

Station Travel Plan

Huddersfield & Dewsbury

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'*

Over the next two years, TransPennine Express is undertaking Station Travel Plans for the 19 stations where they are currently the Station Facility Owner (SFO). This document serves as an update to the Station Travel Plan produced by First/Keolis TransPennine Express in the interim.

Why Develop a Station Travel Plan?

Demand for rail is growing. More people are choosing to travel by rail and demand has risen to its highest point since 1920, and it is set to keep on rising, with predictions that demand will more than double within the next 30 years.

This increase means that more and more people are travelling to and from our stations, with cars being the number one choice, meaning that car parking is becoming a major issue for our customers. TransPennine Express amongst other Train Operating Companies has fared poorly in the National Rail Passenger Survey undertaken by Transport Focus for car parking provision, achieving a satisfaction score of 46% in the Spring 2016 survey, with a national average of 48% and long distance operator average of 57%.

The NRPS Survey also measures customer satisfaction for 'Connections with other forms of transport'. TransPennine Express fairs better in this category, achieving 71% in the Spring 2016 survey, however this is still below the long distance operator average of 78%, and national average of 75%.

We are responding to these issues, and within the next 2 years, will introduce 125 additional parking spaces across our network, and will be working closely with local authorities and transport providers to promote other modes, reducing the number of customers arriving at the station by car.

We will use the Station Travel Plan as a tool to identify where the opportunities exist to improve intermodal access and promote sustainable travel, with clear objectives being set out. Each plan is designed to:

- Act as a point of reference for station accessibility
- Assess the factors which may be affecting accessibility to each station by other modes
- Identify a range of potential improvements and establish plans to implement them

Local Area

Station Details and Local Government

Station Address	Huddersfield Railway Station St Georges Square Huddersfield West Yorkshire HD1 1JB
	Dewsbury Railway Station Wellington Road Dewsbury WF13 1HF
Station Manager	Andrew Croughan Group Station Manager (Core)
Local Authority(s)	Kirklees West Yorkshire Combined Authority (WYCA)
Summary	Huddersfield and Dewsbury are the two main towns in the district of Kirklees in West Yorkshire. Both are former mill towns that have undergone regeneration work to diversify the economy, with a significant amount of public realm improvements to create spaces such as St George's Square (immediately outside Huddersfield Station).
	Huddersfield University and the surrounding colleges mean that a large number of students are resident in the town, and there are several morning trains that have peak flows into Huddersfield as well as the larger centres of Manchester and Leeds.
	Dewsbury is a convenient station for the surrounding area, located on the edge of the town centre. Having two car parks ensures it is popular for use as a Park and Ride facility, particularly for peak flows in and out of Leeds.

Rail Services

TransPennine Express provide a standard pattern of 4 trains an hour between Leeds and Manchester Piccadilly, with an extra train running between Leeds and Manchester Victoria. All of these trains stop at Huddersfield, with the Hull to Manchester and Scarborough to Liverpool trains also calling at Dewsbury.

On this route Northern Rail provide an hourly frequency on the following routes:

- Manchester Victoria to Huddersfield
- Huddersfield to Sheffield
- Huddersfield to Bradford Interchange
- Huddersfield to Wakefield Westgate
- Huddersfield to Leeds (via Dewsbury)
- Manchester Vic to Leeds (via Dewsbury)

Using TPE trains, the journey time from Manchester to Huddersfield is approximately 35 minutes. Huddersfield and Dewsbury takes approximately 10 minutes, with a similar journey time for Dewsbury to Leeds.

Both towns have relatively short journey times to employment centres such as Leeds, York and Manchester. Given the congestion often seen on the M62 motorway these stations offer a good opportunity to reduce road traffic by offering people a better service on the railway. At peak times (and often at weekends) trains on this corridor are full to capacity, however this is set to be addressed through timetable changes and the introduction of new, 5 carriage trains on the route.

Stakeholders

Rail North

Rail North works with the Department for Transport, Local Transport Authorities and other bodies to specify and deliver high-quality rail services, including being involved in the specification and management of the Northern and TransPennine Express franchises.

Rail North'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 (Formerly ATOC)

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

Source: www.raildeliverygroup.com/about-us

Sustrans

Sustrans are a national charity helping to make travel by foot, bike or public transport more popular for everyday journeys. They work across communities, with 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.

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Their vision is that by 2020 80% of local journeys will be made by bike, foot or public transport, double the current figure. 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 also 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.

