

# Station Travel Plan Thornaby

## 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

<b>Station Address</b>	Thornaby Railway Station Mandale Road Thornaby Cleveland TS17 6AW
<b>Station Manager</b>	Mike Drewery Group Station Manager (North East)
<b>Local Authority(s)</b>	Stockton-on-Tees Borough Council
<b>Summary</b>	<p>Thornaby Railway Station serves the town of Thornaby-on-Tees and surrounding areas due to the connectivity of the station with services on the East Coast Main Line.</p> <p>The town has a population of around 25,000, and has seen strong investment over the last decade to improve shopping and leisure facilities in the town. Teesside Park is one of the larger developments, built on the former racecourse.</p> <p>The town is home to a number of large educational institutions including Stockton Riverside College and Durham Universities Queen's Campus.</p>

## Attractions and Points of Interest

### Getting there from the Railway Station

<b>Pavillion Shopping Centre</b> Located in the heart of Thornaby, the Pavillion Shopping Centre offers a huge selection of high street outlets, supermarkets, banks and restaurants.	<b>Walk:</b> 1.8 Miles 38 Minutes <b>Cycle:</b> 1.9 Miles 12 Minutes <b>Bus:</b> Route 15 13 Minutes <b>Car/Taxi:</b> 2.0 Miles 7 Minutes	Every 8 Minutes
<b>Teesside Shopping Park</b> A large out of town shopping complex with cinema, supermarkets and restaurants.	<b>Walk:</b> No safe walking route available <b>Cycle:</b> 1.5 Miles 8 Minutes <b>Bus:</b> Route X8 8 Minutes <b>Car/Taxi:</b> 1.3 Miles 4 Minutes	Every 8 Minutes
<b>Durham University Queen's Campus</b> Sat on the riverbank of the Tees, this campus is twinned with Durham University, and offers world class teaching facilities.	<b>Walk:</b> 0.6 Miles 11 Minutes <b>Cycle:</b> 0.7 Miles 3 Minutes <b>Bus:</b> No bus route available <b>Car/Taxi:</b> 1.3 Miles 4 Minutes	
<b>Stockton Riverside College</b> The college offers a range of academic and vocational courses for school leavers or adults.	<b>Walk:</b> 0.6 Miles 11 Minutes <b>Cycle:</b> 0.7 Miles 3 Minutes <b>Bus:</b> No bus route available <b>Car/Taxi:</b> 1.3 Miles 4 Minutes	
<b>Tees Barrage International White Water Centre</b> Located on the banks of the Tees, and offering rafting, kayaking and powerboating, as well as sailing, canoeing and bellboating, this course is suitable for all.	<b>Walk:</b> No safe walking route available <b>Cycle:</b> 1.0 Miles 5 Minutes <b>Bus:</b> No bus route available <b>Car/Taxi:</b> 1.7 Miles 5 Minutes	

## Train Service Summary

### TransPennine Express

**To/From:** **Manchester Airport**  
**Via:** Yarm, Northallerton, Thirsk, York, Leeds, Huddersfield, Manchester Piccadilly  
**Frequency:** Hourly (Each way)  
**Journey Time:** 2 Hours 40 Minutes  
**Timetable Ref:** The North East to Liverpool and Manchester Airport

**To/From:** **Middlesbrough**  
**Via:** Direct  
**Frequency:** Hourly (Each way)  
**Journey Time:** 5 Minutes  
**Timetable Ref:** The North East to Liverpool and Manchester Airport

### Arriva Rail Northern

**To/From:** **Saltburn**  
**Via:** Middlesbrough, Southbank, Redcar Central, Redcar East, Longbeck, Marske  
**Frequency:** 2 Service per Hour (Each way)  
**Journey Time:** 30 Minutes  
**Timetable Ref:** 03 – Bishop Auckland and Darlington to Middlesbrough and Saltburn

**To/From:** **Bishop Auckland**  
**Via:** Eaglescliffe, Allens West, Dinsdale, Darlington, North Road, Heighington, Newton Aycliffe, Shildon  
**Frequency:** 2 Services per Hour (Each way)  
**Journey Time:** 55 Minutes  
**Timetable Ref:** 03 – Bishop Auckland and Darlington to Middlesbrough and Saltburn

**To/From:** **Nunthorpe**  
**Via:** Gypsy Lane, Marton, James Cook, Middlesbrough  
**Frequency:** Hourly (Each way)  
**Journey Time:** 20 Minutes  
**Timetable Ref:** 02 – Nunthorpe and Middlesbrough to Newcastle and Metrocentre

**To/From:** **Metrocentre**  
**Via:** Darlington, Stockton, Billingham, Seaton Carew, Hartlepool, Seaham, Sunderland, Heworth, Newcastle  
**Frequency:** Hourly (Each way)  
**Journey Time:** 1 Hour 40 Minutes  
**Timetable Ref:** 02 – Nunthorpe and Middlesbrough to Newcastle and Metrocentre

*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](http://www.atoc.org/about-atoc)

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

### Sustrans

Sustrans are a national charity helping to make travel by foot, bike or public transport more popular for everyday journeys. They work across communities, with policy-makers and other organisations to help people choose healthier, cleaner and cheaper journeys, contributing to better places and spaces to move through and live in.

Their vision is that by 2020 80% of local journeys will be made by bike, foot or public transport, double the current figure of 40%. Improving the accessibility of TPE's railway stations can clearly help reduce the need to travel by car and increase the proportion of journeys undertaken using more sustainable modes.

