

Station Travel Plan Stalybridge

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 Stalybridge Railway Station
Rassbottom Street
Stalybridge
Tameside
Greater Manchester
SK15 1RF

Station Manager Billy Vickers
Group Station Manager (Hub)

Local Authority(s) Tameside Council

Summary Stalybridge is just 8 miles east of Manchester City Centre, and was historically part of Cheshire, but now sits within the borough of Tameside. The town is made up of buildings dating back to the industrial revolution when it was at the heart of cotton production.

Recently, investments have been made to restore a number of buildings and open up the canal which runs through the town centre. The town centre is a popular attraction for local shopping, and a thriving nightlife, though not as lively as it once was.

With a population of around 24,000, this small town attracts large numbers of commuters looking for a semi-rural lifestyle with easy connections to Manchester.

The Station is home to the Stalybridge Station Buffet, which forms part of the Transpennine Real Ale Trail.

Transport Hubs and Interchanges

Getting there from the Railway Station

Stalybridge Bus Station

Located on King Street in the town centre, Stalybridge Bus Station has 4 stops, and offers bus connections to surrounding areas.

Walk: 0.2 Miles 3 Mins

Cycle: 0.2 Miles 1 Mins

Bus: Route
348, 353,
354, 387
or 389,
1 Mins

Car/Taxi: 0.2 Miles 1 Mins

*every 7 minutes from
Rassbottom
St/Stalybridge Stn (Stop
F)*

Attractions and Points of Interest

Getting there from the Railway Station

Stamford Park

Park including restored rockwork, a boating lake, a water feature, play/sports areas and an aviary.

Walk:	0.4 Miles	9 Minutes	
Cycle:	0.4 Miles	4 Minutes	
Bus:	Route 236	7 Minutes	<i>Includes 5 minutes walking</i>
Car/Taxi:	0.4 Miles	2 Minutes	

Tameside College

Tameside College is a further education college offers a range of courses.

Walk:	0.8 Miles	17 Minutes	
Cycle:	0.9 Miles	5 Minutes	
Bus:	Route 237	5 Minutes	<i>Includes 1 minutes walking</i>
Car/Taxi:	0.8 Miles	4 Minutes	

Town Centre

Stalybridge Town Centre is popular for local shopping and a lively nightlife.

Walk:	0.3 Miles	7 Minutes	
Cycle:	0.5 Miles	2 Minutes	
Bus:	<i>No bus service available</i>		
Car/Taxi:	0.6 Miles	4 Minutes	

Tameside General Hospital

Offering a range of inpatient and outpatient services.

Walk:	0.8 Miles	18 minutes	
Cycle:	0.8 Miles	7 Minutes	
Bus:	Route 389	16 Minutes	<i>Includes 3 minutes walking</i>
Car/Taxi:	0.9 Miles	4 Minutes	

Train Service Summary

TransPennine Express

To/From: Hull
Via: Huddersfield, Dewsbury, Leeds, Selby, Brough
Frequency: Hourly (Each Way)
Journey Time: 1 Hour 41 Minutes
Timetable Ref: The North East to Liverpool and Manchester Airport

To/From: Manchester Piccadilly
Via: Direct
Frequency: Hourly (Each Way)
Journey Time: 14 Minutes
Timetable Ref: The North East to Liverpool and Manchester Airport

To/From: Liverpool Lime Street
Via: Manchester Piccadilly, Manchester Oxford Road, Birchwood, Warrington Central and Liverpool South Parkway
Frequency: Hourly (Each Way)
Journey Time: 1 Hour 9 Minutes
Timetable Ref: The North East to Liverpool and Manchester Airport

To/From: Scarborough
Via: Huddersfield, Dewsbury, Leeds, Garforth, York, Malton, Seamer and Scarborough
Frequency: Hourly (Each Way)
Journey Time: 2 Hours 4 Minutes
Timetable Ref: The North East to Liverpool and Manchester Airport

Northern

To/From: Manchester Victoria
Via: Ashton-under-Lyne
Frequency: Hourly
Journey Time: 20 Minutes
Timetable Ref: 25

To/From: Wigan Wallgate
Via: Ashton-under-Lyne, Manchester Victoria, Salford Crescent, Salford Central, Bolton, Westhoughton, Hindley
Frequency: Hourly
Journey Time: 55 Minutes
Timetable Ref: 25

To/From: Huddersfield
Via: Mossley, Greenfield, Marsden and Slaithwaite
Frequency: Hourly
Journey Time: 30 Minutes
Timetable Ref: 25

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.

Transport for Greater Manchester

Transport for Greater Manchester are in the process of developing their Greater Manchester Transport Strategy 2040, which will be delivered through a number of Local Transport Plans.

The Local Transport Plan defines how TfGM are going to make it easier for people to travel across Greater Manchester over the next few years and beyond. It outlines how they will provide a viable, sustainable and accessible transport network capable of supporting the region's economic growth long into the future. It also shows how they will reduce the impact that transport has on the environment and help to improve health by reducing accidents and encouraging 'active travel'.

It covers all modes of travel, including buses, heavy rail, Metrolink, walking, cycling, cars and freight, as well as the other issues which affect people's travel choices - fares, ticketing, passenger information, accessibility and safety.

