

Station Travel Plan Dewsbury

Introduction

What is a Station Travel Plan?

The Department for Transport defines a 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'*

During the first two years of its franchise term which began in April 2016, TransPennine Express is undertaking Station Travel Plans for the 19 stations where they are the Station Facility Owner (SFO).

Why Develop a Station Travel Plan?

Demand for rail is growing. More people are choosing to travel by rail and the number of journeys being made has risen to its highest point since 1920, and it is set to keep on rising, with predictions that demand will more than double within the next 30 years.

This increase means that more and more people are travelling to and from our stations, with cars often being the number one choice, either being parked up or for drop off/pick up. This means that car parking and suitable infrastructure for drop off/pick up is becoming a major issue for our customers.

TransPennine Express along with other Train Operating Companies has fared poorly in the National Rail Passenger Survey undertaken by Transport Focus for car parking provision, achieving a satisfaction score of 48% in the Spring 2017 survey, with a national average of 50% and long-distance operator average of 62%. In Spring 2016, the scores were 48% nationally, 57% for long distance operators, and 48% for TransPennine Express. It is believed that the root cause of the increasing divide between these scores is the increasing popularity of our services, evidenced through our passenger growth rate of 7% against an average of 0.7%.

The NRPS Survey also measures customer satisfaction for 'Connections with other forms of transport'. TransPennine Express fairs better in this category, achieving 79% in the Spring 2017 survey, matching the national average for this indicator however this is still below the long-distance operator average of 81%.

We are responding to these issues and are working closely with local authorities and other transport providers to promote alternative and more sustainable modes of accessing the station through, improve connectivity and enhanced facilities at our stations.

We will use the Station Travel Plan as a tool to identify where the opportunities exist to improve intermodal access and promote sustainable travel, with clear objectives being set out. Each plan is designed to:

- Act as a point of reference for station access, establishing a 'current' position
- Assess the factors which may be affecting access to each station by other modes
- Identify a range of potential improvements and establish plans to implement them

Process

The process for developing the Station Travel Plan is being led by TransPennine Express, with a commitment to produce a Station Travel Plan for each of the 19 stations which the franchise manages within the first two years of the franchise, and maintain them for the remainder of the franchise term.

The Transport Integration Manager is responsible for the production and upkeep of the Station Travel Plans, and will involve and consult with relevant Stakeholders at each stage of the production of the plan. This stakeholder 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 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 where demand exists 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.

Local Area

Station Details and Local Government

Station Address Dewsbury Railway Station

Station Manager Andrew Croughan
Group Station Manager (Core)

Local Authority(s) Kirklees Council

Summary Dewsbury is a minster town in the Metropolitan Borough of Kirklees, in West Yorkshire, England. It is to the west of Wakefield, east of Huddersfield and south of Leeds. It lies by the River Calder and an arm of the Calder and Hebble Navigation.

Historically a part of the West Riding of Yorkshire, after undergoing a period of major growth in the 19th century as a mill town, Dewsbury went through a period of decline. More recently there has been redevelopment of derelict mills into flats, and regenerating of city areas.

According to the 2011 census the Dewsbury urban sub-area had a population of 62,945. Dewsbury is the largest town in the Heavy Woollen District, a conurbation of small mill towns.

Transport Hubs and Interchanges

Dewsbury Bus Station

Offering local and regional bus services

Walk:	0.3 Miles	6 Minutes
Cycle:	0.3 Miles	1 Minute
Bus:	No service available	
Car/Taxi:	0.3 Miles	3 Minutes

Attractions and Points of Interest

Bagshaw Museum

This stunning Victorian Gothic former mill owner's house is set in thirty-six acres of parkland and ancient woodland. The collections include a wide range of exciting and unusual things from around the globe

Walk:	3.2 Miles	1 Hour 8 Minutes
Cycle:	3.2 Miles	25 Minutes
Bus:	283, 281, 54	42 Minutes
Car/Taxi:	3.9 Miles	18 Minutes

National Coalmining Museum

Caphouse Colliery is great day out with a unique opportunity to travel 140 metres underground down one of Britain's oldest working mines, where models and machinery depict methods and conditions of mining from the early 1800s to the present.

