

Station Travel Plan Middlesbrough

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).

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 often being the number one choice for getting to/from the station, either parked up or for drop off/pick up. All of this meaning that car parking and suitable infrastructure for drop off/pick up is becoming a major issue for our customers.

TransPennine Express along with 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%. In Autumn 2016, the scores were 50% nationally, 61% for long distance operators, and 51% for TransPennine Express.

The NRPS Survey also measures customer satisfaction for 'Connections with other forms of transport'. TransPennine Express fairs better in this category, achieving 78% in the Autumn 2016 survey, however this is still below the long distance operator average of 80%, and national average of 76%.

We are responding to these issues and, within the next 2 years, will introduce 125 additional parking spaces across our network. We will also be working closely with local authorities and transport providers to promote other modes, improve connectivity and enhance facilities at the station to improve the accessibility by all modes.

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, establishing a 'current' position
- 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

Process

The process for developing the Station Travel Plan is being led by TransPennine Express, with a commitment to produce a Station Travel Plan for each of the 19 stations which the franchise manages within the first two years of the franchise, and maintain them for the remainder of the franchise term.

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 stakeholder 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 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 where demand exists 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.

Local Area

Station Details and Local Government

Station Address	Middlesbrough Railway Station Zetland Road Middlesbrough Cleveland TS1 1EG
Station Manager	Mike Drewery Group Station Manager (North East)
Local Authority(s)	Middlesbrough Borough Council
Summary	<p>Middlesbrough is a major town in the North East of England, situated on the South Bank of the River Tees in North Yorkshire. It has a strong industrial history, and is best known for its Steel production. Steel produced in Middlesbrough was used in the Sydney harbour Bridge and Newcastle's Tyne Bridge.</p> <p>The town has now changed its focus to media and digital innovations, with Middlesbrough developing a worldwide reputation for digital technology and animation.</p> <p>Middlesbrough is now part of the newly formed Tees Valley Combined Authority, which has a population of around 667,500.</p> <p>The station is located to the North of the town centre, a short walk from Hill Street Shopping centre and Riverside Stadium.</p>

Transport Hubs and Interchanges

Getting there from the Railway Station

Middlesbrough Bus Station

Located next to the main shopping centre, Middlesbrough Bus Station offers local bus services to most major towns in the North East, as well as National Express and Megabus coach services.

Walk:	0.4 Miles	8 Minutes
Cycle:	0.5 Miles	2 Minutes
Bus:	Route 39	5 Minutes
Car/Taxi:	0.8 Miles	5 Minutes

Includes 2 minutes walking

Attractions and Points of Interest

Getting there from the Railway Station

Town Centre

There are four shopping centres in the town, connected by pedestrianised zones. There's also plentiful mix of bars and restaurants to provide evening entertainment.

Walk: 0.4 Miles 9 Minutes
Cycle: 0.5 Miles 2 Minutes
Bus: *No bus service available*
Car/Taxi: 0.6 Miles 5 Minutes

Town Hall & Centre Square

The town hall is a Grade II listed concert hall, which often stages comedy shows, weddings and theatre performances.

Walk: 0.4 Miles 9 Minutes
Cycle: 0.5 Miles 2 Minutes
Bus: *No bus service available*
Car/Taxi: 0.6 Miles 5 Minutes

Teesside University

Offering a comprehensive range of undergraduate and postgraduate courses across various sectors.

Walk: 0.6 Miles 12 Minutes
Cycle: 0.8 Miles 4 Minutes
Bus: *No bus service available*
Car/Taxi: 0.7 Miles 4 Minutes

Middlesbrough College

This purpose-built facility offers a wide range of occupational courses, and attracts students from Middlesbrough, Stockton, Hartlepool and Redcar.

Walk: 0.4 Miles 9 Minutes
Cycle: 0.4 Miles 3 Minutes
Bus: TR1 6 Minutes
Car/Taxi: 0.5 Miles 2 Minutes

Every 10 Minutes

Riverside Stadium

Home of Middlesbrough Football Club, this stadium has a seating capacity of 35,000 and also hosts concerts and other events. Temenos, a giant modern art installation is in place next to the stadium.

Walk: 0.9 Miles 18 Minutes
Cycle: 1.0 Miles 7 Minutes
Bus: *No bus service available*
Car/Taxi: 1.2 Miles 4 Minutes

Albert Park

100 acre green flag park which includes play areas, boating lake, roller skating rink, visitors centre and café, fishing platforms and sports facilities.

Walk: 1.4 Miles 26 Minutes
Cycle: 1.4 Miles 7 Minutes
Bus: Route 10 19 Minutes
Car/Taxi: 1.4 Miles 6 Minutes

Includes 12 minutes walking

Middlesbrough Institute of Modern Art (MIMA)

Famous for showcasing an international programme of Fine and Applied art.

Walk: 0.4 Miles 9 Minutes
Cycle: 0.5 Miles 2 Minutes
Bus: *No bus service available*
Car/Taxi: 0.6 Miles 5 Minutes

The Captain Cook Birthplace Museum

Museum dedicated to the famous navigator and explorer James Cook, with other temporary exhibitions.

Walk: 3.4 Miles 1 Hour 9 Minutes
Cycle: 4.4 Miles 25 Minutes
Bus: Route 10 30 Minutes
Car/Taxi: 3.7 Miles 14 Minutes

Includes 11 minutes walking

Dorman Museum

This museum houses an extensive collection from natural history and geology to social history and Victorian arts and craft.

Walk: 1.1 Miles 21 Minutes
Cycle: 1.1 Miles 5 Minutes
Bus: Route 12 11 Minutes
Car/Taxi: 1.1 Miles 7 Minutes

Includes 5 minutes walking

Tees Transporter Bridge

Built in 1911, the Transporter Bridge is an icon of the Middlesbrough skyline, and connects the town with Port Clarence.

Walk: 0.5 Miles 10 Minutes
Cycle: 0.5 Miles 4 Minutes
Bus: TR1 6 Minutes
Car/Taxi: 0.5 Miles 2 Minutes

Every 10 Minutes

Station Travel Plan

Middlesbrough



James Cook University Hospital

The James Cook University Hospital in Middlesbrough is a designated major trauma centre and provides all its specialties from one site which is unique for a hospital of its size.

Walk:	2.3 Miles	46 Minutes
Cycle:	2.5 Miles	13 Minutes
Bus:	28 / 28A / 29 / 63 / 10 / X80	25 Minutes
Car/Taxi:	2.2 Miles	8 Minutes

Train Service Summary

TransPennine Express

To/From:	Manchester Airport
Via:	Thornaby, Yarm, Northallerton, Thirsk, York, Leeds, Manchester Piccadilly and Manchester Airport
Frequency:	1 service per hour (each way)
Journey Time:	2 Hours 42 Mins
Timetable Ref:	The North East to Liverpool and Manchester Airport

Arriva Rail Northern

To/From:	Whitby (Esk Valley Line)
Via:	Ruswarp, Sleights, Grosmont, Egton, Glaisdale, Lealholm, Danby, Castleton Moor, Comondale, Kildale, Battersby, Great Ayton, Nunthorpe, Gypsy lane, Marton, James Cook
Frequency:	5 services per day (each way)
Journey Time:	1 Hour 30 Mins
Timetable Ref:	Mini Timetable 5

