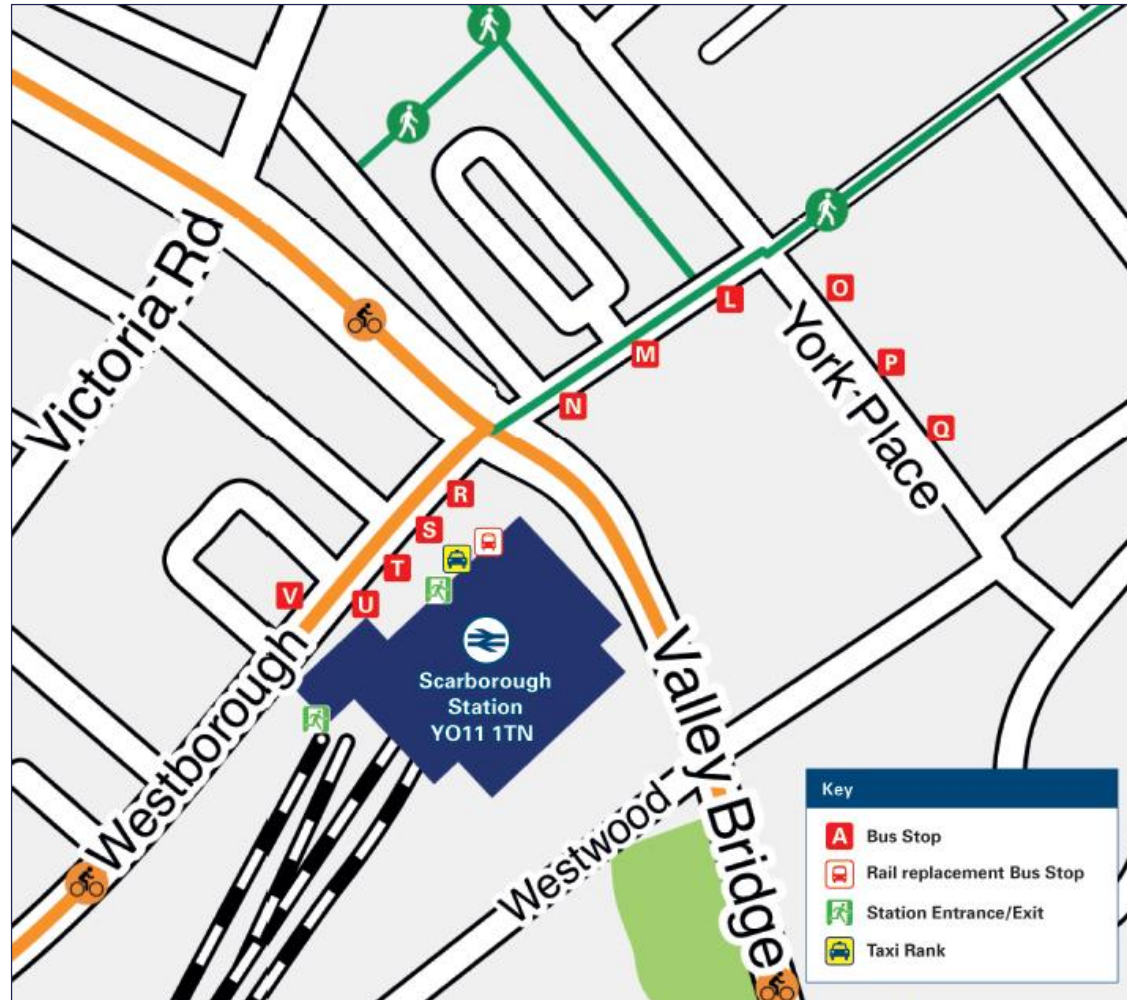
There is an overarching timetable board, showing the destinations, which services to use, and which stand passengers need.

There is a plentiful supply of bus services in Scarborough, providing a range of journey options around the town, to key attractions, and beyond to local towns and villages.

The quantity and frequency of the bus services means that Westborough can become very busy with buses waiting at all 5 stands.

Image Source: National Rail Enquiries

### Bus Stands



### Useful Links

#### National Rail Enquiries

<http://www.nationalrail.co.uk/posters/SCA.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](http://www.plusbus.info)  
Offering discounted city centre bus travel when purchased with a rail ticket.

#### Traveline

[www.traveline.info](http://www.traveline.info)  
08712002233  
Providing information about local bus services.