Walk:	4.8 Miles	1 Hour 40 Minutes
Cycle:	4.8 Miles	36 Minutes
Bus:	128, 280	44 Minutes
Car/Taxi:	5.3 Miles	16 Minutes

Station Travel Plan

Dewsbury



TransPennine Express

To/From: **Liverpool Lime Street**
Via: Huddersfield, Stalybridge, Manchester Piccadilly, Manchester Oxford Road, Birchwood, Warrington Central
Frequency: Hourly
Journey Time: 1 Hour 39 Minutes

To/From: **Manchester Piccadilly**
Via: Huddersfield, Stalybridge
Frequency: Hourly
Journey Time: 43 Minutes

To/From: **Scarborough**
Via: Leeds, York, Malton, Seamer
Frequency: Hourly
Journey Time: 1 Hour 28 Minutes

To/From: **Hull**
Via: Leeds, Selby, Brough
Frequency: Hourly
Journey Time: 1 Hour 11 Minutes

Arriva Rail Northern

To/From: **Leeds**
Via: Batley, Morley
Frequency: 2 services each hour
Journey Time: 18 Minutes

Average journey times with standard calling patterns

Stakeholders

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 (Formerly ATOC)

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

West Yorkshire Combined Authority

We work in partnership with local councils and businesses to ensure that everyone in our region benefits from a strong, successful economy and a modern, accessible transport network.

By championing the region's interests nationally and internationally, we secure government and other investment to drive the region forward. We are currently investing around £2billion to deliver better transport and housing, regenerate our towns and cities and protect our environment. We also help businesses to grow and create skilled jobs and provide support, funding and information to help people travel around the region easily on good quality public transport and cycleways.

We focus on:

- Inclusive growth – ensuring everyone in our region can benefit from a strong economy
- Productivity – helping business to grow
- 21st Century transport – creating modern, efficient transport infrastructure
- Devolution – securing funding and powers to help us do even more

Kirklees Council

Though public transport funding in West Yorkshire is planned by West Yorkshire Combined Authority, Kirklees Council have a range of initiatives designed to promote walking and cycling. These schemes contribute to a greater mode share for sustainable modes at TPE stations by increasing the attractiveness of walking and cycling trips, making them easier and more popular for short distance journeys.

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.

Site Audit: Station Facilities

Station Opening Hours and Staff Provision

	First Service		Last Service		Staffed Hours			Booking Office Hours		
	Departing	Arriving	Departing	Arriving						
Monday to Saturday	06:27	06:27	01:02	01:02	06:15	-	19:30	06:15	-	19:30
Sunday	06:10	06:10	00:30	00:30	07:30	-	19:30	07:30	-	19:30

Ticket Buying Facilities

	Booking Office 2 Window (low counter)	Ticket Vending Machines 1 available in the Booking Hall, 1 available on Platform 1
Purchasing tickets on the day	✓	✓
Purchasing advance tickets	✓	✗
Season tickets – weekly	✓	✓
Season tickets – monthly	✓	✗
Season tickets – quarterly	✓	✗
Season tickets – annual	✓	✗
Purchasing railcards	✓	✗
Collecting pre-paid tickets	✓	✓

Gatelines & Revenue Protection

Gatelines were introduced at Dewsbury Railway Station in early 2018. These are positioned on the concourse within the main station building, on the over bridge and at the bottom of the stairs on Platform 1.

There are a number of wide gates installed to allow wheelchair users, customers with large luggage and cyclists to gain easy access.

Waiting Facilities

Concourse

There is a seating area within the station concourse, close to the booking office.

Platform 1

There is a waiting room available on Platform 1. There are also a number of benches placed along the platform, with weather protection offered by the station canopy.

Platform 2

There is a purpose built waiting room available on Platform 2. There are also a number of benches placed along the platform, with weather protection offered by the station canopy.

Toilet Facilities

There are no customer toilet facilities at Dewsbury station.

