

# Station Travel Plan Hull

# 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 plan will be reviewed in full each year, but is intended to act as a live document with updates made throughout the year as projects are delivered and changes realised.

The Accessibility and Integration Manager is responsible for the production and upkeep of the Station Travel Plans, and will 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

#### Hull City Council

Hull City Council published a third local transport plan covering the period 2011 to 2026. This aligns the plan with the city's emerging local development framework. The Council's vision for transport is as follows:

'To provide and develop a safe and efficient transport system that contributes to the social, environmental and economic wellbeing of the residents, businesses and visitors to the City and provides equal opportunities for everyone to access key services using, where possible, 'green' alternatives to the private car.'

This vision has been expanded into the following local objectives:

- **LOCAL TRANSPORT OBJECTIVE 1**  
To ensure that good levels of accessibility, especially by public transport, are integrated with planned changes to the City in the health, housing, education, and employment sectors.
- **LOCAL TRANSPORT OBJECTIVE 2**  
To maintain and improve road safety on the City's road network.
- **LOCAL TRANSPORT OBJECTIVE 3**  
To help facilitate the regeneration of the City and the expansion of the Port of Hull in a sustainable manner.
- **LOCAL TRANSPORT OBJECTIVE 4**  
To promote a healthier City through improving air quality and encouraging active travel.

### Local Enterprise Partnership (LEP)

#### Humber LEP

The Humber Local Enterprise Partnership sees business, education and the four Humber local authorities working together to promote and develop the area surrounding the Humber Estuary and provide strategic economic leadership to create jobs and deliver growth.

The priorities of the LEP are:

- **A skilled and productive workforce**  
To meet the LEPs 2020 Skills ambition, they will create a vibrant environment that inspires young people and adults to maximise their own potential, recognising current and future career opportunities, supported by excellent labour market intelligence and by appropriate careers education, information, advice and guidance (CEIAG).
- **An infrastructure that supports growth**  
Good infrastructure underpins the LEPs strategy for local businesses, allowing them to thrive and to attract new investment into the region. The LEP are working to overcome potential barriers to growth and collaborating to deliver major projects, from building flood defences to road and rail links.
- **Thriving successful business**  
The Humber is a great place to start or grow a business. The LEP are working to ensure that business can access the support and finance they need to grow, create jobs and take advantage of new investment opportunities.

# Local Area

## Station Details

### Station

Hull Railway Station  
Ferensway  
Kingston-upon-Hull  
North Humberside  
HU1 3QX

### Station Manager

Daniel Dreggs  
Group Station Manager (Humber)

### Local Authority

Hull City Council

### Train Services

Hull is a terminus station on the East Coast, benefitting from regular local services and intercity connections to Leeds, Manchester, and south to London.

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

As the UK City of Culture for 2017, Hull has been prominent in the media, and has seen a definite increase in visitor numbers travelling to explore the city and partake in the numerous cultural activities.

With a population in excess of 250,000, and good connections throughout Humberside, the city acts as a major hub for the region, with strong road and rail links to key cities in the North.

### Useful Links

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

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

**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

## National Cycle Routes

### Overview

#### National Cycling Route 65

National Route 65 of the National Cycle Network runs from Hornsea to Middlesbrough and also forms a part of the Trans Pennine Trail (east) cycle route between Selby and Hornsea. The route is fully open and signed.

#### National Cycling Route 1

A long-distance cycle route connecting Dover and the Shetland Islands - via the east coast of England and Scotland.

#### Section 4. Fakenham to Hull - 206 miles

The route continues through Norfolk via King's Lynn and then through Lincolnshire, departing its proximity to the coast after Boston, taking in Lincoln and heading finally to Kingston-upon-Hull. The route is detailed on the Hull to Fakenham page.

#### Section 55. Hull to Hunmanby - 60 miles

The section between Hull and Humanby is just over 58 miles and is mainly on quiet roads, passing through the East Riding area of Yorkshire.

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

You'll see some of the wonderful landscape that inspired David Hockney with a gently rolling route that travels past the towns of Beverley, Driffeld and Bridlington and on to Hunmanby, south of Scarborough.