West Yorkshire Combined Authority

Like many other local authorities, WYCA has produced a series of Local Transport Plans. The Third West Yorkshire Local Transport Plan, 'My Journey', was designed to run from 2011 to 2026, covering all local authorities in West Yorkshire. 'My Journey' has three main objectives:

- **Economy:** To improve connectivity to support economic activity and growth in West Yorkshire and the Leeds City Region;
- **Low Carbon:** To make substantial progress towards a low carbon, sustainable transport system for West Yorkshire, while recognising transport's contribution to national carbon reduction plans;
- **Quality of Life:** To enhance the quality of life of people living in, working in and visiting West Yorkshire.

The Plan sets out to tackle congestion and a lack of transport investment which are key contributory factors to lower than average economic performance in West Yorkshire. It also aims to prepare for the predicted, post-recession growth in employment, population and housing and their impact on the reliability of the transport network.

Four themes run through the Local Transport Plan to help ensure it achieves its aims:

- **Transport Assets:** Focusing on the existing components of the transport network such as roads, bus stations & stops and traffic lights to ensure we are getting the most value out of them.
- **Travel Choices:** Enabling customers to make the most sustainable choices about when and how they travel.
- **Connectivity:** Ensuring people can make integrated and safe journeys using transport networks on which they can rely.
- **Enhancements:** Improving the overall network to make it more fit for journeys in the future.

Kirklees Council

Though public transport funding in West Yorkshire is planned by West Yorkshire Combined Authority, Kirklees Council have a range of initiatives designed to promote walking and cycling. These schemes contribute to a greater mode share for sustainable modes at TPE stations by increasing the attractiveness of walking and cycling trips, making them easier and more popular for short distance journeys.

These initiatives include a database of cycle parking facilities, 'Greenways' and the development of other walking and cycling routes – particularly in the key urban centres of Dewsbury and Huddersfield.

Objectives & Targets

Objectives

The strategic objectives applied are consistent across all TransPennine Express stations. They are designed to promote accessibility by all forms of travel to each station, recognising that rail is a sustainable mode of transport and there are a number of wider economic and environmental benefits from greater use of railways.

These strategic objectives represent a long term ambition for the transport network and are not expected to be achieved within the short term. However, setting the long term aspirations for accessibility to all railway stations allows us to work towards consistent standards across the network.

1. Encourage travel to/from our stations by sustainable methods.
2. Increase awareness of the facilities which are available at our stations and in the surrounding area to support travel by sustainable modes e.g. cycle infrastructure and storage facilities.
3. 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.
4. Implement innovative solutions to enhance the experience of travelling to/from our stations by sustainable methods.
5. 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

1. Year-on-Year percentage increase for modal share by sustainable methods (initial survey to act as a benchmark for target setting).

Site Audit: Huddersfield Station

Passenger Facilities

The station is open 24 hours a day to cater for overnight trains between Manchester Airport and York. There are five ticket windows at the booking office (including a height-adjustable counter) and four self-service ticket machines in the main entrance hall. There are male and female toilets on both Platform 1 and Platform 4. Several outlets selling hot drinks and snacks are available on both main platforms, along with a newsagent and two pubs on Platform 1.

Huddersfield Station is Grade 1 listed and construction work on the station is closely monitored.

There are timetable information screens on all platforms. The station has lift facilities to access Platforms 4 to 8. Using the lifts requires turning around and facing different directions in a way that is not intuitive, and this should be considered as part of any future lift installations.

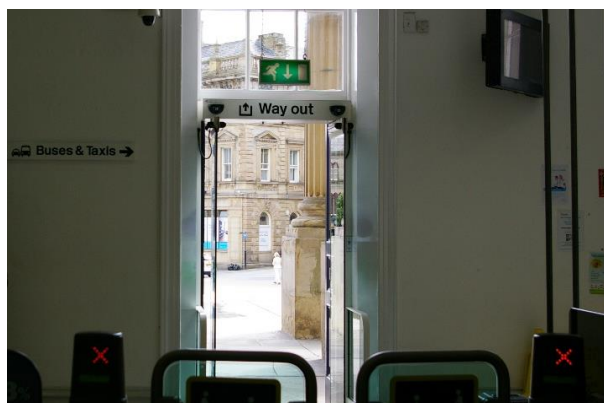
Between 00:30 and 05:00 the station doors are closed, being opened 15 minutes prior to train departures. This is to address security concerns as the station has several hidden corners; it is therefore difficult to patrol the station for security purposes throughout the night.

