

Station Travel Plan Northallerton

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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.

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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

Hambleton District Council

Hambleton, named after the Hamble Hills, is the local government district of North Yorkshire with responsibility for Northallerton, Thirsk, beadle, great Ayton, Stokesley and Easingwold, and it the local planning authority for Thirsk Railway Station.

County Council

North Yorkshire County Council

North Yorkshire County Council covers the 7 districts of Selby, Borough of Harrogate, Craven, Richmondshire, Hambleton, Ryedale and the Borough of Scarborough.

In April 2016, North Yorkshire County Council published its Local Transport Plan Four (LTP4) which sets out their plans and strategies for maintaining and improving all aspects of the local transport system for the next 30 years. Within the LTP4 is their vision for the future:

“Our vision is that we want North Yorkshire to be a thriving county which adapts to a changing world and remains a special place for everyone to live, work and visit”

From this vision, and following consultation with local residents, businesses, stakeholders and partner organisations, five objectives were identified. These are:

- **Economic Growth**
Contributing to economic growth by delivering reliable and efficient transport networks and services
- **Road Safety**
Improving road and transport safety
- **Access to Services**
Improving equality of opportunity by facilitating access to services
- **Environment and Climate Change**
Managing the adverse impact of transport on the environment
- **Healthier Travel**
Promoting healthier travel opportunities

Within LTP4, there is also reference to an ambition for:

- Access to high speed rail where 85% of North Yorkshires population can get to a HS2 hub (York, Leeds, Darlington) within 40 minutes
- 75% of the population to access a conventional railway station within 20 minutes.

Rail User Group (RUG)

Thirsk and Northallerton Rail User Group

Local Area

Station Details

Station

Northallerton Railway Station
Boroughbridge Road
Northallerton
North Yorkshire
DL7 8AN

Northallerton is the county town of the North Riding of Yorkshire, and has a population of around 17,000. Historically a market town, the railway and road links established Northallerton as a trade town, and it is now the administrative centre for a number of public sector organisations.

Station Manager

Mike Drewery
Group Station Manager (Teesside)

Local Authority

Hambleton District Council

Train Services

Northallerton is situated on the East Coast main line between York and Newcastle, with frequent connections through to Scotland, Manchester, and south to London.

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

Useful Links

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

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

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

Cycling

National Cycle Routes

Overview

National Cycling Route 71

Northallerton sits close to Route 71 of the National Cycle Network, which is part of the C2C coastal route. Route 71 joins route 65 just a few miles south east of Northallerton. Route 71 runs close by the railway station, however there is minimal signage to/from 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.

National Cycling Route 657

Route 657 offers an alternative to following Route 65, which travels near to the North York Moors and past Felixkirk, and instead takes you through Thirsk.