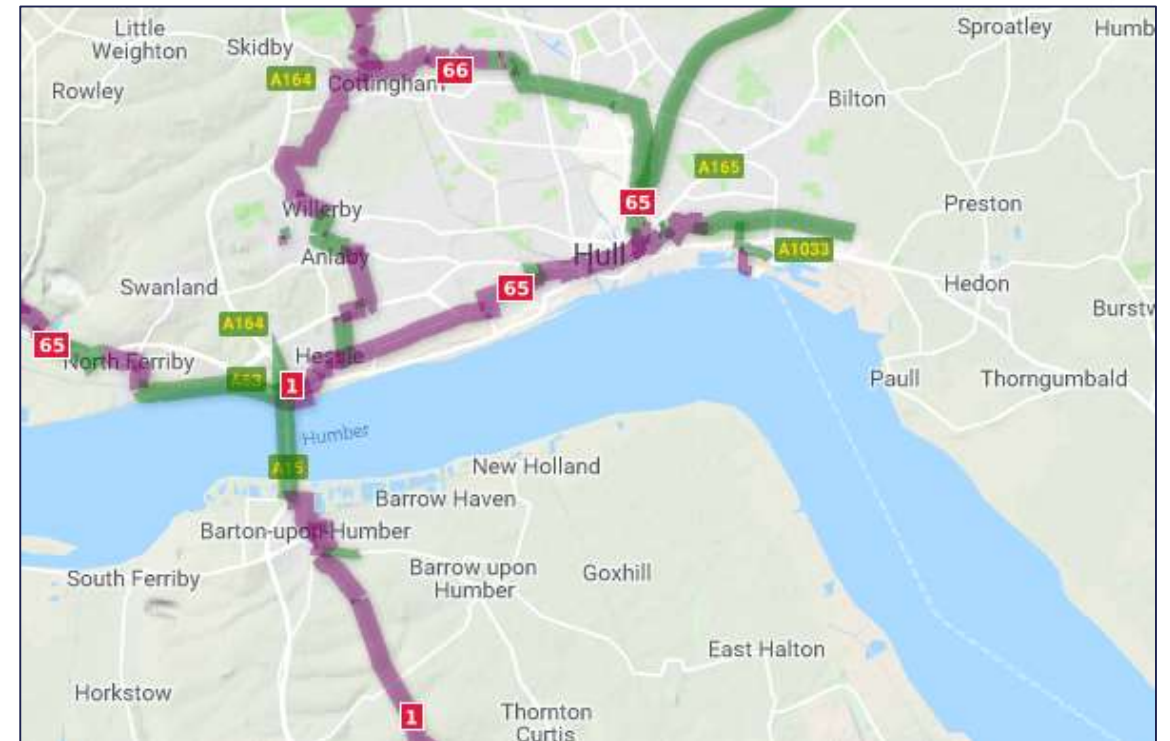
#### Route 66

National Cycle Route 66 runs from central Manchester to Spurn Head via Bradford, Leeds, York, Beverley, and Kingston upon Hull

#### Section 8. Cottingham to (east side of) Kingston upon Hull

National Route 66 skirts the north of Hull before heading towards the centre on a disused railway line. It heads off towards Spurn Head on another disused railway line, currently ending at Salt End.

### 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)



# Cycling

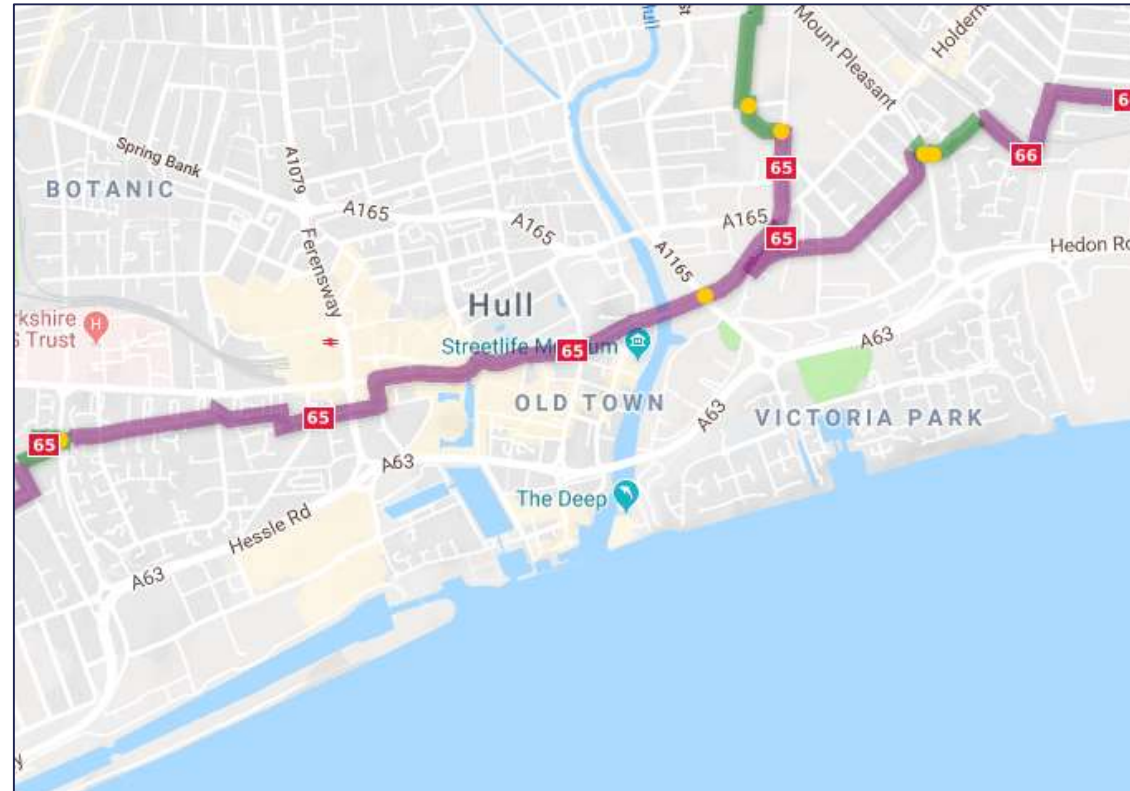
## Local Cycle Routes

### Overview

Ferensway benefits from marked cycle lanes, leading to/from the station. There is also ample cycle parking around the front of the station and in the town centre, making it easy for cyclists to take their bike with them wherever they go in the town.

The main cycle routes which form part of the national network pass close by the station, but there is no distinct link.

### Local 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)

### Useful Links

#### Sustrans

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

The charity that makes it easier for people to walk and cycle.

#### Cycling UK

[www.cyclinguk.org](http://www.cyclinguk.org)

National cycling campaign group offering advice to cyclists of all abilities.

#### Hull City Council

[www.visithullandeastyorkshire.com/cycling.aspx](http://www.visithullandeastyorkshire.com/cycling.aspx)

Information to help cyclists in Hull and East Yorkshire.

# Cycling

## Cycle Parking

### Overview

Hull railway station benefitted from DfT investment to create a cycle hub in the former ticket office at the station, providing 160 two tier racks in a staffed facility.

Unfortunately in 2017, the organisation operating the facility withdrew, leaving the facility closed to the public.

TransPennine Express has plans to consolidate all of the cycle parking at the station into a single purpose built facility located behind the new retail units, however this work cannot commence until all of the repair works to the station roof have been completed in early 2019.

Until then, cycle parking remains available on platform 2 and 7.

**Spaces**

**Type**

**Security**

**Weather Protection**

**Utilisation**

### Platform 2



30

Sheffield Stands

Covered by CCTV

Canopy

TBC

### Platform 7



50

Sheffield Stands

Covered by CCTV

Canopy

TBC

### Hub



160

Two Tier

Staffed hub

Within station building

Facilities are currently closed pending redevelopment.

