

Station Travel Plan Middlesbrough

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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.

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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

Local Authority

Middlesbrough Council

The council recently produced a Vision for Middlesbrough 2025 – Fairer, Safer, Stronger, a document outlining their plans and commitments for the area. There are a number of ‘mayors promises’ contained within this document based on the themes of employment, equality and regional regeneration.

There is specific reference to Transport, with the Mayor promising to transform local transport links:

‘We will work with our neighbours in the Combined Authority to deliver the Tees Valley Metro and other infrastructure improvements to transform connectivity within the Tees Valley and beyond, including a new Tees Crossing and a direct Middlesbrough to London train service from an improved local station’.

The council also produced their Local Implementation Plan, which sets the vision for Transport in Middlesbrough over the next ten years. The purpose of the Mayor's Transport Strategy is to facilitate key improvements to transport in the town which will in turn:

- Support economic growth
- Reduce carbon emissions
- Promote equality of opportunity
- Contribute to better health, safety and security
- Improve quality of life and a healthy natural environment

The council has also produced an Investment Prospectus and Integrated Transport Strategy, which creates a vision for Transport in Middlesbrough over the next ten years.

The Investment Prospectus sets four key actions within the Railway Station and Historic Quarter of Middlesbrough:

1. Work with Stagecoach and Virgin Trains to bring direct London train line, developing a programme to do this.
2. Develop a masterplan for the rail station area
3. Drive professional employment through the creation and publication of the new Enterprise Zone.
4. Revitalise our historic environment, including Exchange Square, with new uses and amenities.

The Integrated Transport Strategy supports the station masterplan, which establishes strategic improvements to the station, in the shape of building improvements, improved capacity and connectivity for a city centre rail station for the next 30 to 40 years. Supporting recent franchise commitments and the opportunities it creates.

The ITS establishes improvements over the next ten years, with five targeted interventions:

- Middlesbrough Station
- Public Realm
- Local Rail Stations
- Park & Rail
- Protecting Infrastructure

Combined Authority

Tees Valley Combined Authority

TVCA is currently preparing its first Strategic Transport Plan which is due for consultation during 2019 and publication in early 2020.

The draft headline objectives of the Plan are:

- Economic – Delivering the Strategic Economic Plan and the economic growth plans of the Tees Valley Local Authorities.
- Social Opportunity – Helping people access jobs, education, services, and leisure opportunities and improving public health.

Environmental Protection & Enhancement – Addressing the impact of the transport network on the environment and supporting the legislative requirements to reduce air and noise pollution, carbon emissions and detrimental impacts on the natural and built environment.

The Strategic Transport Plan will include a Rail Strategy, a Bus Vision and a Cycling and Walking Strategy.

A key part of the rail strategy will involve encouraging greater use of rail in the Tees Valley by improving services and station facilities, while both the bus vision and the cycling and walking strategy will have a strong focus on improving integration with rail services and accessibility to rail stations.

Stakeholders

Specific

Local Authority

Middlesbrough Environmental City

MEC is an independent charity that works across Middlesbrough to promote and encourage healthy and sustainable living.

One Planet Living:

In November 2011, Middlesbrough Council was endorsed as a One Planet Living City by international sustainability charity Bioregional. Middlesbrough Council were the first council in the north of England, and only the second in the country, and across the world, to receive this accreditation.

One Planet Living is a framework, designed by sustainability experts BioRegional, to encourage sustainable living. Ecological foot printing data shows that if everyone lived like the average Middlesbrough, or UK, resident currently does, three planets would be needed.

Under the One Planet Middlesbrough banner, Middlesbrough Council is working with Middlesbrough Environment City and partners Erimus Housing, part of the Thirteen Group, to engage with the whole community to deliver practical actions to bring immediate and long term environmental, economic and social improvements to residents across the town, including through the five year, £1m Big Lottery Fund project One Planet Middlesbrough: Creating Sustainable Communities.

The One Planet Living framework uses 10 easy to understand principles that inform and empower people to become more sustainable, living within their fair share of Earth's resources. One Planet Living is used in Middlesbrough to address the city's sustainability challenges. It provides a framework to deliver solutions which enable individuals, communities and organisations to live greener, healthier and more affordable lifestyles, within their fair share of the Earth's resources.

The One Planet Living Principles are:

- Zero Carbon
- Zero Waste
- Sustainable Transport
- Sustainable Material
- Local & Sustainable Food
- Sustainable Water
- Land Use & Wildlife
- Culture & Community
- Equity & Local Economy
- Health & Happiness

Rail User Groups

North East Coastliners Rail User Group

Saltburn Line User Group

Local Area

Station Details

Station

Middlesbrough Railway Station
Zetland Road
Middlesbrough
Cleveland
TS1 1EG

Station Manager

Mike Drewery
Group Station Manager (North East)

Local Authority

Middlesbrough Borough Council

Train Services

Middlesbrough is the major station for the region, acting as the terminus station for intercity services connecting with the East Coast Main Line providing links to York, Leeds and Manchester.

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

Middlesbrough is a major town in the North East of England, situated on the South Bank of the River Tees in North Yorkshire. It has a strong industrial history, and is best known for its Steel production. Steel produced in Middlesbrough was used in the Sydney harbour Bridge and Newcastle's Tyne Bridge.

The town has now changed its focus to media and digital innovations, with Middlesbrough developing a worldwide reputation for digital technology and animation.

Middlesbrough is now part of the newly formed Tees Valley Combined Authority, which has a population of around 667,500.

The station is located to the North of the town centre, a short walk from Hill Street Shopping centre and Riverside Stadium.

