

# Station Travel Plan Scunthorpe

# Contents

## Introduction



TransPennine Express Station Travel Plans are produced in line with guidance issued by Rail Delivery Group (RDG) formerly the Association of Train Operators (ATOC).

## Process



All information contained within the Station Travel Plan is correct as of the date of publishing.

## Stakeholders



Station Travel Plans will be updated and republished on the anniversary of the publishing date.

Use the **Dark Blue** arrows to navigate to each section of the document.

## Local Area



## Accessing the Station



Cycling



Walking



Public Transport



Road Access



## Customer Analysis



## Evaluation



## Delivery



# 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'*

TransPennine Express maintains Station Travel Plans for all 19 stations where they are currently the Station Facility Owner (SFO).

## Why Develop a Station Travel Plan?

Demand for rail continues to grow, with more and more people choosing to travel by rail each year. It is predicted that within the next 30 years demand for rail will more than double. TransPennine Express is at the heart of this growth, with double digit percentage growth in passenger journeys year on year, with a doubling of customer numbers since the franchise was established in 2004.

With growth of this magnitude, it is important that alongside investing in new trains, operating more services and enhancing the customer experience, we are considerate of how customers travel to and from the station to access the railway network.

Against the landscape of a changing culture towards private transport, with many millennials choosing not to own a car, and instead adopt solutions such as Uber, dockless bike hire and car sharing schemes, a station travel plan allows operators to identify the developments which are required to keep pace with society. It also allows us to identify key areas of change, with the evident shift from internal combustion to electric cars and hybrids, we are able to set out plans for providing the infrastructure to support this shift.

We will use the Station Travel Plan as a tool to identify and document opportunities to improve intermodal access and promote sustainable travel, informed by data from the National Rail Passenger Survey and our own shadow survey, from which we can evaluate customer satisfaction with our developments as we strive to offer a seamless and sustainable solution for all customers door to door journeys, paying particular attention to the scores for:

- Connections with other forms of transport
- Car parking
- Cycle Parking
- Method of transport used to access the station

# Process

The development of our Station Travel Plans is led by TransPennine Express, with a commitment to produce and maintain Station Travel Plans for each of the 19 stations which the franchise manages.

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 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 and revision 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 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.

# Stakeholders

## General

### 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

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.

# Stakeholders

## Specific

### Local Authority

#### North Lincolnshire Council

Scunthorpe sits within the borders of North Lincolnshire. As with all local authorities, Local Transport Plans have been created with the following vision and goals.

The long-term vision for transport in North Lincolnshire is:

*“A well-maintained transport system that supports sustainable communities within a safe and prosperous environment and which contributes to the wider environmental, economic and social wellbeing of the people who live and work in North Lincolnshire”.*

The Local Transport Goals for North Lincolnshire are:

- Facilitate economic growth by targeting transport improvements in key development areas and along key strategic network corridors
- Reduce transport related carbon dioxide emissions and protect and enhance the natural and built environment through sustainable transport solutions
- Improve transport safety and security relating to death or injury from transport, in order to contribute towards safer and stronger communities
- Provide equal opportunities through improvements in accessibility to key local hubs and services by sustainable modes of transport
- Enhance people's health and wellbeing through the promotion of healthy modes of travel and provision of a high quality integrated transport system that contributes towards long term sustainable regeneration

# Local Area

## Station Details

### Station

Scunthorpe Railway Station  
Station Road  
Scunthorpe  
North Lincolnshire  
DN15 6PY

Scunthorpe is a town in Lincolnshire, England with an estimated total resident population of 65,163 according to the 2011 census. A predominantly industrial town, Scunthorpe, the United Kingdom's largest steel processing centre, is also known as the "Industrial Garden Town". It is the third largest settlement in Lincolnshire, after Lincoln and Grimsby.

### Station Manager

Daniel Fox  
Group Station Manager (Humber)

### Local Authority

North Lincolnshire Council

### Train Services

Scunthorpe is served by the South TransPennine Express route, which connects Cleethorpes and Grimsby with Manchester Airport via Doncaster and Sheffield. Local Arriva Rail Northern services are also available in the region.

Timetables can be found at  
[www.tpexpress.co.uk/travel-updates/timetables](http://www.tpexpress.co.uk/travel-updates/timetables)

### Useful Links

**Key Local Attractions and Events**  
[www.tpexpress.co.uk/explore-the-north-and-scotland/destinations/scunthorpe](http://www.tpexpress.co.uk/explore-the-north-and-scotland/destinations/scunthorpe)

**Station Facilities Information**  
[www.tpexpress.co.uk/travelling-with-us/station-information/scunthorpe](http://www.tpexpress.co.uk/travelling-with-us/station-information/scunthorpe)

**Station Footfall Statistics**  
[www.orr.gov.uk/statistics/published-stats/station-usage-estimates](http://www.orr.gov.uk/statistics/published-stats/station-usage-estimates)





# Cycling

## Cycle Parking

### Overview

All of the cycle parking at Scunthorpe Station is located on the platform, and is comprised of various types of toast racks. Reports from the station are that the racks closest to the station entrance are more popular.