# Walking

## Pedestrian Access

### Overview

Pedestrian access to Hull Paragon is superb, with clearly identified crossing points in all directions, and easy links to the pedestrianised areas of the town centre, and across to St Stephens Shopping Centre. There are also marked crossing points within the car parks making them easy to navigate.

The pedestrian barriers at the pavement edges help to funnel people and prevent them from crossing the busy roads at points other than those controlled by lights.



# Public Transport

## Bus Services

### Overview

There are a range of bus services available, connecting with surrounding towns and villages. Bus services are also available for longer distance journeys, offered by National Express, Megabus and charter holiday services.

Hull City Council have produced a very useful route map and service summary leaflet which gives a clear view of where bus services are available to connect customers with their destination. This can be found at [www.hullcc.gov.uk/pls/portal/docs/PAGE/HOME/TRANSPORT%20AND%20STREETS/TRAVEL/PUBLIC%20TRANSPORT/BUSES/HULL%20BUS%20MAP%202016\\_0.PDF](http://www.hullcc.gov.uk/pls/portal/docs/PAGE/HOME/TRANSPORT%20AND%20STREETS/TRAVEL/PUBLIC%20TRANSPORT/BUSES/HULL%20BUS%20MAP%202016_0.PDF)

This map also contains details about Simplibus, the key combination of bus services operating in Hull to connect to the most popular destinations.

### Bus Stands

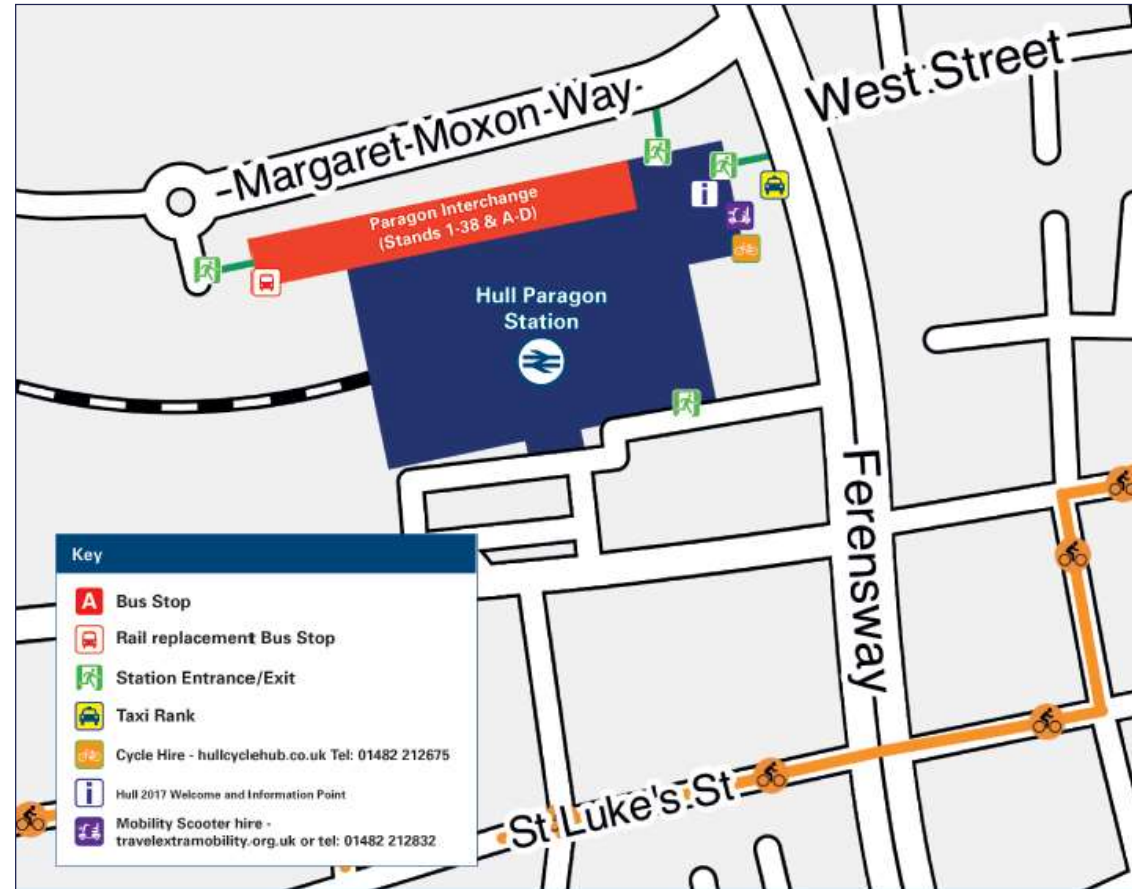


Image Source: National Rail Enquiries

### Useful Links

#### National Rail Enquiries

<http://www.nationalrail.co.uk/posters/HUL.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

Hull is well connected by road, with the A63 as the main route in and out of the city from the West, connecting with the Humber Bridge and A15 giving a route to the south, and the M62 offering routes to the A1M, M180 and other key motorways serving the region.

Major A roads connect Hull to Scarborough (via Bridlington) and York to the North.