#### NextBuses

[www.nextbuses.mobi](http://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

Scarborough is located at the end of the A64, the main road connecting Scarborough and many other key towns in Yorkshire with York itself and the main motorway network including the M62, A1M and M1.

The A64 is renowned for its high traffic levels, particularly in the summer months, and is single carriageway for significant sections. As such, the train is a useful and popular alternative for day trippers and commuters alike, with significant demand being demonstrated.

Scarborough is also served by the A170, which provides a parallel link to the A19, giving journey options to the North without the need to use the A64 via York.

### Road Network Map

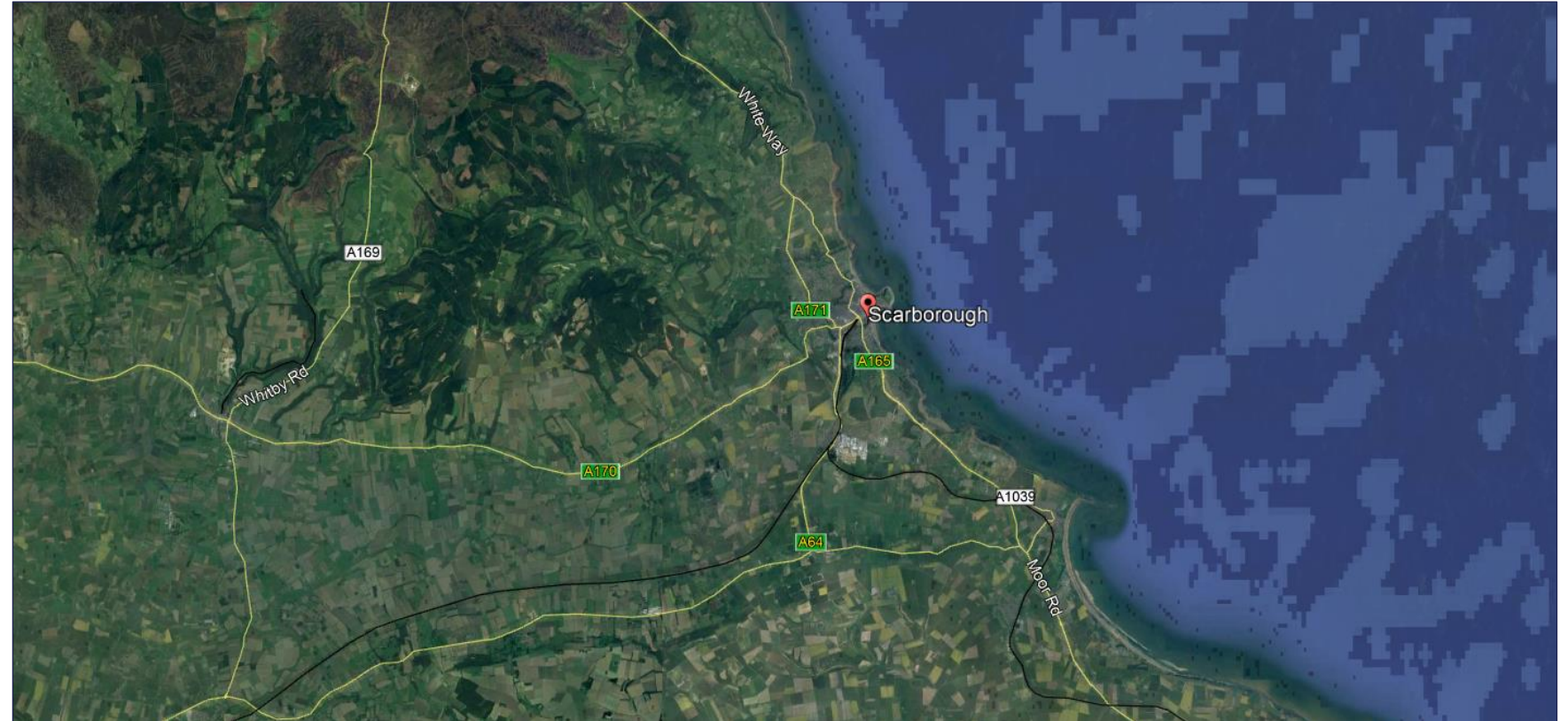


Image Source: Google Earth



# Road Access

## Local Road Network

### Overview

Within Scarborough itself, there are a number of dual carriageways which wind their way through the town centre, and a number of large junctions, one of which is directly outside the railway station where the A64 meets the A165 (Coast Road).