Useful Links

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

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

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

Cycling

National Cycle Routes

Overview

National Cycling Route 1

This route runs the length of the UK from Dover to the Shetland Islands via the east coast of England and Scotland. Covering a distance of 1695 miles, made up of a mixture of on road and traffic free sections, this also forms part of the Euro-Velo 12 route which runs through Norway and Holland.

The route is split into 12 sections, with Middlesbrough being the start and end point of two of these sections.

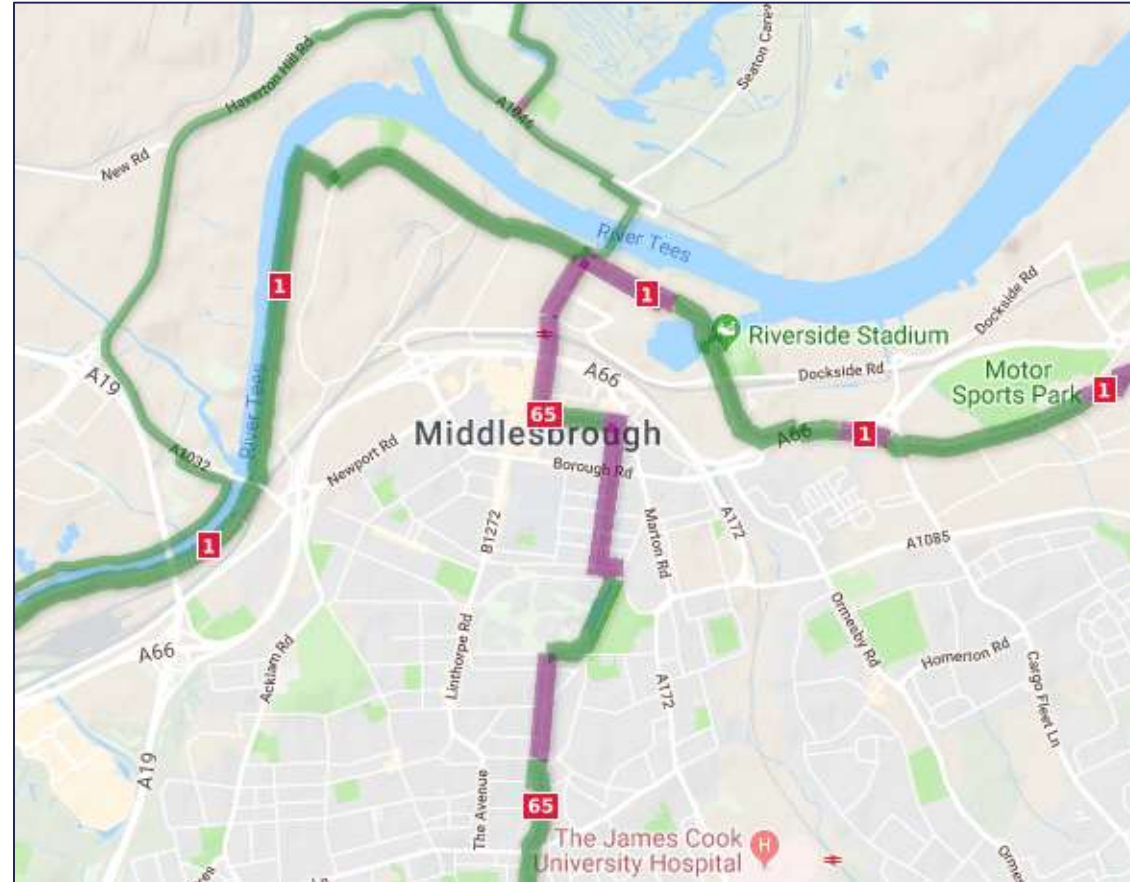
- Section 7 – Staithes to Middlesbrough
- Section 8 – Middlesbrough to Tynemouth

Route 1 passes within 1/2 mile of the station.