Pedestrian Access

The main issue with pedestrian access relates to how busy the station gets, particularly during peak times. This means that the entrances and automatic doors are too narrow, restricting the flow of pedestrians. In particular, people tend to rush through the doors nearest the gates, and the third door (near the cashpoint) is much less used.

Similar issues with pedestrian movements relate to the recycling bins on Platform 1 that are situated directly outside the main entrance.

On the stairway from Platform 4 to the subway passengers are clearly directed to the left stairway using 'no entry' signs on the opposite side. However, going down the stairs the signs say to 'keep left on stairways'. This means that passengers use either side, creating conflicts when passengers pass.



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Cycle Access

There are currently several facilities for parking bikes at the station.

There is a new hub which has been installed on Platform 1, just beyond the station canopy. Uptake of usage has been slow following a delay in opening the hub whilst snagging issues were resolved, however promotion and prominent branding are being designed.

There are several racks on Platform 1 near the station manager's office which were in place before the installation of the new hub. Removal or relocation of these is under consideration.

A single uncovered rack is provided outside the front of the station which is well used, along with an uncovered rack at the Leeds end of Platform 1; outside the Northern Mess Room. Following the installation of the new shelter, this rack is likely to be removed and reallocated within the TPE station portfolio.

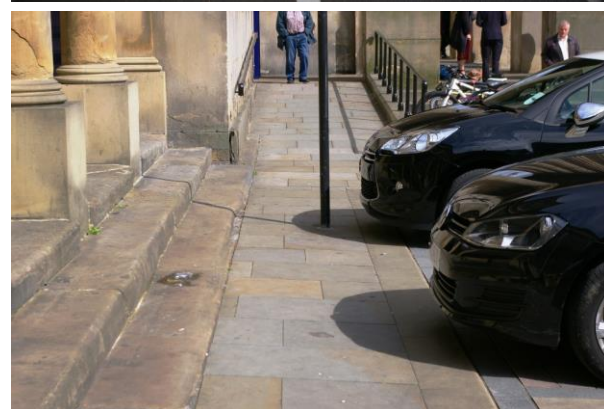
There is a 'bike library' facility near Platform 2 that promotes cycling through free bike hire. Improved signage and promotion of the facility may help increase takeup of this useful scheme.

Kirklees Cycle Infrastructure group is currently working in partnership with Kirklees Council to developing cycle routes through Huddersfield town centre. When this is completed it would be useful to have a map of town cycle routes prominently displayed at the station exit.

Vehicle Access

Access to the station is via St Georges Square and the junctions make it easy to find the station entrance. However, car parking is significantly constrained and the APCOA station car park is typically full by 07:30 each morning.

There is a short-stay car park run by Kirklees Council and this is typically less full than the long-stay car park. Disabled parking is provided on the right as you walk out of the station, although a post blocks wheelchair access to several of these spaces.



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The taxi rank facility at Huddersfield is excellent, with many taxis available and lots of space to help reduce conflicts with pedestrians.

There are two spaces near the station for City Car Club members and these are well used.

Bus Connectivity

Connections with bus services are good, with 3 bus stops located in the square immediately outside the station for connections to numerous destinations. These have shelters and good timetable information. Huddersfield Free Town Bus departs from here, serving the Bus Station, the main shopping areas and the new Kirklees College campus on Manchester Road.

PlusBus tickets are available for onward travel by bus with day and season tickets available, though stakeholders noted that this was not well promoted at present.

On foot, Huddersfield Bus Station is a 5 minute walk away, though the road to get there directly is quite steep and the road junction in between the two sites is quite complex.



Site Audit: Dewsbury Station

Passenger Facilities

Dewsbury Station is Grade 2 listed and has two platforms. The booking office has two windows (including a height-adjustable counter) and is open from 06:15 to 19:30 Monday to Saturdays and 07:30 to 19:30 on Sundays. There are two self-service ticket machines and a waiting room on each platform, along with a newsagent and pub on Platform 2.

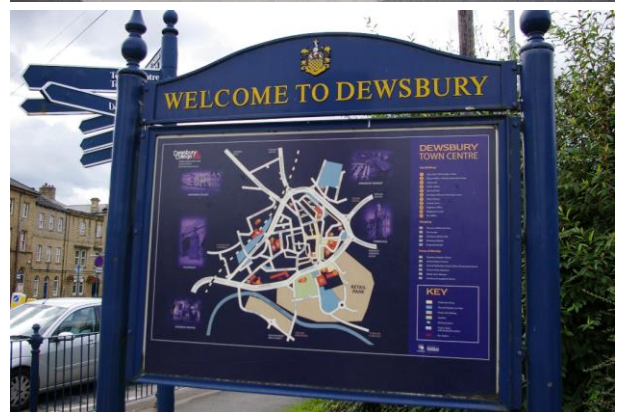
There are no toilets at this station, with passengers having to wait for the train they are due to catch or use the private pub toilets, although these are not open until 11:00.