Traffic can be an issue, particularly during the peak summer period. Some of this has been combatted by the introduction of one-way streets and restrictions on where vehicles can turn. On Westborough, immediately outside the station, there is a large number of bus stops which line either side of the roads, and lots of turning traffic which adds to the congestion in the area.

### Road Network Map



Image Source: Google Earth

# Road Access

## Immediate Road Network

### Overview

The entrance to the short stay car park is fairly obvious, but can be busy, especially when the taxi rank is at capacity. There are also examples of people using the short stay as a drop off point for the town centre, which adds to congestion.

Access to the main station car park is from Westborough, and is not immediately obvious as it is through the archways, and can often be obscured by buses. Exiting the car park is easier as it joins Westborough further up, away from the bus stops, however visibility of pedestrians is difficult.

### Road network serving the station





# Road Access

## Car Parking

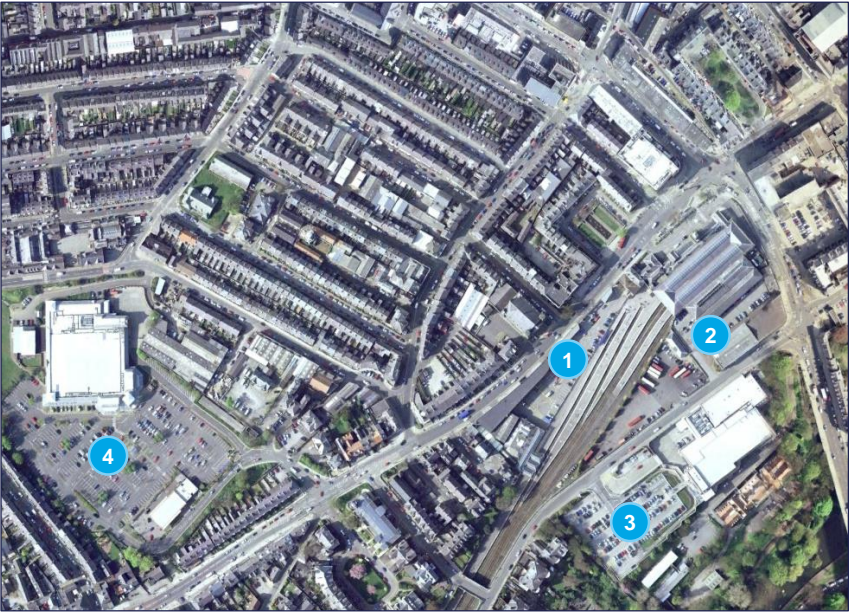
### Overview

The station car park is to the side of the main station building, and runs along the side of Platform 1, as far as the former goods office. There are separate entry and exit gates, which aid flow, however they restrict the layout of the car park at the station end. The area between the two gates is allocated for staff parking.

The car park is popular with non-rail users as it is cheaper than surrounding council park parks.

There is pedestrian entry to the car park from both Westborough and to/from Platform 1, via a small gate in the fence line close to the station building.

### Car Parking Locations



- 1 Station Car Park**  
Managed by APCOA on behalf of TransPennine Express
- 2 Westwood**  
Managed by Scarborough Borough Council
- 3 Tesco**  
Customer use only
- 4 Sainsburys**  
Customer use only

### Station Car Park



<b>Standard Bays</b>	<b>92</b>	Car parking charges apply at all station car parks managed by TransPennine Express. Prices vary by location.
<b>Blue Badge</b>	<b>5</b>	
<b>Premium</b>	<b>0</b>	
<b>Car Share</b>	<b>0</b>	<i>Blue Badge holders benefit from free parking, with all car parks managed by TransPennine Express achieving the British Parking Association Disabled</i>
<b>EV Charging</b>	<b>0</b>	<i>Parking Accreditation with a minimum of 5% of all parking dedicated to Blue Badge spaces.</i>
<b>Total</b>	<b>97</b>	
<b>Motorcycle</b>	<b>0</b>	



# Road Access

## Drop Off / Pick Up

### Overview

The area at the front of the station has been reconfigured, with blue badge bays relocated from the long stay car park to the front of the station to reduce walking distances. Customers wishing to make use of short stay have a 20 minute grace period in the main station car park.

The area to the front of the station is quite tight, and can prove difficult for some larger vehicles to turn around. The drop off point is located at the rear of the taxi rank.

There are large pedestrian flows from the front of the station across this area to the pedestrian crossing at the major junction.

Within this area there is also a loading bay for the Railway Club.

Access to the drop off point and taxi rank is well signed, however congestion can occur when drivers are turning right out of the car park, as it can be difficult to see past the buses waiting at the stands.

