

Station Travel Plan Manchester Airport

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.

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.

Stakeholders



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

Source: www.raildeliverygroup.com/about-us

Sustrans

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

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

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

Stakeholders

Specific

Combined Authority

Transport for Greater Manchester

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

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

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

Manchester Airport Group

MAG serves more than 58 million passengers and handles almost half a million tonnes of air freight every year through its ownership and operation of the airports of London Stansted, Manchester and East Midlands.

Manchester Airport is a global gateway and the largest airport outside London serving more than 27 million passengers a year, with over 210 destinations served by 70 airlines. Manchester's long-haul catchment area places around 22 million people and 60% of all UK businesses within a two-hour drive time – it extends north through the Lake District into Scotland; east across Yorkshire and the North East; south to Birmingham and the Midlands; and west into Merseyside and Wales.

The on-site ground transport interchange station at Manchester Airport has a passenger throughput of more than 4.5 million rail and coach passengers. With improvements to the rail network, this is expected to grow to 11 million by 2030.

The Manchester Airport Sustainable Development Plan, published in 2016, sets out the strategic context for the long-term development of the airport and contains detailed plans which cover:

- economy and surface access
- land use
- environment
- community activity

The airport is committed to improving connectivity and, through partnership working, support the delivery of the North's economic and transport priorities.

Local Area

Station Details

Station

Manchester Airport Railway Station
Malaga Avenue
Manchester
M90 3RR

Station Manager

Billy Vickers
Group Station Manager (Hub)

Local Authority

Transport for Greater Manchester

Train Services

Manchester Airport is the terminus station for many train services, with hourly connections across the North of England.

Timetables can be found at www.tpexpress.co.uk/travel-updates/timetables

Manchester Airport Station is the busiest of the 19 stations managed by TransPennine Express. It serves as the origin and destination for most services, giving fantastic connections across the North of England and into Scotland.

At the height of summer, Manchester Airport sees 350 flight departures each day, with over 27 Million passengers using the airport in 2017. There are developments underway which will see this increase significantly, with terminal expansions and the creation of new gates to accommodate more aircraft.

Alongside these plans, other developments are taking place around the airport, including airport city, which will lead to increasing numbers of people accessing the airport each year for employment. With limited car parking capacity, modal shift is key to providing access, with the railway station and TransPennine Express services playing a major part.

Additionally, there are plans for a HS2 Station within the airport boundary, which could have a significant impact on how rail services operate in and out of the airport, or see the site develop as a key interchange point from HS2 to rail.

Useful Links

Key Local Attractions and Events
www.tpexpress.co.uk/explore-the-north-and-scotland/destinations/Manchester-airport

Station Facilities Information
www.tpexpress.co.uk/travelling-with-us/station-information/Manchester-airport

Station Footfall Statistics
www.orr.gov.uk/statistics/published-stats/station-usage-estimates