Being located on the platform offers a sense of security and convenience, however it is not always the most suitable location when considering customer flows.

In advance of longer trains serving the station as part of TransPennine Express' plans to increase capacity, opportunities to upgrade and relocate the cycle parking will be explored.

### Platform 1



Spaces	30
Storage Type	Sheffield Stands
Security	Covered by CCTV
Weather Protection	Station Canopy
Utilisation	TBC

# Walking

## Pedestrian Access

### Overview

There are a number of pedestrian crossings in place to help rail users access the station on foot. There are light controlled crossings at the main junction close to the station, and a crossing further along station road. There is also pedestrian wayfinding signage in place directing customers to the town centre, but there is no evidence of this working in reverse to provide guidance to the railway station.

Within the station forecourt, there is a crossing from the main junction to the station building, recently refreshed as part of the works to increase the quantity of Blue Badge parking provided at the station, but there is no designated walking route in the other direction when following the signs for town centre, meaning customers have to walk around the edge of the car park. Similarly, there is no defined pedestrian link to the new bus stop.



# Public Transport

## Bus Services

### Overview

TransPennine Express upgraded the bus stop facilities at the front of the station in 2016, providing a shelter to protect bus users from the elements. There are three bus stops within walking distance of the station with a further two closer to the town centre, along with a large bus station in the town centre, served by local operators and National Express and Megabus.

Stand A, located at the station, is only served by the 360 / 361 which connects Scunthorpe with Hull, and as such, usage is low.

The majority of services use stand C, located on Oswald Road, approximately 5 minutes' walk from the station.

### Bus Stands



Image Source: National Rail Enquiries

### Useful Links

#### National Rail Enquiries

<http://www.nationalrail.co.uk/posters/SCU.pdf>  
Onward travel posters are available for the majority of UK railway stations with local bus service information. These can be found online or displayed at the station entrance

#### PlusBus

[www.plusbus.info](http://www.plusbus.info)  
Offering discounted city centre bus travel when purchased with a rail ticket.

#### Traveline

[www.traveline.info](http://www.traveline.info)  
08712002233  
Providing information about local bus services.

#### NextBuses

[www.nextbuses.mobi](http://www.nextbuses.mobi)  
A web or app based service which can help you to Find the bus times for your stop. Simply search for a bus stop by entering a postcode, street & town or a stop name & town.



# Road Access

## Major Road Network

### Overview

The main road serving Scunthorpe is the M180, which connects Doncaster with Cleethorpes and Grimsby, and more widely gives access to Hull via the Humber Bridge.

There are a number of major A roads which traverse the county, giving Scunthorpe good links to the North and South of the Humber, and into the wider Lincolnshire area.

The M62 is still the fastest link across to the west, with connections via the M18. Alternatively, drivers could look to make use of some of the more rural routes but with extended journey times.

### Road Network Map



Image Source: Google Earth



# Road Access

## Local Road Network

### Overview

Within the town, there are a series of major roads which create a ring road, and clear routes North and South. The town is notably split by the railway which runs west to east, with the larger industrial areas to the East. The A18 provides the link for commercial and industrial traffic.