To avoid this area, some customers make use of the long stay car park for drop-off and pick-up.

### Drop Off / Pick Up Location



# Road Access

## Taxis

### Overview

There is a taxi rank to the front of the station. The rank is very busy, with a feeder rank along the far side of the station forecourt.

Taxis using the rank are required to display a station permit.

### Private Hire

The principal minicab operators in the area are:

#### **Station Taxis**

01723 366 366

#### **Nippy Taxis**

01723 377 377

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

# Customer Analysis

## National Rail Passenger Survey

### Connections with other forms of public transport

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

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.

### Facilities for car parking

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

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.

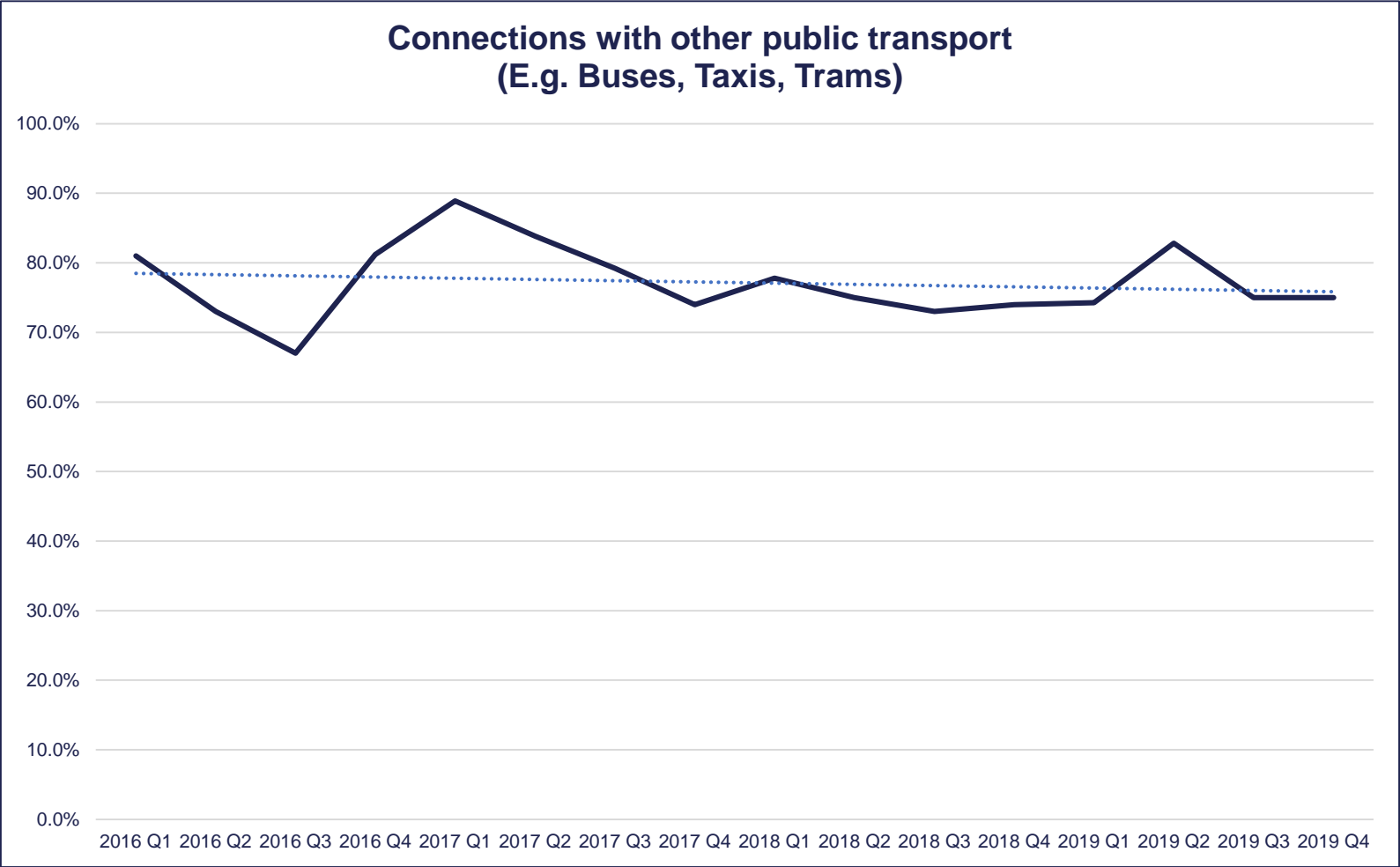
### Facilities for bicycle parking

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

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

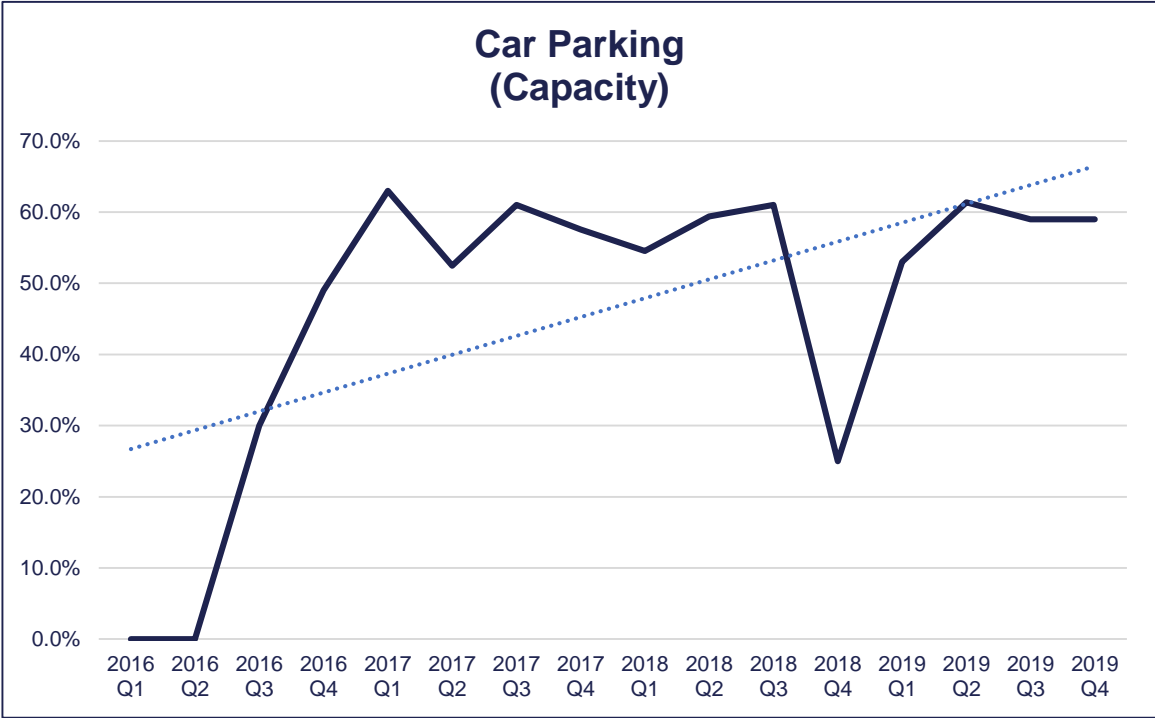
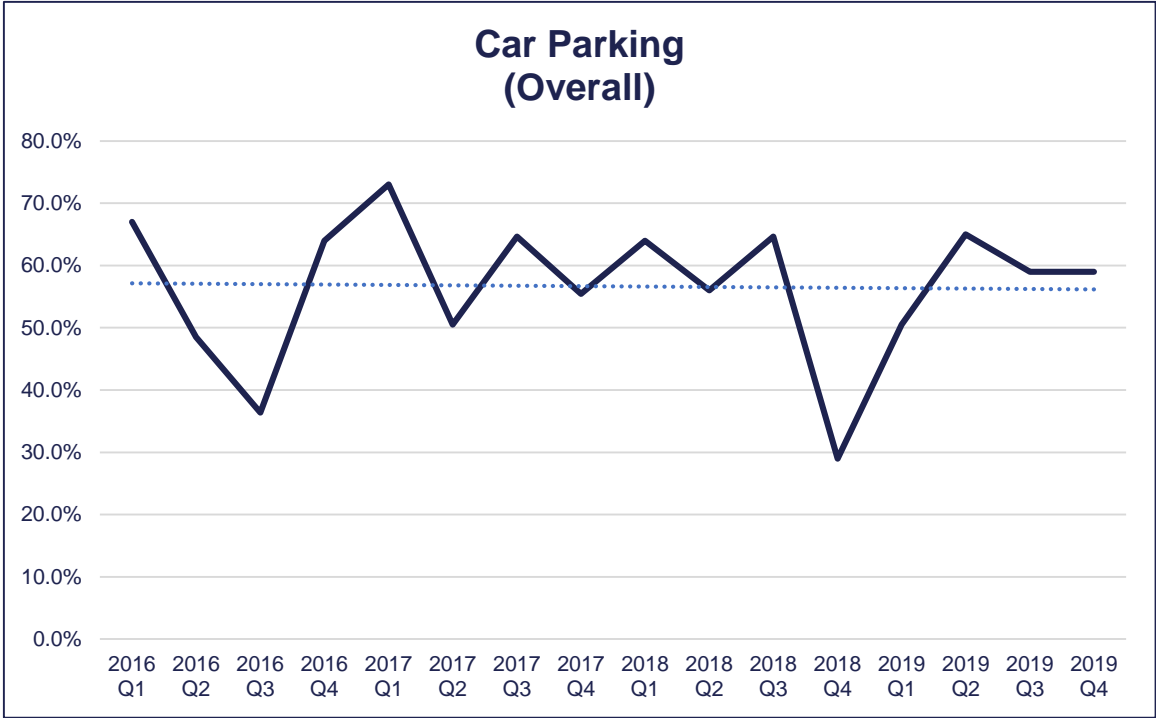