### Road Network Map

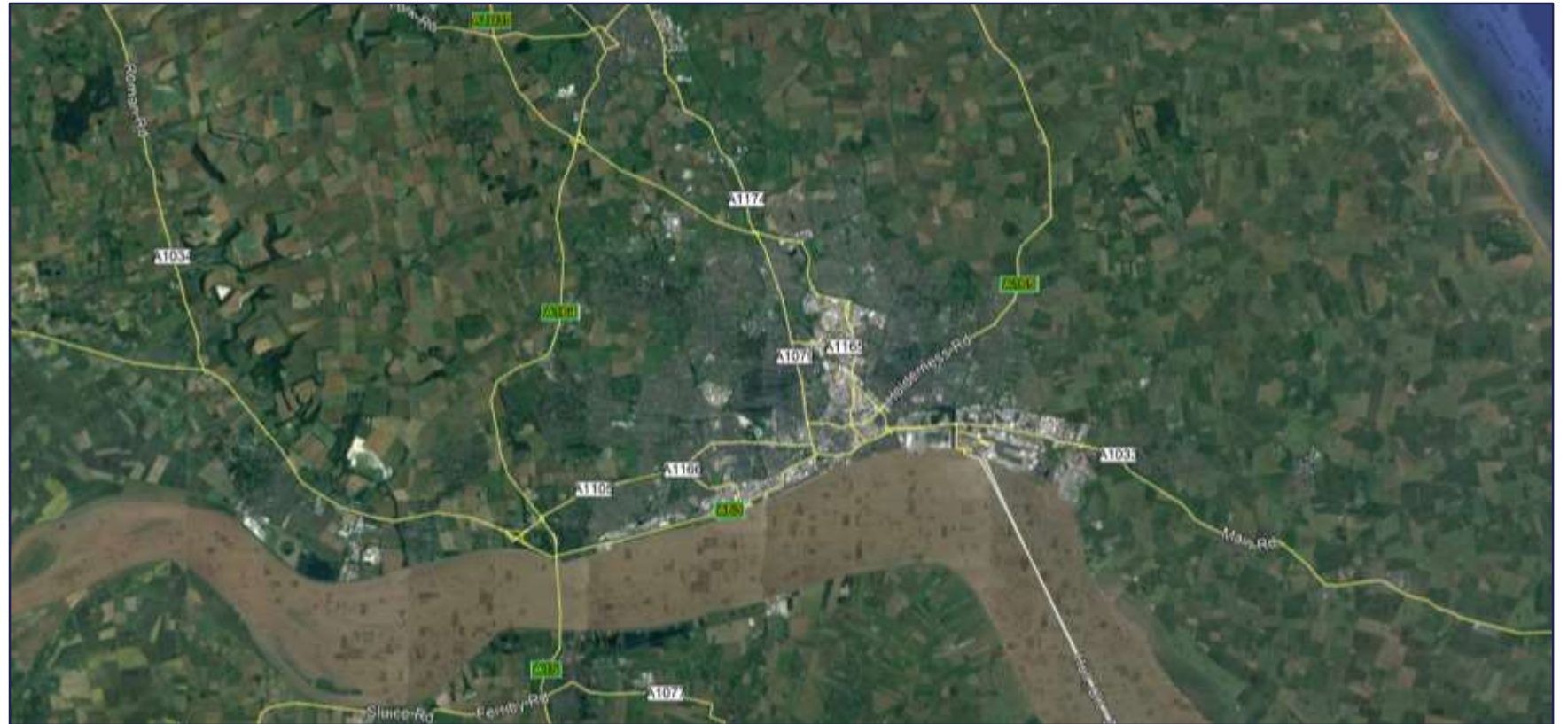


Image Source: Google Earth

# Road Access

## Local Road Network

### Overview

The A63 passes within close proximity of the station, giving easy access for those travelling to the station from surrounding villages. The A1079 serves a similar purpose for those travelling into the city from the North.

Traffic can be quite heavy around the junction where these two roads intersect as these are the two main routes in and out of the city.

Hull City Council are improving the junctions on these routes to improve traffic flow in and out of the city.

### Road Network Map



Image Source: Google Earth



# Road Access

## Immediate Road Network

### Overview

The majority of the roads surrounding the station are dual carriageways, with a number of routes being specified for buses only, which could be confusing for drivers unfamiliar with the area, however signage to the station car parks is good.

Road access to the station is available from Analby Road to the south of the station, or via St Stephens Street to the West of the station.

There is limited access to the station from Ferensway due to the road being a dual carriageway with no designated stopping points for the station.

### Road network serving the station



# Road Access

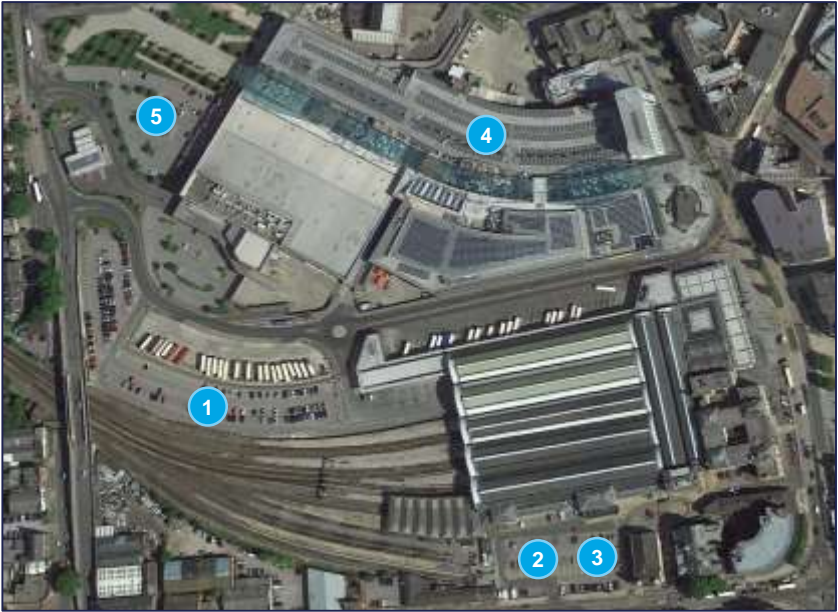
## Car Parking

### Overview

The only formal parking available for customers using the railway station is that which is at the station. There are some informal alternative car parks in the surrounding area, notably on the former Arla Dairy site. Rail users also park in the village of Romanby.

As the station is on the East Coast Main Line, and has fast links to Edinburgh and Newcastle in the North and London and York to the South, it is popular with commuters, and there are significant numbers who will park for multiple days at any one time. The long stay car park was extended to cater for this demand, but even with this it is nearing capacity on a daily basis.