### Road Network Map

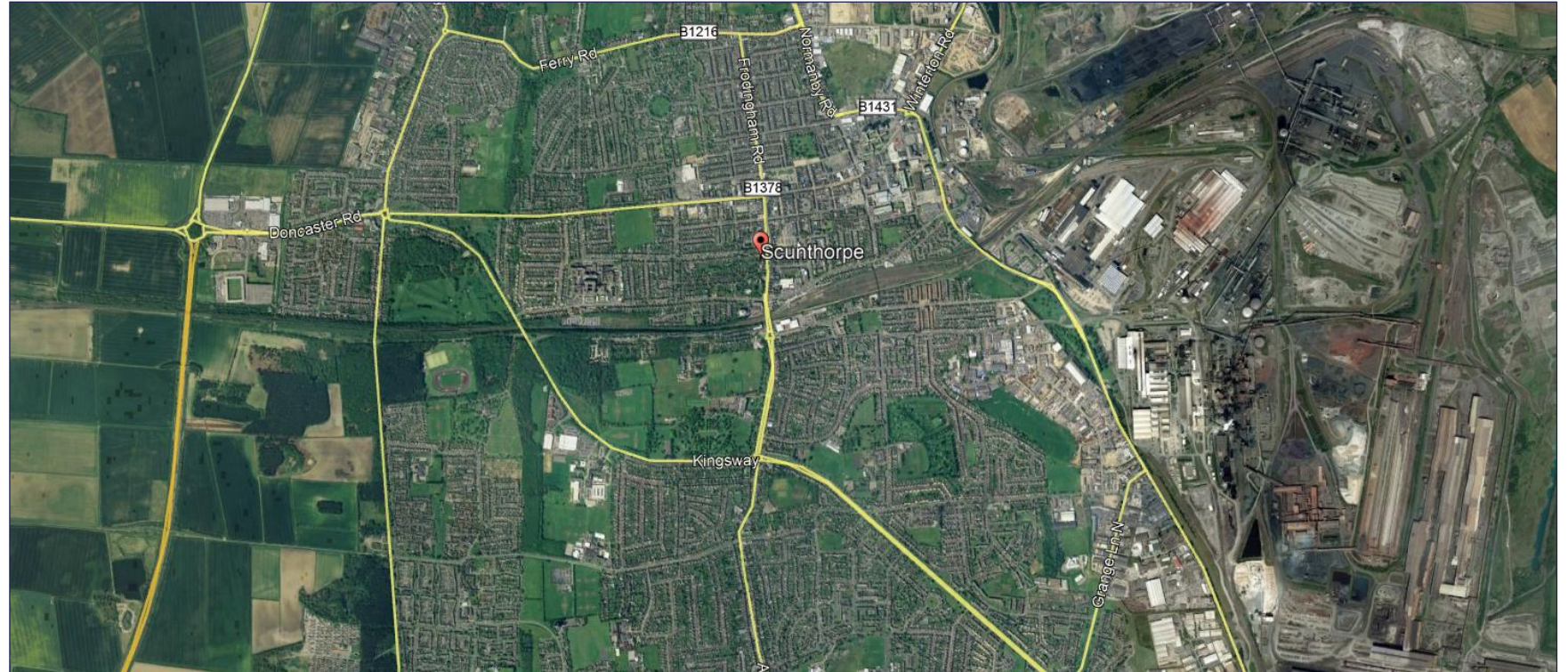


Image Source: Google Earth

# Road Access

## Immediate Road Network

### Overview

There is a major junction close to the station, meaning the any drivers wishing to turn right out of the station car park have to cross two lanes of traffic, with the keep clear section designed to ease this.

Within the station car park, the one-way system is designed to help the flow of traffic, and reduce congestion, however the layout of the car park and taxi rank means the entrance can quickly become blocked with those cars who are dropping customers at the station.

### Road network serving the station





# Road Access

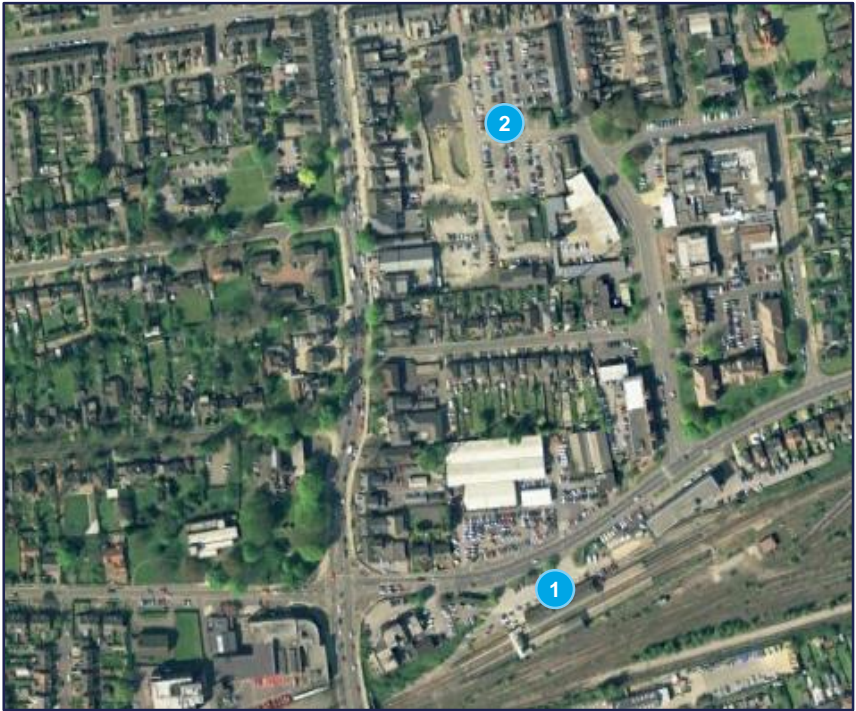
## Car Parking

### Overview

Car parking provision at Scunthorpe station is quite low, with demand often outstripping capacity, particularly at weekends.

TransPennine Express have looked for suitable locations to provide additional car parking at the station, making use of redundant land close to the station, however these have not returned any opportunities.