Retail Outlets

Newsagents

Located in the main station building

Other Facilities available at the Station



The station is covered by CCTV throughout



Free to use Wi-Fi is available throughout the station

Help and Information Inside the Station

Customer Information Screens

Customer Information Screens with train service details are available on the station concourse and on each platform. Automated announcements keep customers informed of train services along with safety and security advice. Local teams have the ability to make changes to the information which is displayed and can make manual announcements where necessary.

Information Desks / Points

There is a no dedicated customer information point on the station. Customers seeking help and guidance should ask booking office and gateline staff.

Customer Help Points

Customer help points are available on each platform at this station.

Maps

A map of the local area is displayed at the station entrance. This poster also gives onward travel information including routes to the hotels, terminals and other points of interest around the airport estate.

Leaflets and Timetables

There are a number of leaflets which are mandated to be displayed within our stations. These are displayed for each Train Operating Company who operates services from the station.

- Timetables for services to/from this station
- Passenger Charter
- Delay Repay
- Complaints Form
- Making Rail Accessible – Helping Older and Disabled Passengers

In addition, at our stations we seek to provide leaflets relating to:

- Blue Assist
- Cycle Policy
- Onward Travel (including PlusBus)
- Local attractions

Other leaflets are available on request from station staff, or from Customer Relations.

Station Accessibility

Step Free Access

Full Step Free Access (during staffed hours)

There is step free access throughout the station with lifts providing access during staffed hours.

Outside of staffed hours, the lifts are unavailable, with step free access available to platform 2 only.

Accessible Toilet

No

Accessible Booking Office Counter

Yes

Hearing Loop

Yes

Hearing loops are fitted within the booking hall, and on each platform to help with announcements.

Accessible Ticket Vending Machine

Yes

There are ticket vending machines within the booking hall and on platform 1.

The ticket vending machines features an accessibility symbol which moves the screen content down the display to make it easier to use for wheelchair users.

The ticket vending machines also features a 'wizard' who can be called to assist customers who may encounter an issue and require some help and guidance.

Staff Help

Yes

Staff help is available during staffed hours at the station. Staff can provide assistance within the boundaries of the station.

Customer Help Point

Yes

Customer help points are installed on each platform. The customer help points are answered by the TransPennine Express control team. The help points are covered by CCTV so the control team can see the user whilst providing help and guidance.