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

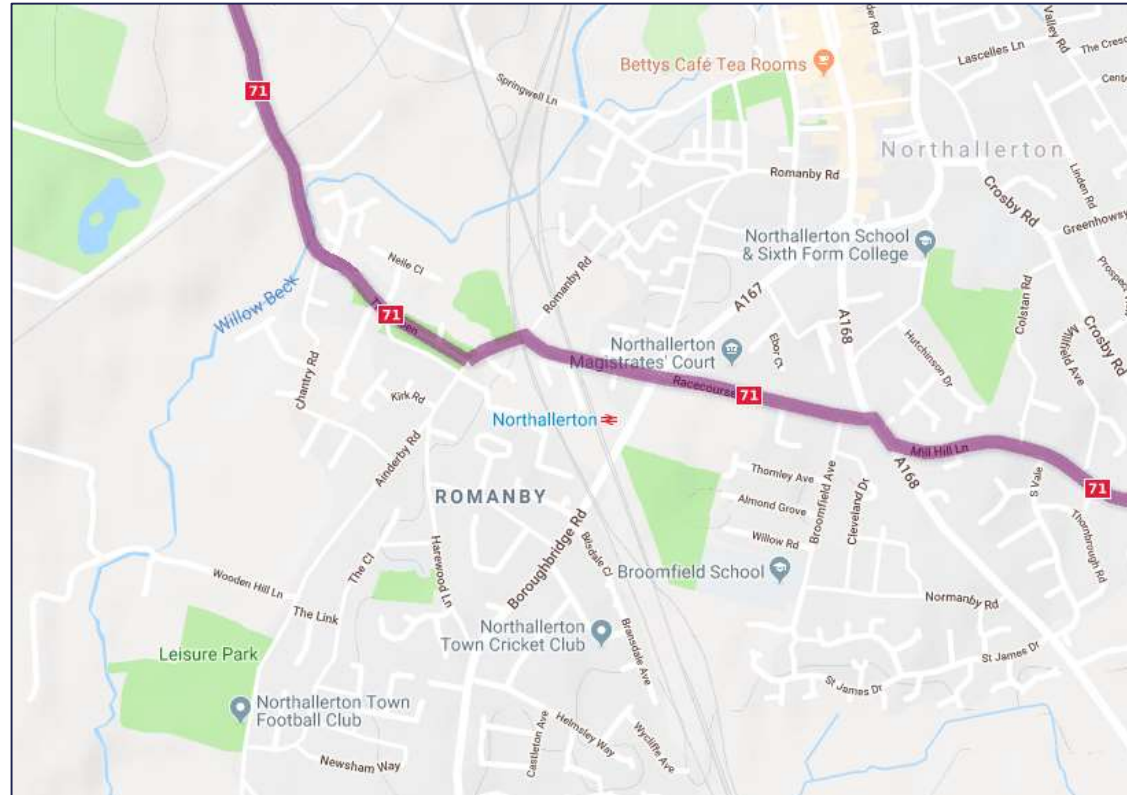
Local Cycle Routes

Overview

National Cycling Route 71 passes close to the station, at the end of Boroughbridge Road, however this is an on road route, without segregated or marked cycle lanes. There is little signage from this route to the station save for standard road signs.

The roundabout at the end of Boroughbridge Road may be off-putting to less experienced cyclists.

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

Cycling

Cycle Parking

Overview

As part of TransPennine Express' franchise agreement, Northallerton benefitted from brand new cycle parking facilities, installed in early 2018, supported by North Yorkshire County Council.

The new facilities located between the ticket office and subway prioritise cycle parking over car parking, and offer high quality facilities for cyclists.

This new facility has seen a sharp increase in the quantity of customers travelling to/from the station by bicycle compared with the previous trestle racks which were available at the station.

Short Stay Car Park



Spaces	72
Type	Two Tier
Security	Covered by CCTV
Weather Protection	Canopy
Utilisation	TBC

Walking

Pedestrian Access

Overview

Pedestrian access to the station from Boroughbridge road is good. There is a pelican crossing with dropped kerbs and tactile paving at the exit from the station, and there are crossing points with islands at the nearby major junction.

There is wayfinding for pedestrians, with the majority of local attractions signposted from the station entrance.

Access by foot is limited at the rear of the station. There are a number of difficult crossing points around the level crossing and entrance to the long stay car park. The grass verges often have cars parked on them and the footpaths are narrow.



Public Transport

Bus Services

Overview

Bus stops A and B are a short walk up the road from the station, and whilst not immediately visible from the short stay car park, they are obvious as you approach the end of the station approach at the junction with Boroughbridge Road. The pedestrian crossing can be used to access the County Hall bus stop with ease. Services calling at these two stops are highlighted in bold in the 'routes served' section.

Both shelters are covered, and offer perch seating for customer whilst they wait.

Buses stopping at the Station side bus stop obstruct the view from the station short stay car park towards the roundabout for drivers exiting the car park, however dwell times at these stops are minimal as they are mid-route.

In recent years, North Yorkshire County Council has reduced its bus service subsidy, with focus being placed on Commercial bus routes.

As a result, community transport is a growing sector within North Yorkshire.

