

Station Travel Plan Thirsk

Thirsk



Introduction

What is a Station Travel Plan?

The Department for Transport defines as Station Travel Plan as: 'A strategy for managing the travel generated by your organisation, with the aim of reducing its environmental impact, typically involving support for walking, cycling, public transport and car sharing'

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

Thirsk



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.

Thirsk



Local Area

Station Details and Local Government

Station Address Thirsk Railway Station

Station Road

Thirsk

North Yorkshire

YO7 4LS

Station Manager Mike Drewery

Group Station Manager (North East)

Local Authority(s) Hambleton District Council

North Yorkshire County Council

Summary Sat between the North Yorkshire Moors and the Yorkshire Dales, Thirsk is a traditional North

Yorkshire market town. The town is centred around the market square, which is dominated

by the town clock.

A delight for tourists, the town was home to author James Herriot, famous for writing 'All Creatures Great and Small' and there is a museum devoted to him in the town centre. Thirsk

also has a great range of walks available for people wanting to explore the area.

The railway station is just over 1 mile from the town centre, and connects the town to major

towns and cities via the East Coast Main Line.

Thirsk



Attractions and Points of Interest

Getting there from the Railway Station

The World of James Herriot

A museum dedicated to the life and work of James Herriot, including recreations and items from the TV series 'All Creatures Great and Small'

Thirsk Racecourse

A picturesque country racecourse with excellent facilities and high quality racing to ensure an enjoyable, affordable day out.

Thirsk Museum

A museum with exhibits of local life and industry, all housed in the home of Thomas Lord, founder of Lords Cricket Ground.

The Ritz

One of the oldest continuous run cinemas in the UK, the Ritz opened in 1912 and is still showing the latest releases.

Walk:	1.3 Miles	27 Minutes
Cycle:	1.5 Miles	8 Minutes
Bus:	70 / 153	6 Minutes
Car/Taxi:	1.5 Miles	6 Minutes

Walk: 0.9 Miles 18 Minutes
Cycle: 0.9 Miles 5 Minutes

Bus: Free shuttle bus available on race days

4 Minutes

Car/Taxi: 0.9 Miles 2 Minutes

Walk: 1.3 Miles 27 Minutes

Cycle: 1.5 Miles 8 Minutes

Bus: 70 / 153 6 Minutes

Car/Taxi: 1.5 Miles 6 Minutes

Infrequent Service

Infrequent Service

Walk: 1.2 Miles 25 Minutes
Cycle: 1.2 Miles 7 Minutes
Bus: 70 / 153 6 Minutes

1.2 Miles

Car/Taxi:

Infrequent Service

Thirsk



Train Service Summary

TransPennine Express

To/From: Middlesbrough

Via: Northallerton, Yarm, Thornaby

Frequency: Hourly (each way)
Journey Time: 40 Minutes

Timetable Ref: The North East to Liverpool and Manchester Airport

To/From: Manchester Airport

Via: York, Garforth, Leeds, Huddersfield, Manchester Piccadilly

Frequency: Hourly (each way)
Journey Time: 2 Hours 6 Minutes

Timetable Ref: The North East to Liverpool and Manchester Airport

Grand Central

To/From: Sunderland

Via: Northallerton, Eaglescliffe, Hartlepool

Frequency: 5 services per day
Journey Time: 1 Hour 15 Minutes
Timetable Ref: North East and York

To/From: London Kings Cross

Via: York

Frequency: 5 services per day
Journey Time: 2 Hours 20 Minutes
Timetable Ref: North East and York

Average journey times with standard calling patterns

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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.

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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.

North Yorkshire County Council

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

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

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

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

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

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

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

Hambleton District Council

Hambleton, named after the Hamble Hills, is the local government district of North Yorkshire with responsibility for Northallerton, Thirsk, beadle, great Ayton, Stokesley and Easingwold, and it the local planning authority for Thirsk Railway Station.