Rail User Groups

Stalybridge to Huddersfield Rail User's Group (SHRUG)

Station Opening Hours and Staff Provision

	First Service		Last Service		Staffed Hours			Booking Office Hours		
	Departing	Arriving	Departing	Arriving						
Monday to Saturday	06:00	06:30	23:34	22:50	05:35	-	23:50	07:00	-	18:30
Sunday	07:00	07:19	22:55	23:32	06:35	-	23:35	10:30	-	18:00

Ticket Buying Facilities

	Booking Office 1 Windows (with 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 1 / 2 / 3

There is a small waiting room on platforms 1, 2 and 3. The waiting room is accessed via automatic doors and is heated. The waiting room is available during staffed hours. There is a small shop/café within the waiting room which is open during the morning peak hours.

Platform 4

There is a waiting room on platform 4, located between the customer service office and the pub. The waiting room is heated, and accessed via a manual door. The waiting room is available during staffed hours.

Toilet Facilities

Male and female toilets are available at the station, and are located on Platform 4. There is also a disabled toilet, again on Platform 4.

There is a baby change facility which is accessed via the platform 4 waiting room. When the waiting room is closed, access can be obtained by asking a member of station staff.

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

Station Travel Plan

Stalybridge



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 on platform 4 at this station. Customers requiring help and advice are advised to make their way to this office, or if the member of staff is not available, they should enquire at 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

A map of the local area is displayed at the station entrance. This poster also gives onward travel information including bus routes and local taxi suppliers.

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 Bus Information

There is no real time bus information available at this station.

Station Accessibility

General

Stalybridge is a fully accessible station with all areas of the station being accessible via ramp and lifts. Hearing loops are available within the booking office, and on all platforms.

Entrance

There is level access to the front of the station, with automatic doors.

Booking Office

There is a low counter, as well as an accessible Ticket Vending Machine.

Platform 1 / 2 / 3

There is a steep ramp to the platform, or alternatively a lift is available. There is a waiting room with multi-level seating which is accessed via a push-button automatic door.

Platform 4 / 5

There is a steep ramp to the platform, or alternatively a lift is available. There is a waiting room with multi-level seating which is accessed via a manual door.

Retail Outlets

The Coffee Shop

Stalybridge Station Buffet

Other Facilities available at the Station



The station is covered by CCTV throughout



1 public telephone is available next to the ticket office

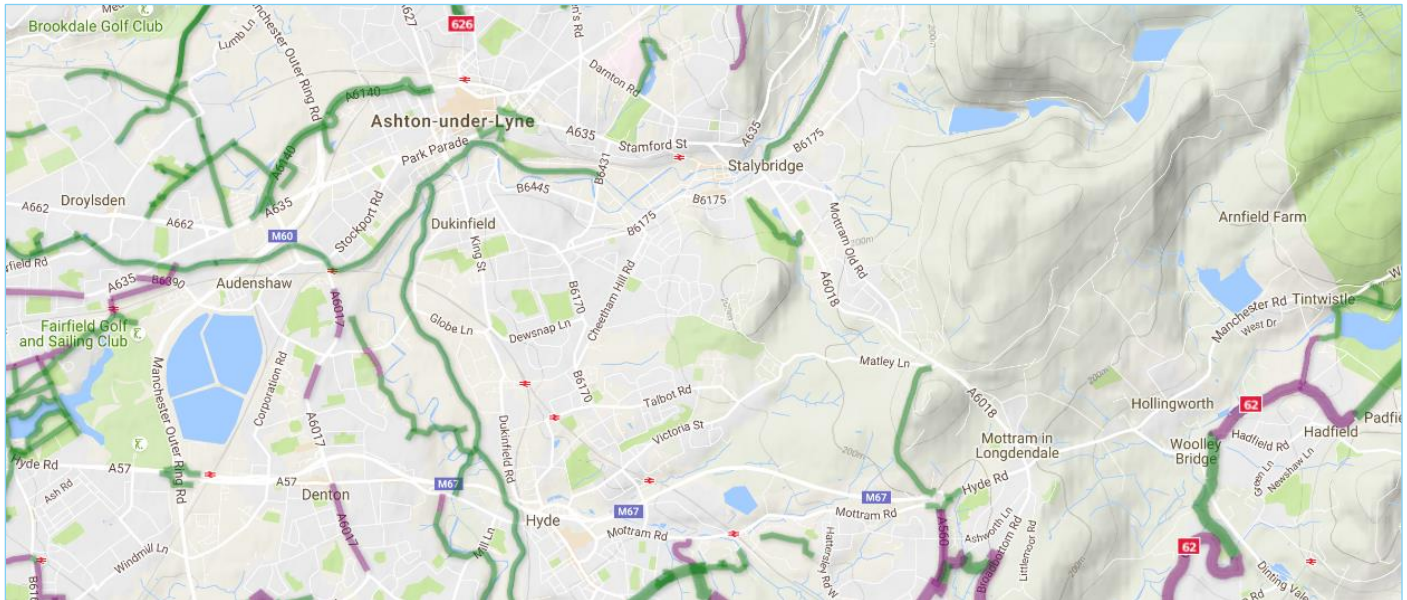


Free to use O2 Wi-Fi is available throughout the station

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 626

This route connects Chadderton with Hyde via Oldham and Ashton-under-Lyne. Whilst not running directly past the station, it is within the reach of cyclists, however they would need to ride on the road to reach this route.

National Cycling Route 62

National Route 62 connects Fleetwood on the Fylde region of Lancashire with Selby in North Yorkshire. It forms the west and central sections of The Trans Pennine Trail which is a long-distance path running from coast to coast across northern England. The route is to the South of Stalybridge, and like the other routes in the region, would require cycling on the road to reach it from the station.

National Cycling Route 60

Route 60 of the National Cycle Network runs between North and East Manchester, with its furthest south segment forming part of the Fallowfield Loophole. This route is again some distance from the station, but could be accessed via other stations in the region.