### Car Parking Locations



- 1 **Station Car Park**  
Managed by APCOA on behalf of TransPennine Express
- 2 **Dunstall Street Car Park**  
Managed by North Lincolnshire Council

### Station Car Park



Standard Bays	38	Car parking charges apply at all station car parks managed by TransPennine Express. Prices vary by location.
Blue Badge	3	
Premium	0	
Car Share	0	
EV Charging	0	
Total	41	<i>Blue Badge holders benefit from free parking, with all car parks managed by TransPennine Express achieving the British Parking Association Disabled Parking Accreditation with a minimum of 5% of all parking dedicated to Blue Badge spaces.</i>
Motorcycle	4	

# Road Access

## Drop Off / Pick Up

### Overview

There is no allocated drop off / pick up location for this station.

Many customers are dropped off / picked up from the front of the station, pulling in to the rear of the taxi rank. Cars can also be observed waiting on the ends of the parking rows whilst waiting to collect friends/relatives/colleagues.



# Road Access

## Taxis

### Overview

There is a two-lane taxi rank at the front of the station, with capacity for a large number of taxis. There is a waiting shelter provided at the front of the taxi queue. All taxis using the rank are required to have a TransPennine Express taxi permit.

### Private Hire

The principal minicab operators in the area are:

**JuJ Taxis**

01724 844 844

**Fast Cabs**

01724 855 555

**EJ's Taxis**

01724 899 999

Inclusion of these details doesn't represent endorsement of these firms

# Customer Analysis

## National Rail Passenger Survey

### Connections with other forms of public transport

	Autumn 2016	Spring 2017	Autumn 2017	Spring 2018	Autumn 2018	Spring 2019	Autumn 2019
TransPennine Express	78%	79%	77%	83%	78%	80%	79%
Long Distance	80%	81%	81%	83%	82%	81%	81%
Variance	-2%	-2%	-4%	0%	-4%	-1%	-2%
Industry	76%	79%	78%	78%	78%	80%	79%
Variance	2%	0%	-1%	5%	0%	0%	0%

The National Rail Passenger Survey is conducted twice per year, surveying customers opinions of trains, stations and services. The scores presented relate to all TPE managed stations. They are not provided per station due to the small sample sizes, and erratic scores which would result.

### Facilities for car parking

	Autumn 2016	Spring 2017	Autumn 2017	Spring 2018	Autumn 2018	Spring 2019	Autumn 2019
TransPennine Express	51%	48%	40%	50%	50%	50%	49%
Long Distance	61%	62%	58%	61%	59%	55%	55%
Variance	-10%	-14%	-18%	-11%	-9%	-5%	-6%
Industry	50%	50%	50%	48%	50%	60%	49%
Variance	1%	-2%	-10%	2%	0%	-10%	0%

For Connections with other forms of public transport, e.g. bus, taxi etc. TPE scores are strong, meeting the industry average. They fall below other long distance operators scores, however this is due to the size and position of the stations which are managed.