To/From:	Bishop Auckland (Tees Valley Line)
Via:	Shildon, Newton Aycliffe, Heightington, North Road, Darlington, Dinsdale, Tees-side Airport, Allens West, Eaglescliffe, Thornaby and Middlesbrough. Trains continue to Saltburn
Frequency:	9 services per day (each way)
Journey Time:	55 Mins
Timetable Ref:	Timetable 3

To/From:	Darlington (Tees Valley Line)
Via:	Dinsdale, Tees-side Airport, Allens West, Eaglescliffe, Thornaby and Middlesbrough. Trains continue to Saltburn.
Frequency:	2 services per hour (each way) <i>in addition to trains to/from Bishop Auckland</i>
Journey Time:	26 Mins
Timetable Ref:	Timetable 3

To/From:	Saltburn (Tees Valley Line)
Via:	Marske, Longbeck, Redcar East, Redcar Central, British Steel Redcar (peak only), South Bank (hourly)
Frequency:	2 services per hour (each way)
Journey Time:	26 Mins
Timetable Ref:	Timetable 3

To/From:	Nunthorpe (Esk Valley Line)
Via:	James Cook (For James Cook Hospital), Marton, Gypsy Lane and Nunthorpe.
Frequency:	1 service per hour (each way) <i>in addition to trains to/from Whitby</i>
Journey Time:	14 Mins
Timetable Ref:	Timetable 2

To/From:	Metrocentre (Esk Valley Line)
Via:	Newcastle, Heworth, Sunderland, Seaham, Hartlepool, Seaton Carew, Billingham, Stockton, Darlington, Thornaby
Frequency:	1 service per hour (each way)
Journey Time:	1 Hour and 30 Mins
Timetable Ref:	Timetable 2

Average journey times with standard calling patterns

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 across the north of England, 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.

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.

Middlesbrough Borough Council

The council recently produced a **Vision for Middlesbrough 2025 – Fairer, Safer, Stronger**, a document outlining their plans and commitments for the area. There are a number of ‘mayors promises’ contained within this document based on the themes of employment, equality and regional regeneration.

There is specific reference to Transport, with the Mayor promising to transform local transport,

‘We will work with our neighbours in the Combined Authority to deliver the Tees Valley Metro and other infrastructure improvements to transform connectivity within the Tees Valley and beyond, including a new Tees Crossing and a direct Middlesbrough to London train service from an improved local station.’

The council also produced their Local Transport Plan based upon the Mayor's Transport Strategy which sets the vision for Transport in Middlesbrough over the next five years and describes how the vision will be delivered through the LTP. The purpose of the Mayor's Transport Strategy is to facilitate key improvements to transport in the town which will in turn:

- Support economic growth
- Reduce carbon emissions
- Promote equality of opportunity
- Contribute to better health, safety and security
- Improve quality of life and a healthy natural environment

The LTP provides a targeted approach to prioritising transport improvements, addressing the diverse needs of our town and areas within it. In summary the LTP:

- Examines the national influences on our future transport strategy
- Sets out the regional and sub-regional context within which the LTP sits
- Summarises problems, issues, interventions and outcomes for key transport priorities
- Details the five year implementation plan to deliver the anticipated outcomes
- Sets out how the council will monitor progress through a series of key indicators and targets

Middlesbrough Environment City (MEC)

MEC is an independent charity that works across Middlesbrough to promote and encourage healthy and sustainable living.

One Planet Living:

In November 2011, Middlesbrough Council was endorsed as a One Planet Living City by international sustainability charity Bioregional. Middlesbrough Council were the first council in the north of England, and only the second in the country, and across the world, to receive this accreditation.

One Planet Living is a framework, designed by sustainability experts BioRegional, to encourage sustainable living. Ecological foot printing data shows that if everyone lived like the average Middlesbrough, or UK, resident currently does, three planets would be needed.

Station Travel Plan

Middlesbrough



Under the One Planet Middlesbrough banner, Middlesbrough Council is working with Middlesbrough Environment City and partners Erimus Housing, part of the Thirteen Group, to engage with the whole community to deliver practical actions to bring immediate and long term environmental, economic and social improvements to residents across the town, including through the five year, £1m Big Lottery Fund project One Planet Middlesbrough: Creating Sustainable Communities.

The One Planet Living framework uses 10 easy to understand principles that inform and empower people to become more sustainable, living within their fair share of Earth's resources. One Planet Living is used in Middlesbrough to address the city's sustainability challenges. It provides a framework to deliver solutions which enable individuals, communities and organisations to live greener, healthier and more affordable lifestyles, within their fair share of the Earth's resources.

The One Planet Living Principles are:

- Zero Carbon
- Zero Waste
- Sustainable Transport
- Sustainable Material
- Local & Sustainable Food
- Sustainable Water
- Land Use & Wildlife
- Culture & Community
- Equity & Local Economy
- Health & Happiness

Rail User Groups

North East Coastliners Rail User Group

Saltburn Line User Group

Site Audit: Station Facilities

Station Opening Hours and Staff Provision

	First Service		Last Service		Staffed Hours			Booking Office Hours		
	Departing	Arriving	Departing	Arriving						
Monday to Saturday	05:54	21:15	21:50	21:50	05:20	-	23:30	05:30	-	19:30
Sunday	10:27	09:52*	22:08	21:58	07:40	-	00:30	08:00	-	19:15

*Rail Replacement Service

Ticket Buying Facilities

	Booking Office 5 Windows (1 low counter)	Ticket Vending Machine Available in the booking hall
Purchasing tickets on the day	✓	✓
Purchasing advance tickets	✓	✗
Season tickets – weekly	✓	✓
Season tickets – monthly	✓	✗
Season tickets – quarterly	✓	✗
Season tickets – annual	✓	✗
Purchasing railcards	✓	✗
Collecting pre-paid tickets	✓	✓

Gatelines & Revenue Protection

There are no fixed gatelines installed within the station. There is no revenue protection presence within the station except when requested to support major events. Tickets are checked on board the train by the conductor.

Waiting Facilities

Platform 1A / 1B

For customers waiting for services departing from platform 1A / 1B, seating is available on the station concourse, and along the platform.

Platform 2A / 2B

For customers waiting for services departing from platform 2A / 2B, there is a waiting room available on the platform, and seating is also available along the platform.

Toilet Facilities

The station toilets are accessed from the concourse. There are separate male and female facilities, and a single Disabled toilet. There are baby change facilities within the disabled toilet.

Help and Information Inside the Station

Customer Information Screens

Customer Information Screens with train service details are available on the station concourse and on each platform. Automated announcements keep customers informed of train services along with safety and security advice. Local teams have the ability to make changes to the information which is displayed and can make manual announcements where necessary.

Information Desks / Points

There is a dedicated information point at this station, which can be found next to the booking office.

Customer Help Points

Customer help points are available on the station concourse and on each platform at this station. Plans are in place to increase the number of help points at TransPennine Express managed stations, and to place help points within a number of the station car parks.

Maps

Local area maps displaying onward travel information are displayed at all of our stations. These include details of local bus services, taxi services and any other modes which are available.

Rail service maps are also displayed at each station, showing TransPennine Express routes and key routes operated by other Train Operating Companies.

Leaflets and Timetables

There are a number of leaflets which are mandated to be displayed within our stations. These are displayed for each Train Operating Company who operates services from the station.