Rail User Groups

Northallerton & Thirsk Rail Users Committee



Site Audit: Station Facilities

Station Opening Hours and Staff Provision

	First S	ervice	Last S	Last Service		Staffed Hours Booking Office			Office
	Departing	Arriving	Departing	Arriving	Starred Hours		Hours*		s*
Monday to Saturday	06:16	06:16	22:58	22:58	05:45	20:00	06:00	-	19:45
Sunday	08:50	08:50	22:56	22:56	08:30 -	17:45	08:45	-	17:30

^{*}The booking office may be temporarily closed whilst station staff provide assistance to customers on the platforms. The Ticket Vending Machine will be available during these times.

Ticket Buying Facilities

	Booking Office 1 Window	Ticket Vending Machine Available on the platform outside 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

There are waiting facilities within the booking hall on platform 1, which is available during staffed hours. The booking hall is heated with bench seating. There are audible train announcements and a Customer Information Screen. A glass waiting shelter is also available further down platform 1 with perch seating.

Platform 2

There is a waiting room on Platform 2 which is available during staffed hours. The waiting room is heated with bench seating. There are audible train announcements within the waiting room. There is no level access to the waiting room, and no option to install a ramp without major reconfiguration due to its positioning on the platform. There is no other waiting shelter on the platform.

Toilet Facilities

The permanent toilet facilities at this station are out of order due to issues with the drainage pipes which run beneath the East Coast Main railway line.

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Temporary toilet facilities have been set up in the station car park, in the space devoted to Blue Badge parking. There is a single universal toilet available during staffed hours. This is available for all customers to use. There are baby change facilities available within this toilet. A ramp is in place for access to this facility.

TransPennine Express are working with Network Rail to determine a long term solution to the issues with the toilet facilities at this station.

Help and Information Inside the Station

Customer Information Screens

Customer Information Screens with train service details are available in the booking hall 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 additional announcements where necessary.

Information Desks / Points

There is no dedicated information point at this station. Customers requiring help and advice are advised to make their way to the booking hall.

Customer Help Points

Customer help points are available 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 a no real-time bus information displayed at this station.

Station Accessibility

Genera

All areas of Thirsk Station are accessed via a footbridge, or via barrow crossings for those customers with disabilities. The footbridge is non-compliant, and is in need of handrails rather than the current reliance on the use of the railings to act as handrails.

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Entrance

Customers with disabilities arriving at the station will require assistance to access the platforms as this involves crossing the railway lines via a barrow crossing. There is an intercom installed next to the barrow crossing gates in the car park which can be used to contact the station staff. The barrow crossing is signal operated, and the member of staff will liaise with the signaller to arrange crossing.

Due to the level of risk associated with using this crossing, it is only available to those who are unable to use the stairs, such as wheelchair users, or those with sight or mobility impairments.

The barrow crossing cannot be used for prams or pushchairs, luggage or bicycles. Station staff will assist with these items where requested. Children must be removed from the pushchair and the pushchair folded.

Outside of staffed hours, this station is inaccessible, and a taxi will be provided to take customers to the nearest accessible station to continue their journey by train. Taxis can be arranged in advance when customers book assistance through the Assisted Travel team, or by contacting us upon arrival at the station. Details of how to contact us are clearly displayed on the station welcome poster.

Booking Hall

There is a level threshold from the platform into the booking hall, which is accessed via an automatic door. There is a low level counter installed.

Platform 1

There is level access from the booking hall to platform 1. There is no requirement to further cross any railway lines to access this platform.

Platform 2

To access platform 2, customers will need to be assisted across a second railway line via a barrow crossing. The barrow crossing is signal operated, and the member of staff will liaise with the signaller to arrange crossing.

Retail Outlets

There are no retail outlets at this station

Other Facilities available at the Station



The station is covered by CCTV throughout.



1 public telephone is available in the station booking hall



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

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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 (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 656

This route starts at Coxwold, and is a strenuous ride through the North Yorkshire Moors. The route is mainly on road, and is a challenging alternative to route 65.

National Cycling Route 71

Thirsk sits to the south of Route 71, but can be accessed via route 657. Route 71 is part of the C2C coastal route which runs from Cumbria to North Yorkshire.