Cycling

National Cycle Routes

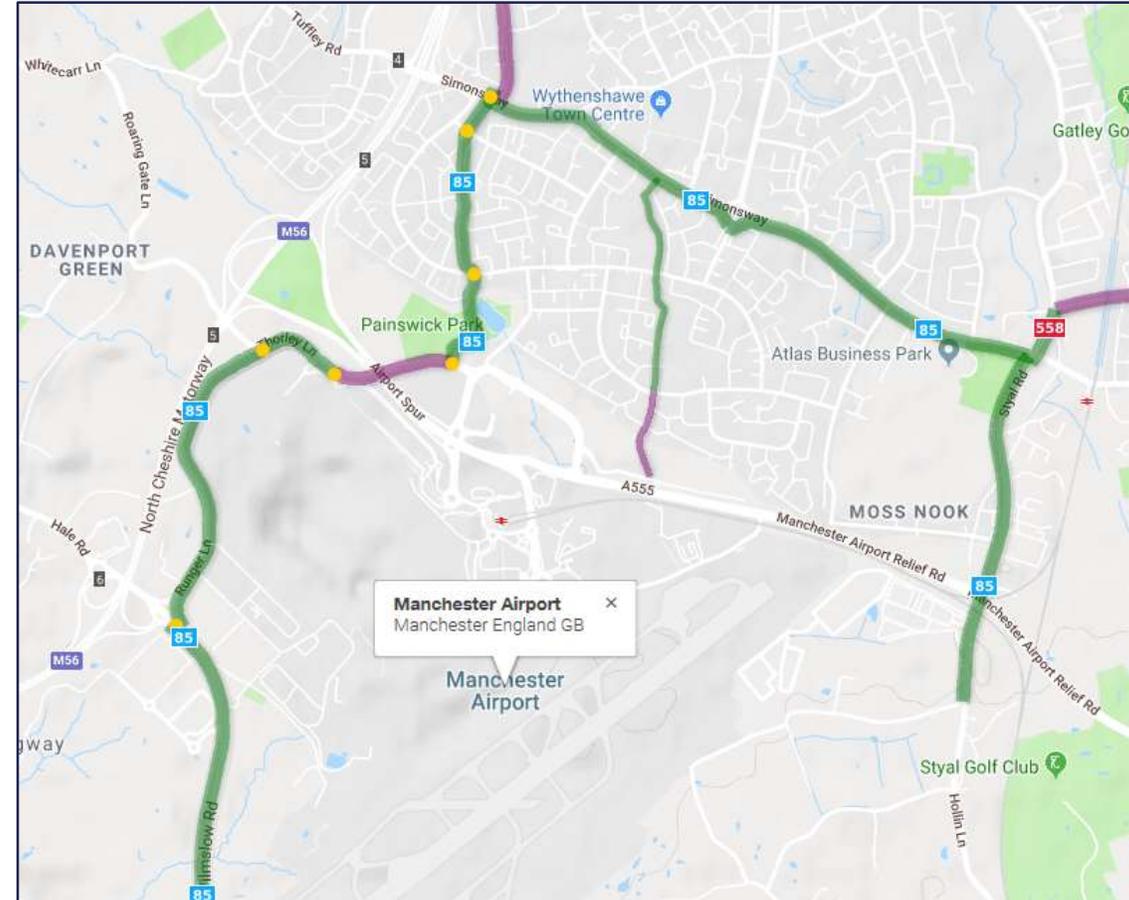
Overview

Route 85

The key cycle route serving Manchester Airport is Route 85 which runs along Wilmslow Road, connecting to Simonsway offer a cycling link from Newall Green to Heald Green, before turning south towards Styal Golf Course.

Other NCN routes are available within a few miles of the airport, including: 558, 85, 70, 62, 6 and 82. Details of these routes can be found on the Sustrans website.

Cycle Routes



Source: www.sustrans.org.uk/ncn/route

- 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)