Station Wheelchair

Yes

Luggage Trolley

No

Ramp for Train Access

Yes

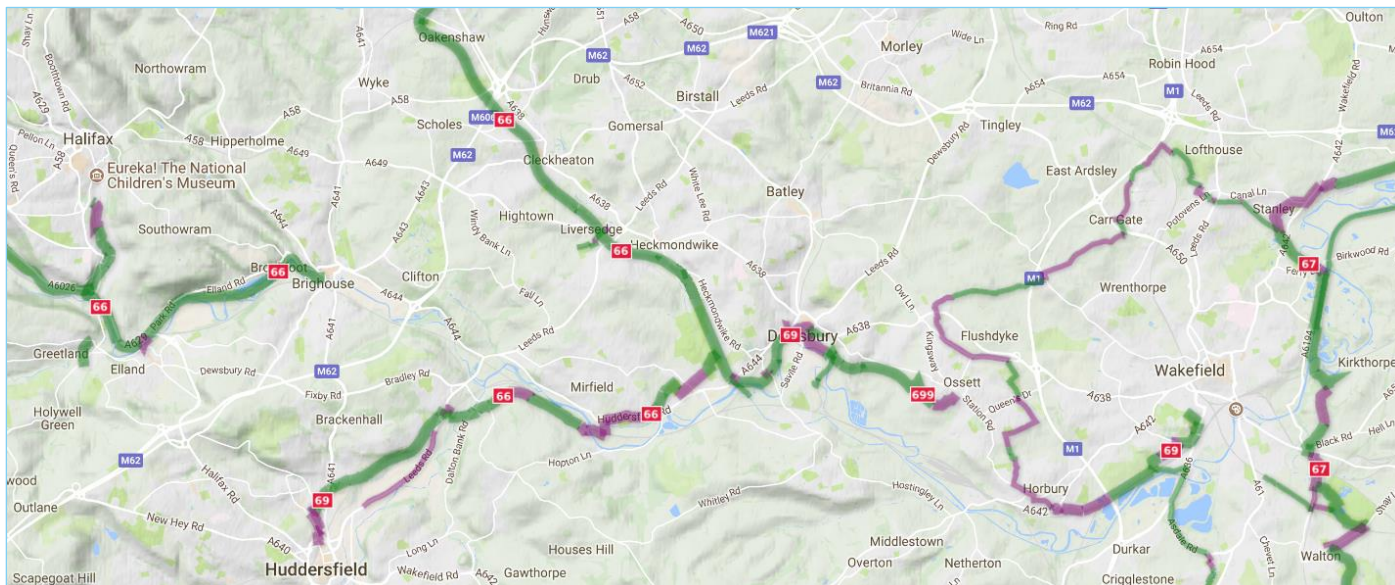
Tactile Paving at Platform Edges

No

Site Audit: Accessibility by Bicycle

In all of our Station Travel Plans, we have used the Sustrans website and details of the National Cycling Network to carry out an initial survey of the cycling routes which are available near our stations. The site audit then looks to identify where signage and other 'local' routes exist which require documenting or developing.

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

Route 69

National Route 69 of the National Cycle Network connects Morecambe with Grimsby via Settle, Skipton, Cullingworth, Huddersfield, Horbury, Pontefract, Althorpe and Caistor.

Section 6. Huddersfield to Deighton /Bradley

Predominantly traffic-free section along a disused railway line to just north of Deighton Railway Station.

Route 66

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

Section 4. Bradley (Huddersfield) to Frizinghall (Bradford)

Bradley to Mirfield Station is mostly traffic-free and this leg also includes the excellent Spen Valley Greenway along a disused railway line from Ravensthorpe to Oakenshaw. At either end of the stretch that National Route 66 shares with the Spen Valley Greenway the path is a mixture of traffic-free and on-road.

Route 669

Route 699 has recently opened and provides a traffic-free connection along the side of the Calder Valley between the areas of Savile Town, Ossett and Earlsheaton and Dewsbury town centre. It also links to the Spen Valley Greenway, providing a direct route through Dewsbury between Bradford and Osset. The route uses the refurbished Headfield

Station Travel Plan

Dewsbury

Viaduct to cross the River Calder and also travels through the reopened Earlsheaton tunnel. The canal towpath has been improved along Dewsbury Cut.

Near the Station

There is no cycling provision in the immediate vicinity of the station, with cyclists being required to make use of the road network, however small signs provide directions to the Calder Valley.

Cycle Signage

Signage for cycle parking at the station is being upgraded, with new signage expected to be in place by the end of March 2018.

Cycle Parking

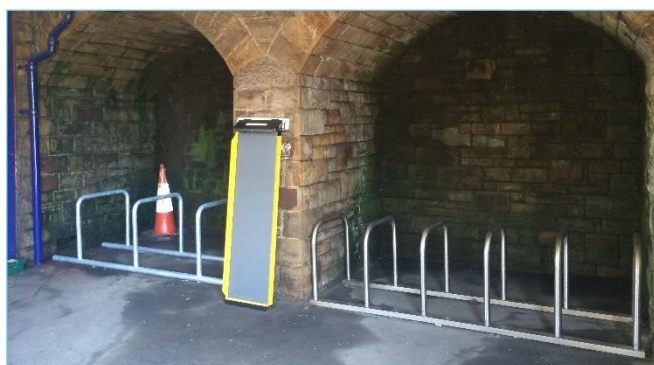
Cycle parking at the station was upgraded at the end of the previous TransPennine Express franchise, with a new 60 space purpose built hub installed to the end of Platform 2. The hub has since been heavily branded to raise awareness of the facility. This branding is set to be applied to all new cycle parking on the TPE network.