Sustrans works to develop the National Cycle Network, which is series of safe, traffic-free paths and quiet on-road cycling and walking routes that connect to every major town and city. The Network passes within a mile of half of all UK homes and now stretches over 14,000 miles across the length and breadth of the UK.

## Stockton-on-Tees Borough Council

The borough of Stockton-on-Tees consists of the market town of Stockton, and the smaller outlying settlements of Billingham and Thornaby-on-Tees, including Ingleby Barwick.

The Third Local Transport Plan to be produced by Stockton-on-Tees has the following aims and objectives which will provide a transport system;

- To support national economic competitiveness and growth, by delivering reliable and efficient transport networks;
- To reduce transport's emissions of carbon dioxide and other greenhouse gases, with the desired outcome of tackling climate change;
- To contribute to better safety security and health and longer life-expectancy by reducing the risk of death, injury or illness arising from transport and by promoting travel modes that are beneficial to health;
- To promote greater equality of opportunity for all citizens, with the desired outcome of achieving a fairer society;
- To improve quality of life for transport users and non-transport users, and to promote a healthy natural environment.

## Rail User Groups

**North East Coastliners Rail User Group**

**Saltburn Line User Group (SLUG)**

## Site Audit: Station Facilities

### Station Opening Hours and Staff Provision

	First Service		Last Service		Staffed Hours			Booking Office Hours		
	Departing	Arriving	Departing	Arriving						
Monday to Saturday	05:59	05:59	23:08	23:08	05:45	-	19:45	07:00	-	19:30
Sunday	08:32	08:32	23:14	23:14	09:00	-	17:30	09:15	-	17:15

### Ticket Buying Facilities

	Booking Office 1 Window	Ticket Vending Machine Available next to the ticket office
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

#### Booking Hall

There is seating available in the booking hall

#### Platform 1

There is a partially enclosed waiting shelter at the far end of platform 1, close to the access point from the car park. Benches are also available along the platform.

#### Platform 2

There is a partially enclosed waiting shelter at the far end of platform 2, close to the access point from the car park. Benches are also available along the platform.

### Toilet Facilities

There is an accessible toilet at this station, which is accessed from the booking hall. This toilet is available to all customers during staffed station hours.



## 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 manual 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

### General

Thornaby station is rail-locked on three sides.

### Entrance

There is level access to the station via the approach road, or stepped access via the footbridge from Railway Terrace and Station Street. There is direct access from the car park to all areas of the station.

### Booking Office

There is a fixed ramp with contrasting handrails installed for access to/from the booking office from platform 1, and level access from the car park. Both entrances have automatic doors installed at level thresholds. There is a low level accessible counter fitted at the booking office.

### Platform 1

There is level access to the directly from the car park, approach road or booking office.

### Platform 2

To access platform 2 from the booking office, customers are required to cross the entry road to the car park. A zebra crossing is installed, and speed humps to reduce the speed of the traffic approaching the crossing.

## Retail Outlets

There is a small shop selling drinks and snacks located within the station building

## Other Facilities available at the Station



The station is covered by CCTV throughout.



1 public telephone is available on the station approach road

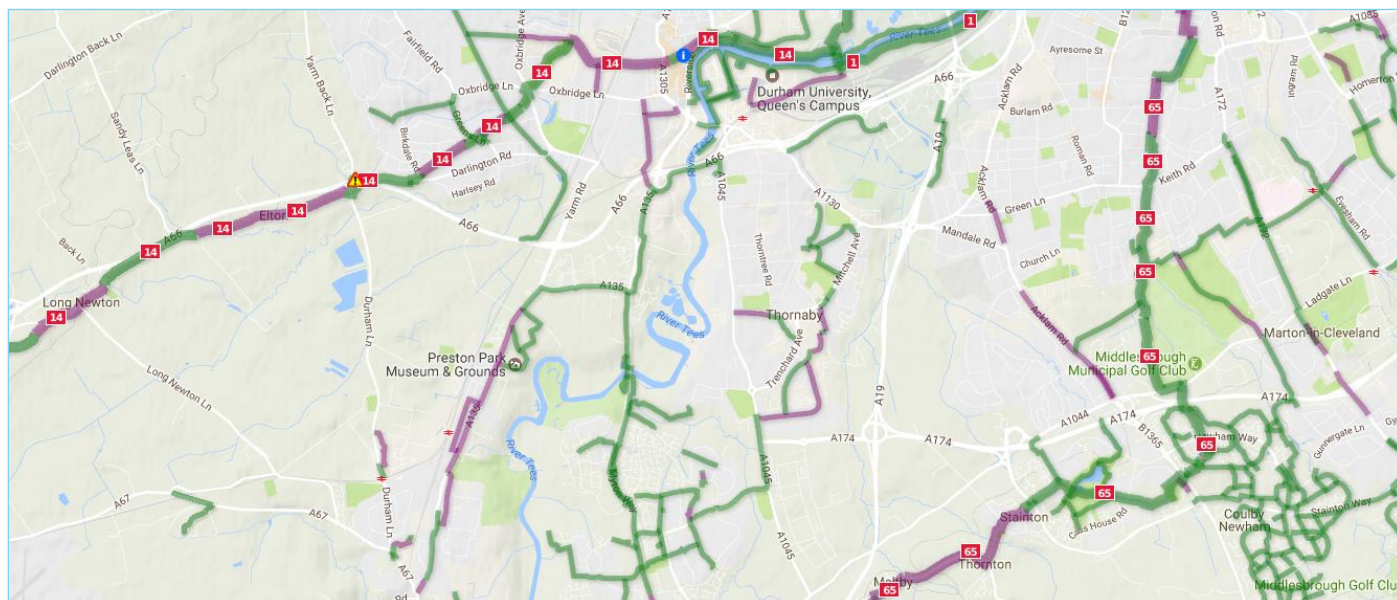


Free to use O2 Wi-Fi is available throughout the station

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

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

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

### National Cycling Route 14

This route runs from Darlington in County Durham, north-east to Hartlepool, then north-west through Durham to Consett then to South Shields along the south side of the River Tyne.