National Cycling Route 65

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

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

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

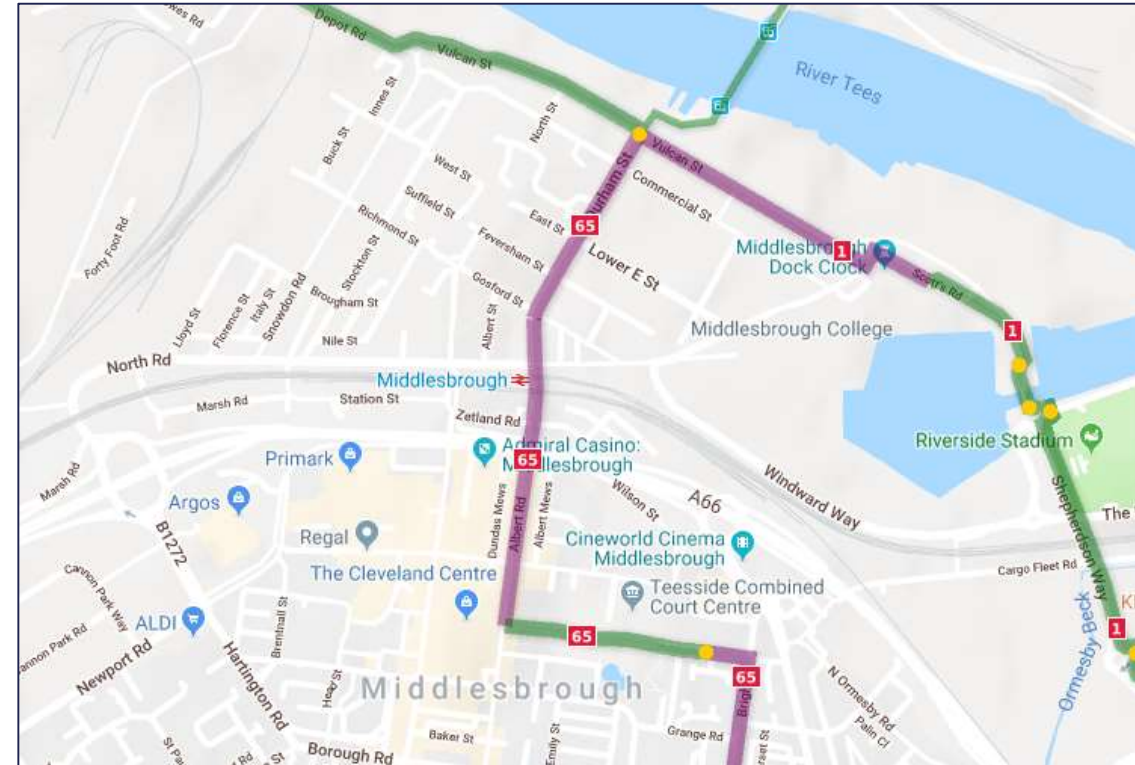
Local Cycle Routes

Overview

Local Routes

There are no cycle lanes leading to or from the station entrance, however route 1 passes close to the station, and the road network to be used is relatively quiet whilst the station approach/front is closed.

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

Useful Links

Middlesbrough Borough Council
<https://www.middlesbrough.gov.uk/leisure-events-libraries-and-hubs/sport-and-physical-activities/cycling>
Local cycling information and guidance.

Cycling

Cycle Parking

Overview

In early 2018, TransPennine Express introduced new cycle parking across its station portfolio. Middlesbrough was one of the stations to benefit from this investment, with new two tier racks provided on the station concourse, and a facility created which could, in the longer term, provide secure parking with an element of staff presence to offer repair, servicing and hire.

Concourse



Spaces	84
Type	Two Tier Racks
Security	Covered by CCTV
Weather Protection	Within station building
Utilisation	TBC

Store



Spaces	14
Type	Semi-Vertical
Security	Locked / Staffed facility
Weather Protection	Within station building
Utilisation	TBC

Walking

Pedestrian Access

Overview

Pedestrian access to the station has recently improved, with the reopening of a section of the Zetland Road car park serving the station entrance.

Network Rail have produced long term plans to repair the front of the station which would, and Middlesbrough Council are looking to replace and update the existing pedestrian wayfinding signage throughout the town which will help with this.

There are two large paved areas close to the station leading towards the town centre which make for a pleasant environment, however the A66 flyover and Albert Bridge both act as visual barriers between the station and Town centre. There is a subway leading under the railway tracks from the junction of Station Street and Zetland Road to Bridge Street West to provide a connection to the car parks and several offices.

This could be considered the better walking route to the station as it provides level access to the subway.

There are a number of large road junctions within the immediate area around the station. These are fitted with pelican crossings and pedestrian guard rails making the roads safer to cross.



Public Transport

Bus Services

Overview

A limited bus service is available on Cleveland Street, with a higher frequency of services available from stops on Albert Road and Corporation Street, close to the town hall.