As a town centre station, Scarborough benefits from good access to local amenities, including the town bus station to the front of the railway station. There is also an on site taxi rank.

Whilst scores on average sit close to or above 50%, it is difficult to understand how these could be improved upon through physical works, and as such it could be that the timing of connections is impacting these scores.

# Customer Analysis

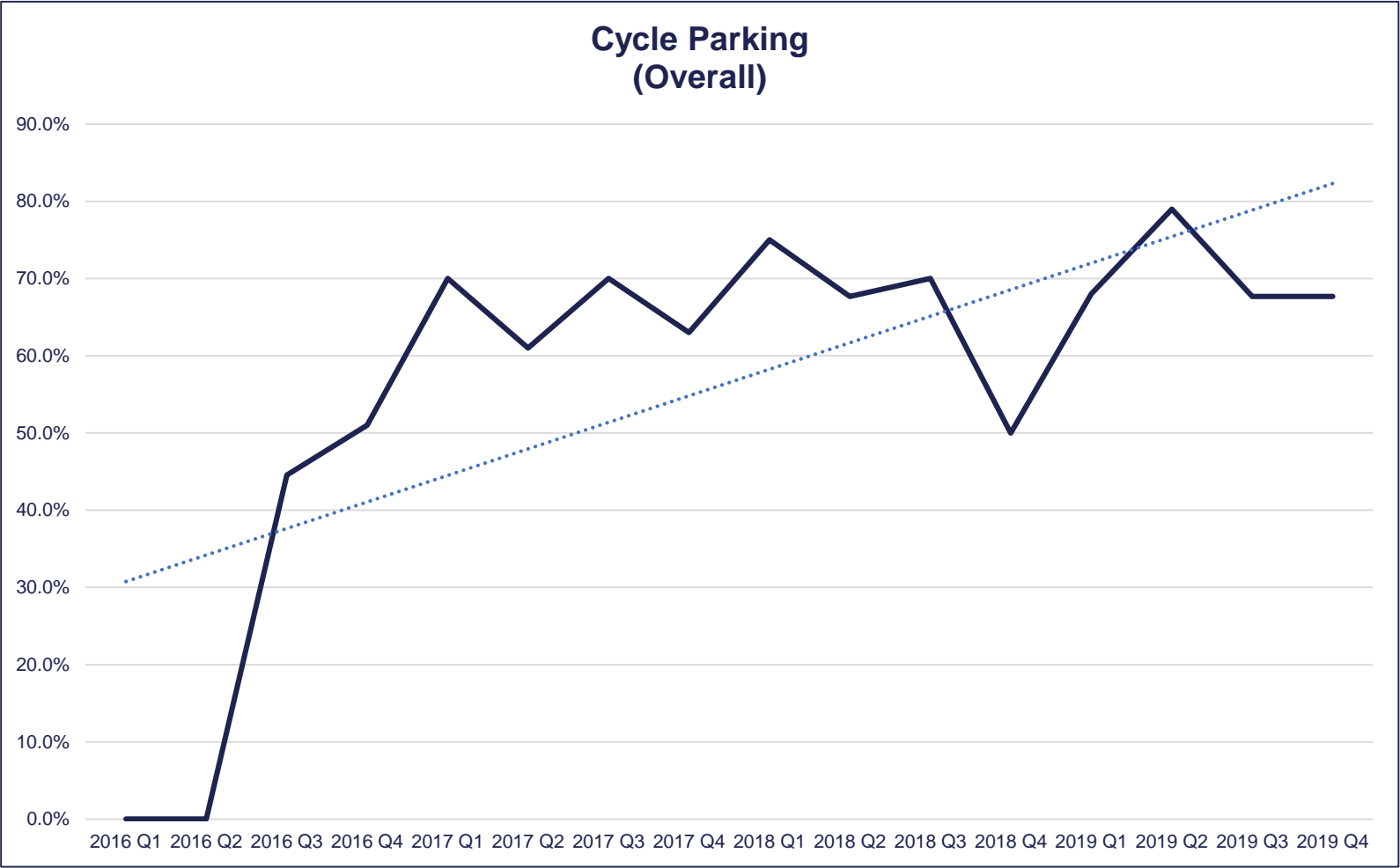
## Shadow National Rail Passenger Survey