Bus Stands

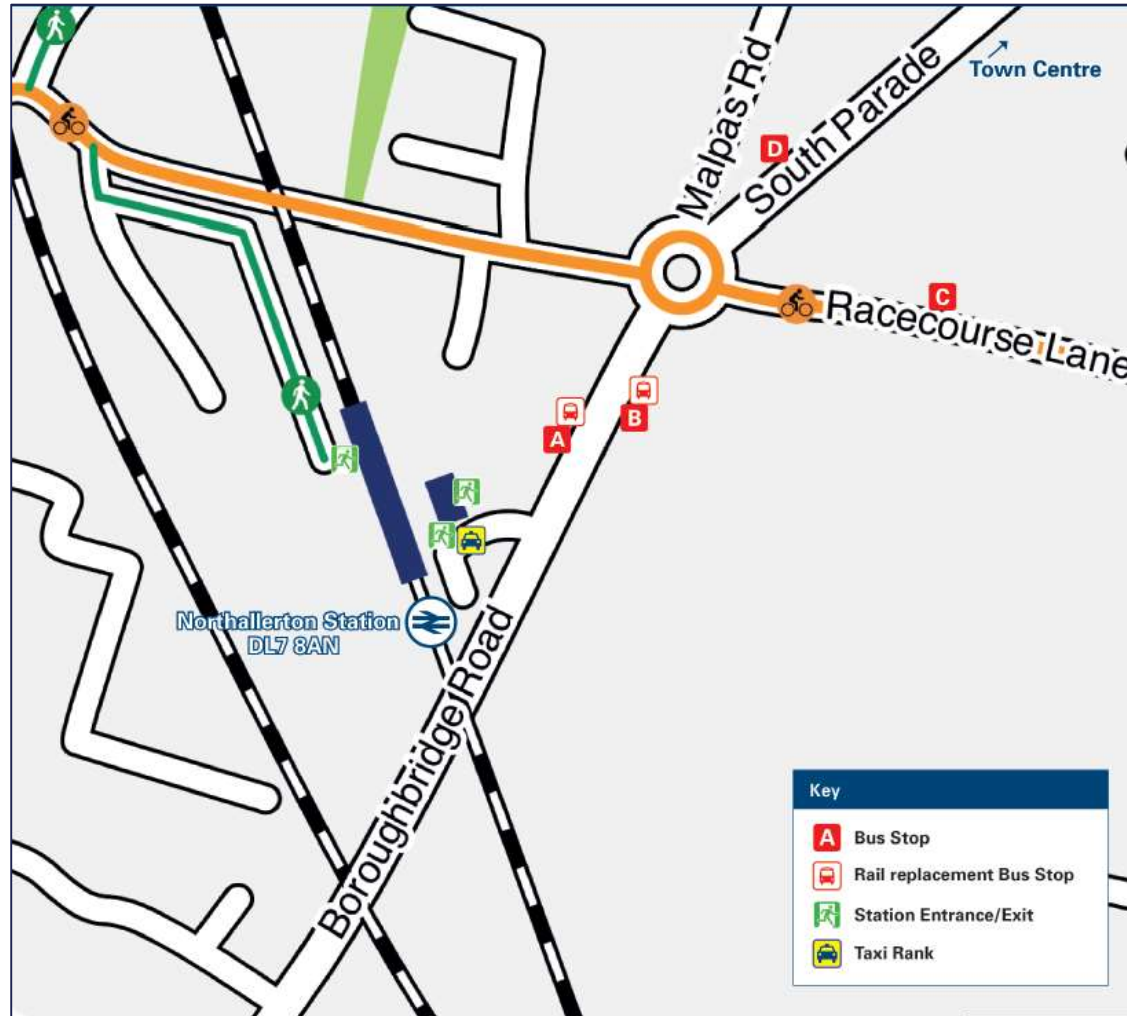


Image Source: National Rail Enquiries

Useful Links

National Rail Enquiries

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

Road Access

Major Road Network

Overview

Northallerton and the surrounding suburban areas are nestled between the A1 and the A19, both of which offer excellent road links across the region, with fast journeys to Middlesbrough and Darlington to the North, and York and Harrogate to the South of the town.

There are a number of A-roads which pass through Northallerton, which connect the various areas of the town. These are fed by a network of smaller roads which link with the smaller villages in the region.

Transport links outside of the town centre are limited, resulting in a definite reliance upon cars to access services from the smaller villages.