Bus Stands

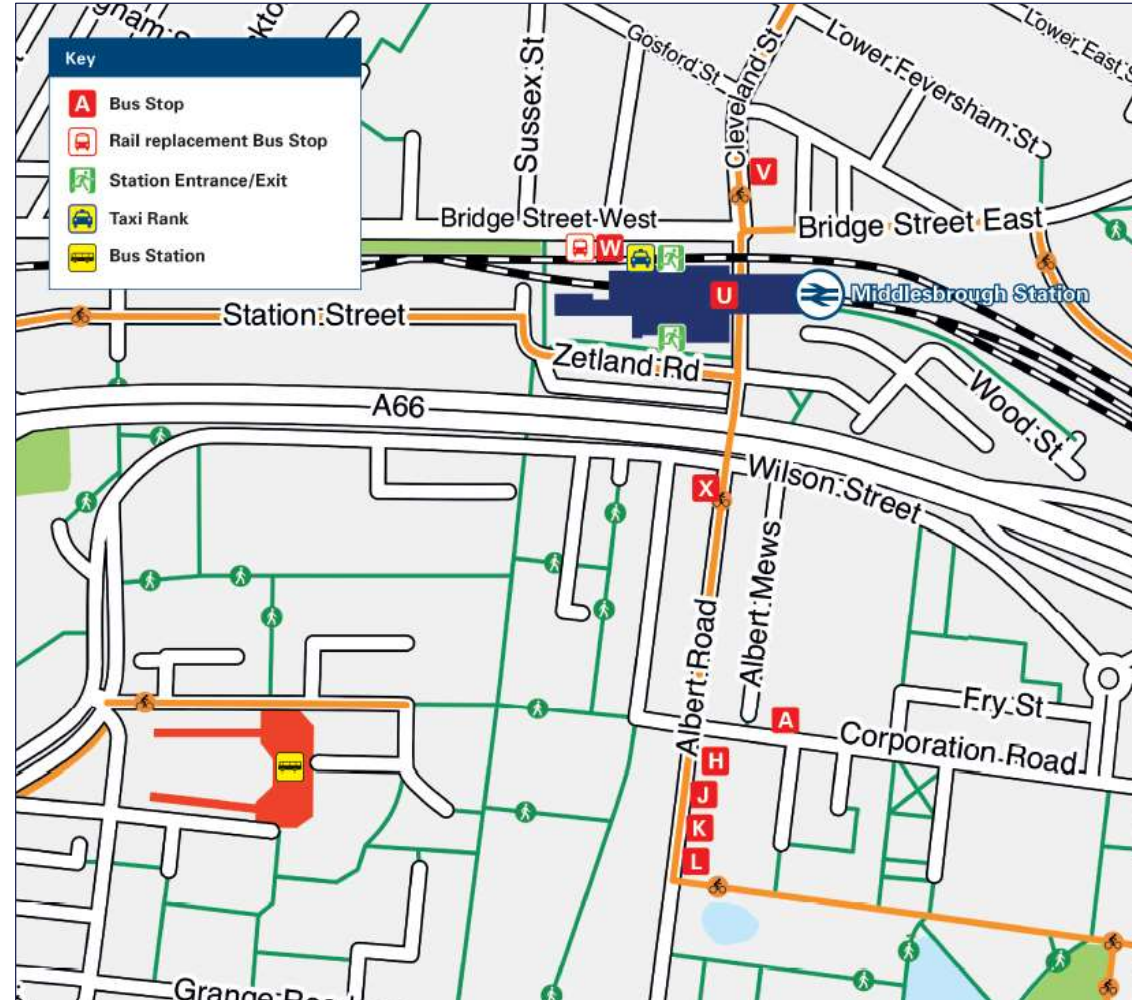


Image Source: National Rail Enquiries

Useful Links

National Rail Enquiries

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

Local Road Network

Overview

Middlesbrough Station is located close to the A66, and can be accessed from the roundabout at North Road via Bridge Street West. The A19 intersects the A66 2 junctions from the A66 turn off for Middlesbrough Station, providing a useful and fast route into the centre of town.

Road Network Map

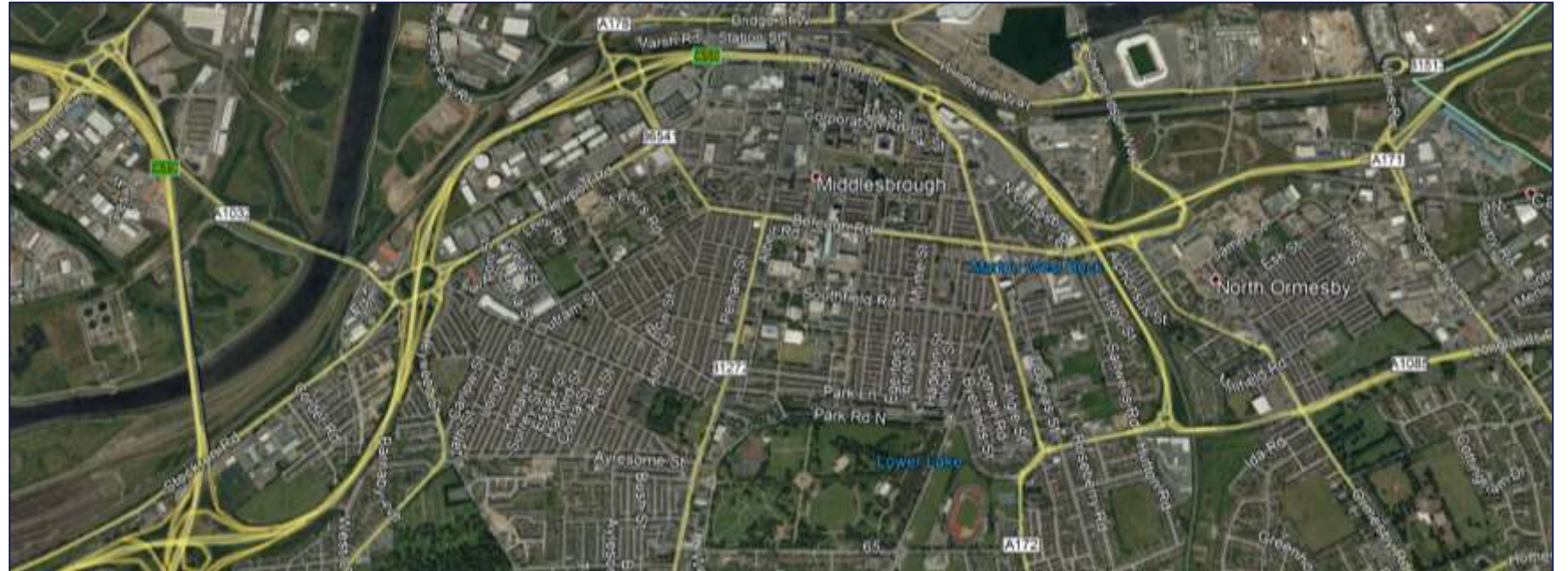


Image Source: Google Earth

Road Access

Car Parking

Overview

The original station car park on Zetland Road was closed in early 2014 due to structural issues. Options are being explored to bring this facility back into use. Currently this area has some access, primarily for short stay and drop off/pick up.

A facility on Wood Street was opened to provide alternative parking, and in early 2016 this facility was upgraded to a tarmac surface with marked bays and CCTV.

Other surrounding car parks managed by the local authority and third parties are available, and are used by many station users.

Car Parking Locations



Station Car Park

Standard Bays

Blue Badge

Premium

Car Share

EV Charging

Total

Motorcycle

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

4

0

0

0

0

52

0

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.