Useful Links

Sustrans

www.sustrans.org.uk

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

Cycling UK

www.cyclinguk.org

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

Cycling

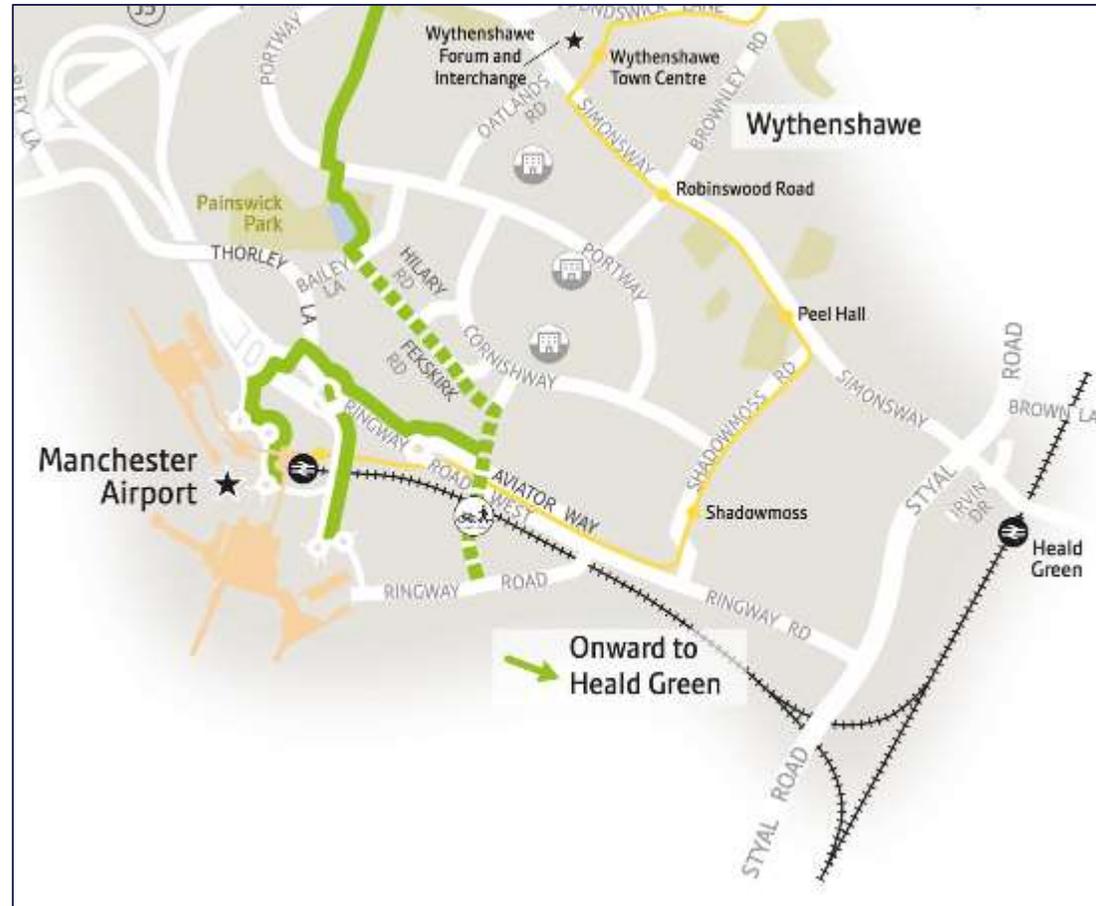
Local Cycle Routes

Overview

Within the airport, there are no cycle lanes, with cyclists being required to navigate the busy road network. In the longer term, Manchester Airport Group is looking to develop a cycle and walking route from the south side of Wythenshaw into the new Airport City development, connected by a green bridge, and making use of an existing route which currently ends near aviation way.

MAG have produced a cycle route map to help those accessing the airport by bike to avoid some of the busier roads and make use of local routes. They are also exploring opportunities to increase cycle parking for airport employees and those accessing other nearby businesses.

Local Cycle Routes



Source: www.tfgm.com/cycling/routes/airport-city-cycleway

Useful Links

Transport for Greater Manchester
www.tfgm.com/cycling
Information about cycling and walking within Greater Manchester

Cycling

Cycle Parking

Overview

Due to the lease agreements in place at Manchester Airport Railway Station, there is no opportunity to provide cycle parking at the railway station itself, however Manchester Airport Group provide cycle parking outside of the Ground Transport Interchange, as well as outside the office blocks at the Airport.

The capacity of this cycle parking was recently increased, and is well used.

Walking

Pedestrian Access

Overview

Within the station, customers have a choice of lift, escalator or ramp to reach the interchange level. Once through the ticket gates, the interchange itself is not an intuitive layout.

For customers accessing the terminals, they need to use a second set of lifts, or the escalators, both of which take them to the skylink level which provides a link between all three terminals and the station, making use of travellers to speed up the journey.

Some customers accessing terminal 1 from the GTI will use the pedestrian crossings at ground level, and cross the car park rather than using the Skylink.

Customers heading to the station from the terminals similarly use the skylink. Using either the lifts or the escalators to descend to the interchange level can lead to confusion, as customers need to double back on themselves to use the Ticket Vending Machines or access the booking office.

Signage has been added to encourage customers to use this route to ease the pedestrian flow around the booking office area. Café barriers have been added to contain customers whilst waiting for the next available booking office window. This helps to maintain a clear route for those with mobile tickets to head straight



Public Transport

Bus Services

Overview

There are 13 bus bays at the Manchester Airport Bus Station, labelled A to M, serving a mixture of local and long-distance bus services, including National Express and Megabus.