Road Network Map

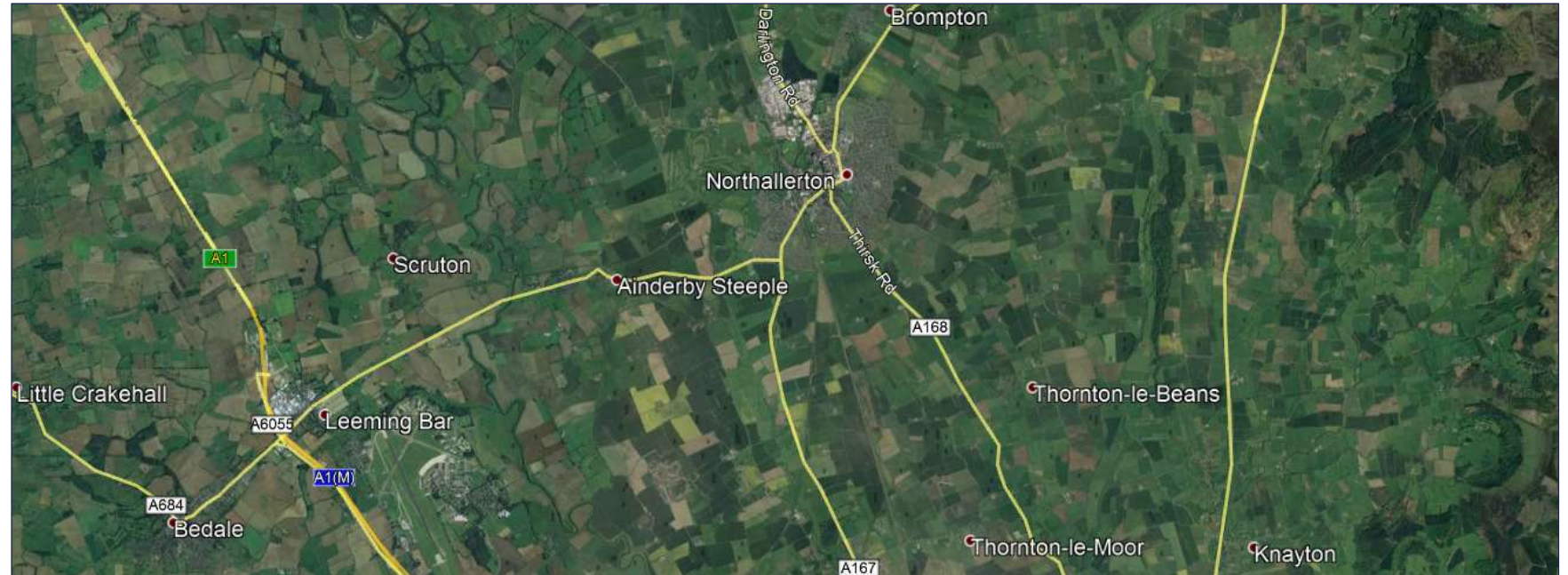


Image Source: Google Earth

Road Access

Local Road Network

Overview

Road access to the station is fairly good, with the A167 Boroughbridge Road running past the front of the station. This road is one of the main routes leading into the town from the Southern side. The difficulties come from the number of level crossings within close proximity to the station. Boroughbridge level crossing can delay those coming to the front of the station.

The long stay car park is to the rear of the station, and can be accessed from the North and South side of the town, with the access point close to Romanby Road level crossing.

Road Network Map



Image Source: Google Earth

Road Access

Immediate Road Network

Overview

The roads serving the station also act as key link roads in and out of Northallerton and Romanby, and intersect the railway at several points with two level crossings and bridges.

Boroughbridge Road sees a frequent flow of traffic throughout the day, with congestion caused by buses stopping outside the station with little space for cars to pass.

Mill Lane, which serves the Long Stay station car park and links Romanby with Northallerton town centre similarly sees a steady flow of traffic throughout the day.

During the peaks, there are higher numbers of cars joining and leaving the road network from the two station car parks, however the nearby junctions help to create gaps in traffic which enable this to happen without the need for traffic signals.

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 Car Park**
Managed by APCOA on behalf of TransPennine Express
- 2 **Station Long Stay Car Park**
Managed by APCOA on behalf of TransPennine Express

Station Car Parks



Standard Bays	238	Car parking charges apply at all station car parks managed by TransPennine Express. Prices vary by location. <i>Blue Badge holders benefit from free parking, with all car parks managed by TransPennine Express achieving the British Parking Association Disabled Parking Accreditation with a minimum of 5% of all parking dedicated to Blue Badge spaces.</i>
Blue Badge	7	
Premium	10	
Car Share	0	
EV Charging	0	
Total	255	
Motorcycle	0	

Road Access

Taxis

Overview

There is a hackney carriage rank at this station. It is located in the short stay car park near the booking hall, with access to Boroughbridge Road.

Taxis using the rank are required to display a valid permit issued by TransPennine Express.

Private hire taxi operators use the station drop off/pick up and short stay bays.

Private Hire

The principal minicab operators in the area are:

Town

01609 772 777

A2B

01609 775 252

Coopers

01677 424 252

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

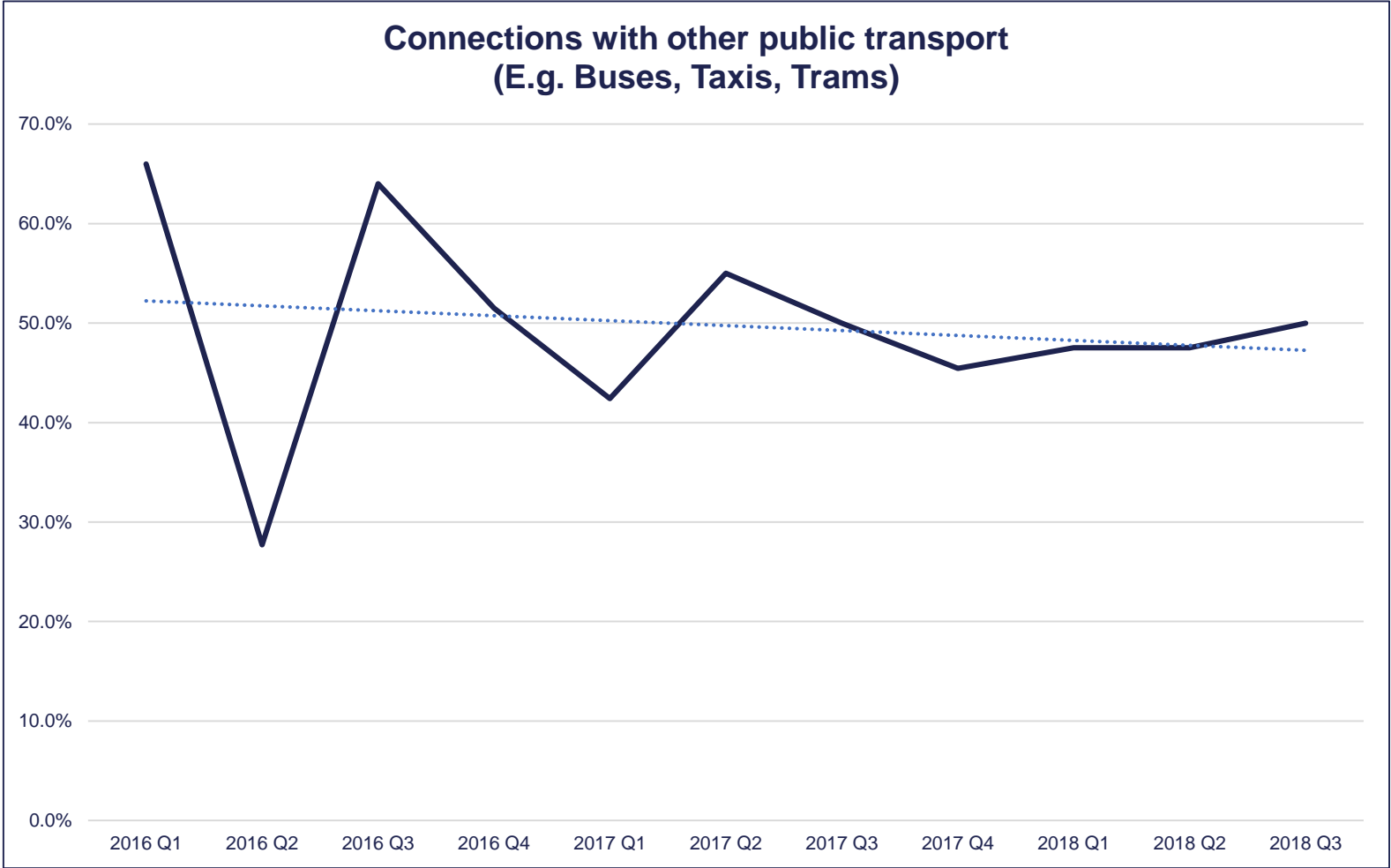
Transport Focus

www.transportfocus.org.uk

Producers of the National Rail Passenger Survey and customer advocate.