Platform 2



Spaces	60
Storage Type	Two-Tier Racks
Security	Covered by CCTV
Utilisation	5%
Weather Protection	Purpose built enclosed canopy

Platform 1



Spaces	15
Storage Type	Sheffield Stand
Security	Covered by CCTV
Utilisation	0%
Weather Protection	Protected from the elements by the station footbridge

With the installation of the new hub, the opportunity has arisen to remove the Sheffield stands from platform 1, which receive very little use.

Cycle lockers are also available in the station car park.

Cycle Hire

There are no cycle hire facilities within the station boundary.

Site Audit: Accessibility by Bus

Bus Stops

Stands A and B are conveniently located for access to/from the station, and the towns bus station is just a short walk towards the town centre.



Local Bus Routes





There are only a small number of bus services which use stands A and B, with the majority of services needing to be boarded at the bus station.

Bus services serve well to connect key areas throughout the town and beyond to the wider region and other key towns.

Station Travel Plan

Dewsbury

DESTINATION	BUS ROUTES	BUS STOP
● Batley ➡	212, 212A 213 281, 283	Bus Station Stand 5 A Bus Stn Stand 5 Bus Station Stand 10
● Batley Carr	205 (Arriva) 281, 283	Bus Station Stand 10 Bus Station Stand 10
● Birstall	281, 283	Bus Station Stand 10
● Bradley	202, 203	Bus Station Stand 13
● Bradley Mills	202, 203	Bus Station Stand 13
● Brighouse ➡	278	Bus Station Stand 12
● Bruntcliffe	213	A Bus Stn Stand 5
● Chickenley	126, 127	Bus Station Stand 6
● Cleckheaton	253 252, 254 268, 268A	Bus Station Stand 12 Bus Station Stand 3 Bus Station Stand 11
● Crackenedge	205 (Arriva)	Bus Station Stand 15
● Crossley	205 (Longstaffs)	Bus Station Stand 1
● Dalton	262	Bus Station Stand 14
● Dewsbury & District Hospital	212, 212A 213 268, 268A 212, 212A	Bus Station Stand 5 A Bus Stn Stand 5 Bus Station Stand 11 Bus Station Stand 5
● Dewsbury Moor	213 252, 254	A Bus Stn Stand 5 Bus Station Stand 3
● Dewsbury Prince of Wales Precinct (for Bus Station)	Freetown Bus*	B
● Dewsbury Rams (RLFC)	205 (Arriva)	Bus Station Stand 15
● Dewsbury Retail Park (for Job Centre, Library & Sports Centre)	Freetown Bus*	B
● Earlsheaton	126, 127	Bus Station Stand 6
● Gawthorpe	268A	Bus Station Stand 7
● Gildersome	205 (Arriva)	Bus Station Stand 15
● Gomersal	253 252, 254	Bus Station Stand 12 Bus Station Stand 3
● Grange Moor	128, 130	Bus Station Stand 2
● Hanging Heaton	202 205 (Arriva)	Bus Station Stand 8 Bus Station Stand 15

DESTINATION	BUS ROUTES	BUS STOP
● Heckmondwike	252, 254 268, 268A	Bus Station Stand 3 Bus Station Stand 11
● Hightown	253 252, 254	Bus Station Stand 12 Bus Station Stand 3
● Horbury	126, 127 130	Bus Station Stand 6 Bus Station Stand 2
● Howden Clough	213 281	A, Bus Stn Stand 5 Bus Station Stand 10
● Huddersfield Town Centre 	202, 203 262	Bus Station Stand 13 Bus Station Stand 14
● Kirkheaton	262	Bus Station Stand 14
● Liversedge	253	Bus Station Stand 12
● Lower Hopton	252, 254 262	Bus Station Stand 3 Bus Station Stand 14
● Lupset	126, 127	Bus Station Stand 6
	202, 203 205	Bus Station Stand 13 Bus Station Stand 1
● Mirfield 	(Longstaffs) 253, 278 262	Bus Station Stand 12 Bus Station Stand 14
● Morley 	205 (Arriva)	Bus Station Stand 15
● National Mining Museum	128	Bus Station Stand 2
● New Farnley	205 (Arriva)	Bus Station Stand 15
	202	Bus Station Stand 13
● Northorpe	205 (Longstaffs)	Bus Station Stand 1
● Ossett	126, 127 268A	Bus Station Stand 6 Bus Station Stand 7
● Ouzelwell	128, 130	Bus Station Stand 2
● Overton	128, 130	Bus Station Stand 2
● Pudsey	205 (Arriva)	Bus Station Stand 15
	205 (Longstaffs)	Bus Station Stand 1
● Ravensthorpe 	253, 278 262	Bus Station Stand 12 Bus Station Stand 14
● Roberttown	253	Bus Station Stand 12
● Savile Town	128, 130 280	Bus Station Stand 2 Bus Station Stand 4