National Cycling Route 66

National Cycle Route 66 runs from central Manchester to Spurn Head via Bradford, Leeds, York, Beverley, and Kingston upon Hull. This route is again some distance from the station, but could be accessed via other stations in the region.

Local Routes

There are no cycle lanes depicted on the roads leading to/from Stalybridge station, and the roads are busy as some of the main arteries feeding the town centre. Transport for Greater Manchester are looking at options to introduce cycle lanes in this area, but the hill is likely to be a blocker for less experienced cyclists.

Cycle Signage

Cycle signage in Tameside is focused around Ashton, with no cycle wayfinding within the vicinity of the station or within the station building, directing customer to the cycle storage facilities.

Cycle Storage

Platform 4



Spaces	24
Storage Type	4 Sheffield Stands / 2 x 6 Stand Toast Racks
Security	Covered by CCTV
Utilisation	21%
Weather Protection	The stands are protected from the elements by the platform canopy

**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

There are two bus stops conveniently positioned close to Stalybridge Railway Station, offering bus links into Stalybridge and beyond to Ashton Under Lyne, or through to Manchester City Centre. Both stops have shelters, and the pedestrian crossing makes it safe to access to stop on the opposite side of Rassbottom road.



Rassbottom Street (Stand F)



Rassbottom Street (Stand E)

Bus Routes

Route	To/From (and Vice Versa)	Via	Frequency
216	Manchester Piccadilly Gardens / Ashton / Stalybridge	Ashton under Lyne, Audenshaw, Droylsden, Clayton, Velopark, Etihad Stadium (Peak time only between Ashton under Lyne and Stalybridge)	Every 10 Minutes
219	Manchester / Ashton / Stalybridge	Audenshaw, Stalybridge, Ashton under Lyne, Fairfield, Openshaw, Beswick	Every 10 Minutes
236 / 237 / 237N	Manchester / Ashton / Glossop	Droylsden, Ashton Under Lyne, Stalybridge, Mottram, Hollingworth, Tintwistle, Hadfield	Every 30 Minutes
348	Carrbrook / Ashton Under Lyne	Copley, Stalybridge	Every 12 Minutes
353 / 354	Denshaw / Dobcross / Ashton	Delph, Dobcross, Uppermill, Greenfield, Mossley, Heyrod, Stalybridge	12 services per day
387	Hyde / Ashton Under Lyne	Godley, Hattersley, Mottram, Stalybridge, Ridge Hill, Tameside General Hospital	Hourly
389	Hyde / Ashton Under Lyne	Godley, Hattersley, Mottram, Newton, Dukinfield, Stalybridge, Ridge Hill, Tameside General Hospital	Hourly
408	Shaw	Hurst, Smallshaw, Hartshead, Abbeyhills, Goldwick, Oldham, Royton, High Crompton, Buckstones	Hourly

It is noted that bus services decline quickly after 18:00, meaning that the options for commuters become limited.

Site Audit: Accessibility by Car

Road Access

Stalybridge Station is accessed from Rassbottom Road, and is just 0.3 miles from the town centre. The main road serving Stalybridge is the A635, which runs through the centre, and connects Stalybridge directly with Manchester City Centre, and the A57M Manchester Inner Ring Road.

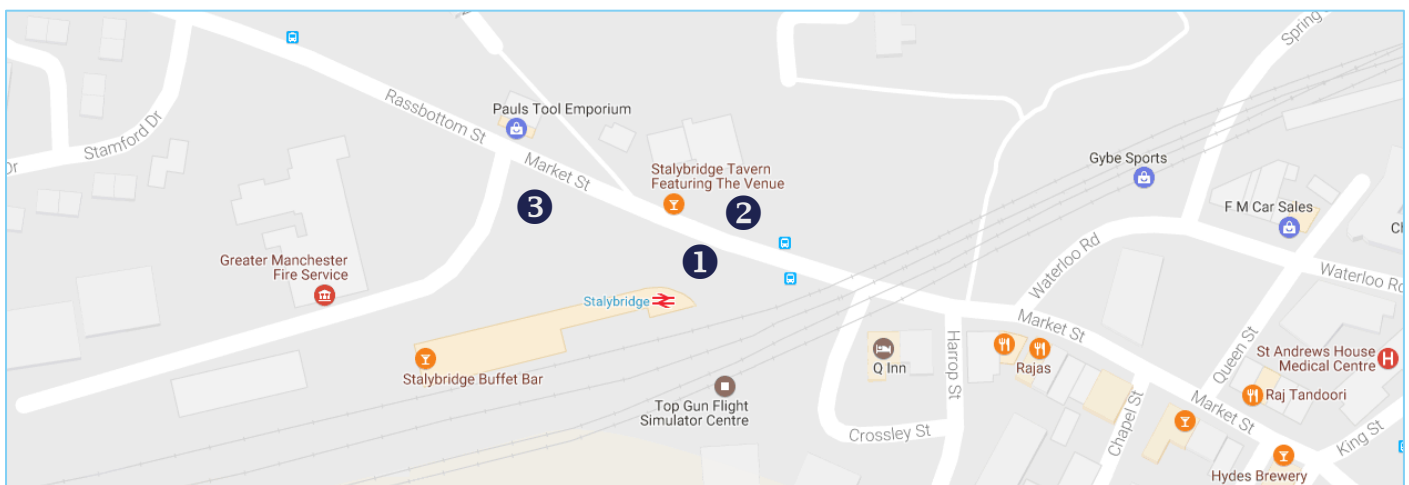
The closest motorway to Stalybridge is the M60 (Manchester Outer Ring Road), which is accessed via junction 23, just 2.5 Miles from Stalybridge Railway Station.