Bus Stands

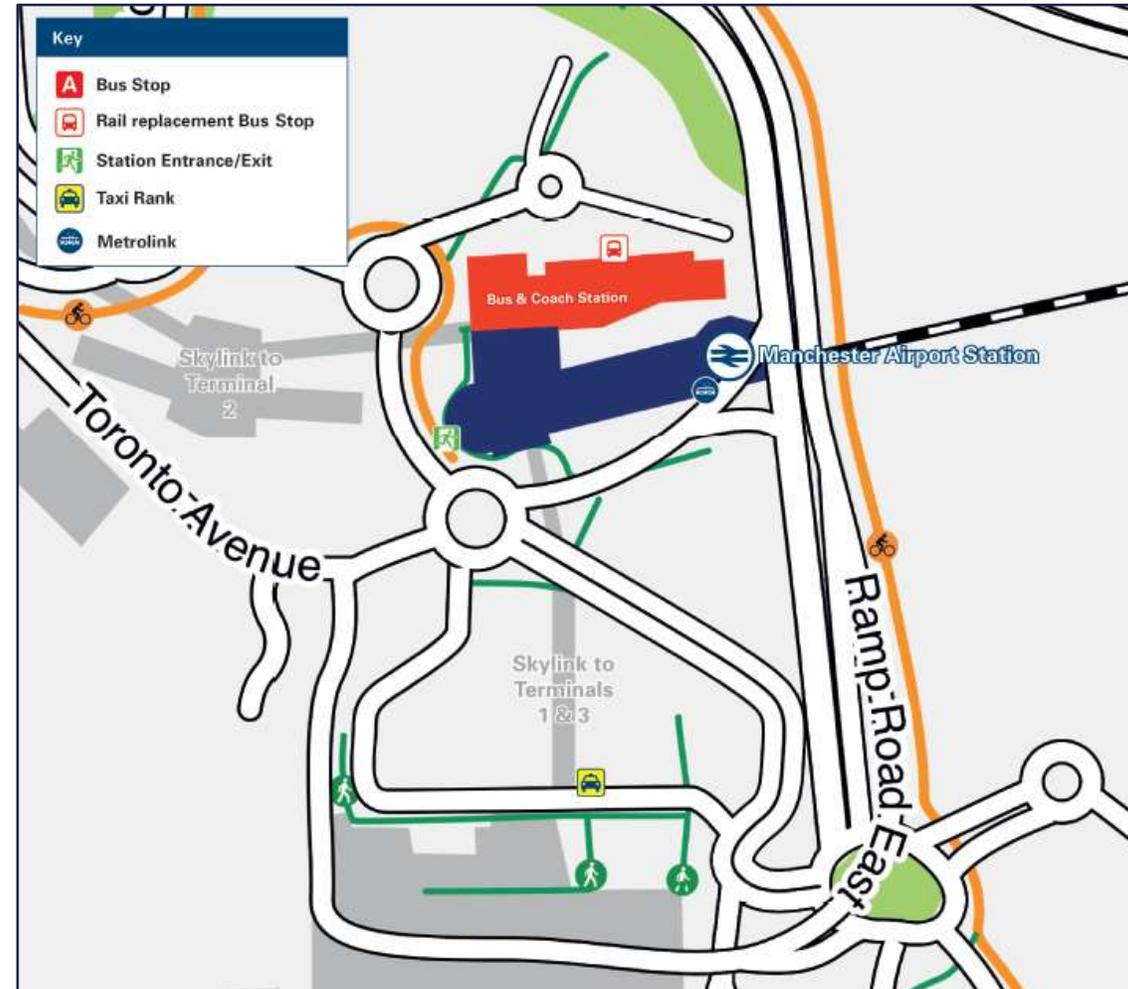


Image Source: National Rail Enquiries

Useful Links

National Rail Enquiries

<http://www.nationalrail.co.uk/posters/MIA.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
Offering discounted city centre bus travel when purchased with a rail ticket.

Traveline

www.traveline.info
08712002233
Providing information about local bus services.

NextBuses

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.



Public Transport

Light Rail Services

Overview

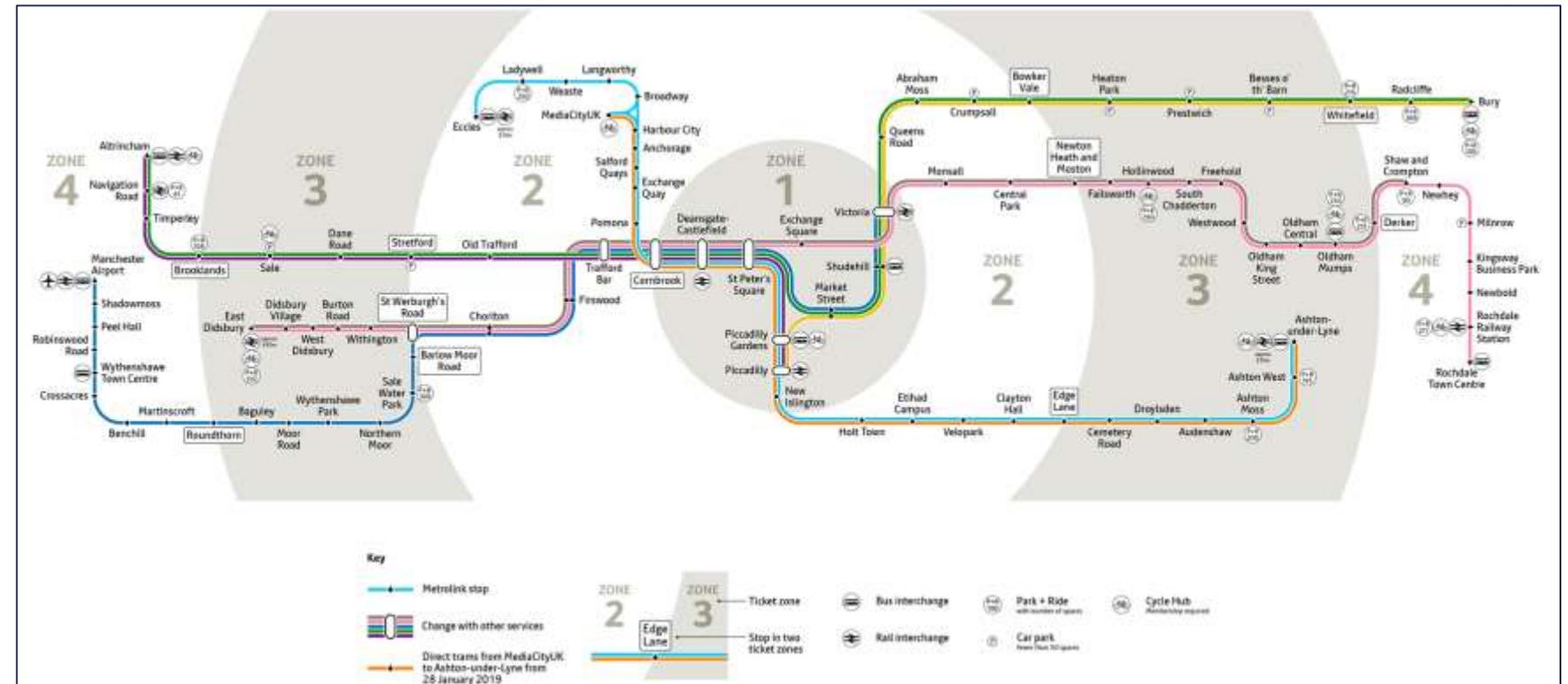
The Manchester Metrolink system was extended to Manchester Airport in November 2014. This connects Manchester Airport to Manchester City Centre via a local route through Wythenshaw.