- Timetables for services to/from this station
- Passenger Charter
- Delay Repay
- Complaints Form
- Making Rail Accessible – Helping Older and Disabled Passengers

In addition, at our stations we seek to provide leaflets relating to:

- Blue Assist
- Cycle Policy
- Onward Travel (including PlusBus)
- Local attractions

Other leaflets are available on request from station staff, or from Customer Relations.

Real-Time info (bus screens)

There are no real time bus information displays at this station.

Station Accessibility

General

Middlesbrough is a fully accessible station, with lifts to all platforms. Level access to the subway is via Bridge Street West.

Entrance

Entry to the station from Zetland road is currently closed due to structural issues with the building, and customers are required to enter the station via the steps from Exchange Square, or via the underpass from Bridge Street West. A lift is available from the subway to all platforms and the station concourse. There is ramp access from Wood Street car park to the station building.

Concourse

The station concourse is fully accessible, with level thresholds to the booking office and platform.

Booking Office

There is a low booking office counter available.

Platform 1

There is level access from the booking office, through the concourse onto platform 1B and 1A. Automatic doors are fitted between the concourse and the platform.

Platform 2

This is a lift from the station concourse to the subway, and from the subway to platform 2A and 2B. The lift opens into the platform 2 waiting room, and there are automatic doors onto the platform.

Retail Outlets

Travellers Rest Cafe

WHSmith

Other Facilities available at the Station



The station is covered by CCTV throughout.



2 public telephones are available on the station concourse.



Free to use O2 Wi-Fi is available throughout the station

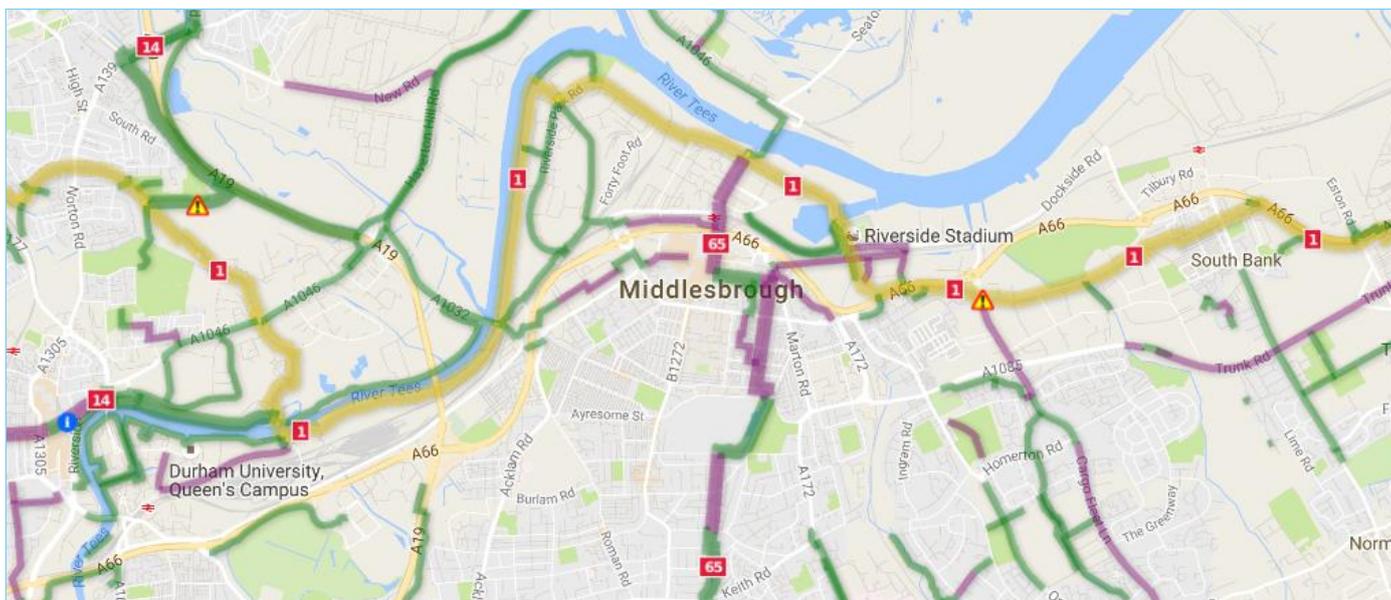


There are BTP offices at this station

Site Audit: Accessibility by Bicycle

In all of our Station Travel Plans, we have used the Sustrans website and details of the National Cycling Network to carry out an initial survey of the cycling routes which are available near our stations. The site audit then looks to identify where signage and other 'local' routes exist which require documenting or developing.

Cycle Routes



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

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

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 Middlesbrough being the start and end point of two of these sections.

- Section 7 – Staithes to Middlesbrough
- Section 8 – Middlesbrough to Tynemouth

Route 1 passes within 1/2 mile of the station.

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

There are no cycle lanes leading to or from the station. Cyclists are required to make use of the road network.

Cycle Signage

There is limited cycle signage in close proximity to the station. Repeater signs for route 65 are shown on lampposts, however POI signage is not installed.

Cycle Storage

Station Concourse



Spaces	16
Type	Sheffield Stands (Toast Rack)
Security	Covered by CCTV
Utilisation	22.2%
Weather Protection	Protected from the elements due to being located within the station building

Platform 2B



Spaces	12
Storage Type	Sheffield Stands
Security	Covered by CCTV
Utilisation	0%
Weather Protection	Protected from the elements by the platform canopy

The racks are currently placed against a raised area of the platform which restricts usage.

Wood Street Car Park



Spaces	28
Storage Type	Sheffield Stands
Security	Covered by CCTV
Utilisation	0%
Weather Protection	No weather protection

**Cycle Storage Utilisation figures taken from the 2016 Association of Train Operating Companies (now Rail Delivery Group) annual cycle survey.*

Site Audit: Accessibility by Bus

Bus Stops

The closest bus stops to Middlesbrough Railway Station are located on Albert Street, Queen's Square, Bridge Street West and below the railway bridge next to the station. These are a 1 to 2 minute walk from the station. They are identified as:



Railway Station (Stand 1)



Railway Station, Bridge Street West

Bus Routes

Route	To/From (and Vice Versa)	Via	Frequency
TR1	Circular route	Transporter Bridge, Middlesbrough College, Middlesbrough Bus Station	Every 15 Minutes
PR1	Newport Park and Ride	Teesside University, Middlesbrough University, Bridge Street West	Every 30 Minutes
39	Park End	North Ormesby	Every 10 Minutes
X80	Northallerton	Marion, Stokesley, Hutton Rudby, Potto, Great Broughton, Kirby, Faceby, Swainby, Ingleby, Osmotherley, Ellerbeck, Brompton	3 Services per Day

National Express and Megabus

National Express and Megabus coach services are available from Middlesbrough Bus Station, which is located 0.4 Miles / 8 minutes' walk from Middlesbrough Railway Station.

Site Audit: Accessibility by Car

Road Access

The main road running through Middlesbrough is the A66, the major dual carriageway connecting Middlesbrough with Darlington, and beyond across the Pennines to Penrith. Middlesbrough Station is located close to the A66, and can be accessed from the roundabout at North Road via Bridge Street West.

The nearest motorway to Middlesbrough is the A1M, which runs from London to Edinburgh. The section north of York has undergone major improvement works to introduce 3 lane sections for a major stretch, and more improvement works continue to increase capacity.