Stalybridge is easily accessed from the surrounding areas, with good road links to Dukinfield, Newton, Heyrod, Sun Green, Hurst and Mossley. The nearest large conurbation is Ashton-under-Lyne, which is also easily accessed by road.

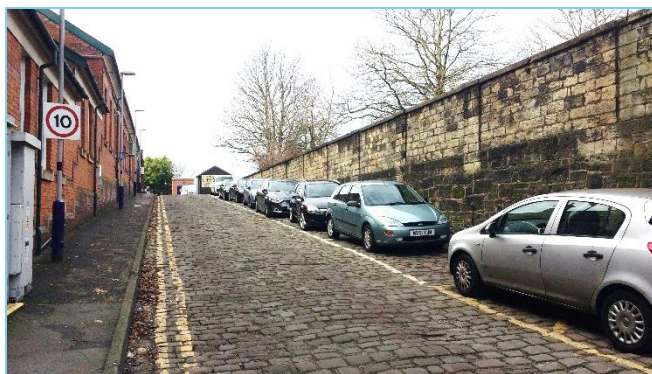
Car Parking Provision

Parking around Stalybridge Station is at a premium. The only official car parking at the railway station is the short stay and the disabled spaces. Customers using the railway station park on land owned by Greater Manchester Fire Service which is located next to the station. This 'fly' parking is informal, with cars often blocking each other in.

There is also a large number of customers who park on the roadside around the station, on Rassbottom Street in particular.



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



Station Travel Plan

Stalybridge

Car parking at Stalybridge station is very limited. There is a small number of short stay spaces at the front of the station, and longer stay parking is available on the road at the side of the station building. Whilst these are marked bays they are not considered as an official car park.

Parking Spaces		
Type	Total	Utilisation
Disabled	3	Not Monitored
Standard	5	

② Rassbottom Street Managed by Tameside Council

This council owned and managed car park is located opposite the railway station. It has a mixture of standard and electric car parking bays, but no disabled bays. It is accessed from the station via the pedestrian crossing.

1 minute walk to station

Parking Spaces		Parking Tariffs		Payment Options			
Type	Total	Ticket	Rate	P&D	Phone	Web	ANPR
Electric Car	1	Up to 1 Hour	£0.20	✓	✗	✗	✗
Standard	33	Up to 4 Hours	£0.50	✓	✗	✗	✗
		All Day	£1.00	✓	✗	✗	✗
		Evening	£0.50	✓	✗	✗	✗
		Sunday	FREE	✓	✗	✗	✗
		Blue Badge	N/A				

③ Fire Station Managed by Greater Manchester Fire Service

This patch of land is owned by Greater Manchester Fire Service. There is an area of hardstanding on which people park, and grassed areas under a number of trees on which people also park their cars. Further parking can be seen along the access road which leads to the fire station.

The number of spaces is dependent upon how cars are parked.

1 minute walk to station

Drop Off / Pick Up Points

There is an allocated drop off/pick up location at the front of the station which can accommodate up to 2 cars. Cars are occasionally seen waiting at the bottom of the cobbled road next to the station building, and often block the footpath and pedestrian crossing.

Site Audit: Accessibility by Taxi

Hackney Carriages

There is no taxi rank at this station. The closest taxi rank is on Rassbottom Street.

Mini Cabs / Private Hire

There is no rank or cab office located at this station. Recommended local taxi operators include:

Firm	Distance from Station	Telephone Number
Fone-a-Car	0.3 Miles	0161 304 8000
Swift Radio Cars	0.3 Miles	0161 303 8137
A1	1.5 Miles	0161 343 5050

Private Hire taxis use the station pick up / drop off point.

Site Audit: Accessibility by Walking



View from the Station down Rassbottom Street towards Stalybridge town centre.



View from the Station up Rassbottom Street towards Stamford Street



Crossings on Rassbottom Street leading to the council car park and bus stop for services towards Stalybridge town centre.



Pedestrian crossing from the station entrance to the pathway up Rassbottom Street towards Stamford Street

There is good pedestrian access to the station from Rassbottom Street. There is a zebra crossing providing a safe link to the nearby council managed car park, bus stop and local walking routes.

There is currently no pedestrian wayfinding signage around the station, however this is being addressed and signage will be in place from 31st March 2017.

Site Audit: Accessibility by Underground / Tram

There is no underground or tram service within Stalybridge.

Metrolink tram services serve Oldham to the North and Ashton to the South of Stalybridge, offering frequent services to/from Manchester City Centre but with longer journey times than the direct services which are available by train.

Analysis: Station Usage

Station Footfall

Station Entries	Full Price Tickets	120,983
	Advanced Fare Ticket Holders	218,958
	Season Ticket Holders	224,509
	Total	564,450
Station Exits	Full Price Tickets	120,983
	Advanced Fare Ticket Holders	218,958
	Season Ticket Holders	224,509
	Total	564,450
2015/16 Station Entries & Exits		1,128,900
2014/15 Station Entries & Exits		1,085,716
2015/16 Station Interchanges		-

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 Stalybridge

	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016
Overall satisfaction with the station	-	-	-	92%
Connections with other forms of public transport	-	-	-	88%
Facilities for car parking	-	-	-	66%
Sample Size	0	0	0	13

Scores have only been recorded for one of the last four waves of NRPS survey at Stalybridge. The score for car parking would seem to be true given the knowledge of parking issues at the station and in the surrounding area.

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 on a more regular basis, and segregate the data in a number of different way.