### National Cycling Route 65

Part of the Transpennine Trail, this route runs from Hornsea to Middlesbrough. The route is mainly on-road. Covering 131 miles, this route is not split, and offers signed routes from Hull. This route runs directly past the station along Albert Road.

### Local Routes

Local routes around the station are generally on road, but soon connect with the larger traffic free routes, particularly around the college, university and along the banks of the river.

## Cycle Signage

There is good pedestrian signage around the station which most cyclists will make use of, however at the points where this directs towards steps, it becomes of little use to cyclists.

## Cycle Storage

### Station Car Park



<b>Spaces</b>	13
<b>Type</b>	Sheffield Stands (Toast Rack) and lockers
<b>Security</b>	Covered by CCTV
<b>Utilisation</b>	31%
<b>Weather Protection</b>	Some weather protection is offered by the canopy, or by the lockers.

*\*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 located close to Thornaby Station on Mandale Road, close to the junction with the A1130, just a short walk from the station building, up the approach road. Both stops offer frequent services to many small towns and villages in the region. Additional bus stops are located on Station Street, and accessed from the station via the footbridge.



*Bus stop on Mandale Road*



*Approach to bus stop on Mandale Road*

### Bus Routes

Route	To/From (and Vice Versa)	Via	Frequency
<b>15</b>	Roseworth / Thornaby / Bassleton Court, Ingleby Barwick	Ragworth, Stockton High Street	3 per hour (Circular)
<b>17a</b>	Middlesbrough	Ayresome, Linthorpe, Whinney Banks, Acklam, Thornaby, Stockton High Street,	2 per hour (Circular)
<b>36</b>	Hartlepool / Park End	Greatham, Billingham, Norton, Stockton, Middlesbrough	4 per hour (Circular)
<b>37</b>	Middlesbrough / Hardwick	Thornaby, Stockton, Mount Pleasant, Norton, Hardwick	2 per hour (Circular)
<b>38</b>	Middlesbrough / Norton	Thornaby, Stockton, Mount Pleasant, Norton	2 per hour (Circular)
<b>84 / X8</b>	Middlesbrough / Carlton	Teesside Shopping Park, Tees Barrage, Stockton, University Hospital, Hardwick	9 services per day
<b>S1</b>	Stockton / Middlesbrough / Teesside Park	Tees Barrage	1 per hour (Each way)
<b>X12</b>	Middlesbrough / Durham	Teesdale Durham university Campus, Stockton, Sedgfield, Coxhoe, Bowburn, Durham University	2 per hour (Each way)
<b>X22</b>	Middlesbrough / Peterlee	Thornaby, Stockton, Mile House, Hardwick, Thorpe Thewles, Sedgfield, Fishburn, Trimdon,	1 per hour (Each way)
<b>X66 / X67</b>	Middlesbrough / Faverdale	Thornaby, Stockton, Grangefield, Darlington, Cockerton,	2 per hour (Each way)



## Site Audit: Accessibility by Car

### Road Access

Thornaby station is located just a few minutes of the A66, the main road which links Middlesbrough with the A19 and national motorway network. These two roads run across the region, and are supported by a network of smaller, feeder roads.

The roads immediately surrounding the station are well laid out, with dedicated cycle lanes to separate cyclists from the traffic flow.



*Left turn only from station approach road onto Mandale Road*



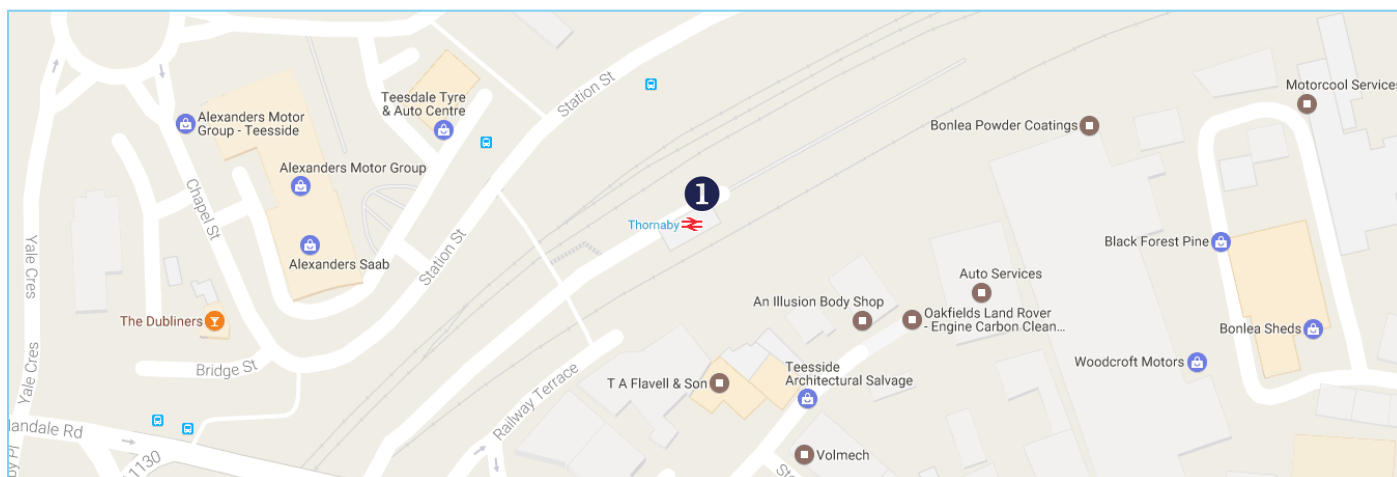
*Junction of the Station Approach and Mandale Road*