There is a generous station car park at Scarborough, which rarely reaches capacity, so it is disappointing that these facilities are not scored higher by customers.

# Customer Analysis

## Shadow National Rail Passenger Survey

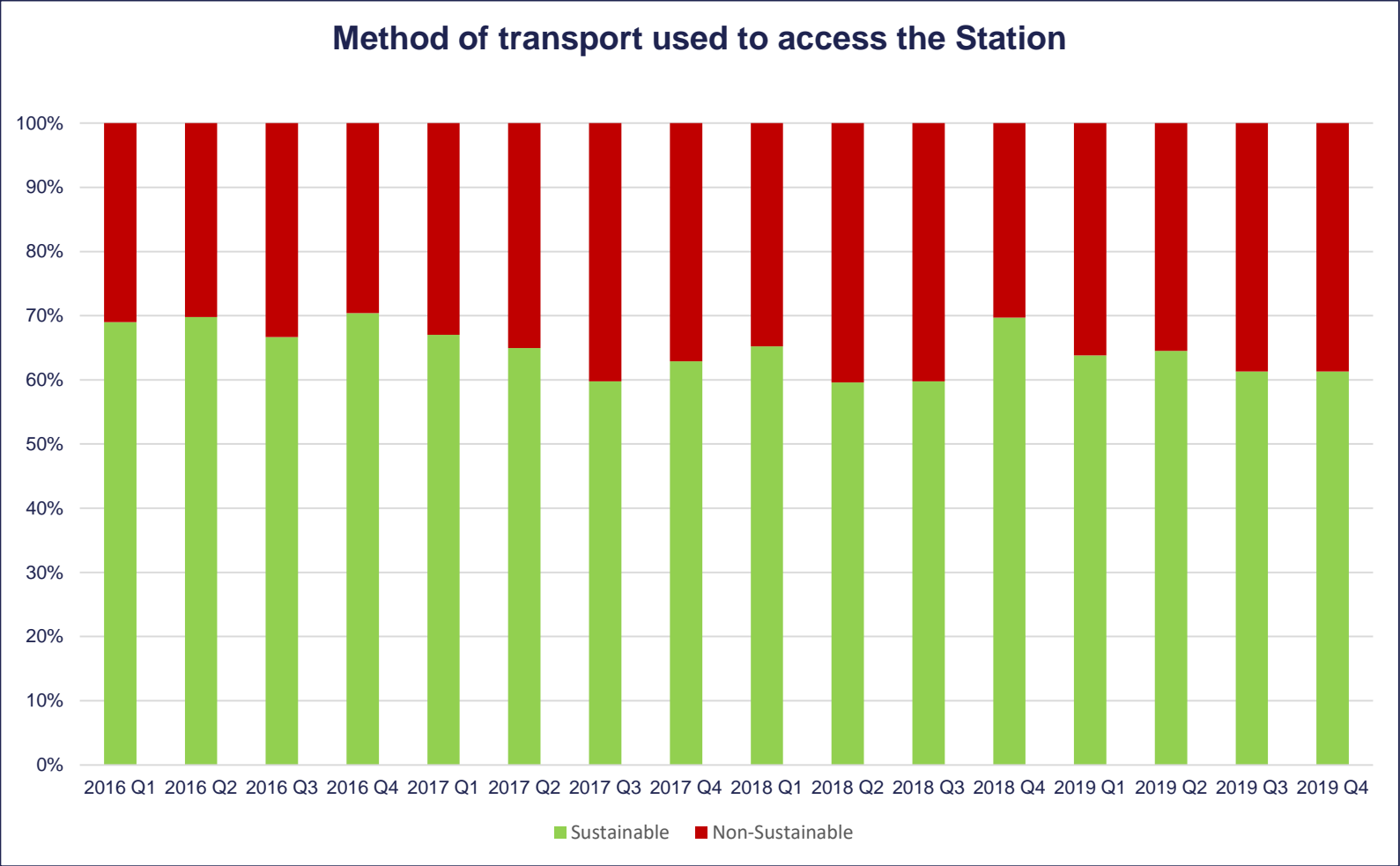


In early 2018, new cycle parking was introduced at the station, which whilst moving away from the main train shed, offered easier access for cyclists with greater capacity.