### Car Parking Locations



- 1 **Station Main Car Park**  
Managed by APCOA on behalf of TransPennine Express
- 2 **Station Analby Road Car Park**  
Managed by APCOA on behalf of TransPennine Express
- 3 **Hotel Car Park**  
Managed by Hull Station Hotel
- 4 **St Stephens Shopping Centre Multi-Storey Car Park**  
Managed by St Stephens Shopping Centre
- 5 **Tesco**  
Customer parking only

### Station Car Parks



Standard Bays	219
Blue Badge	20
Premium	0
Car Share	0
EV Charging	0
Total	239
Motorcycle	0

Car parking charges apply at all station car parks managed by TransPennine Express. Prices vary by location.

*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.*



# Road Access

## Drop Off / Pick Up

### Overview

There is a dedicated drop off / pick up location for Hull station within Analby Road Car Park. There are also several Short Stay and contractor parking bays.

There is also a tendency for customers to be dropped off and picked up from the main car park in the section under the station canopy where there are blue badge and staff parking bays.

### Drop Off / Pick Up Location



# Road Access

## Taxis

### Overview

There is a large taxi rank to the front of the station, with access to Ferensway. The rank has recently benefitted from access improvements with the provision of tactile paving, dropped kerbs and waiting barriers. The rank has also been re-lined to improve positioning of vehicles.

Private hire vehicles cannot access the rank, and must use the station drop off/pick up point on Analby Road, but some also use the main station car park to the rear of the station.

### Taxi Rank



### Private Hire

The principal minicab operators in the area are:

**Ex Service Taxis**

01484421111

**Bob's Taxis**

01484 434967

**Huddersfield Taxis**

01484 512512

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

# Customer Analysis

## National Rail Passenger Survey

### Connections with other forms of public transport

	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Autumn 2017	Spring 2018
TransPennine Express	78%	78%	71%	78%	79%	77%	83%
Long Distance	79%	78%	78%	80%	81%	81%	83%
Variance	-1%	0%	-7%	-2%	-2%	-4%	0%
Industry	74%	76%	75%	76%	79%	78%	78%
Variance	4%	2%	-4%	2%	0%	-1%	5%

There is a noticeable increase in the score for 'Connections with other forms of public transport' between 2017 and 2018. Responses to this question often capture customers opinions about the availability of connections with other train services, despite this being captured in a separate question. In December 2017, several timetable changes came into place across the North of England, offering new services and improved connectivity which likely affected this score. Similarly, development works at stations neared completion, delivering new facilities and opportunities for customers, again impacting this score.

### Facilities for car parking

	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Autumn 2017	Spring 2018
TransPennine Express	50%	49%	46%	51%	48%	40%	50%
Long Distance	59%	58%	57%	61%	62%	58%	61%
Variance	-9%	-9%	-11%	-10%	-14%	-18%	-11%
Industry	49%	50%	48%	50%	50%	50%	48%
Variance	1%	-1%	-2%	1%	-2%	-10%	2%

This indicator incorporates a number of factors, and is built through responses to a set of questions relating to car park quality, costs and capacity. It is the latter of these which we believe is driving dissatisfaction. Car parking capacity has long been an issue for TransPennine Express, with growing footfall at constrained station sites, meaning the opportunities to expand car parking provision are minimal. It is expected that this score will continue to fall unless significant developments can be realised to create large new car parks close to the stations.