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	88%	100%	96%
Connections with other forms of public transport	89%	91%	66%
Facilities for car parking	0%	25%	6%
The car park being safe and secure	50%	16%	Not Recorded

Overall satisfaction with Stalybridge station scores consistently well across the 3 phases, however other scores for the station have large fluctuations.

As seen in the NRPS station specific scores, car parking continues to be scored low due to the lack of station car parking, and ad-hoc nature of some of the surrounding parking areas.

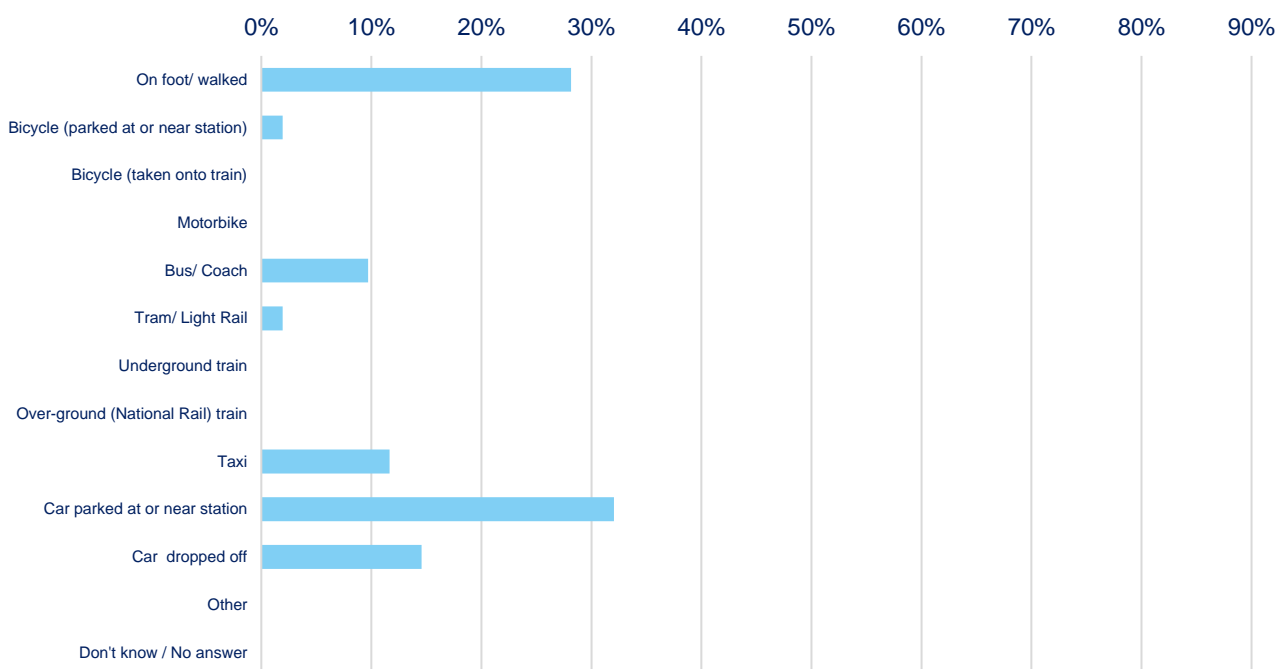
Connections with other modes also shows very large differences in scores from one wave to the next. Due to the small sample sizes, it is possible that the scores are wholly independent upon the individual surveyed, and may not be representative of the feelings of the customer base.

Shadow NRPS Question Breakdown

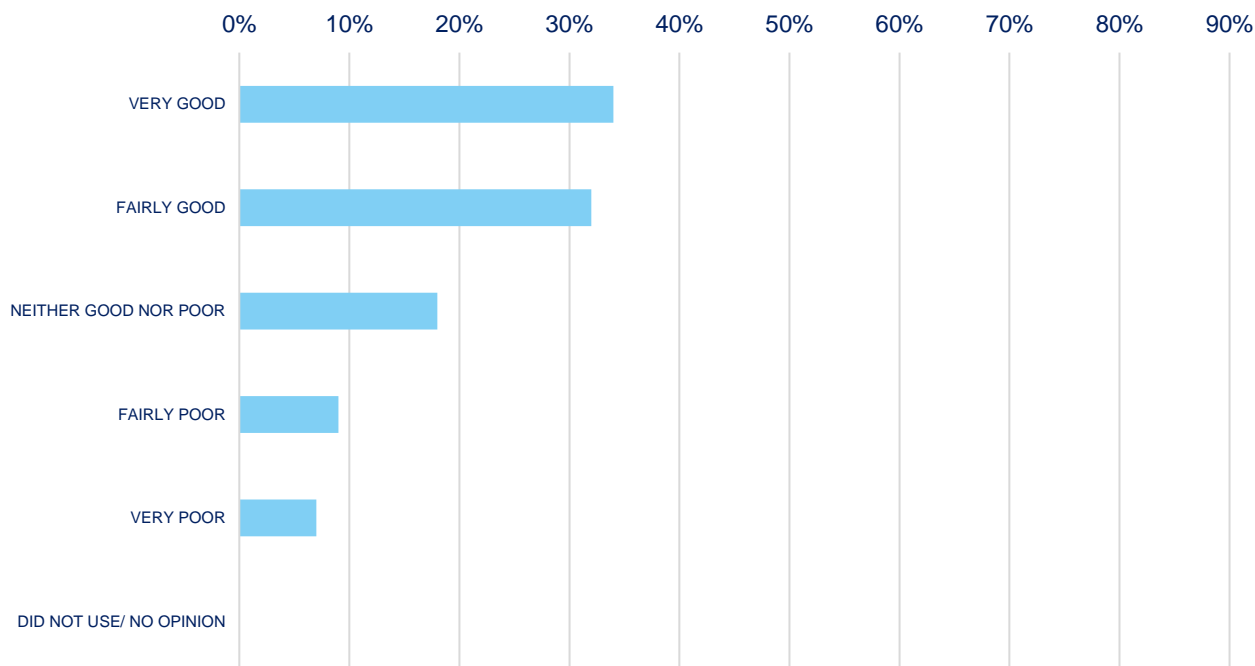
Within the Shadow NRPS results, we have the ability to carry out analysis by question, with the responses categorised by station. These results are taken from Quarter 3 feedback.