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.

National Cycling Route 657

Route 657 offers an alternative to following Route 65, which travels near to the North York Moors and past Felixkirk, and instead takes you directly through Thirsk, with an off-shoot to the station.

Local Routes

Although on the road, and without dedicated cycle lanes, there are good cycle links from Thirsk Station to the national cycle network. Some less experienced cyclists may be put off by the speed limits on the roads to the east of the station. The route to the town is well lit with no dual carriageways making cycling a very viable option for travel to/from the station for local residents.

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North Yorkshire County Council have outlined in their Local Transport Plan 4, their intentions to make improvements to cycle and walking routes, and the facilities for cycle storage. TransPennine Express will engage with North Yorkshire County Council when determining any improvements to these facilities.

Cycle Signage

Local and national cycle routes are well signed from the station, and similarly, the station is signed from the town centre.

The cycle parking at the station is not well signed, and is not clearly visible as you approach the station or pass through the car park as it is located underneath the steps from the car park to the overbridge.

Cycle Storage

Station Car Park



Spaces 21

Storage Type Sheffield Stands

Security Not covered by CCTV

Utilisation 38%*

Weather Protection There is no weather protection for

this cycle storage

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

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Site Audit: Accessibility by Bus

Bus Stops

There are bus stops located on either side of Carlton Road at the entrance to the station car park, which are used for local bus services. More bus services are available from Thirsk town centre.



Bus Routes

Route	To/From (and Vice Versa)	Via	Frequency					
70	Northallerton / Ripon	Thornton le Moor, Thornton le Street, South Kilvington, Thirsk, Carlton Miniott, Topcliffe, Asenby, Rainton, Dishforth, Sharow	5 Services per day					
153	Thirsk / Northallerton	Carlton Miniott, Sandhutton, South Otterington, Thornton le Moor, Thornton le Beans	3 Services per day					
Seasonal Moorbus services operate from Thirsk Station, connecting train services with the North Yorks								

Seasonal Moorbus services operate from Thirsk Station, connecting train services with the North Yorks Moors.

The current bus service provision from the station is noted as being particularly poor. In recent years, North Yorkshire County Council has reduced its bus service subsidy, with focus being placed on Commercial bus routes.

As a result, community transport is a growing sector within North Yorkshire.

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Site Audit: Accessibility by Car

Road Access

Thirsk Railway Station is located on the A61, and is 1.5 miles from the town centre. Thirsk itself sits between the A1M and A19, both of which offer good road links to Newcastle and Middlesbrough in the North and York to the South, and ultimately to the wider motorway network.

The town is close to the North Yorkshire Moors, which makes it popular with tourists. It is also just a 50-minute drive to any of the four major conurbations of Darlington, Middlesbrough, York and Harrogate.

The station is situated 1.5 miles from the town centre, which is within walking distance, however, based on the car park utilisation figures, it is fair to say that cars are the method of choice for accessing the railway station.

Car Parking Provision

Car parking is a major issue at Thirsk. Demand far outstrips provision, and this is a limiting factor for customers accessing rail services from this station. It is often not possible to park at the station if you arrive at any point after 08:00. There are often examples of illegal parking on local Network Rail land due to the lack of spaces, or customers driving to other surrounding stations where there are bigger facilities for car parking.

TransPennine Express are working with a number of stakeholders to devise schemes to increase the amount of car parking at the station.



Station Car Park Managed by APCOA on behalf of TransPennine Express





The station car park at Thirsk sits along Station Road. There is a turning circle at the station end of the car park, and an access road to the Network Rail depot.