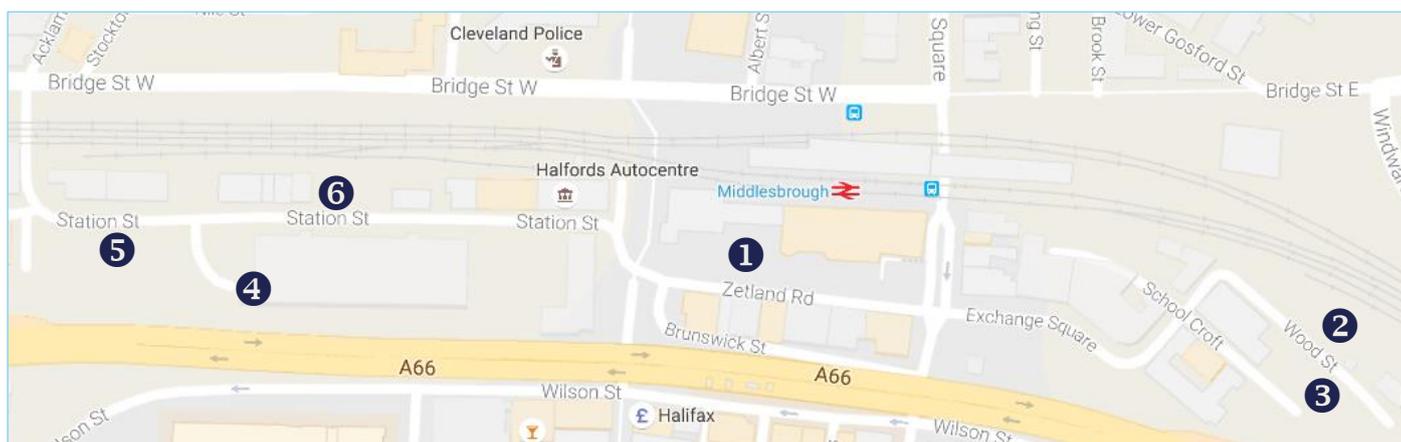
The A19 runs parallel to the A1M, and cuts through the centre of Middlesbrough. It connects the town to Doncaster and York in the south and to Newcastle and Sunderland heading North. This is effectively the backbone road of Teesside, and sees heavy traffic, particularly in the peaks. The A19 intersects the A66 2 junctions from the A66 turn off for Middlesbrough Station, providing a useful and fast route into the centre of town.

To the North of the town centre, the estuary can be crossed using the A19, and the A1032. For those wishing to head towards Hartlepool, another option is to use the transporter Bridge, although this tends to be used for local traffic rather than long distance.

Car Parking Provision

Car parking provision at Middlesbrough station is high, with a large car park at the station, and a number of council and privately owned and managed car parks within the vicinity.

The original station car park was closed in early 2014 due to structural issues. A facility on Wood Street was opened to provide alternative parking, and in early 2016 this facility was upgraded to a tarmac surface with marked bays and CCTV.



Source: www.google.co.uk/maps

1 Zetland Road Car Park

Managed by APCOA on behalf of TransPennine Express



Zetland Road Car Park is located at the front of the station. This car park is currently closed due to safety issues with the structures which support it. Options are being explored to bring this facility back into use. Currently this area is obscured by hoardings.

2 Wood Street Car Park

Managed by APCOA on behalf of TransPennine Express



Wood Street Car Park is accessed from platform 1A. This car park was established following the closure of the Zetland Road Car Park. The car park is covered by CCTV and is regularly patrolled by APCOA Security Staff.

Parking Spaces			Parking Tariffs		Payment Options			
Type	Total	Utilisation 3 Period Average	Ticket	Rate	P&D	Phone	Web	ANPR
Disabled	6	0	Daily	£2.40	✓	✓	✗	✗
Premium	0		Weekly 7 Days	£11.00	✓	✓	✗	✗
Car Share	0		Monthly 28 Days	£36.00	✗	✓	✓	✗
Electric Car	0		Quarterly	£95.50	✗	✓	✓	✗
Standard	84	9%	Annual	£288.00	✗	✓	✓	✗
Motorcycle	0		Blue Badge	Free				

Station Travel Plan

Middlesbrough

③ Wood Street Car Park Managed by Middlesbrough Borough Council

4 minute walk to station

Parking Spaces		Parking Tariffs		Payment Options			
Type	Total	Ticket	Rate	P&D	Phone	Web	ANPR
Various	45	Up to 2 hours	£0.60	✓	✓	✗	✗
		Up to 4 Hours	£1.10	✓	✓	✗	✗
		Daily	£2.10	✓	✓	✗	✗
		Blue Badge	Free				

④ Zetland Car Park (Multi Storey) Managed by Middlesbrough Borough Council

4 minute walk to station

Parking Spaces		Parking Tariffs		Payment Options			
Type	Total	Ticket	Rate	P&D	Phone	Web	ANPR
Various	897	Up to 2 Hours	FREE				
		Daily	£1.60	✓	✓	✗	✗
		Monthly 28 Days	£32.00	✗	✓	✓	✗
		Quarterly	£80.00	✗	✓	✓	✗
		Bi-Annual	£160.00	✗	✓	✓	✗
		Annual	£320.00	✗	✓	✓	✗
		Blue Badge	Free				

⑤ Station Street Car Park Managed by Middlesbrough Borough Council

4 minute walk to station

Parking Spaces		Parking Tariffs		Payment Options			
Type	Total	Ticket	Rate	P&D	Phone	Web	ANPR
Various	116	Up to 2 Hours	FREE				
		Daily	£1.60	✓	✓	✗	✗
		Monthly 28 Days	£32.00	✗	✓	✓	✗
		Quarterly	£80.00	✗	✓	✓	✗
		Bi-Annual	£160.00	✗	✓	✓	✗
		Annual	£320.00	✗	✓	✓	✗
Blue Badge	Free						

⑥ Station Street Car Park Managed by Easy Park Northern Limited

5 minute walk to station

Parking Spaces		Parking Tariffs		Payment Options			
Type	Total	Ticket	Rate	P&D	Phone	Web	ANPR
Various	69	Daily	£3.00	✓	✗	✗	✗

Drop Off / Pick Up Points

the drop off point for the station was previously located within the car park at the Zetland Road entrance. Since the closure of this area due to structural issues, there is no dedicated drop off zone. Cars can be observed dropping off on Albert Street, Exchange Square, Bridge Street West and along Zetland Road. This is set to be remedied by the impending Network Rail work to bring the Zetland Road entrance back into use.

Site Audit: Accessibility by Taxi

Hackney Carriages

The station taxi rank is positioned on Bridge Street West, with access to the station via the subway. The rank can accommodate 4 taxis at any one time. This rank is managed by Middlesbrough Borough Council.

An additional evening taxi rank is available at Exchange Square.

The taxi rank to the South of the station is currently closed due to the structural issues at the station. This limited the access for other taxi firms to access the station to drop off/pick up.

Mini Cabs / Private Hire

As there is no drop off / pick up point at the station, minicabs use local streets for drop off/pick up. The principal minicab operators in the area are:

Firm	Telephone Number
Cleveland	01642 222 333
Boro	01642 224 488
Radio	01642 225 588

Site Audit: Accessibility by Walking



Pedestrian crossings at Exchange Square



Subway from Zetland Road to Bridge Street West



Crossings at Zetland Road leading towards the town centre



Stepped and ramp access to the subway from bridge Street West to Zetland Road

Pedestrian access to the station is somewhat limited by the closure of the Zetland Road car park and station entrance. The steps leading from exchange Square to the station are not obvious, and so local knowledge is required.