Customer Analysis

Shadow National Rail Passenger Survey

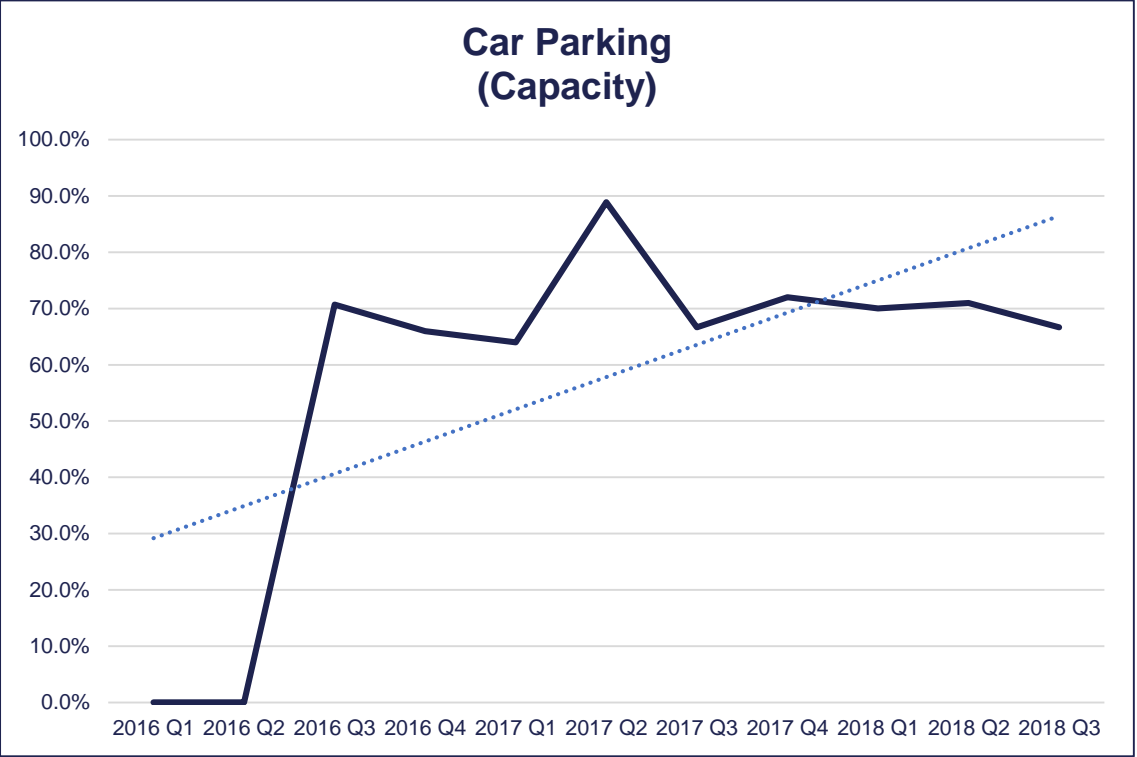
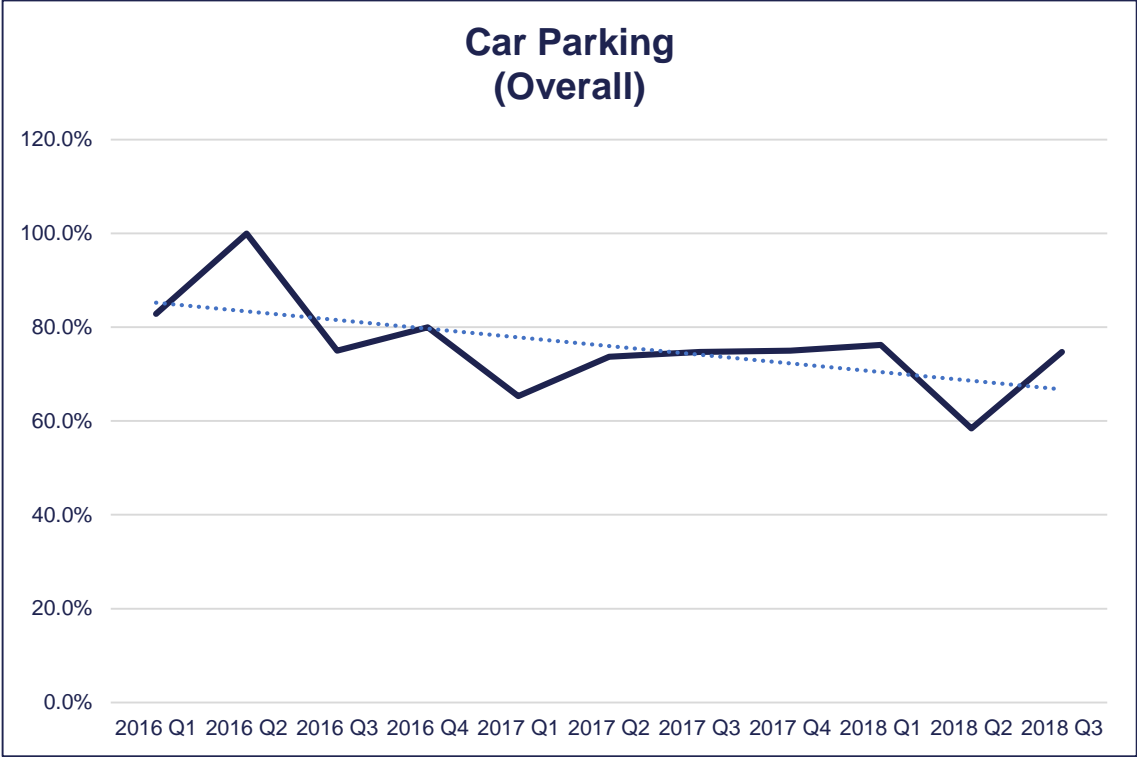


It is known that bus services to/from the station are limited, which is likely a contributing factor to the low scores for this station.