Thirsk

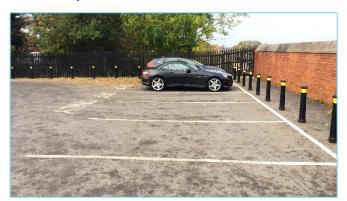


Parking Spaces		Parking Tariffs		Payment Options				
Туре	Total	Utilisation 3 Period Average	Ticket	Rate	P&D	Phone	Web	ANPR
Disabled	4*	N/A	Daily 24 Hours	£3.70	✓	✓	×	×
Premium	0		Weekly 7 Days	£17.00	✓	✓	×	×
Car Share	0		Monthly 28 Days	£45.00	×	✓	✓	×
Electric Car	0		Quarterly	£107.00	×	✓	√	×
Standard	54	84%	Annual	£325.00	×	✓	✓	×
Motorcycle	0		Blue Badge	FREE				

^{*}Due to issues with the toilets at the station, all of the disable bays are currently unavailable as a portacabin with toilet facilities has been erected in these spaces.

Drop Off / Pick Up Points

There is an allocated drop off/pick up point for Thirsk Station on Carlton Road. There are 5 spaces with a 20-minute maximum stay.





There are concerns over the safety of these spaces, as cars exiting the spaces are reversing directly onto a 40mph stretch of road, or manoeuvring in a small area before joining the highway. There is limited visibility in this area due to the nature of the road bridge which add to the issue.

Options for this area are being considered as part of the larger scheme to increase parking provision at the station, along with options to introduce a drop off area in the main car park.

Thirsk



Site Audit: Accessibility by Taxi

Hackney Carriages

There is a small taxi rank at this station, positioned on the access road to the Network Rail depot, with space for two vehicles. These spaces are often taken up by parked cars due to the low usage of the rank.

Mini Cabs / Private Hire

Minicabs generally pick up from the drop off/pick up point on Carlton Road or from the station car park. The principal minicab operators in the area are:

Firm	Telephone Number				
Atkinsons	01845 522 473				
Dales	01845 522 745				
Prices	01845 522 709				

Thirsk



Site Audit: Accessibility by Walking







Footpath along Carlton Road from the Carlton
Miniott



Stepped access to the overbridge from Carlton Road

Access to the station from the car park or drop off point is via the overbridge. There are steps up to the overbridge from either direction, with a large number of steps down from the overbridge to the platforms and booking hall.

Walking to/from the drop off point is good, with footpaths on the station side of Carlton Road. There is a potential conflict in the drop off/pick up area as the spaces are accessed via dropped kerbs. The walking route is around the edge of this area, with bollards in place, however the desire line is straight across this area.

When accessing the station by foot from Station Road, pedestrians are required to walk through the car park and up the stairs to the overbridge. There is no designated pedestrian area through the car park. There is also very little allowance for pedestrians at the junction from Station Road to Carlton Road. The footpath narrows, and the placement of the bus stop further restricts this area. The pavement then runs level with the roadway for a short distance before returning to a kerbed footpath. This area should be reviewed as part of the larger car park redevelopment piece.

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Analysis: Station Usage

Station Footfall

Station Entries	Full Price Tickets	30,792
	Advanced Fare Ticket Holders	67,106
	Season Ticket Holders	11,256
	Total	109,154
	Full Price Tickets	30,792
Station Exits	Advanced Fare Ticket Holders	67,106
Station Exits	Season Ticket Holders	11,256
	Total	109,154
2015/16 Station I	Entries & Exits	218,308
2014/15 Station I	211,876	
2015/16 Station I	nterchanges	-

Thirsk



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	National Long Distance TransPennine Express			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 Thirsk

Due to sample sizes, there is no station specific data available for Thirsk

Thirsk



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	94%	97%	86%
Connections with other forms of public transport	33%	43%	52%
Facilities for car parking	48%	74%	54%
The car park being safe and secure	78%	86%	Not recorded

Scores for the specified factors at Thirsk station have large fluctuations, which are believed to be as a result of a relatively small sample size.