Similarly in reverse, the arrival experience into Middlesbrough from the station is poor. Orientation is not easy, and it is not immediately obvious how to access key attractions. The area at the bottom of the stairs down from the South East entrance is narrow, with pedestrian guard rails and scaffolding.

Network Rail have produced plans to repair the front of the station which would improve this, and Middlesbrough Council are looking to replace and update the existing pedestrian wayfinding signage throughout the town which will help with this.

There are two large paved areas close to the station leading towards the town centre which make for a pleasant environment, however the A66 flyover and Albert Bridge both act as visual barriers between the station and Town centre. There is a subway leading under the railway tracks from the junction of Station Street and Zetland Road to Bridge Street West to provide a connection to the car parks and several offices. This could be considered the better walking route to the station as it provides level access to the subway.

There are a number of large road junctions within the immediate area around the station. These are fitted with pelican crossings and pedestrian guard rails making the roads safer to cross.

Site Audit: Accessibility by Underground / Tram

There is no underground or tram service within Middlesbrough.

Plans have been outlined within council strategies to pursue Tees Valley Metro, a project to upgrade the Tees valley, Esk Valley and Durham coast lines to provide a faster service with an increased frequency. It was intended to make these changes initially using Northern Rail services, with a later change to tram-trains to facilitate street running.

The project received backing from all of the local authorities, however has not progressed due to lack of funding, with the only improvement delivered being the newly constructed James Cook station.

Analysis: Station Usage

Station Footfall

		Middlesbrough
Station Entries	Full Price Tickets	340,195
	Advanced Fare Ticket Holders	232,806
	Season Ticket Holders	92,725
	Total	665,726
Station Exits	Full Price Tickets	340,195
	Advanced Fare Ticket Holders	232,806
	Season Ticket Holders	92,725
	Total	665,726
2015/16 Station Entries & Exits		1,331,452
2014/15 Station Entries & Exits		1,351,494
2015/16 Station Interchanges		78,844

Analysis: Customer Feedback

NRPS Results

The National Rail Passenger Survey is carried out by Transport Focus twice per year, and uses a standardised set of questions to score each train operators services. The results below are for TransPennine Express as a whole, considering all of our managed stations. These scores include feedback relating to 11 stations in Cumbria and the North West which were remapped to Northern Rail as part of the refranchising which took place in April 2016.

Overall Scores for TransPennine Express

	Autumn 2015			Autumn 2016		
	National	Long Distance	TransPennine Express	National	Long Distance	TransPennine Express
Overall satisfaction with the station	81%	86%	87%	81%	86%	86%
Connections with other forms of public transport	76%	78%	78%	76%	80%	78%
Facilities for car parking	50%	79%	49%	50%	61%	51%

TransPennine Express scores are in line with other long distance operators for most categories, however 'facilities for car parking' are noted as scoring poorly in comparison.

Station Specific Scores for Middlesbrough

	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016
Overall satisfaction with the station	79%	94%	64%	84%
Connections with other forms of public transport	56%	89%	56%	76%
Facilities for car parking	63%	20%	23%	40%
<i>Sample Size</i>	28	25	43	57

The scores for Middlesbrough are extremely varied over the two-year period of results, and with a sample size between 25 and 57 the data may not be wholly reliable. The scores for car parking facilities can be considered accurate given the issues which there have been with the Zetland Road car park. This may in turn be impacting the other measures.

Scores for connections with other modes is similarly varied. The site audit has shown that the car park closure has affected access to the station from Zetland Road, which may drive negativity even if the physical transport connections are unaffected.

Shadow NRPS Results

The Shadow NRPS is a survey undertaken by TransPennine Express to mirror the Transport Focus survey, and allows us to chart our performance against the same metrics on a more regular basis, and segregate the data in a number of different ways.

The categories are the same as for the Transport Focus survey, and can similarly be split by station.

	2016/17 Quarter 1	2016/17 Quarter 2	2016/17 Quarter 3
Overall satisfaction with the station	80%	85%	77%
Connections with other forms of public transport	55%	74%	74%
Facilities for car parking	40%	39%	42%
The car park being safe and secure	34%	39%	Not recorded

Middlesbrough Station scores well overall, and tells quite a different story to the Transport Focus results. It is evident from the breakdown that there are issues with the car parking provision at the station, and the connections with other modes.

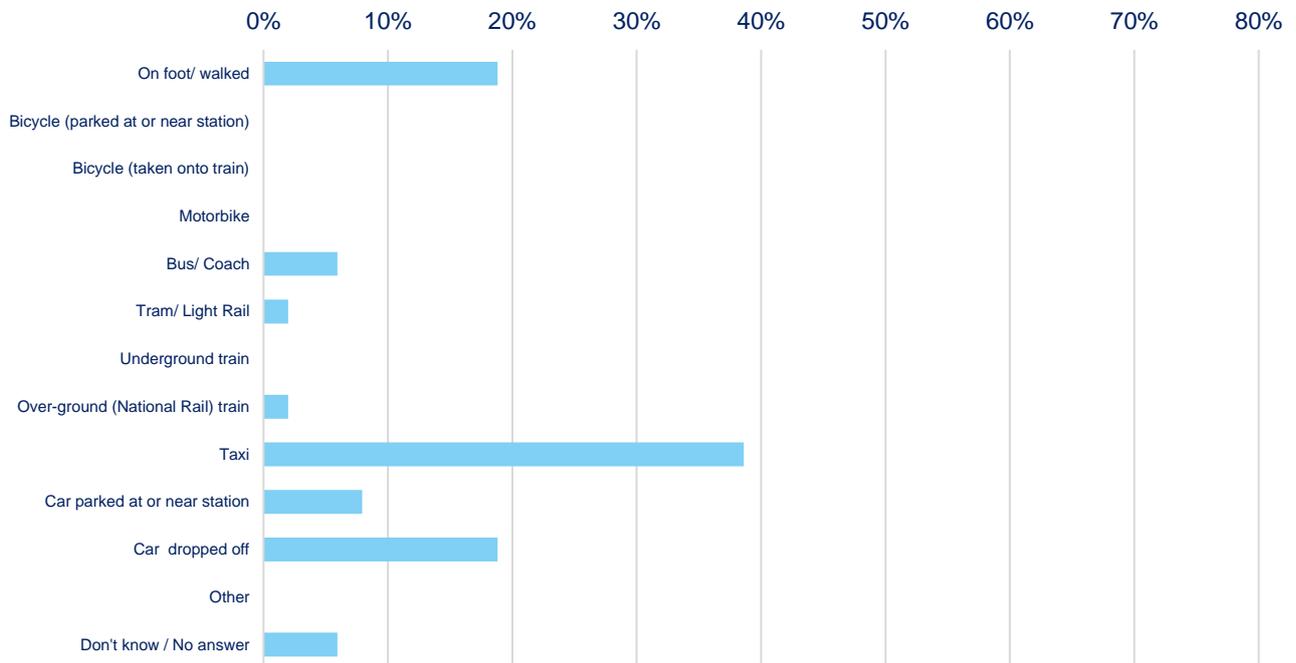
The new car park opened in 2016, and was as a response to the need for long stay car parking facilities following the closure of the car park on Zetland Road. The new facility is accessed via Wood Street. The car park is not well used, so it could be that these figures represent a lack of knowledge of the new facility rather than the facility itself being flawed.