When the route was first introduced, services from Manchester Airport terminated at Cornbrook, with customers required to change trams to reach the city centre. In January 2018 this service was extended through to Manchester Victoria, making use of the additional city centre capacity created by the opening of 2CC (Second City Crossing). This change also saw earlier and later journey times introduced, along with more Sunday services.

The Metrolink service is popular with commuters accessing Manchester Airport from surrounding suburban areas, however it does not offer a rival service to rail for journeys to/from Manchester City Centre due to the journey times which are highly protracted in comparison.

A trend has established for those travelling to the city from Wythenshaw and stops closer to the airport to use the Metrolink to connect with rail services from the airport to reduce their overall journey times.

Route Map



Road Access

Major Road Network

Overview

The main road serving Manchester Airport is the M56, which is the link road between the M6 and the M60 (Manchester Outer Ring Road).

The M60 connects to many different motorways including the M66 for journeys north into areas of Lancashire, M67 for journeys towards Sheffield, and the M62 to Leeds and Hull, or Liverpool. This network of motorways all within close proximity offers good road connections in all directions which is what makes personal cars such a popular choice for airport users.

Accommodating these cars has been a challenge, and Manchester Airport Group has expanded its car parks where possible, however they are keen to see a transition to more sustainable travel methods to access the airport as part of their expansion plans.