DESTINATION	BUS ROUTES	BUS STOP
● Scout Hill	202, 203	Bus Station Stand 1
	205	Bus Station Stand 1
	(Longstaffs)	
	253, 278	Bus Station Stand 1
● Shaw Cross	262	Bus Station Stand 1
	202, 203	Bus Station Stand 5
	205 (Arriva)	Bus Station Stand 1
● Staincliffe	212, 212A	Bus Station Stand 5
	213	A Bus Stn Stand 5
	268, 268A	Bus Station Stand 1
● Thornhill	128, 130	Bus Station Stand 2
	280	Bus Station Stand 4
● Thornhill Lees	128, 130	Bus Station Stand 2
● Tingley	202, 203	Bus Station Stand 6
● Upper Heaton	262	Bus Station Stand 1
● Upper Hopton	262	Bus Station Stand 1
● Wakefield	126, 127	Bus Station Stand 6
	268A	Bus Station Stand 2
	130	Bus Station Stand 2
● Westerton	205 (Arriva)	Bus Station Stand 1
● White Rose Shopping Centre	202, 203	Bus Station Stand 6
● Whitley Lower	128, 130	Bus Station Stand 2

Notes

- **PLUSBUS** destination, please see below for details.
Bus route 205 (Longstaffs) runs a limited Mondays to Saturdays service only. No Sunday service.
Bus routes 213, 262 and 281 run Mondays to Saturdays only. No Sunday service.
Bus route 252 runs Evenings only Mondays to Sundays.
All other listed bus routes run daily, 7 days a week, Mondays to Sundays.
- 🚆 Direct trains operate to this destination from this station.
* This service is free of charge and currently operates every 10 minutes during the day on Mondays to Saturdays only. No Sunday service.