Due to the exit from the station being relatively narrow with limited visibility, and onto a busy road, a left turn only restriction is in place, which forces motorists onto Mandale Road, heading East. There are a number of alternative routes and roundabouts which are conveniently located to prevent this from being an issue for drivers heading West from the station.

A pedestrian crossing is in place close to the exit from the station car park which aids traffic flow in/out of the station without the need for traffic signals on the junction itself.

## Car Parking Provision

Car parking in the area around Thornaby Station is generally allocated for a specific location, be it shops and retailers or the college and university. The parking at the railway station is in a similar vein, with its use being primarily for rail users.



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



The station car park is rail-locked, with tracks to either side, limiting the space which is available for parking. The entry to the car park is narrow and can only accommodate a single flow of traffic at any one time. Priority is given to cars exiting the car park.

Parking Spaces			Parking Tariffs		Payment Options			
Type	Total	Utilisation 3 Period Average	Ticket	Rate	P&D	Phone	Web	ANPR
Disabled	4	56%	Daily	£3.00	✓	✓	✗	✗
Premium	0		Weekly 7 Days	£13.00	✓	✓	✗	✗
Car Share	0		Monthly 28 Days	£49.00	✗	✓	✓	✗
Electric Car	0		Quarterly	£115.00	✗	✓	✓	✗
Standard	48	64%	Annual	£350.00	✗	✓	✓	✗
Motorcycle	0		Blue Badge	Free				

### Drop Off / Pick Up Points

There is an allocated drop off/pick up point on the approach road, with space for up to two cars. This is positioned behind the taxi rank. It is not uncommon for taxis to use this area when the rank is full.



## Site Audit: Accessibility by Taxi

### Hackney Carriages

TransPennine Express operate a taxi permit scheme at Thornaby Station. Only taxis with a valid permit issued by TransPennine Express are allowed to operate from the rank.



*Taxi waiting shelter*



*Taxi rank*

Recently there have been issues with non-permitted vehicles using the rank. TransPennine Express are working with the taxi drivers with permits to resolve the issues.

### Mini Cabs / Private Hire

Mini-cabs are not entitled to use the rank without a permit, so will tend to drop off/pick up from the station approach road or the station car park. The principal minicab operators in the area are:

<b>Firm</b>	<b>Telephone Number</b>
Royal	01642 666 666
Thornaby Town Taxis	01642 685 050
Teeside Cars	01642 875 875

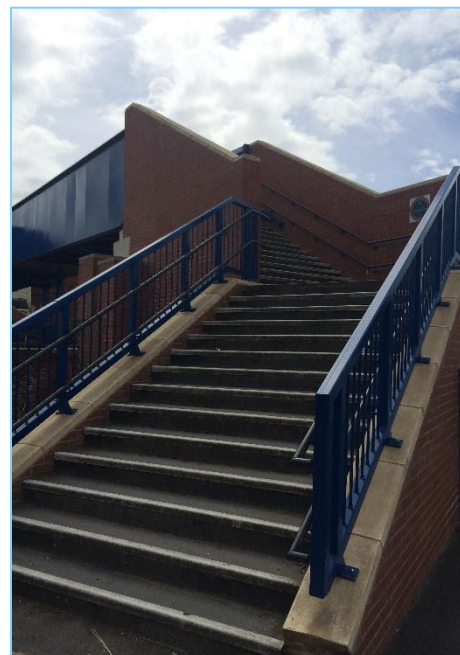
### Site Audit: Accessibility by Walking



*Walking/Cycling dual use pavement on Mandale Road*



*Pedestrian wayfinding signage near the station*



*Steps from Station Street*

Access to Thornaby station by foot is good, with ample signage provided on all routes. It is the signage within the station boundary which falls short. Many pedestrians could be directed sooner to put them on the right route earlier.

The footbridge offers a fast route to the University and towards the town, and keeps pedestrians away from the busier roads for longer. This also links the station to the bus stops for the X8, X12, S1 and 84 services from Station Street.

The dual use pavement on the road bridge is well divided, and the tactile paving helps blind and partially sighted users to navigate this area safely.

Within the station, a pedestrian crossing is in place between the station building and the platforms. As well as creating a link for pedestrians, it acts as a traffic calming measure through the narrow area of the car park.

## 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 Thornaby

	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016
Overall satisfaction with the station	100%	83%	79%	100%
Connections with other forms of public transport	76%	62%	77%	87%
Facilities for car parking	88%	85%	83%	100%
Sample Size	12	9	13	21

The sample sizes for Thornaby are small, and so may not be wholly representative of the feelings of all customers who use the station. There is significant variation in all factors so the data is not considered to be robust enough to reach significant conclusions.