- 1 **Station Car Park**
Managed by APCOA on behalf of TransPennine Express
- 2 **Wood Street Car Park**
Managed by Middlesbrough Borough Council
- 3 **Zetland Car Park (Multi Storey)**
Managed by Middlesbrough Borough Council
- 4 **Station Street Car Park**
Managed by Middlesbrough Borough Council
- 5 **Station Street Car Park**
Managed by Easy Park Northern Limited



Road Access

Drop Off / Pick Up

Overview

There is a dedicated drop off / pick up point at the front of the station on Zetland Road.

This area was closed off for a significant period following concerns over the structural integrity of the area. Mitigations are now in place allowing minimal use of the area for drop off and pick up only.

Drop Off / Pick Up Location



Image Source: www.google.co.uk/maps

Road Access

Taxis

Overview

The station taxi rank is positioned on Bridge Street West, with access to the station via the subway. The rank can accommodate 4 taxis at any one time. This rank is managed by Middlesbrough Borough Council.

An additional evening taxi rank is available at Exchange Square.

The taxi rank to the South of the station is currently closed due to the structural issues at the station. Minicabs can however use this area for drop off/pick up.



Image Source: www.google.co.uk/maps

Private Hire

The principal minicab operators in the area are:

Cleveland

01624 222 333

Boro

01642 224 488

Radio

01624 225 588

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

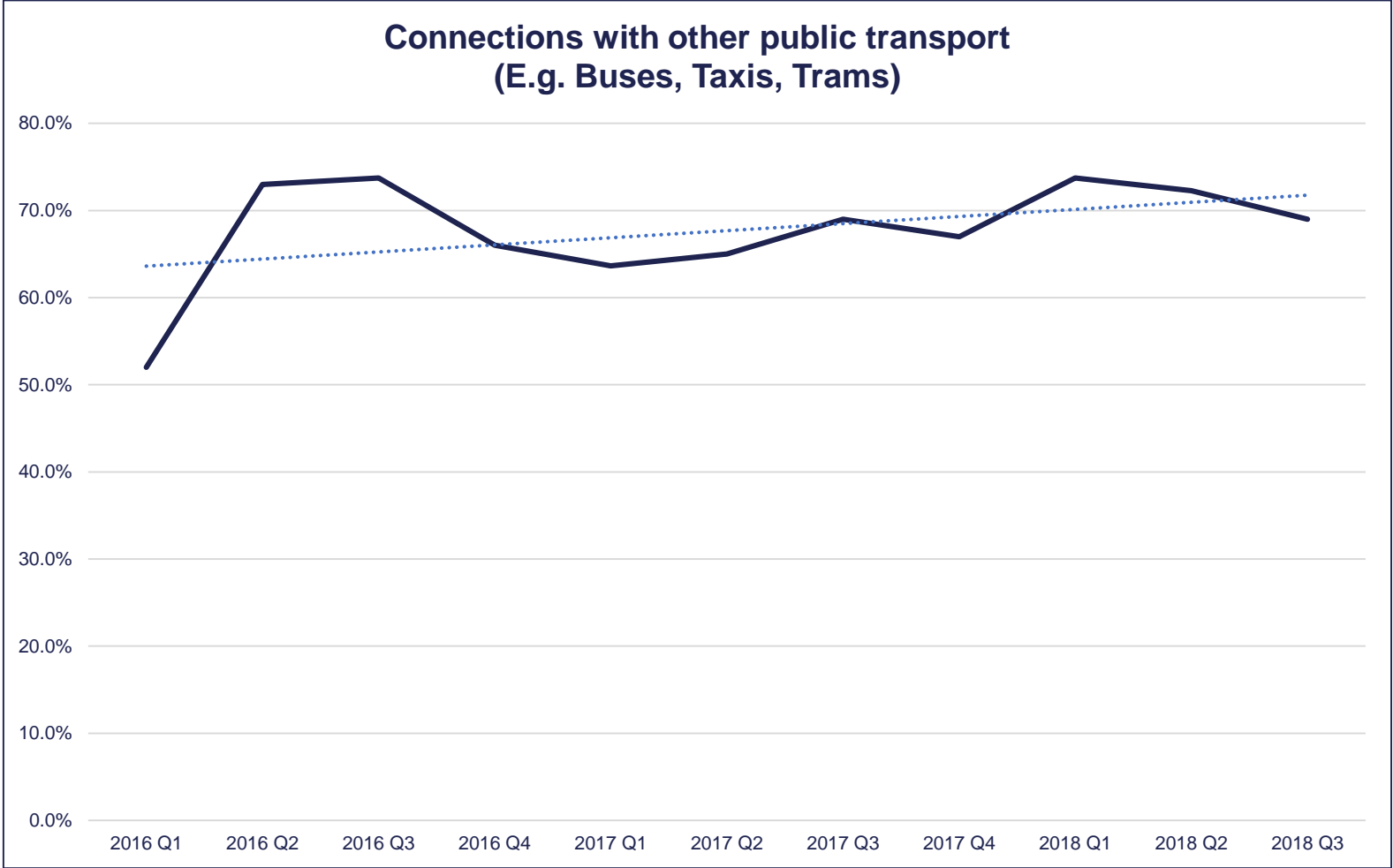
Transport Focus

www.transportfocus.org.uk

Producers of the National Rail Passenger Survey and customer advocate.