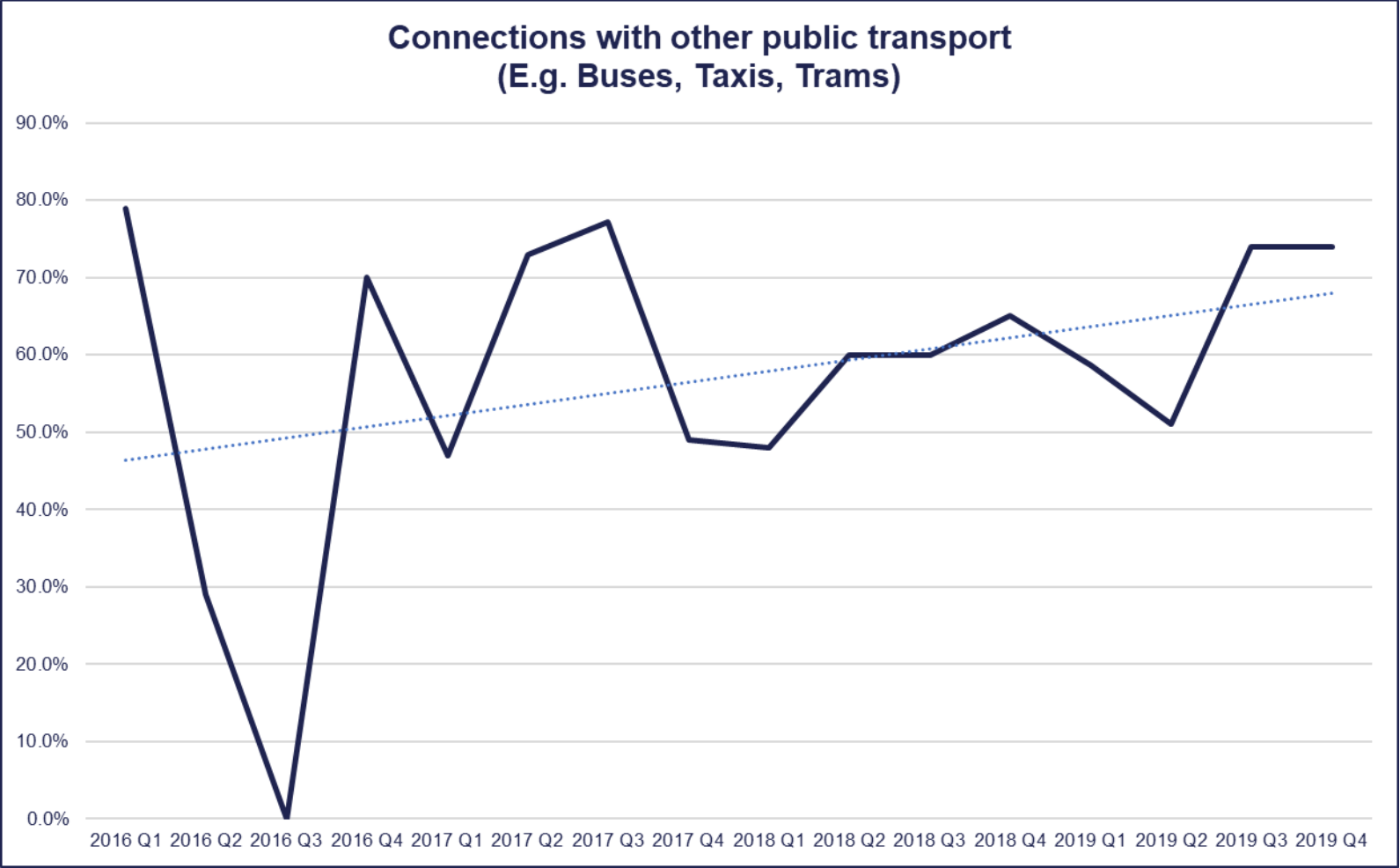
### Facilities for bicycle parking

	Autumn 2016	Spring 2017	Autumn 2017	Spring 2018	Autumn 2018	Spring 2019	Autumn 2019
TransPennine Express	62%	63%	67%	65%	61%	62%	60%
Long Distance	70%	71%	71%	71%	69%	67%	68%
Variance	-8%	-8%	-4%	-6%	-8%	-5%	-8%
Industry	59%	64%	61%	61%	61%	62%	60%
Variance	+3%	-1%	+6%	+4%	0%	0%	0%

Scores for cycle parking are disappointing given the significant investment which has been made in recent years to improve these facilities.