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

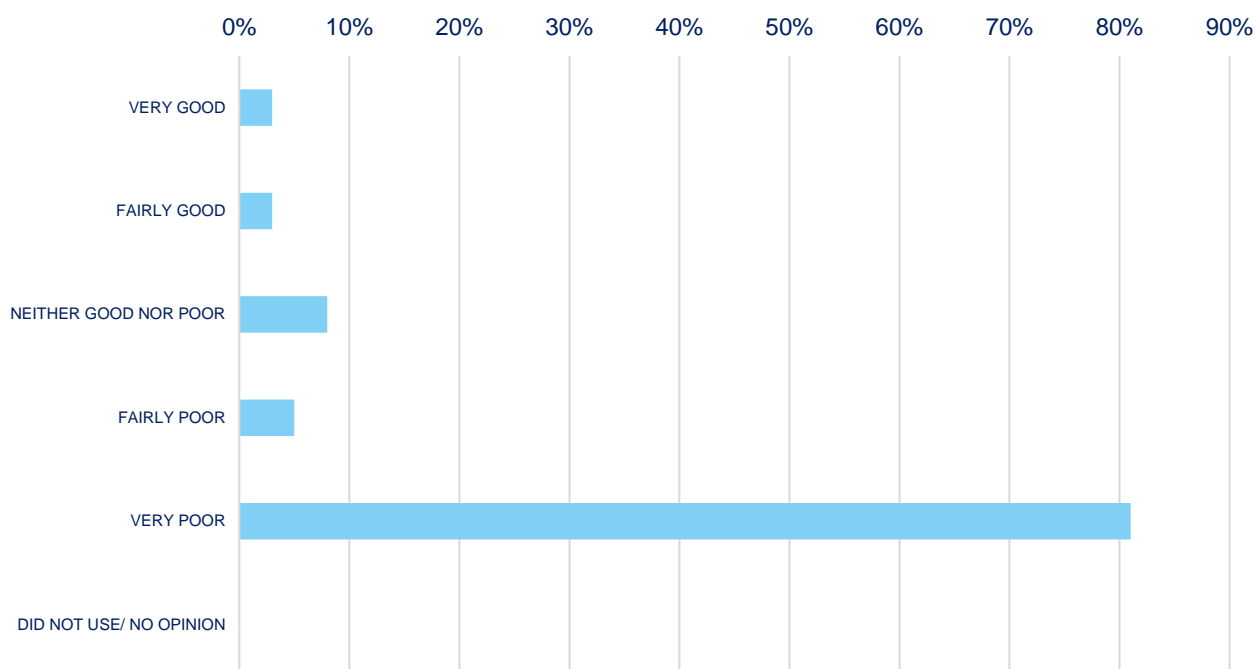
Which methods of transport did you use to get to the station today?



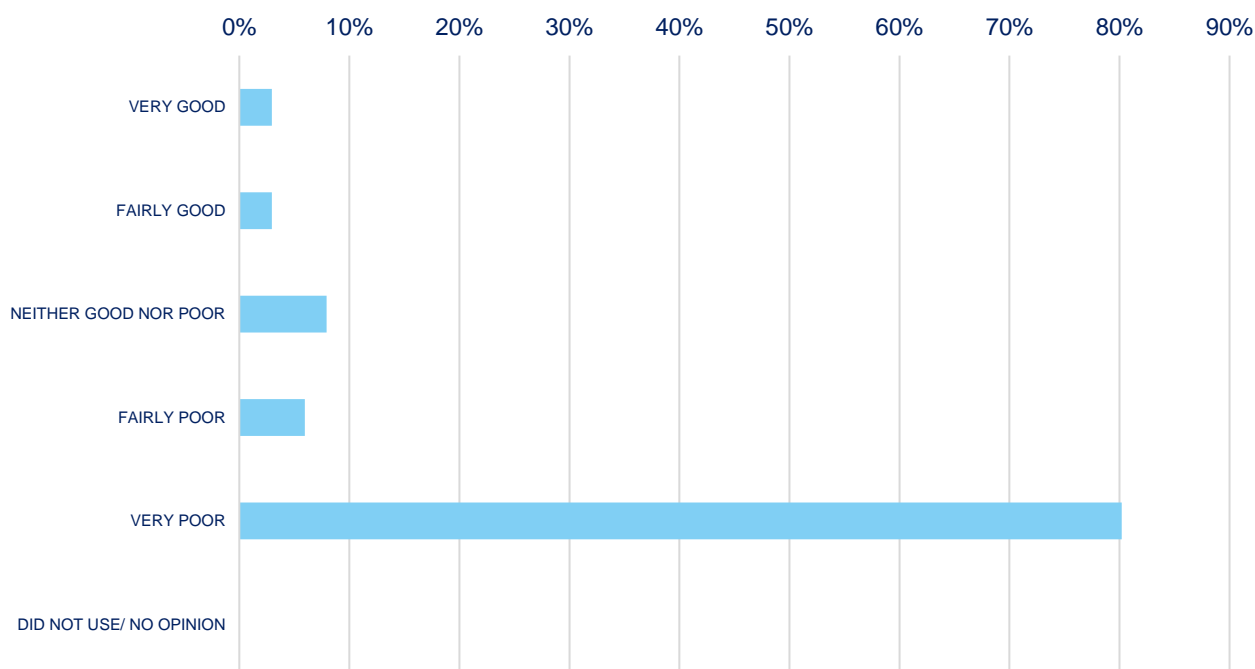
How would you rate this station for connections with other forms of public transport (e.g. buses, taxis, trams etc.)?