Shadow NRPS Question Breakdown

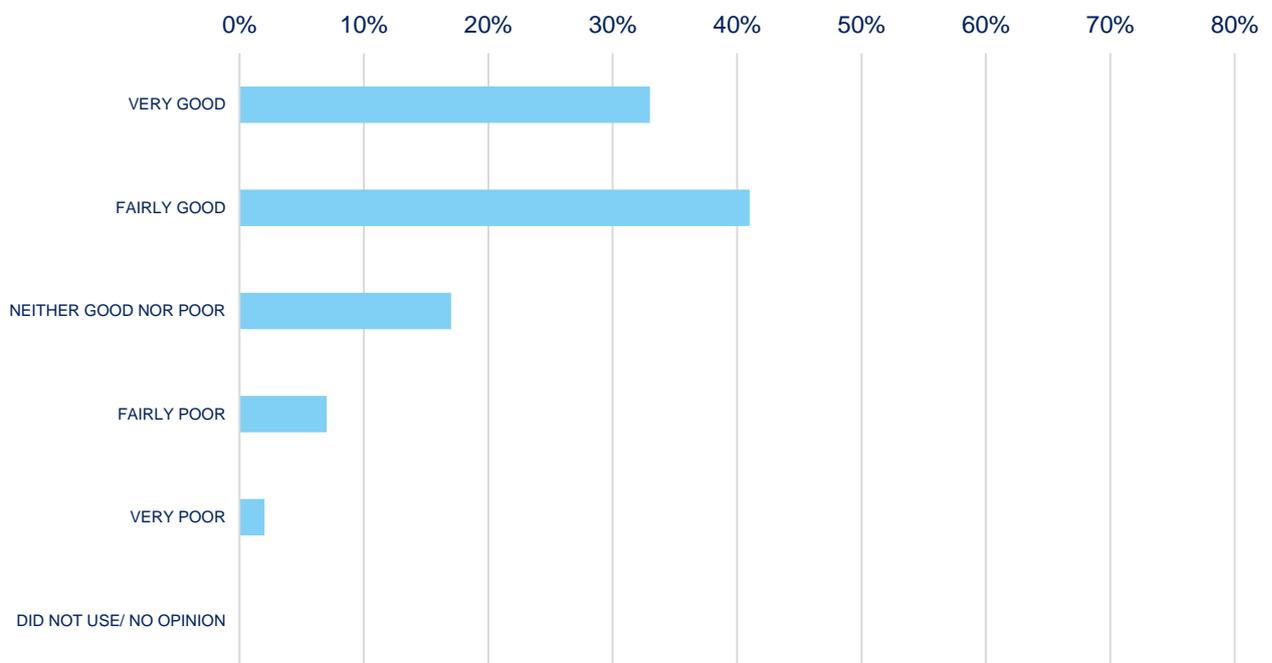
Within the Shadow NRPS results, we have the ability to carry out analysis by question, with the responses categorised by station. These results are taken from Quarter 3 feedback.

The responses to specific questions have been extracted from the survey results where they provide insight into customer behaviours for accessing the station.

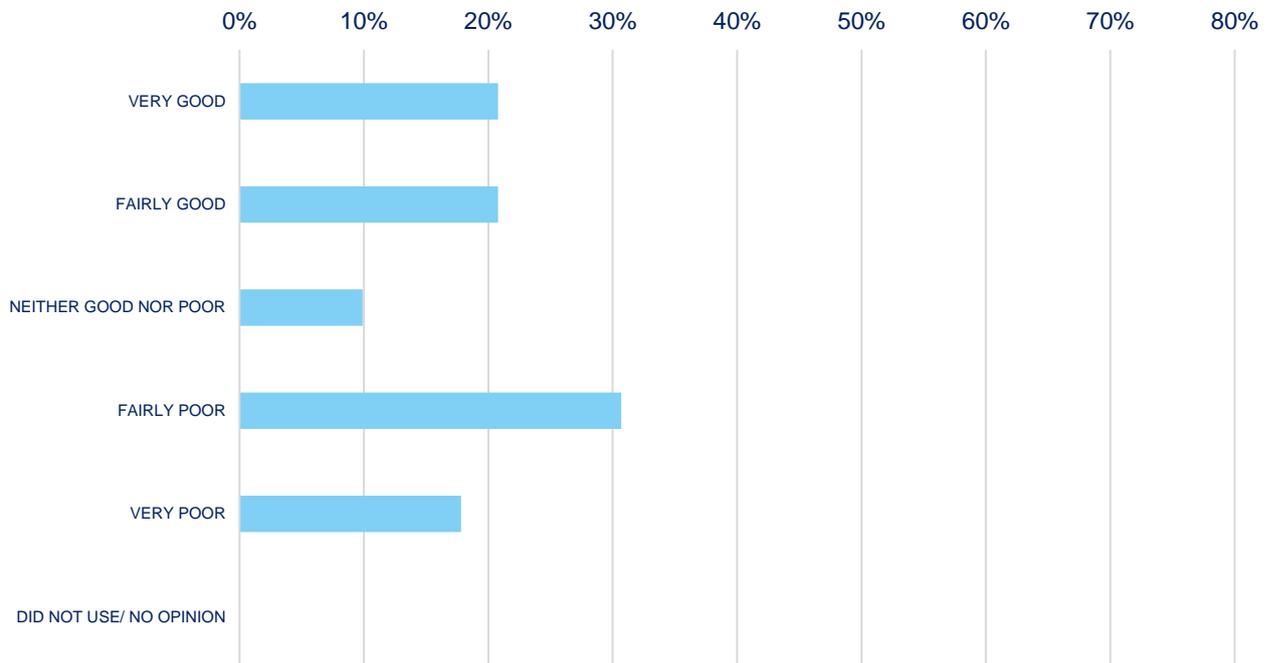
Which methods of transport did you use to get to the station today?



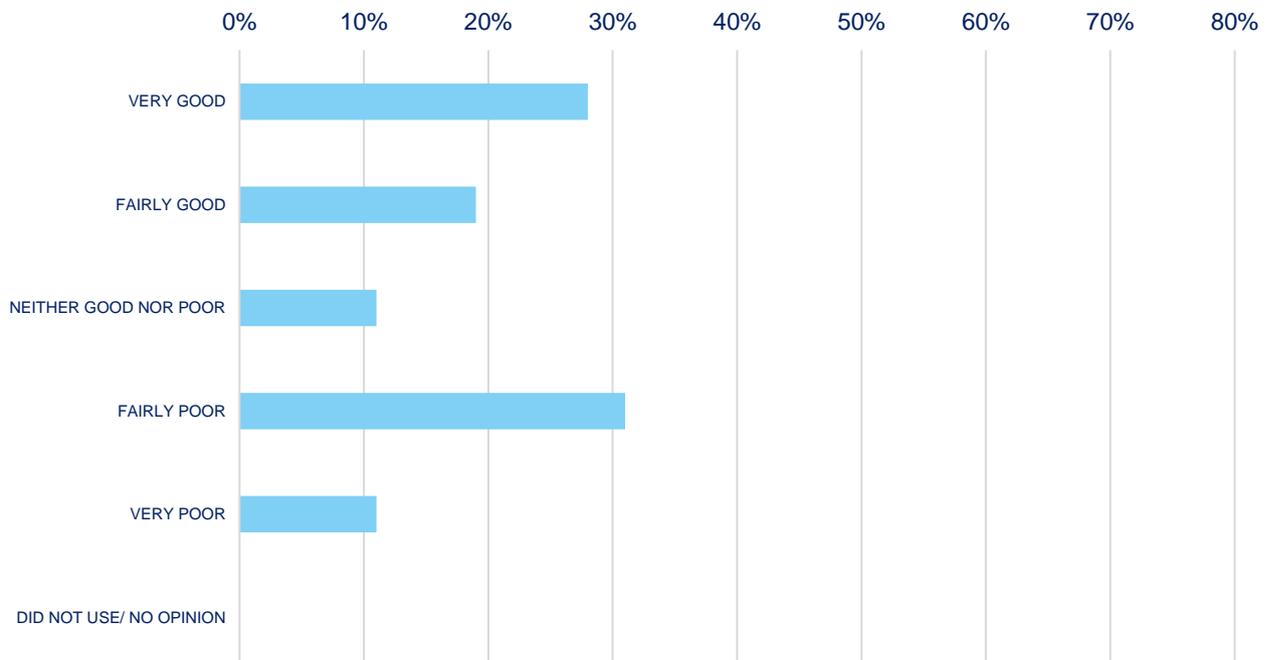
How would you rate this station for connections with other forms of public transport (e.g. buses, taxis, trams etc.)?