### Useful Links

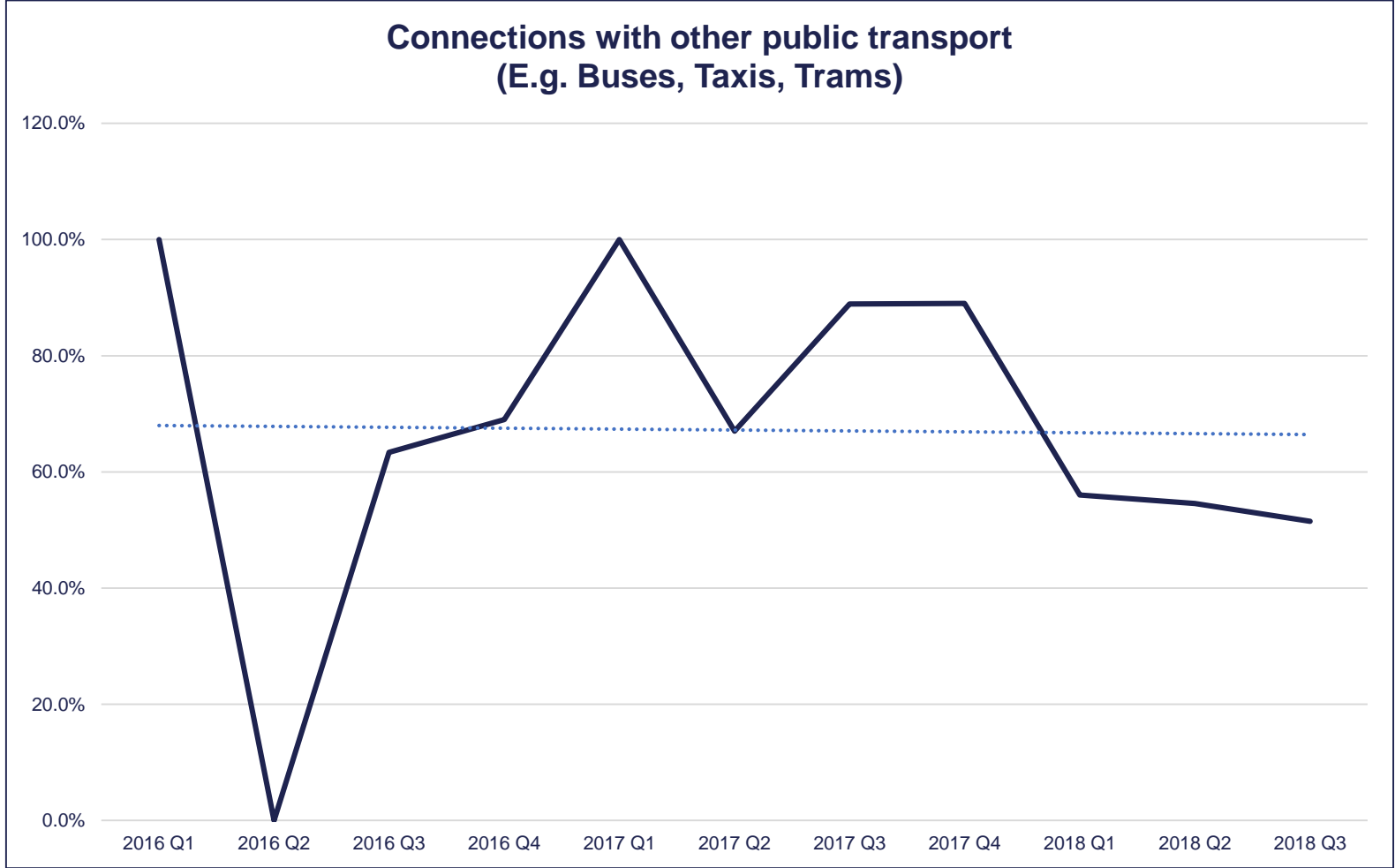
#### Transport Focus

[www.transportfocus.org.uk](http://www.transportfocus.org.uk)

Producers of the National Rail Passenger Survey and customer advocate.

# Customer Analysis

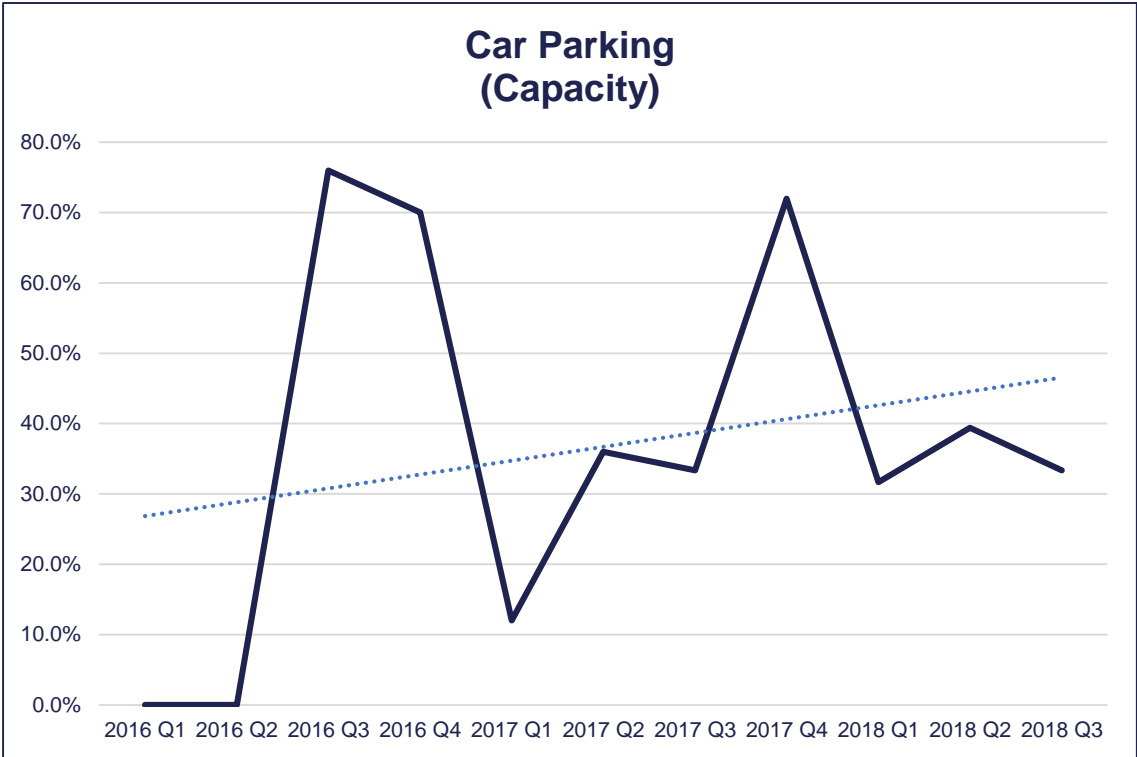
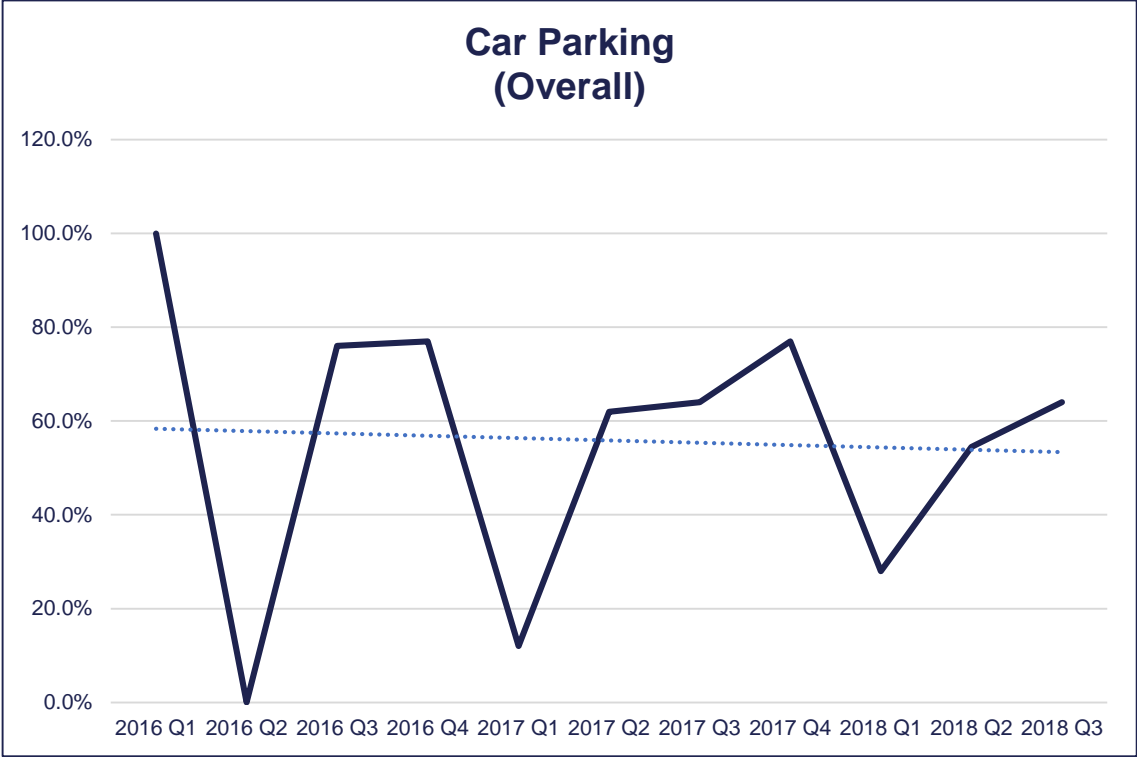
## Shadow National Rail Passenger Survey