## 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	<b>100%</b>	<b>87%</b>	<b>81%</b>
Connections with other forms of public transport	<b>79%</b>	<b>77%</b>	<b>65%</b>
Facilities for car parking	<b>100%</b>	<b>94%</b>	<b>75%</b>
The car park being safe and secure	<b>67%</b>	<b>87%</b>	<b>Not Recorded</b>

It is clear that the overall satisfaction scores for Thornaby station are strong, despite the fluctuations which are likely driven by the small sample sizes.

Connections with other forms of public transport similarly shows a level of consistency, but has room for improvement based upon the results show.

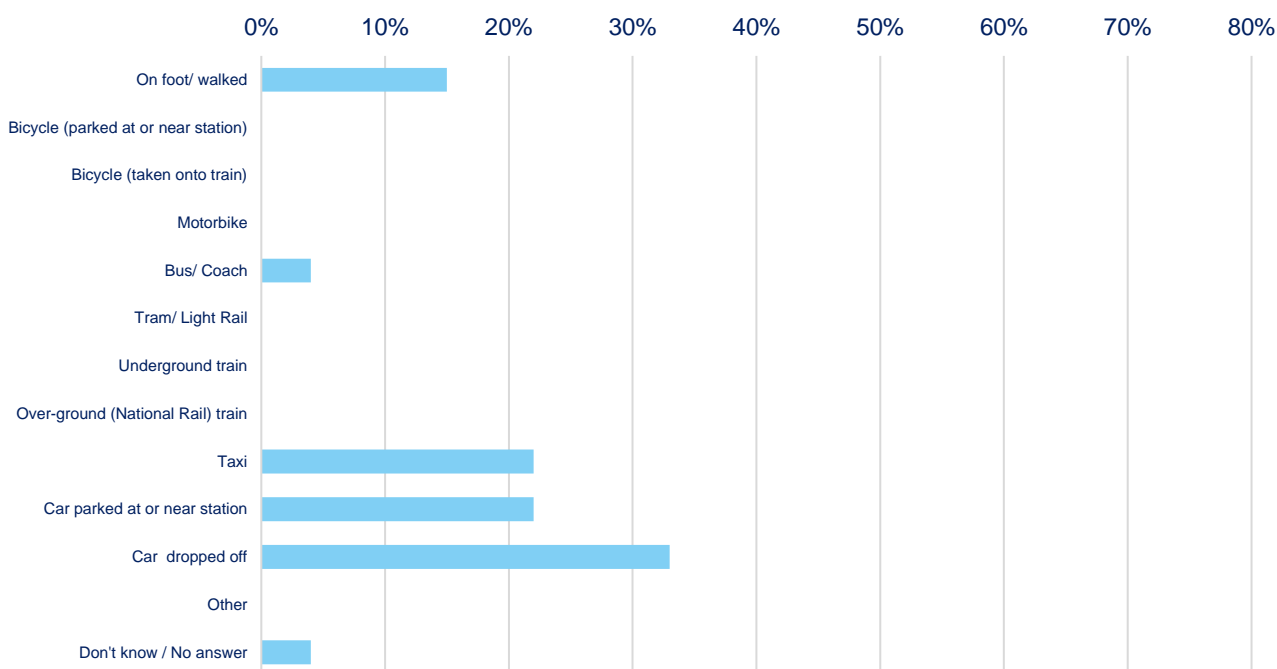
Car parking provision at Thornaby is quite limited due to the layout of the station, and so the scores are likely to represent the ease with which customers can find a space, which will be reliant upon the time of day at which the customer has been surveyed.

## Shadow NRPS Question Breakdown

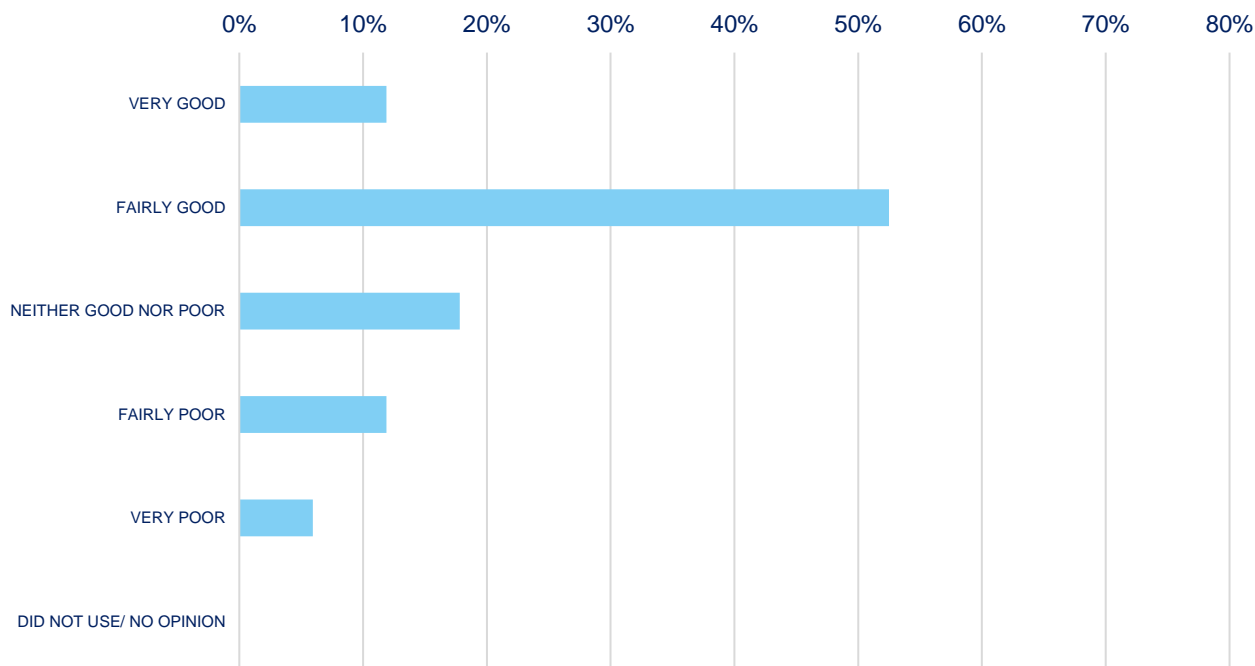
Within the Shadow NRPS results, we have the ability to carry out analysis by question, with the responses categorised by station. These results are taken from Quarter 3 feedback.