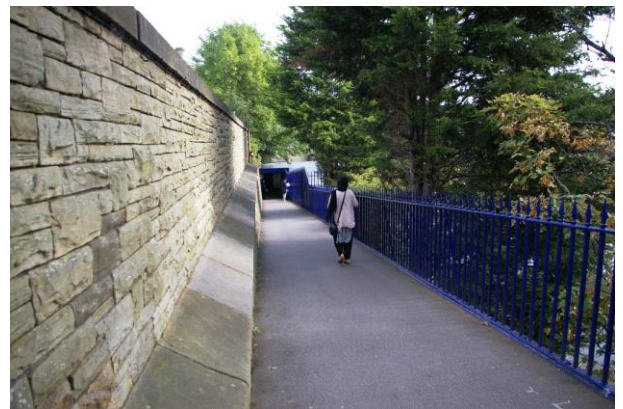
Pedestrian Access

Way-finding facilities to and from the station are particularly good in Dewsbury. There are finger post signs and a map showing key locations as you walk out of the station. However, several issues relating to pedestrian access exist within the station.

A problem relates to the ramp leading up from the footbridge to the rear entrance of the station. This is steeper than 1 in 20 and is therefore not DDA compliant, although the restricted location makes it difficult to resolve this. There are also security concerns due to the lack of lighting on the path, with only three small lamps improving visibility.



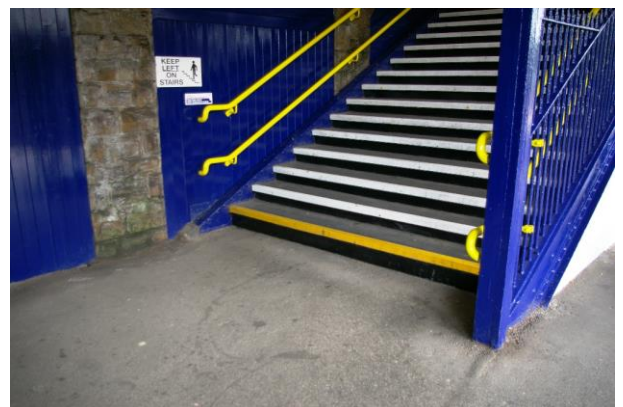
Another issue is the lack of handrails on either side of the path. Ideally there would be a handrail on both sides as some people are only able to use the arm on one side of their body (for example those who have suffered a stroke). In addition, the pavement outside the rear entrance has not been topped properly and is very uneven.



Similar issues with poor surfaces can be seen on the timber bridge, which has recently been re-decked but provides an uneven surface for pedestrians.

The height of the first step on from Platform 1 steps is high in comparison with the other steps, and this is not apparent when descending the stairs.

The layout and quality of surfaces between the station and main road is poor. There is no marked pedestrian crossing across the entrance to the car park, the lining that is there has faded and the kerbs need repairing.



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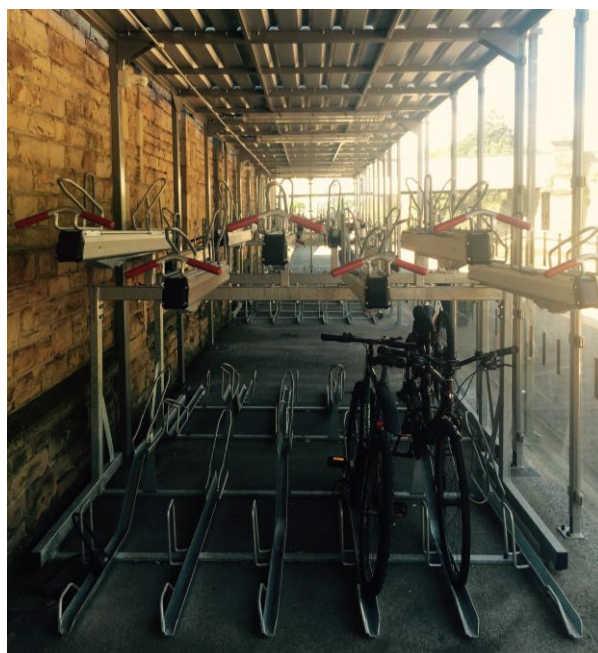
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Cycle Access

At the time of the last station travel plan being produced, plans were being produced to develop a cycle hub outside the station entrance, which would include dual layer stands and repair stand / bike pump facility. This was not possible, but a facility was installed on Platform 2 with these facilities.