Longer term, the hope is to improve upon this again with a staffed facility offering a link to the national park with services including repairs and cycle hire, but these aspirations are subject to funding.

# Customer Analysis

## Shadow National Rail Passenger Survey



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

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

For a town centre station, it could be expected that a greater proportion of customers would arrive by sustainable means, nonetheless the consistency of the scores is reassuring.

# Evaluation

## Summary of findings

Scarborough is well established as the transport interchange within the town with excellent integration between the station and local bus services, and its positioning meaning that most major attractions are within easy reach on foot or using buses.

Cycling presents an opportunity to develop links to attractions slightly further from the station through sustainable means, and reinforces TransPennine Express' plans to introduce a cycle hub at the station, recognising the cycle propensity within the town following the popularity of the Tour De France Grand Depart and Tour De Yorkshire.

There is evidence to suggest that benefits could be realised from improving the shared space to the front of the station where there is currently a myriad of pedestrians, taxis and cars. This could be something as simple as defining walking routes, to something more drastic looking at the positioning of taxi rank.

Car parking scores well for the station, and currently, capacity seems adequate, but with the introduction of longer trains, more frequent journey opportunities to York and increasing pressure on the A64, demand could soon outstrip capacity. Considerations should be given as to how the facility is prepared for this expected growth. It is also important to recognise the current issues around signage for the station car park, and how the entry/exit routes are performing, and whether there are opportunities to improve this.

Longer term development of the station may drive further requirements for change at the station. If ticket gates were introduced at the station, it is likely that there would be significant changes to the pedestrian flows, particularly to and from the car park, which may introduce needs for changes to the car park, and front of the station to ensure easy and natural walking routes are established.



# 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.
- 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 will deliver within the 7-year franchise period, each of which is designed to revolutionise the train service and improve the customer experience for rail users across the North. 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.

Minor Works schemes are also being developed on an annual basis which seek to improve the accessibility of our stations through the delivery of small schemes e.g. installing handrails and height adjustable booking office counters. The specific works for this station are not referenced in this document.

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

- Specific
- Measurable
- Attainable
- Realistic
- Time-bound

# Delivery

## Action Plan

Theme	Description	Impact	Funding Source	Deadline	Risk	Priority	Update
Car Park	Consider options to change the layout of the long stay car park to improve flow, visibility and capacity.	H	TBD	June 2018	None	M	To be considered as part of any changes resulting from cycle parking investment or new car parking developments.
	Work with Scarborough Borough Council to improve signage to the long stay car park from Westborough	L	TBD	June 2018	None	M	To be discussed
	Review the pricing strategy for the station long stay car park to ensure that the car park is being used primarily by rail users, and not directly competing with local car parks for use by shoppers etc.	L	Non- Required	June 2018	Complaints from rail users regarding cost increases	M	Car park pricing undergoes annual review
Drop Off	Consider options to change the layout of the taxi rank and short stay bays at the front of the station to reduce congestion.	M	TBD	December 2018	None	M	Changes were carried out to ensure compliance with quantity of Blue Badge bays. Further changes can be considered.
	Consider options to introduce a pedestrian crossing from the station to the junction of Westborough and Valley Bridge Road across the short stay car park.	H	TBD	December 2018	None	M	To be funded using Minor Works
Cycling	Bid to DfT Cycle Rail Fund to secure funding for a new cycle hub to be located in the current cleaner's store.	H	DfT with third party funding from Scarborough Borough Council	March 2019	None	H	Bid was unsuccessful.
Cycling	Look to provide a marked cycle lane on Westborough, with clear signage to the railway station cycle parking	H	DfT with third party funding from Scarborough Borough Council	March 2019	None	H	Bid was unsuccessful.
Ticket Purchasing	Look at options to amalgamate the travel centre and ticket office at the station to create a single area for ticket purchases	H	TBD	No deadline set	None	L	Project funded through TransPennine Express Customer and Community Improvement Fund.