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

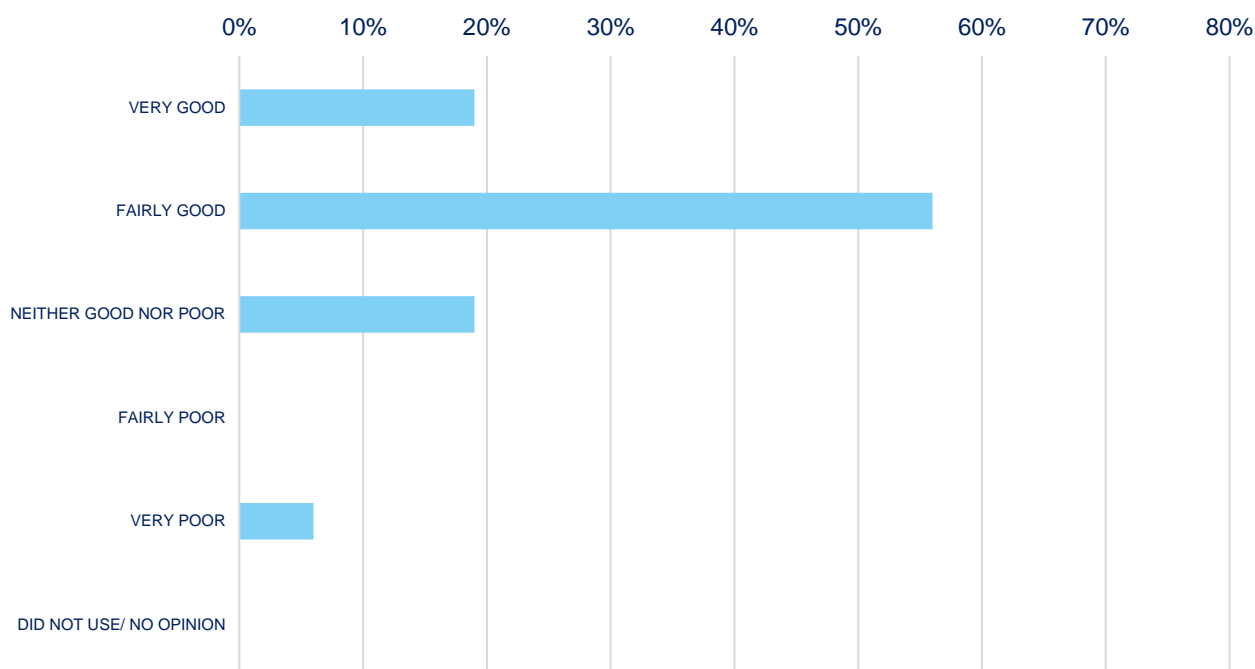
### Which methods of transport did you use to get to the station today?



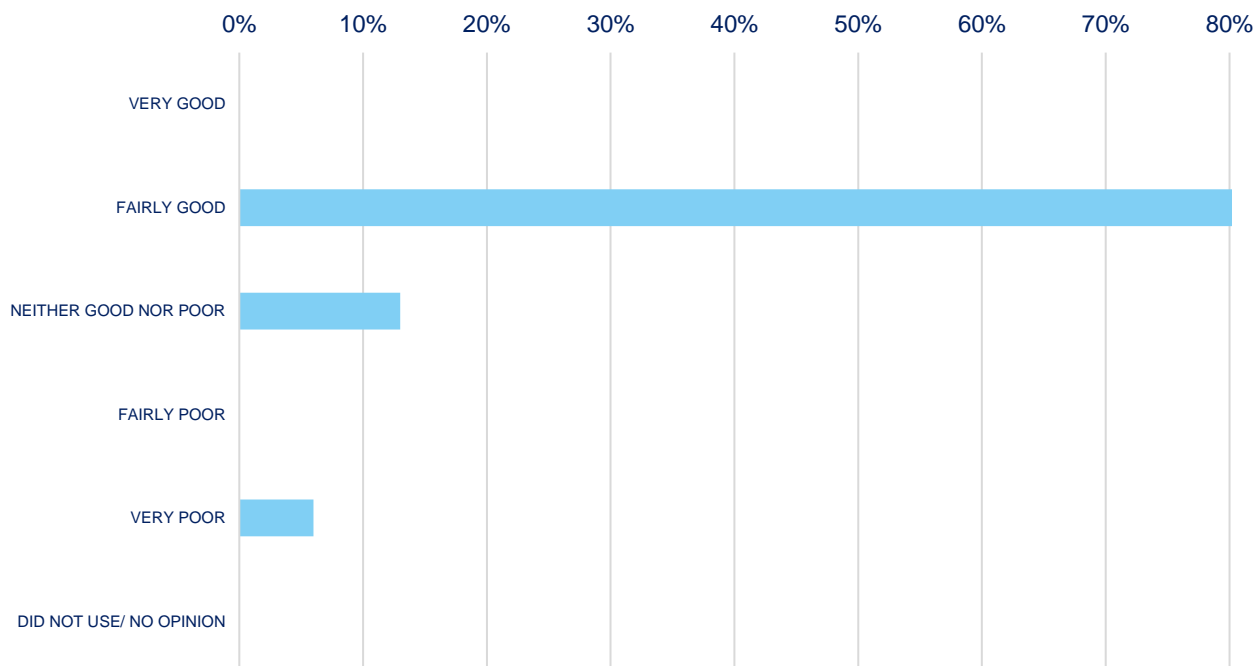
### How would you rate this station for connections with other forms of public transport (e.g. buses, taxis, trams etc.)?