Shadow NRPS Question Breakdown

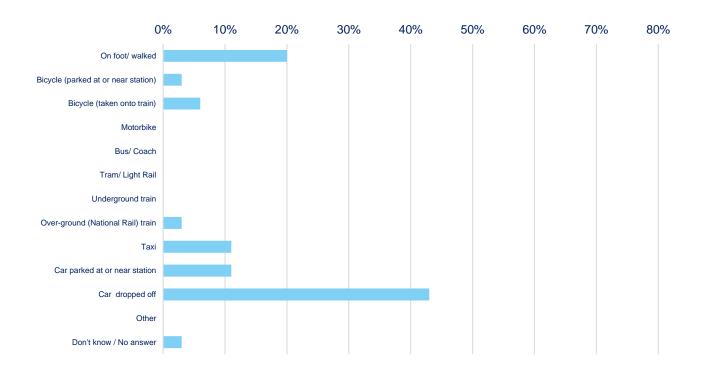
Within the Shadow NRPS results, we have the ability to carry out analysis by question, with the responses categorised by station. These results are taken from Quarter 3 feedback.

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

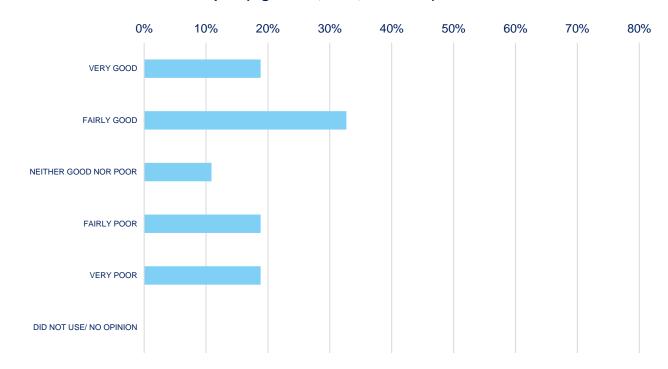
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Which methods of transport did you use to get to the station today?

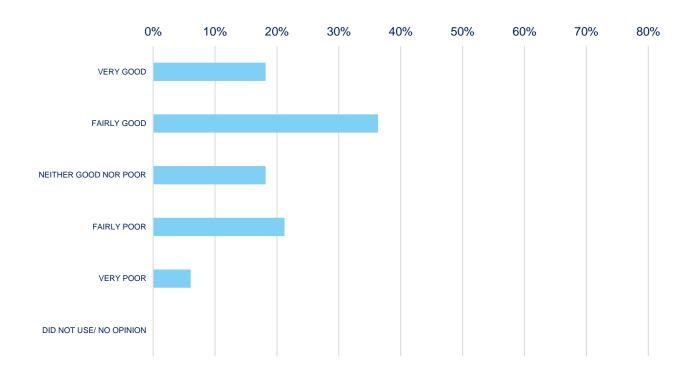


How would you rate this station for connections with other forms of public transport (e.g. buses, taxis, trams etc.)?

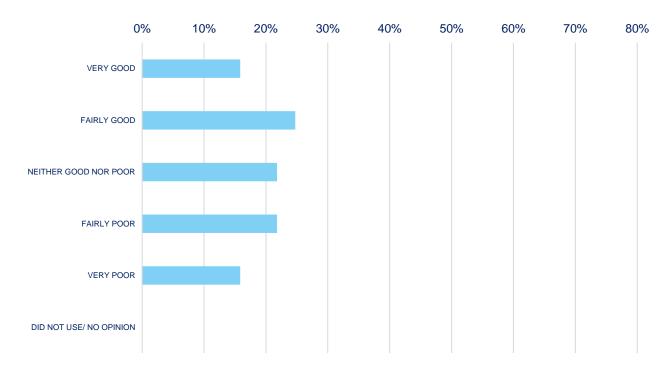




How would you rate this station for facilities for car parking?



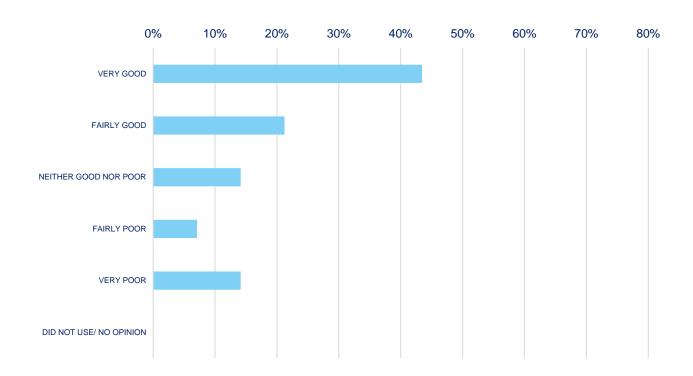
How would you rate this station for the number of spaces available to park in the car park?