Customer Analysis

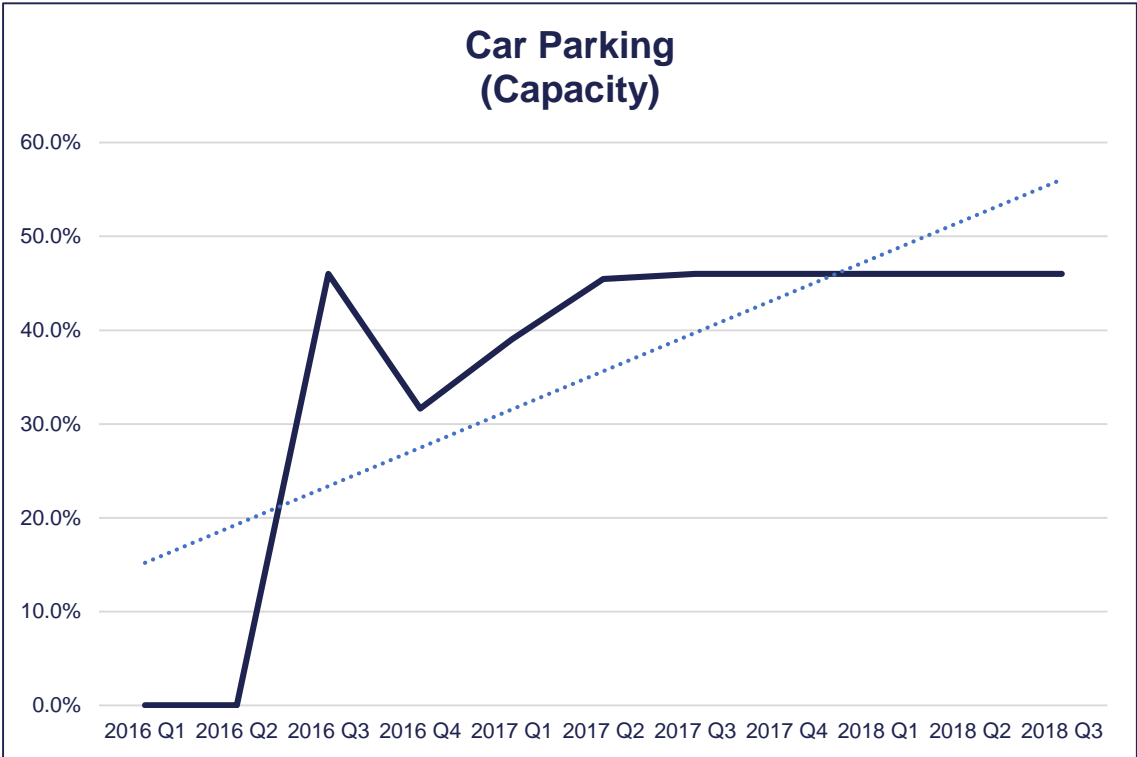
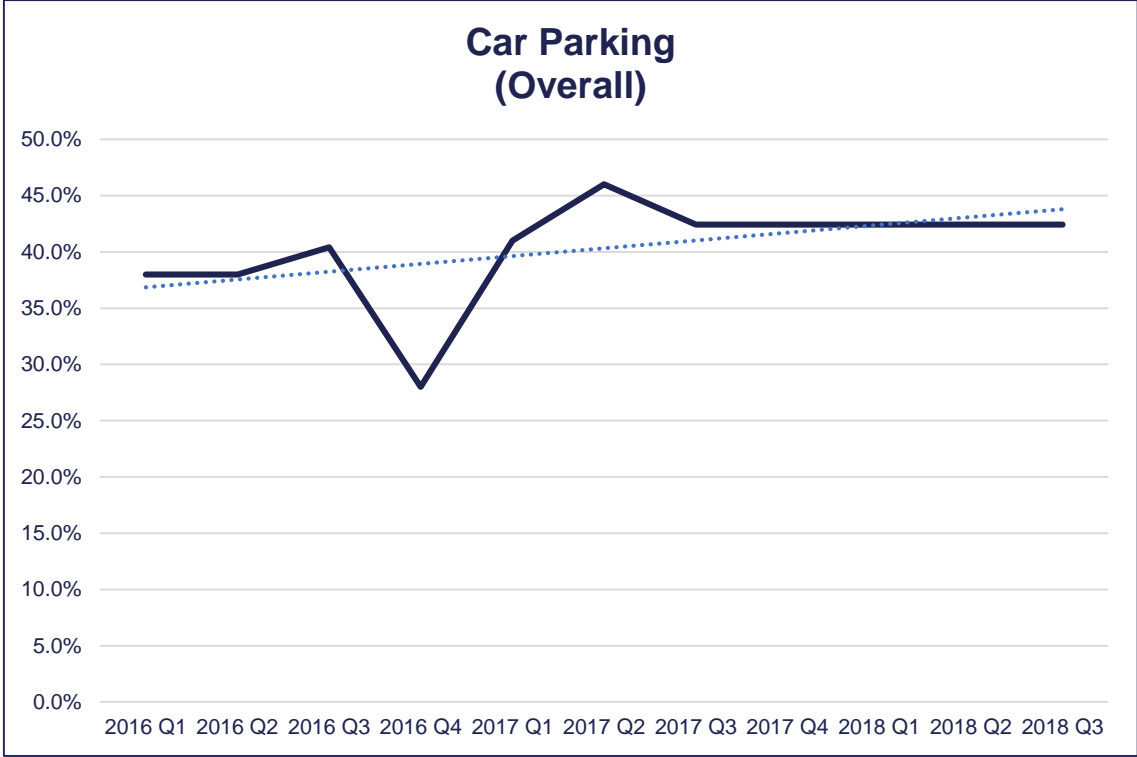
Shadow National Rail Passenger Survey



Located in the city centre, it is no surprise that Middlesbrough station scores strongly for connections with other modes, however there is still room for improvement.