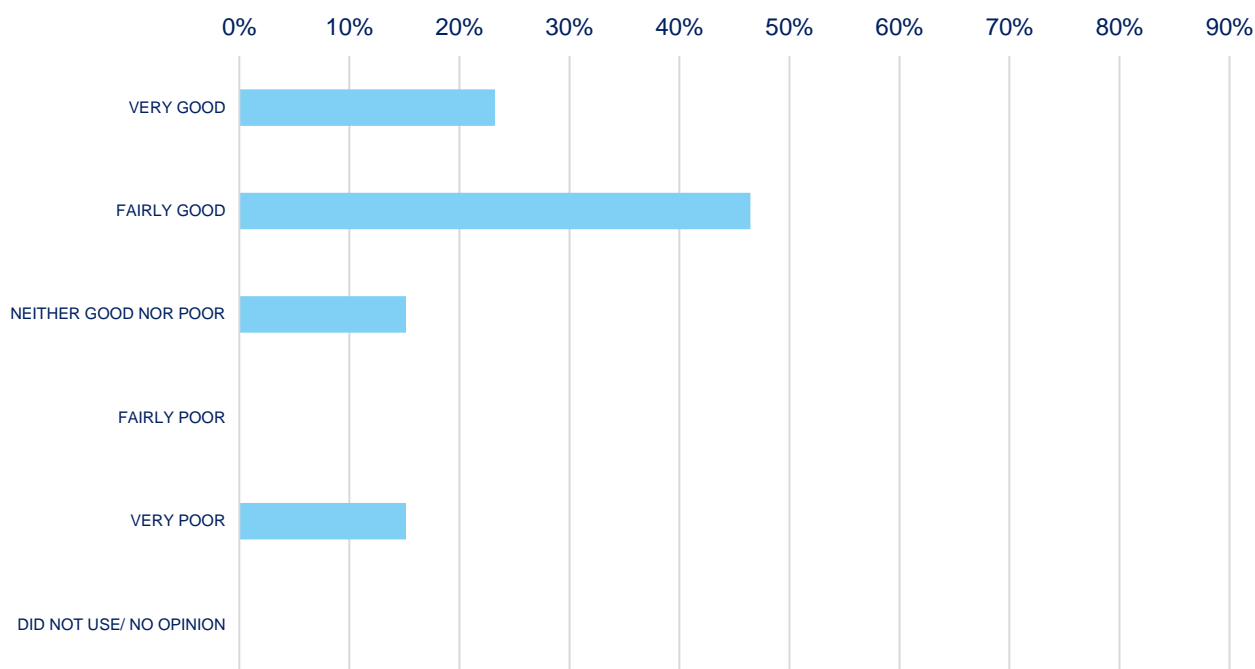
How would you rate this station for facilities for car parking?



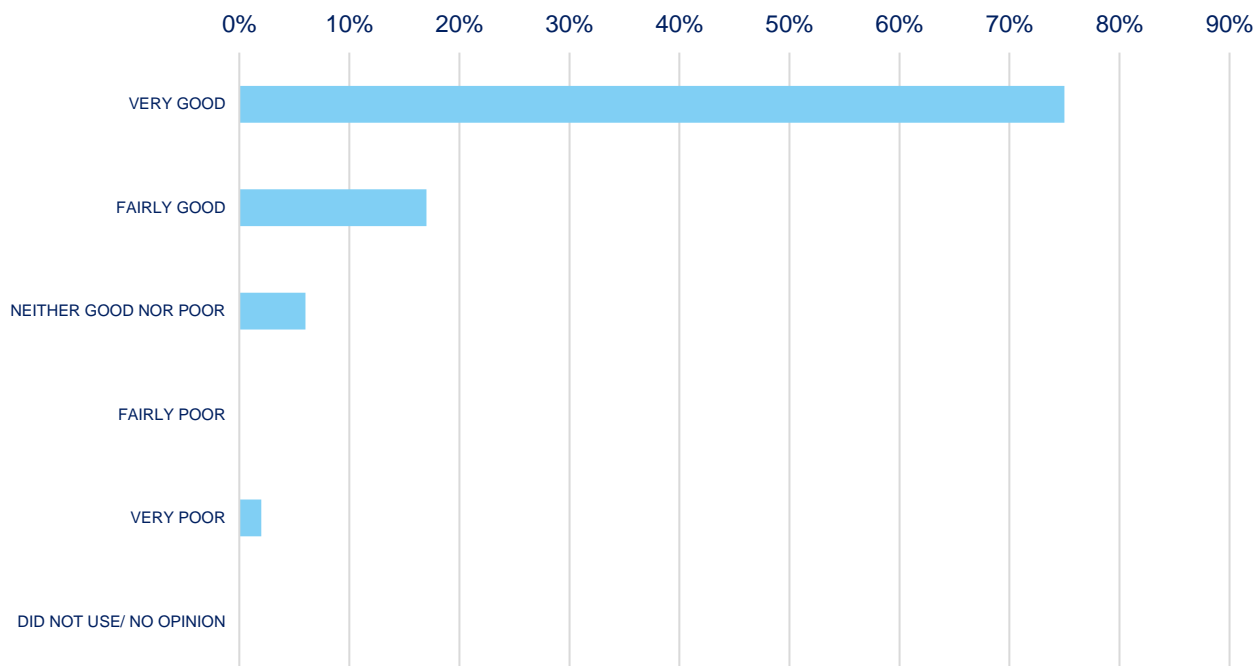
How would you rate this station for the number of spaces available to park in the car park?