A single rack is still provided on Platform 1 but this is not well lit and is hidden underneath the footbridge. Outside the station there are 6 bike lockers which are frequently used.

There are clear signs outside the station to the Calder Valley Greenway, a local shared-use path that runs alongside the river.



Vehicle Access

There are two car parks at the station, either side of the main entrance. Both are run by Kirklees Council and are very well used. There are two spaces near the station for City Car Club members.

Within the main station building there is a taxi office, and the taxis tend to use the short stay parking spaces as they have no taxi rank of their own. The frequent reversing in and out of these parking spaces conflicts with pedestrians crossing the station forecourt.



Bus Connectivity

Onward connections by bus are available from Dewsbury Bus Station which is a 5-minute walk away. The Dewsbury Free Town Centre Bus links the station with the main shopping areas and market, stopping on the station forecourt at a designated stop with a shelter.

The buses used by the contractor are too large to fit into the space available for turning which results in the vehicles having to make a three-point turn. Work to address this issue and improvements to the pedestrian crossing immediately outside the station are likely to be carried out as part of a long-term plan to redevelop the front of the station and simplify the walkways.

PlusBus tickets are available for onward travel by bus with day and season tickets available.



Recommendations

Summary

The initial station travel plan for Huddersfield and Dewsbury identified several areas for improvement, many of which have been incorporated into Franchise Commitments, or are to be addressed as part of other workstreams.

The previous Travel Plan stated:

Kirklees Council are currently considering a project at the front of the station to improve pedestrian crossings and simplify the road layout, as at present the kerbs and paving are in need of repair.

This is still under consideration.

It also stated:

Both stations are currently being assessed for the installation of bike hub facilities, to help increase the mode share for sustainable travel and facilitate even more growth in cycling to TPE stations. To maximise the potential of these schemes, thought is required as to how best to market and publicise the advantages of using a bike to get to and from the station.

These two facilities have now been installed, and TransPennine Express are working to produce branding and signage to promote these, and will be launching a new cycle charter in April 2017 to promote cycling as part of an end-to-end rail journey.

Option Identification

The original plan identified several potential improvement schemes that could be used to address the objectives of the Station Travel Plan. An update has been provided against each scheme.

Detailed costing of each scheme has not been undertaken. However, an indicative guide to the likely cost of each option has been devised as follows:

- Low cost – less than £50k
- Medium cost – £50k to £500k
- High cost – £500k or more

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Improvement Schemes

Station	Description	Cost Band	Update
Huddersfield	Repairs and cleaning of station roof	High cost	
	New car park on opposite site of railway to existing car park	High cost	Discussions are ongoing
	Additional passenger information screens (Platform 4)	Medium cost	TPE has a commitment to install new customer information screens as all 19 of its stations. Provision and placement are being considered throughout this project.
	Moving or adding additional ticket gates in the entrance	Medium cost	
	Reworking of disabled parking bays to clear pavement	Low cost	
	Better signing on subway on way down from Platform 4 / 8	Low cost	
	Finger post signs outside station to improve way-finding	Low cost	This forms part of a Committed Obligation
	Map of town facilities / cycle routes in station entrance	Low cost	
	Smart ticket enabled ticket vending machines	Low cost	
	Promotion of PlusBus to help improve multi-modal journeys	Low cost	
Dewsbury	Redevelopment of the junction outside the station to improve pedestrian access across it	High cost	Options are being considered by WYCA
	Extend station canopy for more shelter	High cost	No longer an option following the installation of the cycle hub on Platform 2.
	Station toilets	Medium cost	
	Additional information screens on both platforms	Medium cost	TPE has a commitment to install new customer information screens as all 19 of its stations. Provision and placement are being considered throughout this project.
	More seating to be provided on both platforms	Medium cost	Seating has been replaced as part of a Minor Works project, with the new seating being multi-level and suitable for customers with reduced mobility.

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	Improved lighting and handrails on both sides of rear entrance	Medium cost	
	Cycle hub facility	Medium cost	Installed
	Improved signing and removed frosting on waiting room	Low cost	
	Landing area on steps down to Platform 1	Low cost	
	Resurfacing of the footbridge	Low cost	
	Smart ticket enabled ticket vending machines	Low cost	
	Promotion of PlusBus to help improve multi-modal journeys	Low cost	