Customer Analysis

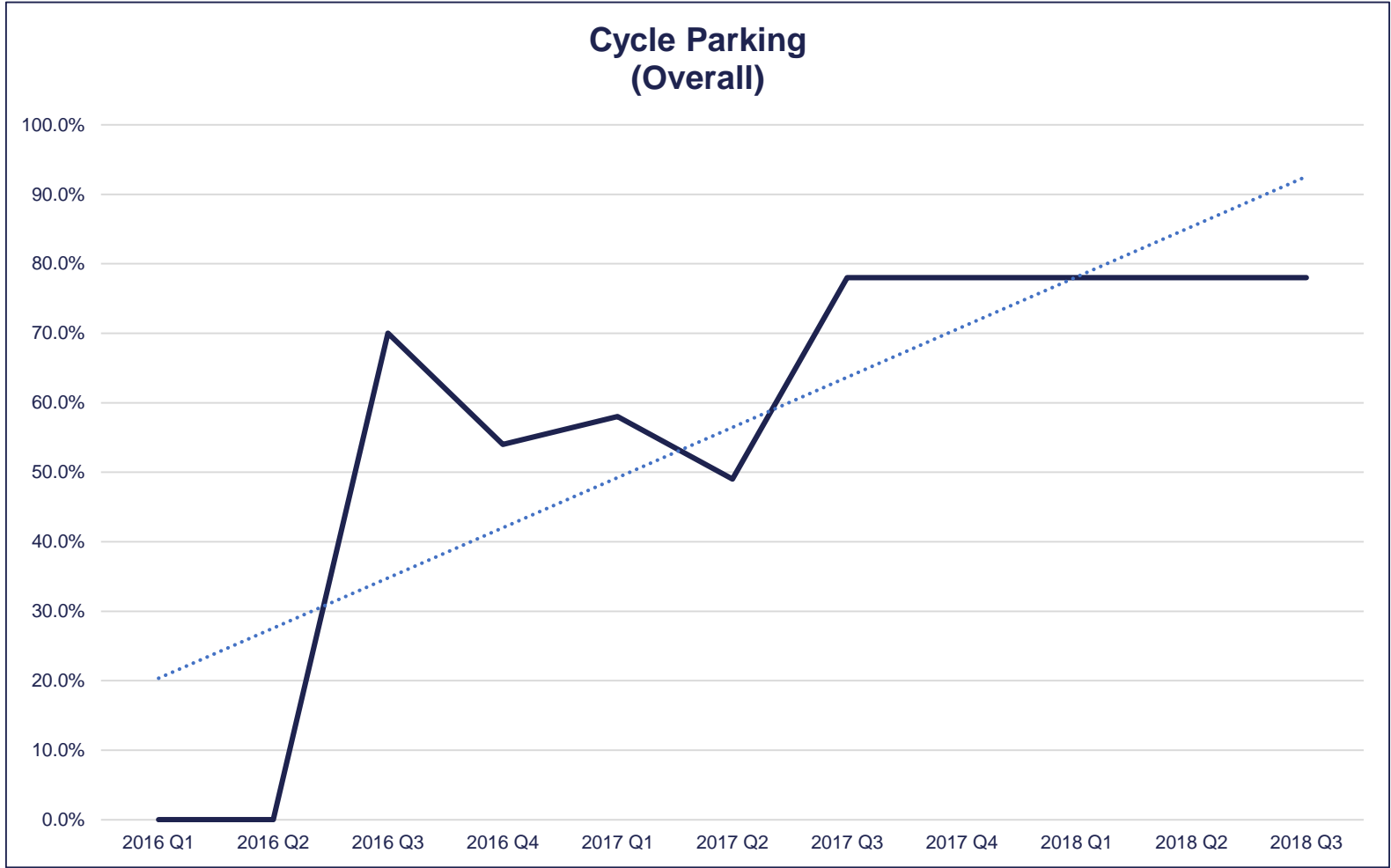
Shadow National Rail Passenger Survey



The car park at Middlesbrough station was closed for a significant time due to structural issues. A new facility is available on Wood Street, and is often full to capacity due to the competitive pricing, however it is understood that many of the users are not then travelling by train. A review of prices may be needed to help manage demand.