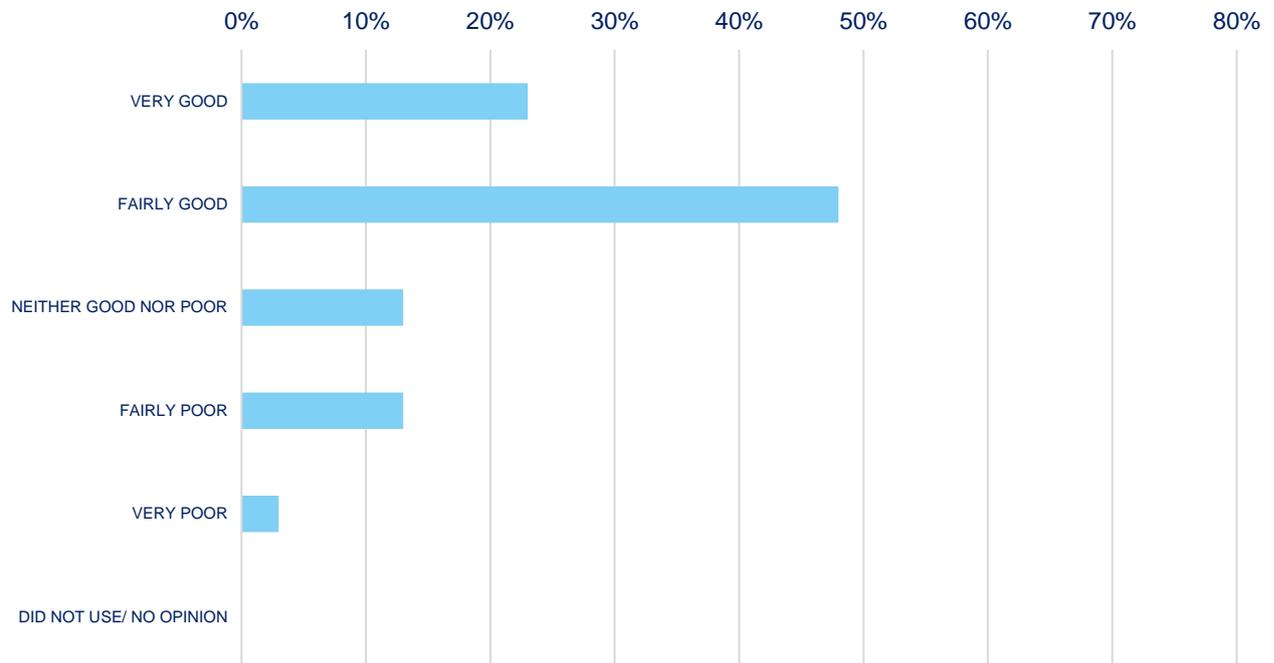
How would you rate this station for facilities for car parking?



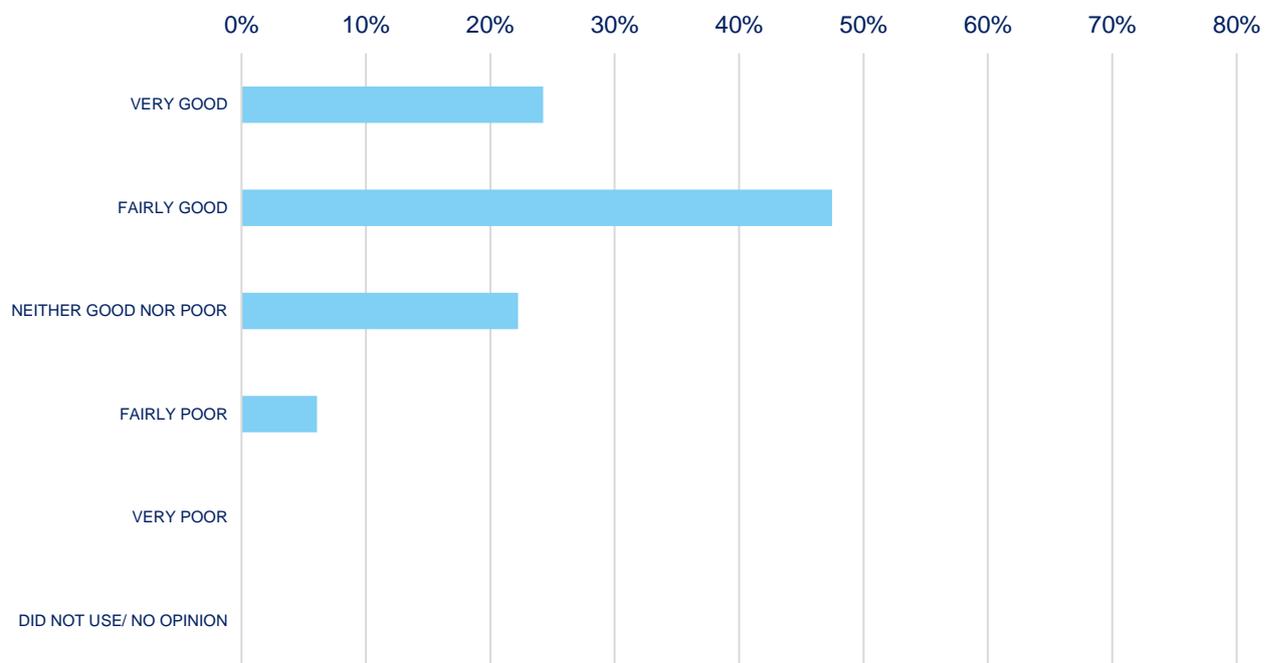
How would you rate this station for the number of spaces available to park in the car park?



How would you rate this station for facilities for bicycle parking?



How would you rate this station for your personal security whilst using that station?



Shadow NRPS Question Breakdown Summary

There is a surprisingly high proportion of station users who arrive by taxi at just short of 40%. The hackney carriage rank to the rear of the station is very well positioned, and offers a seamless interchange.

The 'facilities for car parking' scores are disappointing. A new car park facility is available offering a significant uplift in capacity at a very high quality following the closure of the car park at the front of the station. Much of the negativity could be as a lack of awareness of the new Wood Street car park, or in reaction to the extended walking distance from the station to the car park when compared with the previous facility.