Customer Analysis

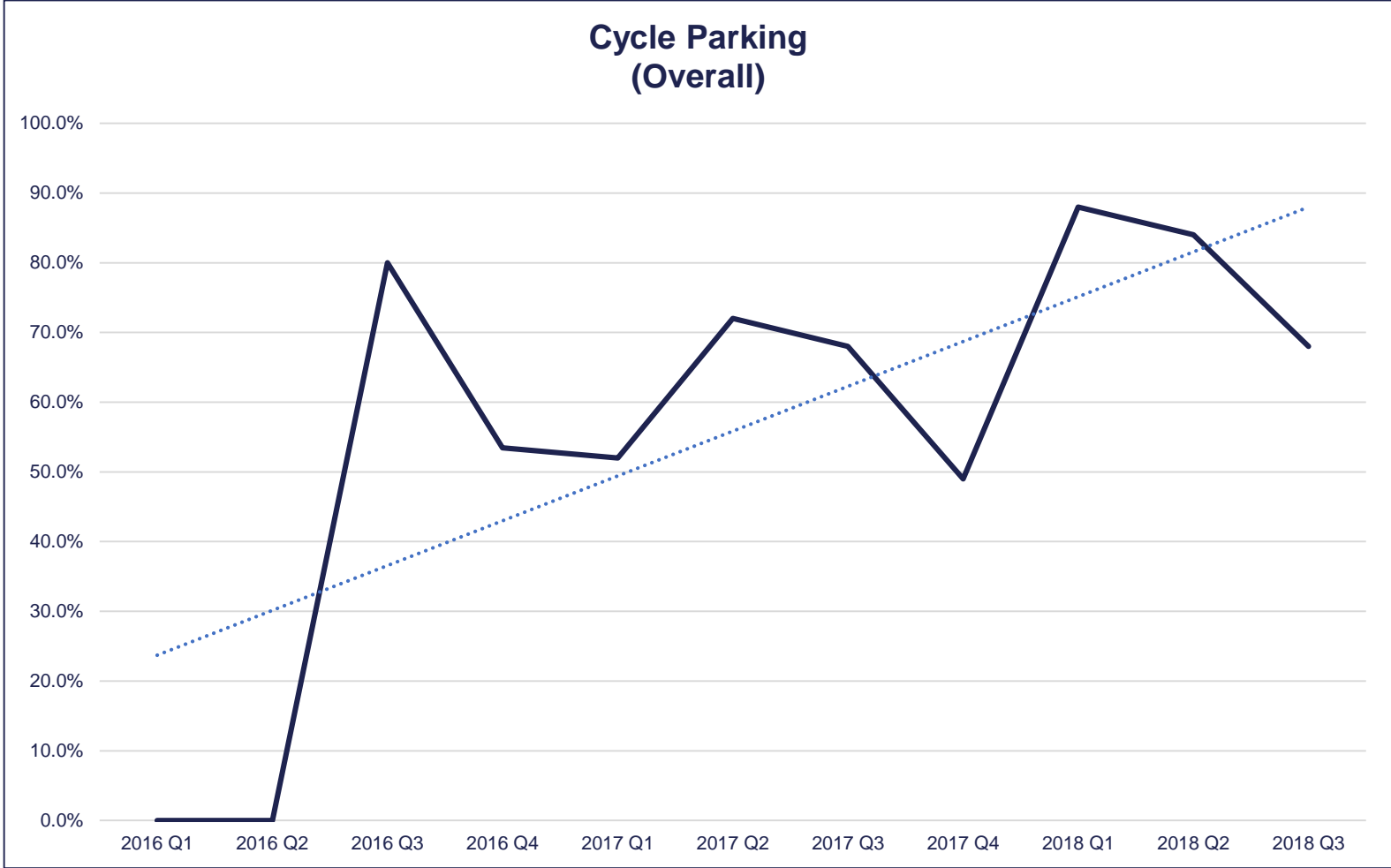
Shadow National Rail Passenger Survey



Despite having high quantities of car parking, and delivering car park extensions in recent years, demand from surrounding areas continues to outstrip supply. Nonetheless, scores are holding steady for both capacity and overall in recent years.