# Customer Analysis

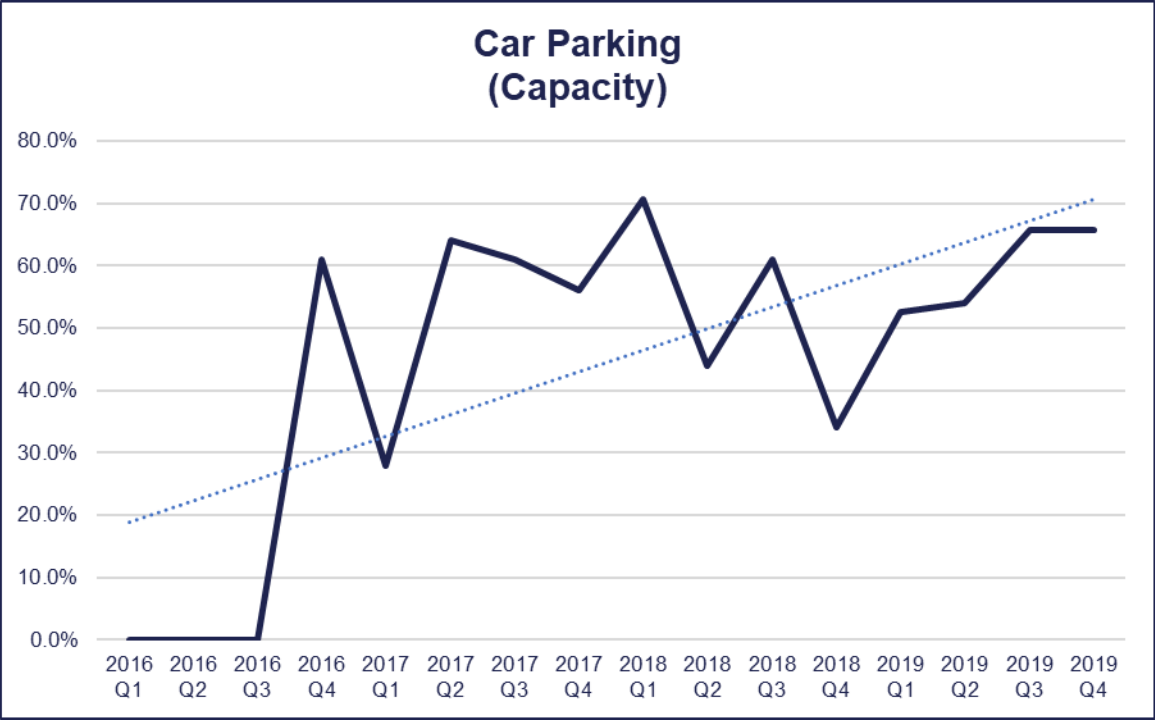
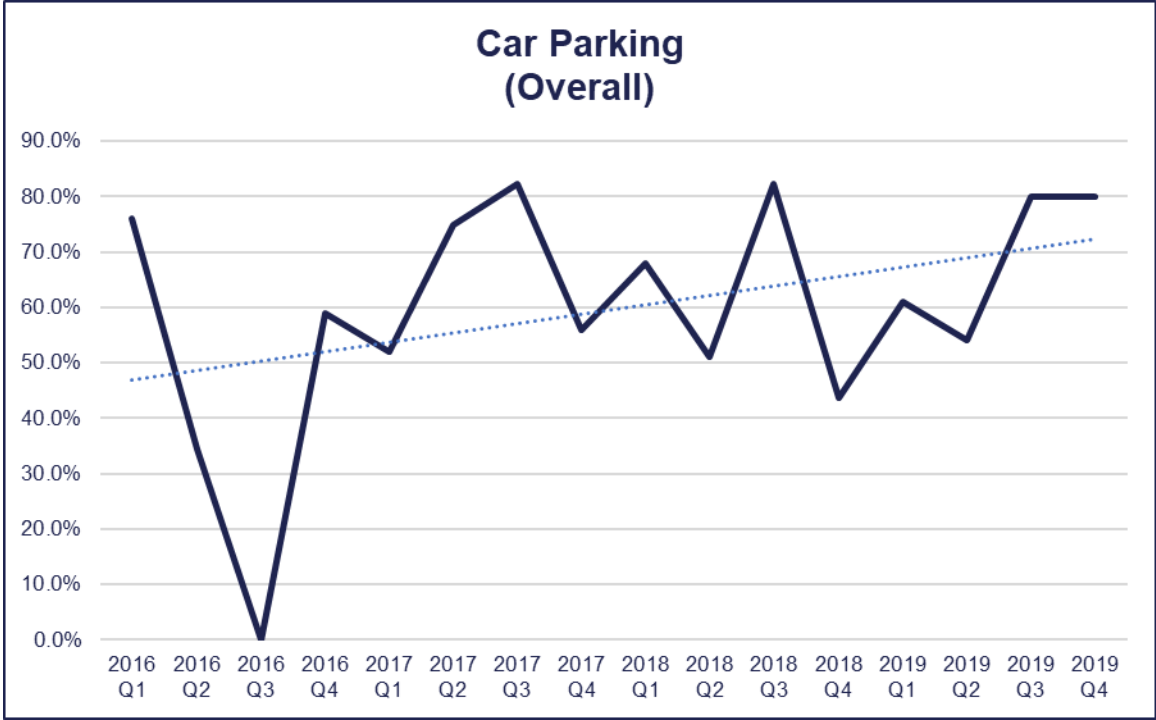
## Shadow National Rail Passenger Survey



The scores for Scunthorpe station are sporadic due to the small sample size, nonetheless, it is clear that many customers feel the connections are good, but with scores around 50%, they could be improved.