Road Network Map

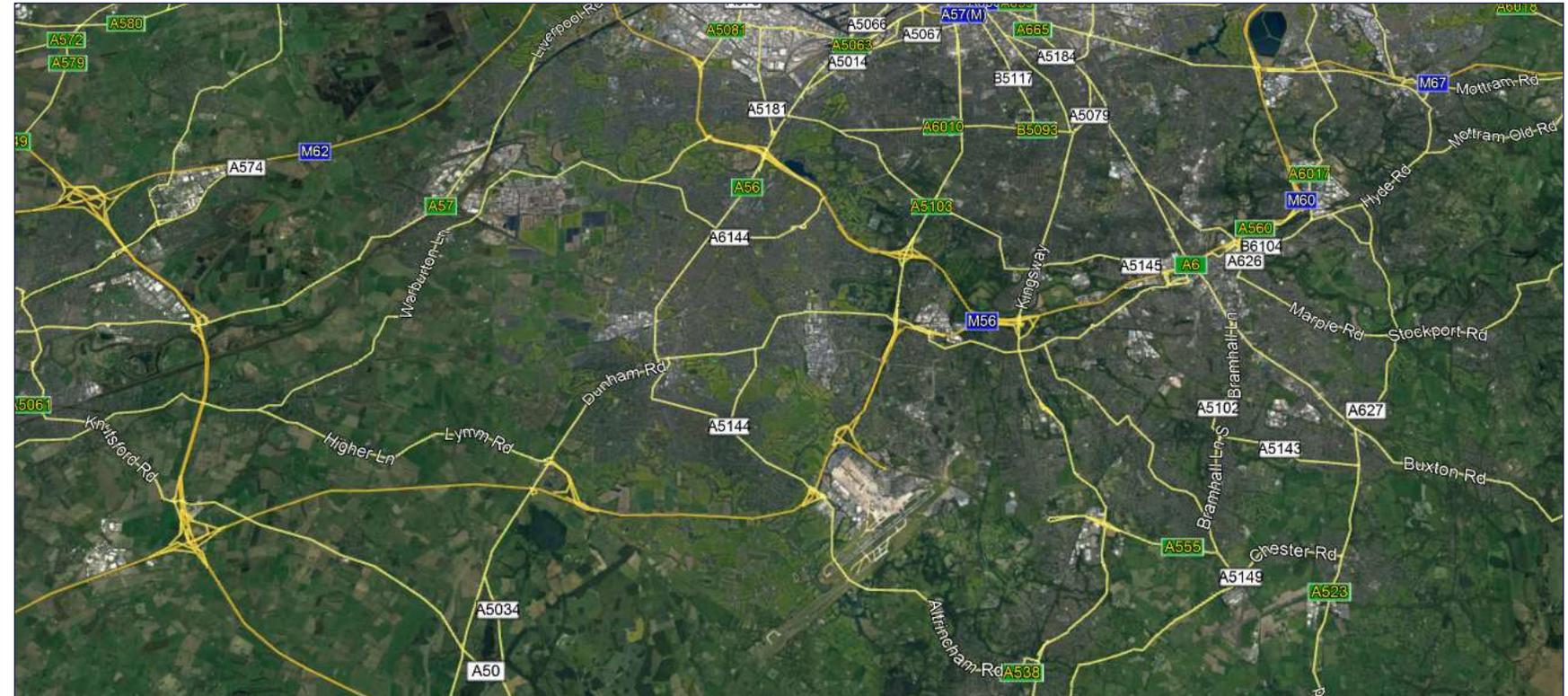


Image Source: Google Earth

Road Access

Local Road Network

Overview

From the Airport, the journey to Manchester City Centre by car is direct, but traffic levels mean this journey can take between 20 and 40 minutes. New 30mph speed restrictions (reduced from 40mph) on the route have been introduced to improve safety and smooth the traffic flow, but volumes remain high.

The area immediately surrounding the airport is catered for by a similarly well-connected network of A-roads, serving a number of more rural areas.

Within the airport complex, there is a network of roads which connect the three terminals, car parks, and support services which keep the airport functioning.

Road Network Map



Image Source: Google Earth

Road Access

Immediate Road Network

Overview

Customers wishing to access the railway station by car need to make use of the Manchester Airport Group parking or drop off facilities. There are no specific or dedicated facilities for station users.

There is a drop off point at the front of the ground transport interchange, which requires payment as part of a new initiative introduced by the airport to promote sustainable journeys.

Road network serving the Ground Transport Interchange



Road Access

Car Parking

Overview

There is no car parking dedicated to users of the railway station at Manchester Airport. Customers wishing to access the railway station by car need to make use of the Manchester Airport Group parking or drop off facilities.

More information about the parking available at Manchester Airport can be found at www.manchesterairport.co.uk/parking

Road Access

Car Hire

Overview

Car hire is readily available from various firms across Manchester Airport supported through Manchester Airport Groups partnership with Rentalcars.com.

More information can be found at www.manchesterairport.co.uk/at-the-airport/car-rental/

Road Access

Taxis

Overview

There is a large taxi rank serving the Ground Transport Interchange. Taxi ranks are also available at each of the airport terminals.

Taxi Rank



Image Source: <https://www.google.co.uk/maps>

Private Hire

Arrow Cars

0161 667 6999

MAG approved private hire firm.

Fully manned desks immediately outside arrivals at each terminal and at Manchester Airport train station