Customer Analysis

Shadow National Rail Passenger Survey

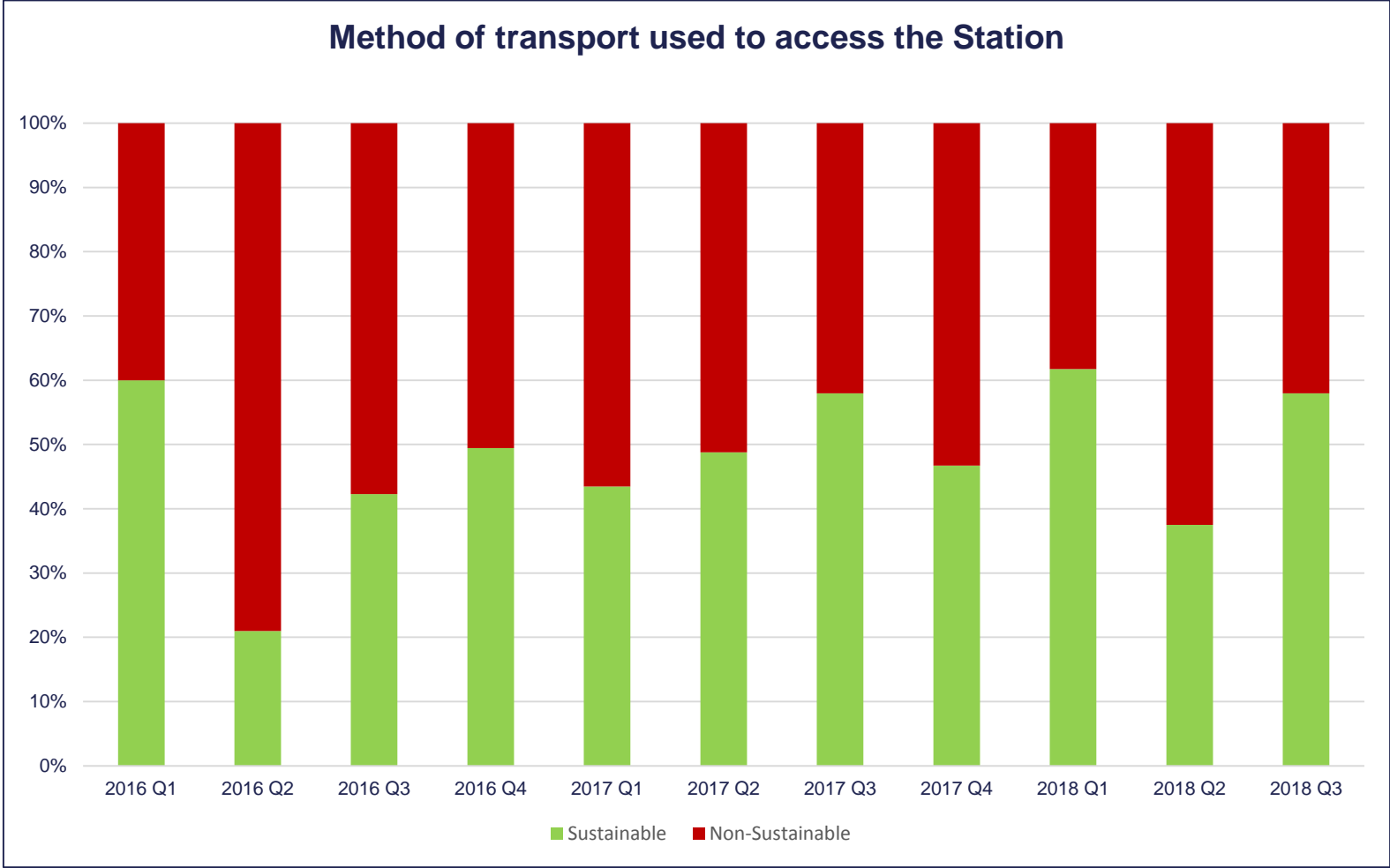


Cycle parking at Northallerton was upgraded in early 2018, with 72 new two tier racks installed.

It is pleasing to see this has had an effect on the scores recorded in Shadow NRPS, with a slight dip in Q3 as is expected due to the weather.

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	

Access by sustainable means is promising, but there remains the opportunity to increase this.

Evaluation

Summary of findings

Northallerton is one of the few stations managed by TransPennine Express which is served by other large intercity train operators. It is extremely popular with commuters due to the fast journey options available to York, Leeds and further afield to London and Edinburgh, but this connectivity also makes it a popular spot for leisure travellers to access services from the surrounding towns and villages without the need to go into Darlington or York.

The popularity with commuters is evident through the demand growth for car parking which has been seen. The lower level of the long stay car park was extended some years ago, doubling the capacity, but this is already being filled regularly, often early in the day, limiting access for leisure travellers arriving at the station after the morning peak. There are currently a number of 'premium' parking spaces which are located in the short stay car park, which are currently under subscribed. TransPennine Express have reconfigured the car park to make better use of the space available and provide better pedestrian access from the ticket office to the subway.

The popularity of the car park may be also being heightened by the minimal bus services to/from the railway station. In recent years the bus provision around Northallerton has been reduced, with a focus on connections to/from service centres, i.e. local shops, health centres etc. This means a fewer number of bus services pass the station, and those which do are not regular enough to provide a seamless journey option.

The dedicated taxi rank is a useful asset for the station, with a steady flow of vehicles available. The waiting shelter provides protection from the elements and formalises this area.

The booking office sits below platform level, and feels separated due to the need to cross the car park to use the subway. The placement of the new Ticket Vending Machine was chosen to best serve both platforms whilst providing protection from the elements, however its location is not immediately apparent. The subway itself serves a purpose, but is far from ideal in terms of access due to the ramp angle to the platform. The ramp angle to platform 1 from the booking office is similarly steep. Lift facilities planned for CP6 will remedy a number of these issues.

On the whole, Northallerton is a small station catering for a big train service. Footfall could be increased further through expansion of facilities, a multitude of which are already under consideration.

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.	H	To be determined	Within 12 months	No risk is associated with this activity	H	Further discussions needed with the local authority based on the understanding that local bus service subsidy is being reduced.
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.	M	To be determined	Annually	No risk is associated with this activity	M	Insight gathered from Shadow NRPS
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.	L	None required	Quarterly	No risk is associated with this activity	M	DfT are considering how cycle utilisation data is collected and consolidated. TPE will replace this method when determined.
Car Parking	Promote car sharing through the advertising of online car sharing databases. Consideration should be given to potential incentives which could be offered.	H	To be determined	Trial to scoped and implemented within 12 months	Promotion of car sharing may promote car usage	M	Project delayed whilst car parking facilities are reviewed.