# Customer Analysis

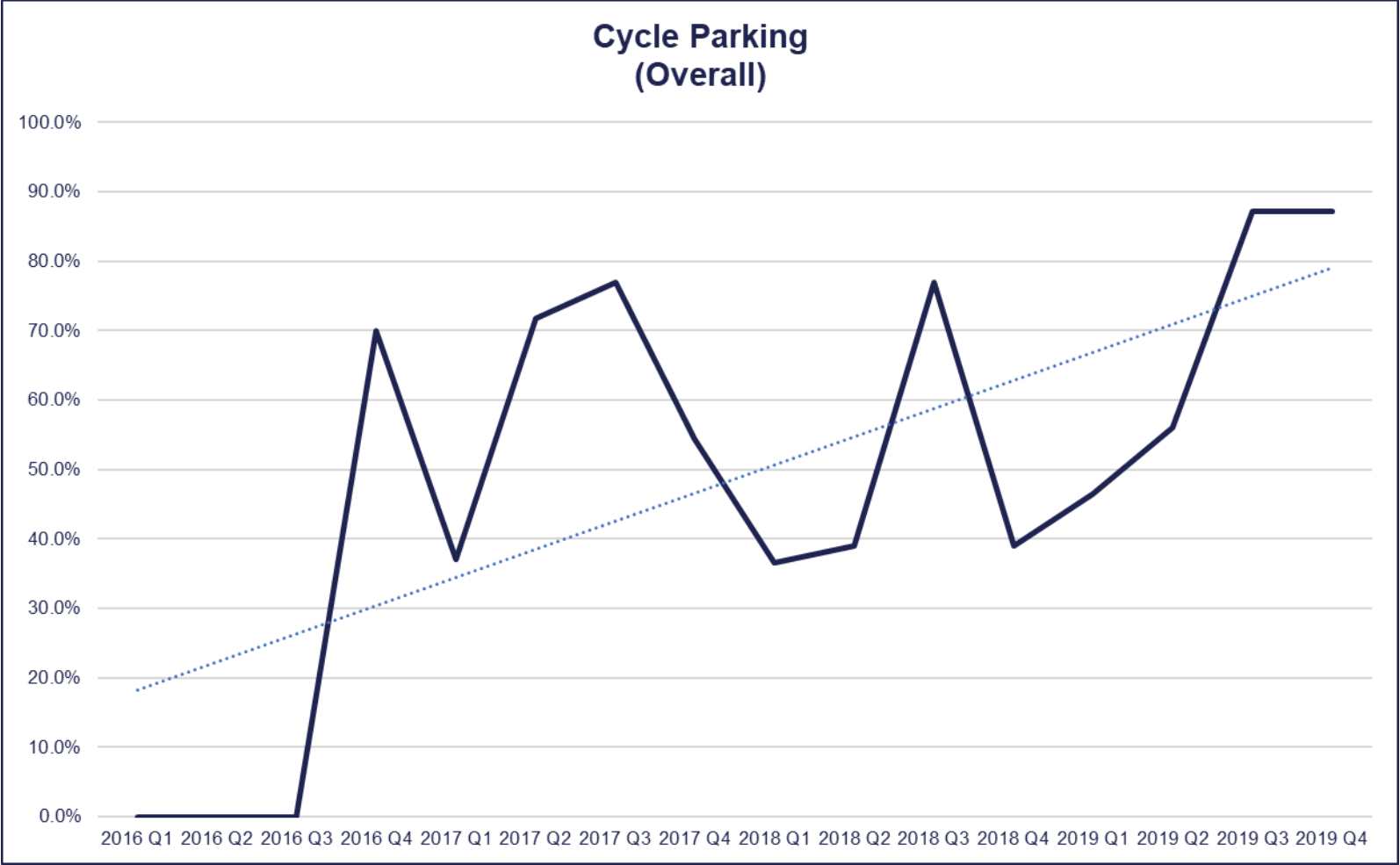
## Shadow National Rail Passenger Survey



Scunthorpe has a small station car park, dominated by the taxi rank at the entrance to the station. Whilst plans are being explored to provide additional parking, this is unlikely to meet demand, and further opportunities for expansion will continue to be explored.

# Customer Analysis

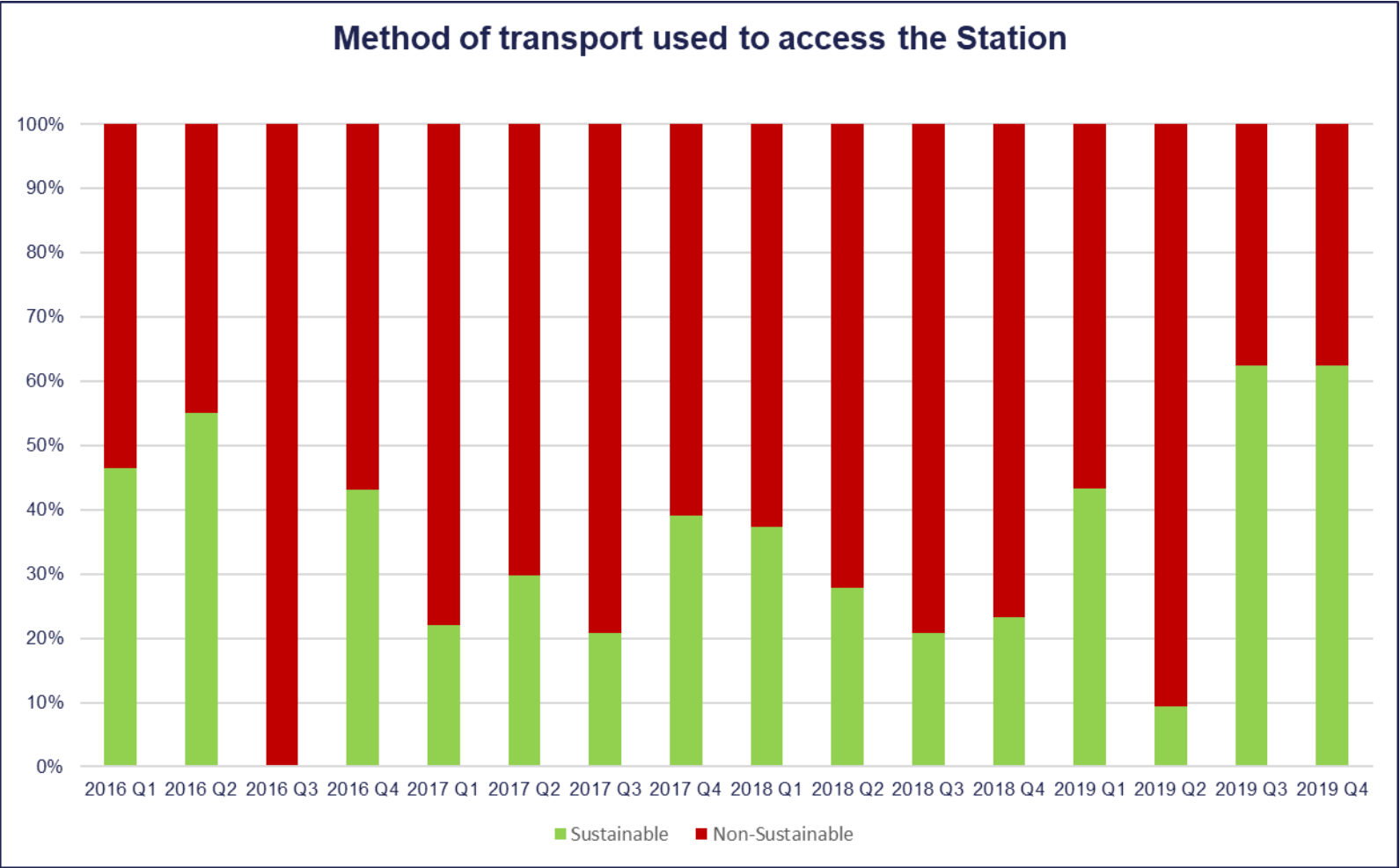
## Shadow National Rail Passenger Survey