Located in the city centre, and with the main bus station adjacent, Hull has excellent public transport connections. It is therefore concerning that this is not reflected in the shadow NRPS results.

# Customer Analysis

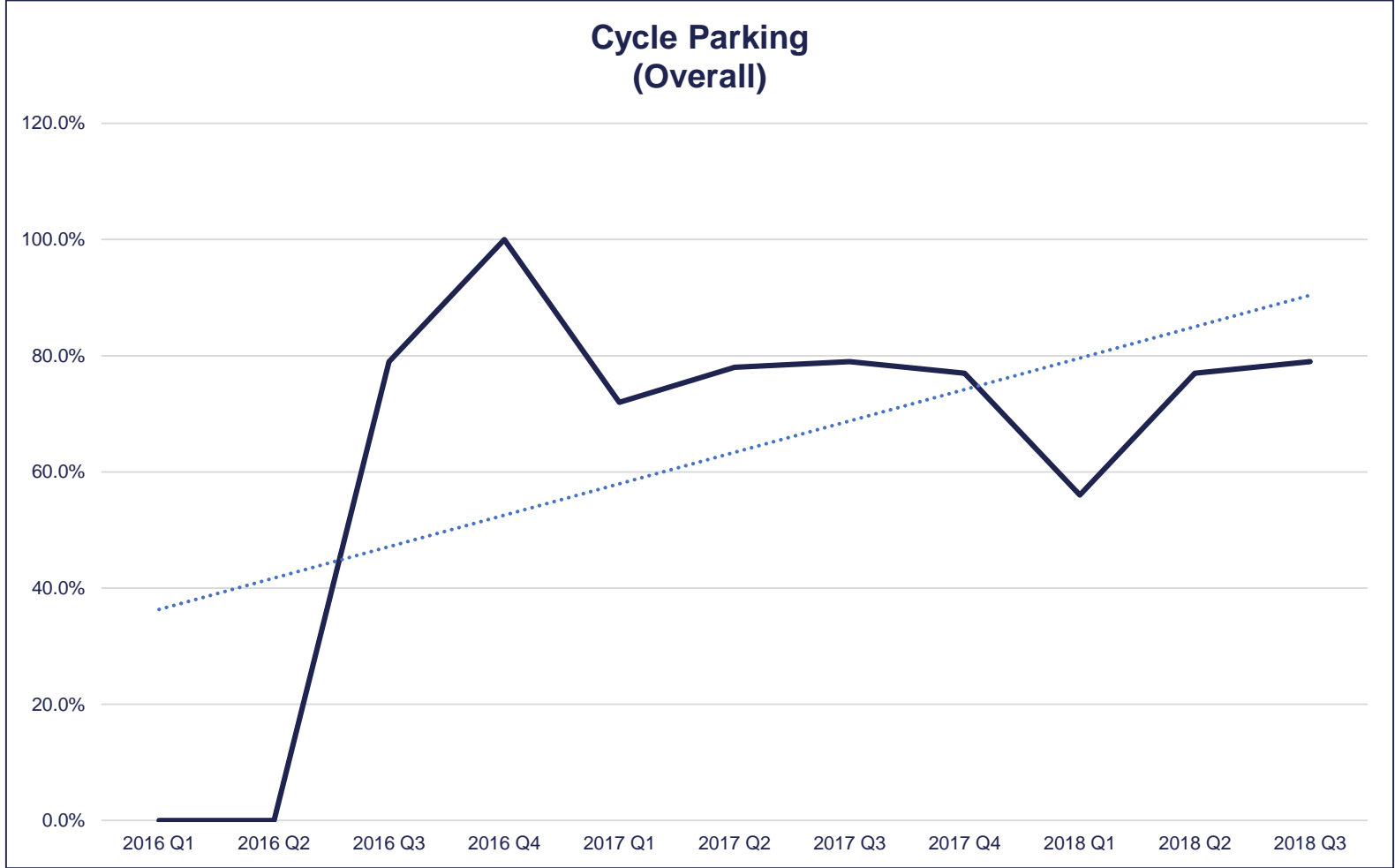
## Shadow National Rail Passenger Survey



Hull station benefits from two large and convenient car parks, and so it is surprising that the scores for car parking within the shadow NRPS are not higher.