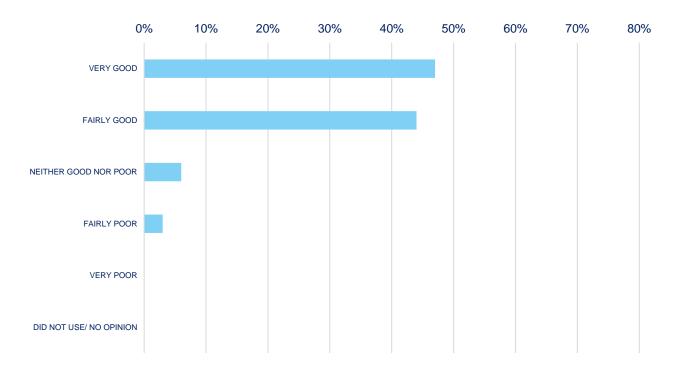
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How would you rate this station for facilities for bicycle parking?



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



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Shadow NRPS Question Breakdown Summary

The most popular mode for customers accessing Thirsk station is being dropped off by car, unsurprising when you take into account the popularity of the car park, which is frequently filled before the end of the morning peak. This is reflected in the scores for "number of spaces available", which received mixed feedback.

The station is just over 1 mile from the town centre, and so walking is less popular than for town centre stations, but is still popular here.

The surprise result is cycling, with higher numbers than many other stations arriving at the station by bike, and around twice as many taking their bike on the train with them rather than leaving it at the station. The scores for the quality of the cycle facilities varies. There is a good proportion who rate these as 'very good', however it is known that the facilities are in need of attention to raise the standard. It may be that improved facilities encourage more cycling, or sees more customers leaving them at the station than taking them with them on the train.

The scores for 'connections with other modes' are as to be expected based upon evidence from the site visit. Whilst there is a bus stop at the station, the service provision is low, and not well aligned across bus and rail.

Thirsk



Evaluation: Summary of Findings

The layout of Thirsk railway station both defines and limits its access. The East Coast Main Line splits the station, meaning that the overbridge must be used to access each of the platforms, the car park and the booking office. For those arriving by car, buying a ticket, and then travelling south from the station, this means going up and down four flights of steps. An area for improvement at the station which has been identified is the potential addition of handrails to the footbridge, which is being looked into as part of the minor works scheme.

There is a barrow crossing in place for disabled customers who are unable to use the steps. The process for using the barrow crossing is well tested, with an intercom in the car park to contact the station staff, however it can take time depending upon whether a 'fast' train is in the area, and is unavailable outside of staffed hours.

Car parking is the biggest issue at Thirsk station. The car park is often full to capacity before the end of the morning peak, with customers often parking on the Network Rail depot access road or on the verges around the edge of the car park. Due to its remote position outside of the town centre, many of the car park users drive a relatively short distance, however Thirsk is also known to be popular with customers from further afield in North Yorkshire. TransPennine Express are working with the local authority, other rail companies and third parties in the area to see what options may be available to expand the car park.

As well as providing additional capacity for those arriving by car, it is noted that the cycle storage at the station is quite well used, despite the facility being very basic. Throughout 2017 and 2018 TransPennine Express has plans to install new cycle parking, with improved security, weather protection and more capacity. It may be that this facility entices some of the more local commuters to make the switch from car to bicycle for the mile journey from the town centre, especially given the cycle lanes which are in place along the A61 past the racecourse.

The bus services which call at the station are minimal, and the bus stop itself is basic, with no weather protection. There are very few services which are aligned to the train timetable, however a shuttle to/from the town centre, particularly at peak times, could be considered, even on a trial basis. Further work is needed to understand frequency and routes which would be suitable and self-sustaining.