The cycle parking at the station is well used, but would benefit from upgrading to meet the standard offered elsewhere on the network. Opportunities to fund improvements and increase capacity will be explored.

# Customer Analysis

## Shadow National Rail Passenger Survey



This graph assesses the balance of the methods used to access the station.

Sustainable	Non-Sustainable
On Foot / Walked	Motorbike
Bicycle (Parked at or near Station)	Taxi
Bicycle (Taken onto Train)	Car Parked at or near Station
Bus/Coach	Car – Dropped off
Tram/Light Rail	
Underground Train	
Overground (National Rail) Train	

Scores for sustainable travel are as would be expected with the station located a short walk from the town centre. Improvements to cycle parking may help to shift the modal share.

# Evaluation

## Summary of findings

The overhaul of the ticket office to provide a low-level counter started a series of accessibility works at Scunthorpe station in readiness for the installation of lifts which were completed in March 2019. The station is now equipped to provide more seamless journeys for all, removing the barriers for disabled customers, families with pushchairs and any customers with bulky or heavy luggage.

With these changes, the footfall at the station is expected to increase, placing more demand on the car park, taxi rank and links with other modes.

The high usage of bus services to access the station when compared with other similar sized stations is promising, and promotion of these links is essential to encourage sustainable growth in the use of the station and rail services.

Cycling presents another opportunity, with cycle lanes already linking the station with key areas in the town, upgrading the cycle parking and encouraging customers to make this switch could deliver significant benefits. There are also opportunities to expand the cycle routes in the town to connect the station with some of the key attractions, and improve the quality of the existing routes, through schemes such as segregated cycleways.

A number of other opportunities exist to improve the station, considering pedestrian access, and how the front of the station is configured to ensure that this maximises the space available and creates seamless links to the bus stops, walking routes and cycle lanes.

Car parking is another area to consider. TPE has already explored opportunities to provide additional parking at the station. These should continue to be pursued recognising the benefit which this would bring.

# Delivery

## Objectives, Targets & Actions

### Objectives

- Encourage travel to/from our stations by sustainable methods.
- Increase awareness of the facilities which are available at our stations and in the surrounding area to support travel by sustainable modes
- 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.
- Implement innovative solutions to enhance the experience of travelling to/from our stations by sustainable methods.
- 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

- Year-on-Year percentage increase for modal share by sustainable methods

### Actions

The actions set out in this Station Travel Plan complement or are in addition to the 400 Franchise Commitments which TransPennine Express will deliver 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. The specific works for this station are not referenced in this document.

Each action set out in this plan has been written to be SMART

- Specific
- Measurable
- Attainable
- Realistic
- Time-bound



# Delivery

## Action Plan

Theme	Description	Impact	Funding Source	Deadline	Risk	Priority	Update
Walking	Consider options to provide a pedestrian crossing within the station forecourt providing a safe walking route from the station entrance to the bus stop and Station Road walking route to the town centre.	L	TBD	March 2019	None	H	Introduction of a new crossing point within the forecourt may impact car parking capacity, vehicle flow and drop off/pick up opportunities. To be considered as part of larger developments if opportunities are found.
	Improve pedestrian wayfinding signage to station from the town centre and key attractions in the town.	L	Funding to be sought from the Local Authority	March 2019	None	L	Further engagement required with the local authority to develop a plan
Car Parking	Continue to explore opportunities to increase the capacity of the station car park	H	TBD	March 2019	None	M	Options continue to be explored
	Explore options to provide a designated drop off / pick up area within the station car park	M	TBD	March 2019	None	M	Options continue to be explored