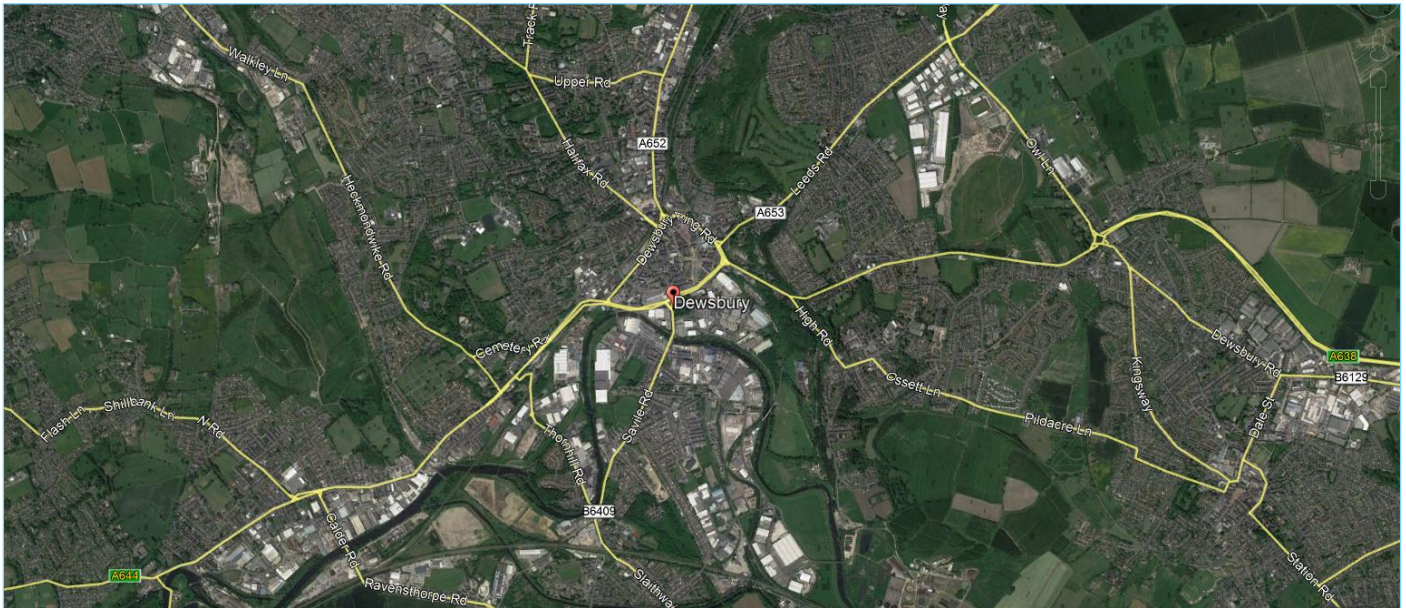
Motorway and A Road Links

Local Road Links

TransPennine Express Station Travel Plans have been produced in line with guidance issued by the Rail Delivery Group (RDG). 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 above.

Station Travel Plan

Dewsbury



Source: Google Earth

Road Access to the Station

The road leading past the front of the station is busy, forming part of the ring road. As it passes the station, the road splits into three lanes as it approaches the junction.

There is a junction directly from the road into the station car park, before the traffic lights, removing congestion. There is a second junction to enter the station at the station forecourt. This also serves the car park to the far side of the station building.



Car Park Entrance



Station Forecourt

The station forecourt quickly becomes congested, especially when vehicles are manoeuvring, which can cause traffic to back up onto the ring road. The removal of the tree line surrounding this area has helped as drivers can now anticipate the levels of traffic in the area before committing to turning into the station.

Car Parking Provision

Dewsbury benefits from a large car park to either side of the station entrance, both managed by the local authority. There is also a mix of retailer specific and council car parks throughout the town centre.



1 Station Car Park Managed by Kirklees Council

Parking Spaces		Parking Tariffs		Payment Options			
Type	Total	Ticket	Rate	P&D	Phone	Web	ANPR
Standard	80	Up to 1 Hour	£ 0.50	✓	✓	✗	✗
Blue Badge	4	Up to 2 Hours	£ 1.00	Free parking with Blue Badge			
		Up to 3 Hours	£ 1.50				
		Up to 5 hours	£ 2.50				
		Over 5 Hours	£ 4.00				
		Sundays	FREE				

2 Station Car Park Managed by Kirklees Council

Parking Spaces		Parking Tariffs		Payment Options			
Type	Total	Ticket	Rate	P&D	Phone	Web	ANPR
Standard	281	Up to 1 Hour	£ 0.50	✓	✓	✗	✗
Blue Badge	9	Up to 2 Hours	£ 1.00	Free parking with Blue Badge			
		Up to 3 Hours	£ 1.50				
		Up to 5 hours	£ 2.50				
		Over 5 Hours	£ 4.00				
		Sundays	FREE				

Drop Off / Pick Up Points



Station drop off points



Turning area in car park

There is a small drop off area at the front of the station, which is also used by the taxi firm based at the station. This area quickly becomes congested.

There are a number of other suitable locations for drop off and pick up. To the left of the station entrance, there is a large turning circle with a bus stand, and a hatched area in front of the pub. A change of layout in this area could be considered to create a defined drop off zone or taxi rank, moving the congestion away from the road junction.

Car Hire & Car Sharing

Enterprise Car Club

There is an Enterprise Car Club vehicle located at the front of the station, in the station car park.

Users are required to become a member, with a monthly membership fee from £6, and various plans, which equate to around 20p per mile. More information can be found at www.enterprisecarclub.co.uk/

Site Audit: Accessibility by Taxi

Black Cabs

There is no taxi rank at the station.