Overall, Thirsk station has a high footfall for its size due to the links it has with major services running North and South to key locations such as York, Leeds and Middlesbrough, however its potential is being limited by its oversubscribed car park facilities, and the lack of feasible access by more sustainable modes.

Thirsk



Evaluation: Stakeholder Comments

Feedback was requested from the following stakeholders:

- North Yorkshire County Council
- Sustrans
- Rail Delivery Group
- Northallerton and Thirsk Rail Users Committee
- 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.

North Yorkshire County Council

General feedback from North Yorkshire County Council is supportive of the improvements which TransPennine Express intends to make at Thirsk Railway Station. A strong working relationship with the council is key, particularly around projects which impact beyond the rail service, such as real-time bus information screens at the station.

There is a shared recognition of the issues at this Station, particularly around access to the station, both in terms of arriving by other modes, and access for customer once they arrive at the station. There are definite challenges to be overcome, and TransPennine Express welcomes the support of NYCC to overcome these. There is also a shared ambition in terms of what both the council and TransPennine Express wish to see delivered through investment.

It is fair to say that there are also some concerns raised by the council, particularly around connecting bus services. It is essential that both NYCC and TransPennine Express work with the local operators to introduce a self-sustaining and commercially viable service which connects the station with the town centre.

NYCC have also requested that TransPennine Express:

- Explore options to improve facilities to cater for access by motorbike and moped
- Explore options to improve station accessibility in line with BS8300 (accessible stations)
- Maximise the benefit of new rolling-stock which is being introduced on services calling at Thirsk
- Support further research into understanding how customers are accessing the station, why they choose that mode, and where they are travelling from to access the station.

Northallerton and Thirsk Rail Users Committee

Feedback from Northallerton and Thirsk Rail Users Committee has two strong themes, accessibility and connectivity.

References are made to the accessibility of the station, with concerns raised in relation to the level crossing operation and the current toilet provision at the station. Members of the rail user group are keen to see handrails installed on the footbridge, and reinstatement of the toilet facilities on the station to help with this. TransPennine Express have actions recorded to tackle these two areas, and will keep the user group informed of the progress being made.

Connectivity is referenced with regards the lack of connections with other modes of transport, and the resulting reliance upon cars to get to and from the Station. Members of the user group have produced timetables illustrating the lack of bus connections to and from the stations, and this is something that TransPennine Express will seek to address through discussions with the local authority and bus service providers.

Connectivity is also noted regarding the fleet changes which TransPennine Express is making. With development of the station facilities, the user group are keen to see consideration given to a higher level of service from the station along the East Coast Main Line.

Thirsk



Planning: Franchise Commitments

Committed Obligation	Due Date
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	Throughout Franchise Term
Real-Time Bus Information By no later than 30 April 2018 the Franchisee shall install (and thereafter maintain) one real-time bus information screen at each of the following Stations: (a) Scarborough; (b) Selby; (c) Northallerton; (d) Thirsk; and (e) Malton	30.04.2018
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"	31.03.2018
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	31.03.2018
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	31.03.2018
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)).	31.03.2017

Thirsk



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

Thirsk



Action Plan

Theme	Description	Impact	Funding Source	Deadline	Risk	Priority
Station	Monitor progress of Disabled Toilet repairs and push for resolution.	High	Network Rail	ASAP	Accessibility Impact	High
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 change to current provision, resulting in continued reliance upon the private car. Lack of available funding may also be an issue.	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 that 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

TransPennine Express. Station Travel Plan. Thirsk. Version 1.1. Published 31/03/2017. Author: Charlie French, Transport Integration Manager

TransPennine Express Station Travel Plans have been produced in line with guidance issued by the Association of Train Operators (ATOC). All information contained within the Station Travel Plan is correct as of the date of publishing. Station Travel Plans will be updated and republished on the anniversary of the publishing date above.

Thirsk



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	
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Thirsk



Appendix 1: Station Map