# Customer Analysis

## Shadow National Rail Passenger Survey



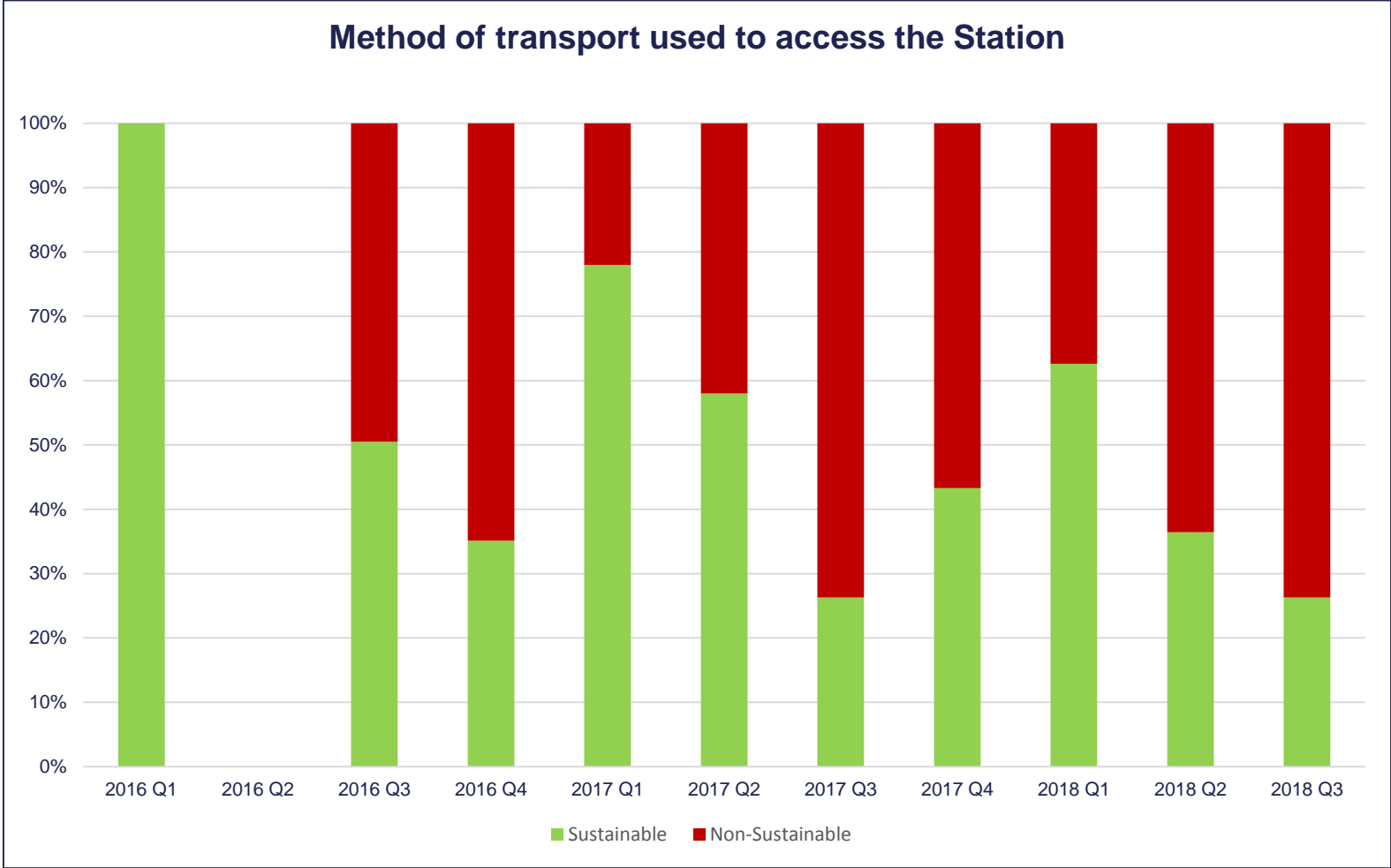
Cycle parking at the station is set to improve in 2019.

Plans have been developed for a new hub at the station since the closure of the community junction. Unfortunately this has been delayed due to maintenance works required on the station roof.

It is hoped that upon completion, the scores for cycle parking substantially increase.

# 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	

As a city centre station, the opportunity to use sustainable methods is higher than more rural stations, however there is still room for improvement in this area.

# Evaluation

## Summary of findings

Since the start of the TransPennine Express franchise in 2016, Hull has seen significant levels of investment, with the creation of a new waiting room, new toilet facilities, and a series of new retail units. These developments have transformed the station, and vastly improved the customer experience.

This investment is set to continue throughout 2019 with the creation of the new purpose-built cycle hub in the area behind the new retail units. This will see the Community Junction facility made available for alternative purposes which are under consideration, but will similarly improve the station as previous developments have.

The station has a distinct advantage, being co-located with the bus station, and within easy walking distance of the town centre, makes it simple for rail users to get to and from. The large car park provides similarly easy access for those who are slightly further from the station.

In terms of integration improvements, the cycle hub will serve as the biggest change this year.

In terms of accessibility improvements, Hull has the advantage of having step free access throughout, however one key feature which is missing is tactile paving. This would need to be pursued with Network Rail, but would be beneficial to users of the station. Similarly, given its size, a tactile map may be a useful addition to the station.



# 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
Cycling	Maximise the benefit of the new cycle hub through promotional events	M	TPE	May 2018	None	H	Installation of the new cycle hub delayed by works to repair the station roof.
	Work with the council and Sustrans to provide cycle route signage to/from station linking with the National Cycle Network.	M	Sustrans	May 2018	None	H	No progress
Car Parking	Carry out a review of the car park layout on Analby Road to ensure that the space is being used to maximum benefit.	L	TBD	March 2019	None	L	Change in station management has delayed this activity. Set to be carried out in 2019.
	Carry out a review of the station drop off/pick up point to ensure it has sufficient capacity to sustain the levels of usage.	L	TBD	March 2019	None	L	Change in station management has delayed this activity. Set to be carried out in 2019.
Accessibility	Raise awareness with Network Rail the requirement for tactile platform edges to be installed at the station.	H	Network Rail	None Set	Service disruption during works	M	Tactile paving is only installed during major platform works due to the disruption to service. No works are planned within Control Period 5.
	Work with charities to install a tactile map of the station to assist blind and partially sighted customers to navigate their way through the interchange.	M	TPE	TBD	None	M	Potential for Minor Works funding during 2019/20. To be explored.