Customer Analysis

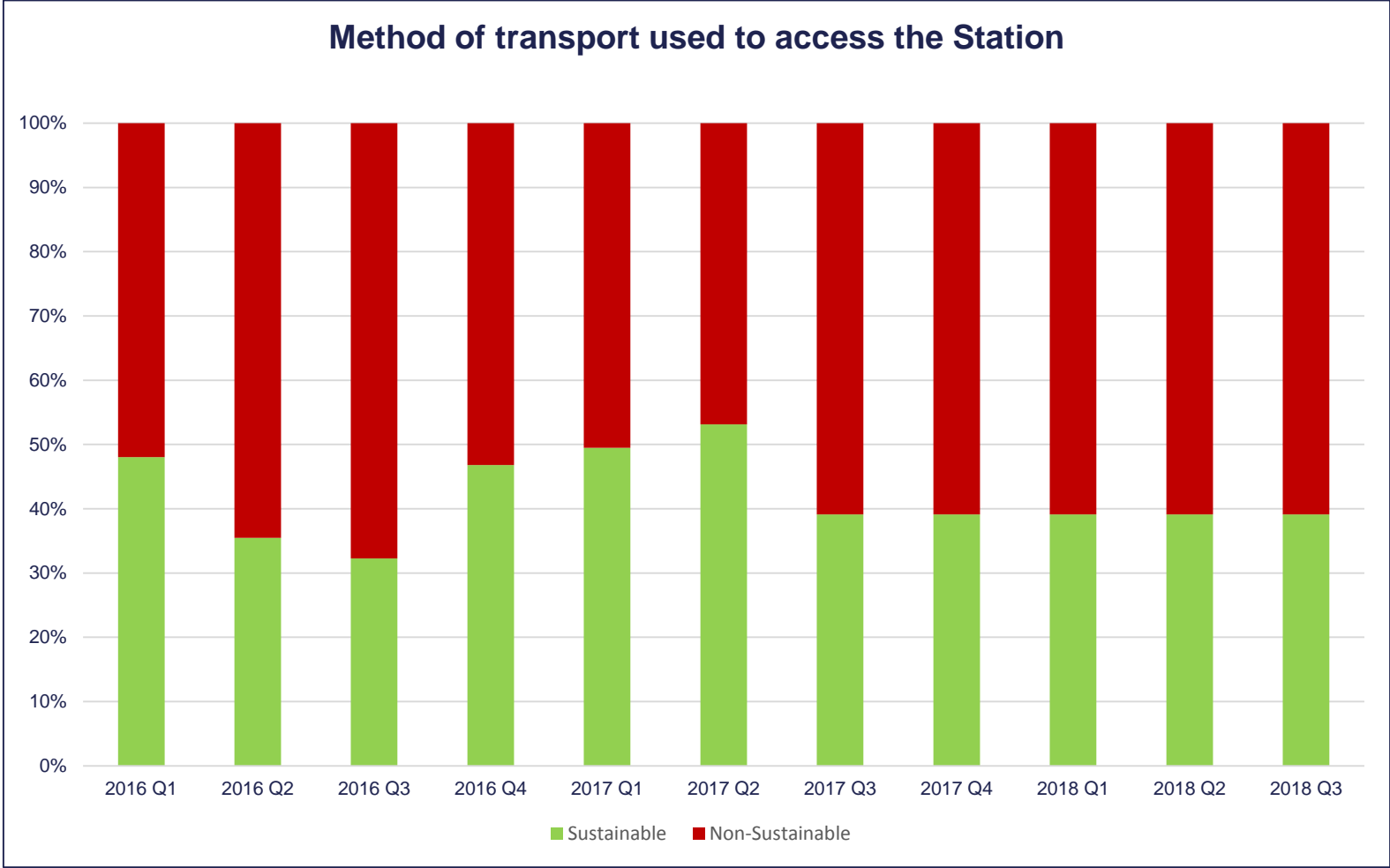
Shadow National Rail Passenger Survey



New cycle parking was installed at the station in early 2018, and has clearly boosted the scores for this measure.

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	

Surprising for a city centre station, the number of customers accessing the station by sustainable means is quite low, despite good transport links being available

Evaluation

Summary of findings

On the whole, Middlesbrough is a well-connected regional station, serving the city itself, but also acting as a hub and vital link for surrounding towns and villages to the wider rail network. It is known for being particularly popular for weekend travel, with significant numbers of customers passing through the station travelling to York, and this number is heightened further on race days.

The structural issues at the front of the station regarding the car park are having issues on the usability of the station. The hoardings which were placed by Network Rail reduced access, but have recently been moved back to allow pedestrian access without a reliance upon the route using the steep steps or subway. A number of plans have been produced by Network Rail for renovating this area and securing the structure, but these are a long way from being delivered, and in the meantime, the reduced access is impacting on the customer experience even though drop off and pick up has been restored.

The new car park on Wood Street is a fantastic addition to the station, and regardless of whether the parking at the front of the station is re-introduced, it will be a useful asset for years to come.

There is a limited bus service to/from the station, however, Middlesbrough Bus Station is a short walk from the train station, and offers a plethora of services to surrounding towns and villages. For most, this short distance is not an issue, however older and disabled customers may benefit from a stronger link between the two transport modes.

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
Public Transport	Engage with local transport operators and local authorities to jointly review timetables to understand what connections are currently available with which services, and identify where changes could be made, or trials initiated.	High	To be determined	Within 12 months	No risk is associated with this activity	High	Further discussions needed
Information	Conduct specific customer surveys at the station at a frequency no less than every 12 months to understand modal share, particularly asking 'have you changed your method for travelling to the station' and 'have you started using train within the last 12 months' to measure modal shift.	Medium	To be determined	Annually	No risk is associated with this activity	Medium	Shadow NRPS results are utilised for customer insight
Cycling	Conduct cycle audits at a frequency no less than every quarter to monitor utilisation and state of repair, and determine if the facilities are fit for purpose.	Low	None required	Quarterly	No risk is associated with this activity	Medium	DfT are considering how cycle utilisation data is collected and consolidated. TPE will replace this method when determined.
Cycling	Where new cycle facilities are installed, host a launch event with activities such as security marking or repair sessions, working with local bicycle shops.	High	To be determined	To be delivered as part of any new shelter installation costs	Lack of attendees Lack of suitable local organisations	Medium	Discussions taking place to establish a programme of events.
Car Parking	Collect car park utilisation data and monitor this, alongside station footfall figures to ascertain whether a footfall increase is being achieved through car usage or through sustainable modes.	Low	None required	Quarterly	No risk is associated with this activity	Medium	Project delayed whilst car parking facilities are reviewed
Car Parking	Promote car sharing through the advertising of online car sharing databases. Consideration should be given to potential incentives which could be offered.	High	To be determined	Trial to scoped and implemented within 12 months	Promotion of car sharing may promote car usage	Medium	Project delayed whilst car parking facilities are reviewed.