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

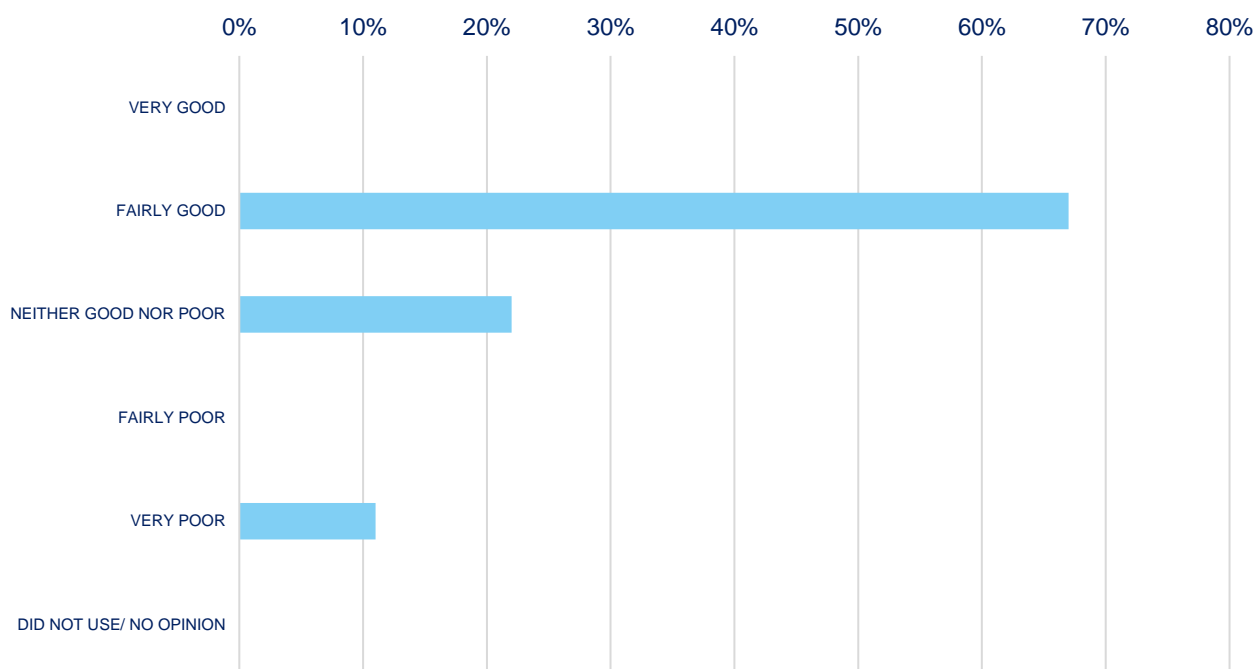


### How would you rate this station for the number of spaces available to park in the car park?

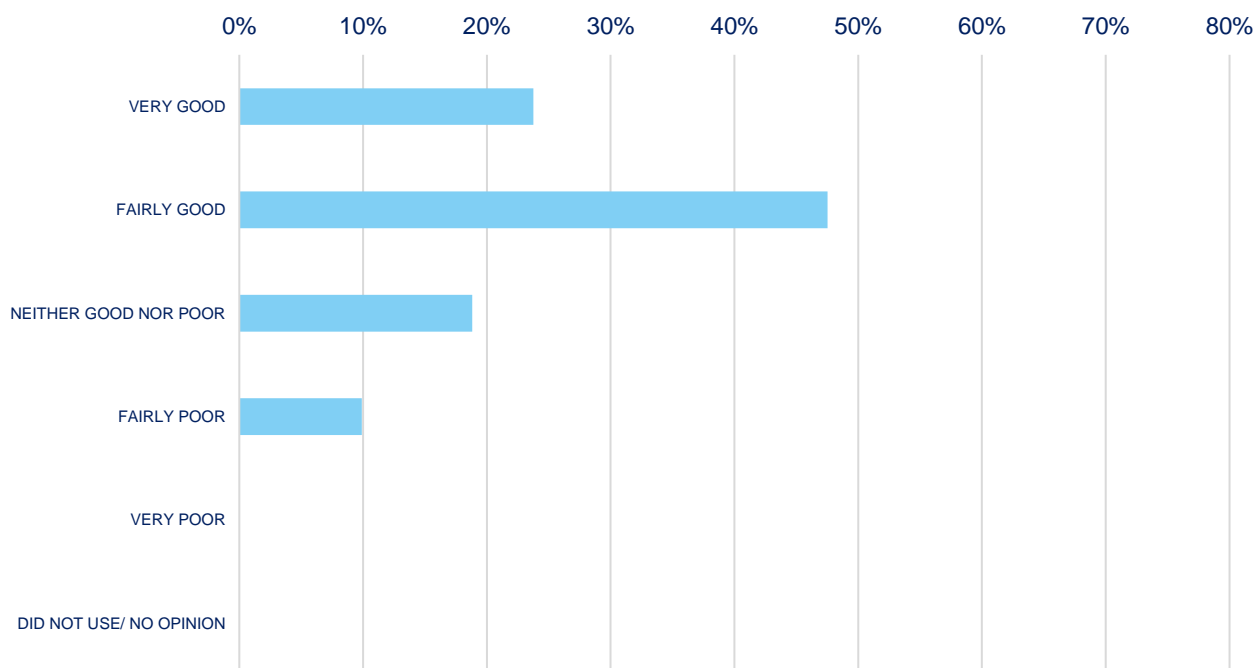




### How would you rate this station for facilities for bicycle parking?



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



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## Shadow NRPS Question Breakdown Summary

Arrival by car is certainly popular at Thornaby station, whether customers are parking up, being dropped off, or using a taxi, this applies to over 70% of station users surveyed.

Despite its relatively small size, the availability of car parking spaces scores well, with the majority rating it 'fairly good' and the facilities for car parking as a whole scoring similarly. There were however no scores in the 'very good' category, which is a telling sign of some issues which customers must be experiencing.

Of those surveyed, none arrived by bicycle, however the facilities are rated well, with nearly 70% scoring it in the 'fairly good' category. There were however no responses which put this in the 'very good' category, and this should be taken as a challenge when installing new facilities.

The site visit shows that there are ample bus connections to the station, and the taxi rank is well used, however there are some customers who have scored the station poorly for 'connections with other modes'. It could be that their end to end journey requires multiple modes to access the station, or that there is a lack of awareness of the services which are available.



## Evaluation: Summary of Findings

Thornaby is a small but well-connected station, popular with shoppers and commuters alike. Its proximity to Middlesbrough means that there are a large proportion of short journeys taken from this station, but many also use these train services to connect with trains to London, Edinburgh and other major cities on the rail network.

Access to the station is good, with well signed walking routes to Stockton town centre, the University Campus and a number of attractions in the area.

It is similarly well supported for cyclists with cycle lanes on the main road leading to/from the station, and major segregated routes within easy pedalling distance. If anything it is the cycle facilities at the station which would discourage rail users from cycling. There is good cycle-rail signage, and the parking is well located for access to the booking office and both platforms, but the facilities themselves could be improved to add better weather protection, increased security and more capacity. TransPennine has plans to improve this facility during 2017 and 2018.

Car parking, like many of the stations on this route, it at a premium, and is often filled early in the day by commuters, reducing capacity for leisure travellers arriving at the station later in the day. Capacity is constrained by the 'rail locked' nature of the station, with tracks on either side of the car park. However, TransPennine Express are looking at potential options to increase the capacity of the car park, even if only be a small number of spaces. If possible, this work is likely to be carried out in 2017 and into 2018.