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

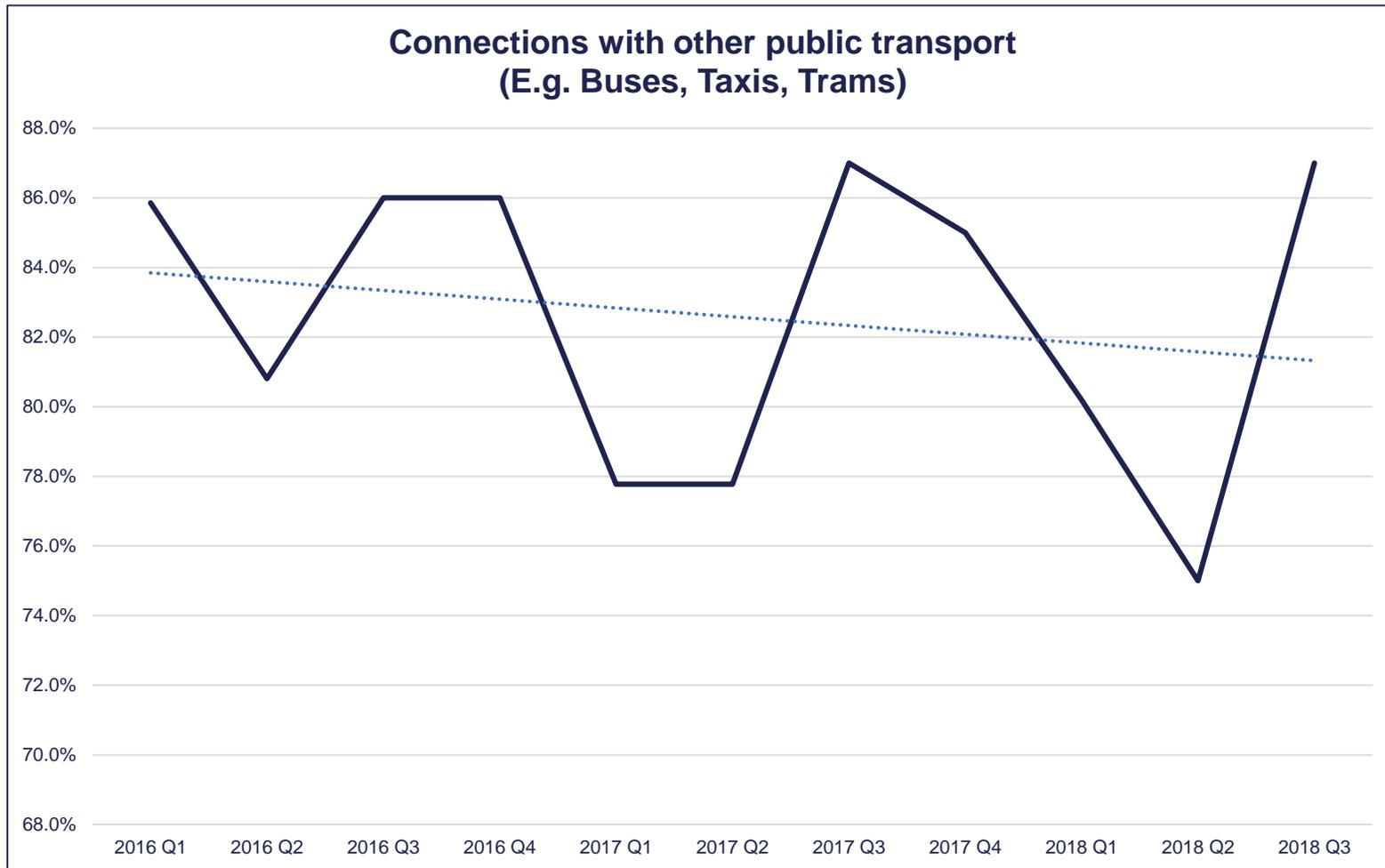
www.transportfocus.org.uk

Producers of the National Rail Passenger Survey and customer advocate.