Cycle parking facilities receive some quite good feedback, so the plans to relocate and improve the cycle parking within the next 12 months show promise, and should hopefully encourage usage.

Evaluation: Summary of Findings

On the whole, Middlesbrough is a well-connected regional station, serving the town itself, but also acting as a hub and vital link for surrounding towns and villages to the wider rail network. It is known for being particularly popular for weekend travel, with significant numbers of customers passing through the station travelling to York, and this number is heightened further on race days.

The structural issues at the front of the station regarding the car park are having issues on the usability of the station. The hoardings which were placed by Network Rail have reduced access, and the alternative entrance via the steep steps of subway. A number of plans have been produced by Network Rail for renovating this area and securing the structure, but these are a long way from being delivered, and in the meantime, the reduced access is impacting on the customer experience.

There is currently no dedicated drop off or pick up location at the station, with many customers exiting cars on Zetland Road and walking to the steps to access the station. As part of the redevelopment, consideration could be given to introducing a drop off zone on the former Zetland Road Car Park.

The new car park on Wood Street is a fantastic addition to the station, and regardless of whether the parking at the front of the station is re-introduced, it will be a useful asset for years to come. There is no doubt that this facility is currently under used, however it is understood that much of this is due to a lack of awareness with customers.

The current cycle parking provision at the station is inconsistent, and in its current guise is unlikely to inspire rail users to make the switch to two wheels. Plans are afoot to improve the cycle parking at the station by March 2018.

There is a limited bus service to/from the station, however, Middlesbrough Bus Station is a short walk from the train station, and offers a plethora of services to surrounding towns and villages. For most, this short distance is not an issue, however older and disabled customers may benefit from a stronger link between the two transport modes.

Evaluation: Stakeholder Comments

Feedback was requested from the following stakeholders:

- Middlesbrough Council
- Sustrans
- Rail Delivery Group
- TransPennine Express Group Station Manager – Teesside

A technical review has also been carried out by experts at the Institute of Transport Studies at Leeds University.

Comments provided by the stakeholders have been incorporated into the Station Travel plan where possible. Additional comments are summarised below.

Middlesbrough Council

References were made to the Mayoral vision, which sets out ambitions for Middlesbrough by 2025. The vision can be summarised as:

Fairer:

Fairness and reduced inequalities in income and health
Fair access to secure, well-paid jobs and meaningful training
Fair access to high-quality homes.

Safer:

Safer communities – further reducing crime and anti-social behaviour
Safer, independent lives – ensuring our children and vulnerable adults are protected
Safer environment – ensuring our town is cleaner and more resilient to a changing climate.

Stronger:

Strengthening and diversifying our local economy
Strengthening our city through bold and innovative regeneration
Strengthening our cultural sector
Strengthening our transport links.

These fall into 3 key areas of activity:

Ensuring Business Efficiency and Delivery
Enabling Physical Regeneration
Enabling Social Regeneration

A full copy of the mayoral vision can be found online at: https://www.middlesbrough.gov.uk/sites/default/files/OPL-Mayors_Vision_Fairer_Safer_Stronger.pdf

TransPennine Express recognises the part that it must play in achieving this vision through the provision of fast, frequent, high quality rail services to and from the town, which are easily accessible from the surrounding area.

Planning: Franchise Commitments

Committed Obligation	Due Date
<p>Supporting partnerships with other transport providers Consistent with the Franchisee's proposal, in order to increase passenger numbers on the Passengers Services and promote the use of public transport more generally, the Franchisee shall support: (a) partnerships with other transport providers and industry representatives including Passenger Transport Executives relevant to the Franchise, metro and tram operators, other Train Operators, bus operators and cycling organisations; and (b) the implementation and promotion of local ticket schemes allowing the use of multi-modal transport within specified geographic areas</p>	Throughout Franchise Term
<p>New Secure Cycle Parking By 31 March 2018 the Franchisee shall introduce 535 new secure cycle parking spaces at Huddersfield, Middlesbrough, Selby, Malton, Northallerton, Scarborough and Thirsk Stations. It is acknowledged by the Secretary of State and the Franchisee that the new secure cycle parking spaces introduced pursuant to this paragraph shall replace the cycle parking infrastructure in existence at the Stations as at the Start Date, such cycle parking infrastructure to be known as the "Existing Cycle Parking Infrastructure"</p>	31.03.2018
<p>Cycle Wheel Channels By 31 March 2018 the Franchisee shall, to facilitate the walking of a bicycle up or down the stairway, install cycle wheel channels on stairs at each of the Stations located at Huddersfield, Dewsbury, Thirsk, Middlesbrough and Scunthorpe</p>	31.03.2018
<p>Cycle Information Signage By 30 March 2018 the Franchisee shall, install dedicated cycling information signage within each Station ("Cycle Signs") and publish cycling information on its website. The Franchisee shall adopt a common standard for all Cycle Signs installed at each such Station</p>	31.03.2018
<p>Cycle Charter By 30 March 2017 the Franchisee shall, in consultation with Sustrans, develop a cycle charter which sets out the Franchisee's aims and objectives for cycle-rail access across the Franchise including how the Franchisee will fulfil its obligations under paragraph 6 of Schedule 1.4 (Passenger Facing Obligations).</p>	31.03.2017

Planning: Objectives, Targets & Actions

Objectives

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. Increased cycle storage utilisation, or, where cycle parking provision is increasing, maintain the utilisation rate pro-rata.
2. Year-on-Year percentage increase for modal share by sustainable methods (initial survey to act as a benchmark for target setting).

Actions

In addition to the **Franchise Commitments** highlighted in this document, TransPennine Express has over 400 other commitments which will be delivered 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, or relining car parks to provide additional blue badge parking. The specific works for this station are not referenced in this document.

Additionally, specific actions have been identified to supplement these commitments and minor works, and ensure that TransPennine Express is working to offer sustainable transport options for travel to and from its stations.

Each action has been written to be **SMART**

- **S**pecific
- **M**easurable
- **A**ttainable
- **R**ealistic
- **T**ime-bound

Action Plan

Theme	Description	Impact	Funding Source	Deadline	Risk	Priority
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
Marketing	Make updates to the station map to reflect changes to the station facilities, and ensure that any new or amended maps are uploaded to the TPE website, National Rail Enquiries and changed on the station welcome posters.	Low	None required	To be incorporated as part of the station change procedure	Out of date and incorrect information in the public domain	High
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
Cycling	Conduct cycle audits at a frequency no less than every quarter to monitor utilisation and state of repair, and determine if the facilities are fit for purpose.	Low	None required	Quarterly	No risk is associated with this activity	Medium
Cycling	Where new cycle facilities are installed, host a launch event with activities such as security marking or repair sessions, working with local bicycle shops.	High	To be determined	To be delivered as part of any new shelter installation costs	Lack of attendees Lack of suitable local organisations	Medium
Car Parking	Collect car park utilisation data and monitor this, alongside station footfall figures to ascertain whether a footfall increase is being achieved through car usage or through sustainable modes.	Low	None required	Quarterly	No risk is associated with this activity	Medium
Car Parking	Promote car sharing through the advertising of online car sharing databases. Consideration should be given to potential incentives which could be offered	High	To be determined	Trial to scoped and implemented within 12 months	Promotion of car sharing may promote car usage in general	Medium

Appendix 1: Station Map