Connections between buses and trains are good at Thirsk. There are two bus stops at the top of the station approach road, and another space across the footbridge, all of which have regular bus services which serve many local villages and towns, as well as Teesside Park. Multi-modal smart ticketing would be a benefit here to encourage use of this link.

On the whole, Thirsk station is well connected, offering a good rail service across the region and connecting with the wider rail network. Customers have the ability to access the station by various methods, and it is the facilities at the station which require some focus to maximise the benefit which is being delivered by the surrounding infrastructure, and TransPennine are confident that this will be achieved in a relatively short timeframe.

## Evaluation: Stakeholder Feedback

Feedback was requested from the following stakeholders:

- Stockton-on-Tees Borough Council
- Sustrans
- Rail Delivery Group
- TransPennine Express Group Station Manager – Teesside

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

## Planning: Franchise Commitments

Committed Obligation	Due Date
<p><b>Supporting partnerships with other transport providers</b></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><b>Reuse of Cycle Parking Infrastructure</b></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><b>Cycle Information Signage</b></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><b>Cycle Charter</b></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
<p><b>Car Parking</b></p> <p>The Franchisee shall, by 31 March 2018, create an additional 125 car parking spaces in aggregate at Stations located at Brough, Thornaby and Selby (or alternatively at other Stations where it is reasonably determined by the Franchisee that it is not feasible to create additional car parking spaces at Brough, Thornaby or Selby). The car parking spaces to be created pursuant to this paragraph 106.1 shall be: (a) additional to the 1,200 car parking spaces in existence at all Stations immediately prior to the Start Date; and (b) at least comparable in terms of size and quality to those in existence at such Stations immediately prior to the Start Date.</p>	31.03.2018

## 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
<b>Public Transport</b>	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
<b>Marketing</b>	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
<b>Information</b>	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
<b>Cycling</b>	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
<b>Cycling</b>	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
<b>Car Parking</b>	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
<b>Car Parking</b>	Promote car sharing through the advertising of online car sharing databases. Consideration should be given to potential incentives which could be offered	High	To be determined	Trial to scoped and implemented within 12 months	Promotion of car sharing may promote car usage in general	Medium

### Appendix 1: Station Map