Customer Analysis

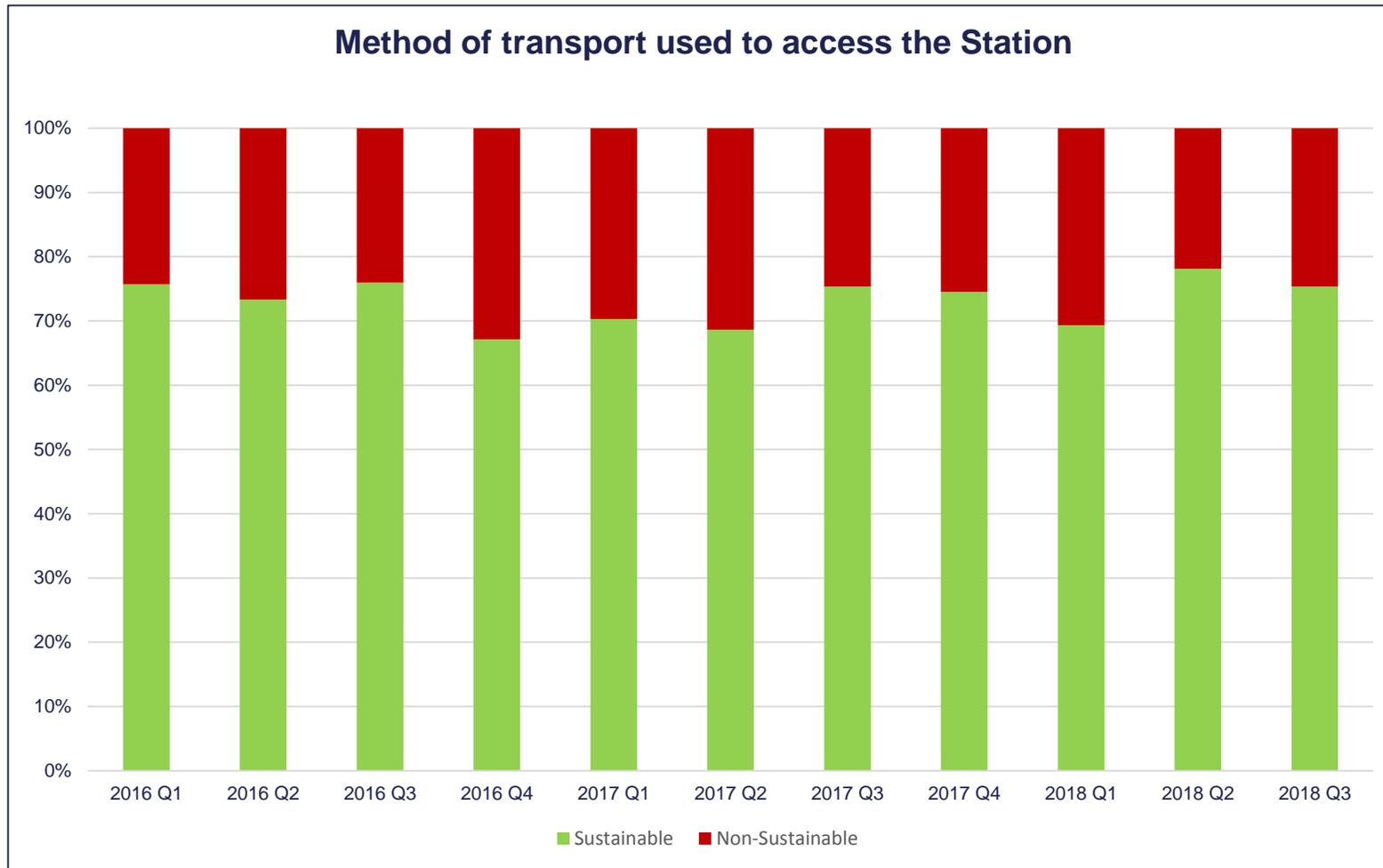
Shadow National Rail Passenger Survey



Scores for connections with other modes should be high, with the train station sitting at the heart of the ground transport interchange, where connections are available by taxi, bus and tram, or by skylink to the three airport terminals.

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 would be expected for an airport station, many customers are arriving by sustainable means as many are going or returning from holidays.

Evaluation

Summary of findings

Manchester Airport Railway Station is in a somewhat unique position, in that most users of the station are linking directly from the trains to the airport terminals or hotels within the airport boundary, meaning that the need for various onward journey options, or modes for accessing the station is vastly reduced, as a high proportion make use of the skylink.

With the upcoming developments, there is an expected increase in commuting travel to/from the airport and the surrounding commercial and industrial sites, however MAG believe that this needs to be supported by sustainable transport methods, and will not be looking to provide significant uplifts in car parking.

This presents a significant opportunity for rail, recognising the uplift which has already been seen since Amazon opened a warehouse close to the airport. Consideration should be given not only to development of services and facilities to accommodate this change in ridership, but also to fares, and the potential to extend the airport staff railcard which is already in place. MAG is looking at ways to encourage their staff to move to rail, tram and bus as a method for travelling to/from, and are keen to publicise links across the UK for customers accessing the airport. They also have major plans in development for the Ground Transport Interchange which will see new retail units and a change to the pedestrian flow in anticipation of an uplift in use, which TransPennine Express are supportive of.

As these developments are set to take place over a long period, with a gradual shift expected, it is important to recognise some opportunities which exist with shorter timescales. The introduction of the Metrolink to the station has been a welcome addition, and has further developed the station as an interchange, with a flow being established from Wythenshawe to pick up the train from Manchester Airport. However, the addition of the gateline has made this interchange more difficult. This could be solved through some collaborative working with Metrolink and TfGM around ticketing and ticket retailing. This will form an action of this plan.

Similarly, the flow from the Ground Transport Interchange to the skylink and terminals whilst established, it not intuitive. TransPennine Express has looked at signage options around this area, however more can still be done to improve this passenger flow. The area would also benefit from a level of de-cluttering to remove redundant signage and obstacles.

It is fair to say that Manchester Airport Station has very good onward links due to its position between the terminals, and it's clustering with the tram and bus services, however the layout is starting to create issues as the footfall increases. It is important to capitalise on planned investment and establish the station for the long term, with clear pedestrian flows which will improve the customer experience.

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
Ticketing	Work with TfGM/Metrolink to provide a means for ticket purchasing for users transferring from Metrolink to rail (or vice versa)	Low	None Agreed	Summer 2018	Low Risk	High	No update
Ticketing	Work with MAG to explore ticketing options to support commuters accessing new Airport City developments to ensure high uptake of sustainable transport methods from the start	High	None Agreed	Aligned to Airport City development	Low Risk	Medium	No update
Onward Travel	Work with MAG to ensure that suitable solutions are developed to provide sustainable links from the railway station to the new Airport City development and other areas of the airport site.	High	None Agreed	Aligned to Airport City development	Low Risk	Medium	TPE and MAG are working on joint funding proposals for the development of cycle connectivity schemes around the airport.
GTI Redevelopment	Work with MAG to ensure that the redevelopment of the GTI considers the long-term needs of the railway operations, and eases customer flow from the station to the Skylink	High	Agreed	Aligned to GTI redevelopment	Low Risk	Medium	Development proposals ongoing
Passenger Flow	Support MAG in their work with other operators in the GTI to de-clutter the area and provide short term improvements to the passenger flow ahead of the redevelopment of the GTI.	Medium	None Agreed	Summer 2018	Low Risk	High	Queuing systems in place with additional ticket machines provided to help reduce queues.