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

The stand out results in the Shadow NRPS report for Stalybridge are in relation to car parking provision. The vast majority of users rate the facilities as 'very poor', particularly in relation to the ability to find a space. There is a council car park opposite the station which is well used, and parking is available on waste ground adjacent to the station, but these are both extremely popular, and so those arriving slightly later will find themselves having to park on nearby streets.

The modes used by customers to access the station varies. Despite the issues with car parking, the private car is the most popular, followed closely by walking. There is a much smaller number of customers who use sustainable modes such as bus or cycling. The rating for 'connections with other modes' is varied, with some rating this very highly, and others not so highly. It could be that connections are dependent upon the start point of a customer's journey and the ability to travel directly to the station, rather than needing to use multiple modes before reaching the station. This can also be impacted by the reliability of the other modes serving the station. If a bus constantly experiences traffic issues and adds an element of doubt into the ability to meet connections, it can impact upon perceptions of integration.

This evidence shows that if we were able to facilitate a modal shift, the lack of car parking could be less of an issue. Encouragement in the use of local bus services, and promotion of local walking and cycling routes could make a real difference at this station.

Evaluation: Summary of Findings

Despite its small size, Stalybridge has extremely good rail connections to both Manchester and Yorkshire, offering customers a choice of journeys North or South with minimal changes required. Customers can be at Manchester within 15 minutes, and Leeds within 45 minutes, making it extremely popular with commuters.

The main transport rival in the area is Metrolink, which offers regular services to the city centre at a comparable cost but with the advantage of large park and ride facilities. The only downside of the Metrolink is the extended journey time when compared with the train. Local bus services also run to/from the city centre regularly, but again with an extended journey time over the train.

Car parking is a known issue at Stalybridge, identified through the site visits and customer feedback, it is an area which needs addressing, but it is important to carry out any developments with consideration to other modes. It is clear that enhancement and encouragement towards sustainable options could deliver a positive change in this area alongside development of new parking facilities.

The other areas and aspects of the station perform well. There is very little to be added to the station in terms of accessibility, and customers are well catered for with the café and pub. Recent service improvements on a Sunday have been a welcomed addition, and are helping to grow the popularity of the station.

On the whole, Stalybridge is a well-served station with good facilities once you get inside. It is the outside areas for parking and its connections with sustainable modes which require some attention. Franchise commitments are set to remedy these issues at other areas, and will work as a proving ground to facilitate change at this station.

Evaluation: Stakeholder Feedback

Feedback was requested from the following stakeholders:

- Transport for Greater Manchester
- Sustrans
- Rail Delivery Group
- TransPennine Express Group Station Manager – Hub
- Stalybridge – Huddersfield Rail User Group

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.

Stalybridge – Huddersfield Rail User Group

Looking at the levels of train service and facilities at Stalybridge, it is difficult to believe that it is the same place as existed in the 1970s and 1980s, and operators and Network Rail deserve to be congratulated on what has been achieved.

But despite this, Stalybridge Station in our view fails to achieve its full potential because of problems on the access side, and in particular the chronic lack of car parking.

It is unfortunate that land which could have been used for this purpose was sold off by the then BR Property Board at the time when service levels were dire compared with the present - eg Trans Pennine services running only every 2 hours, and local services confined to peak hours and Saturday mornings. Tameside Council attempted in the 1990s to secure the release of land occupied by a haulage company but to no avail.

The conclusion that the solution lies in the promotion of more sustainable modes is perhaps inevitable, given the objectives of station travel plans, but we do not think that Stalybridge's unmet demand can be significantly met by greater use of buses, walking and cycling with the measures proposed. Of these, only car sharing could reduce the demand on parking.

Planning: Franchise Commitments

Committed Obligation	Due Date
<p>Supporting partnerships with other transport providers</p> <p>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>Reuse of Cycle Parking Infrastructure</p> <p>By 31 March 2018 the Franchisee shall undertake a review (a "Cycle Review") of the cycle parking spaces and introduce cycle parking spaces by utilising the Existing Cycle Parking Infrastructure. The number of cycle parking spaces to be introduced at each such Station shall be determined by the Franchisee in accordance with the demand for cycle parking spaces as established by the Cycle Review.</p>	31.03.2018
<p>Cycle Information Signage</p> <p>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</p> <p>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**

- **Specific**
- **Measurable**
- **Attainable**
- **Realistic**
- **Time-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
Car Parking	Actively pursue opportunities to provide more car parking facilities at the station, ensuring that any improvement is matched by improvements to access by sustainable methods.	High	To be determined	To be scored dependent upon when land becomes available	Reliance on the private cars as a means of accessing the station	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

Station Travel Plan

Stalybridge

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
Public Transport	Discuss options with Tameside Council and Transport for Greater Manchester to relocate the bus stop from under the railway bridge on the Station side of Rassbottom Street nearer to the station forecourt.	Low	Third parties	TPE to request that TfGM consider this as part of any highway works	Impact on walking routes / traffic flows in the area	Low

Station Travel Plan

Stalybridge

Appendix 1: Station Map