Mini Cabs / Private Hire

There is a taxi office based at the station, with allocated spaces for a small number of vehicles, providing a ready supply. Booking is not essential.

The principal minicab operators in the area are:

Firm	Telephone Number
Crown Taxis	01924 452 222
Dewsbury Cars	01924 460 000
Rex Radio Cars	01924 464 117

(Inclusion of this number doesn't represent any endorsement of the taxi firm)

Site Audit: Accessibility by Walking

To the front of the station, there is a light controlled crossing giving a clear walking route towards the town centre, with most pedestrians opting to walk down the hill. The route map and signage outside the station are helpful, but may be of further benefit to have repeater signs on the other side of the carriageway.

The barriers around the crossing were damaged at the time of the visit, showing that they are essential to pedestrian safety, and should be replaced as soon as possible.



To the rear of the station, there is a long path leading up from the station footbridge towards Eightlands Road, which acts as a useful short cut to the station for residents.

Analysis: Station Usage

Station Footfall

2016/17	Full Price Tickets	493,748
	Advanced Fare Ticket Holders	735,664
	Season Ticket Holders	507,268
	Total	1,736,680
2015/16	Total	1,696,908
2016/17	Interchanges	

Analysis: Customer Feedback

NRPS Results

The National Rail Passenger Survey is carried out by Transport Focus twice per year, and uses a standardised set of questions to score each train operators services.

The results below are for TransPennine Express as a whole, and incorporate scores for those stations where our services call, as well as the stations which we manage.

The scores from Spring 2015 to Spring 2016 incorporate scores from the services on the North-West route, including trains between Manchester Airport and Blackpool North, Barrow in Furness and Windermere. In April 2016, these services were remapped to Northern as part of the refranchising process. Scores have not been altered to reflect this. Scores from Autumn 2016 and Spring 2017 do not incorporate these North-West route services.

Specific indicators have been extracted from the NRPS results which show the customer view of access to the station. This allows us to evaluate our ability to offer integrated journeys against other train operators in our sector, and across the industry as a whole.

Overall Journey Satisfaction

	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017
TransPennine Express	85%	83%	87%	84%	86%
Long Distance	88%	87%	88%	86%	89%
Variance	-3%	-4%	-1%	-2%	-3%
Industry	80%	83%	80%	81%	83%
Variance	5%	0%	7%	3%	3%

Overall Train Satisfaction

	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017
TransPennine Express	83%	82%	82%	84%	86%
Long Distance	86%	85%	85%	86%	87%
Variance	-3%	-3%	-3%	-2%	-1%
Industry	78%	81%	77%	80%	79%
Variance	5%	1%	5%	4%	7%

Overall Station Satisfaction

	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017
TransPennine Express	86%	87%	86%	86%	88%
Long Distance	84%	86%	87%	86%	88%
Variance	2%	1%	-1%	0%	0%
Industry	79%	81%	79%	81%	81%
Variance	7%	6%	7%	5%	7%

Connections with other forms of public transport

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

Facilities for car parking

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

TransPennine Express is operating close to the long-distance scores against most indicators, and outperforms the industry in many. There are a number of indicators however where TransPennine Express is not currently meeting customers' expectations, notably 'Facilities for car parking', which scores significantly lower than other long-distance operators, with a score of just 48% against an average of 62%.

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 as we are aware that our car parks have limited capacity, and are often full following the morning peak, meaning that there are limited car parking facilities for leisure travellers arriving at the station later in the day.

Shadow NRPS Results

The Shadow NRPS is a survey undertaken by TransPennine Express to mirror the Transport Focus survey, and allows us to chart our performance on a more regular basis, and segregate the data in a number of different way. The shadow survey also has a small number of additional indicators above the NRPS survey.

Data can be viewed by station, at a quarterly frequency, with data shown from 2016/17 through to Quarter 2 of 2017/18.

	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017
Overall Station Satisfaction	100%	100%	71%	71%	90%	100%
Connections with other forms of public transport	50%	0%	9%	44%	24%	34%
Facilities for car parking	100%	100%	59%	56%	60%	44%
The car park being safe and secure	100%	50%	0%	57%	64%	81%

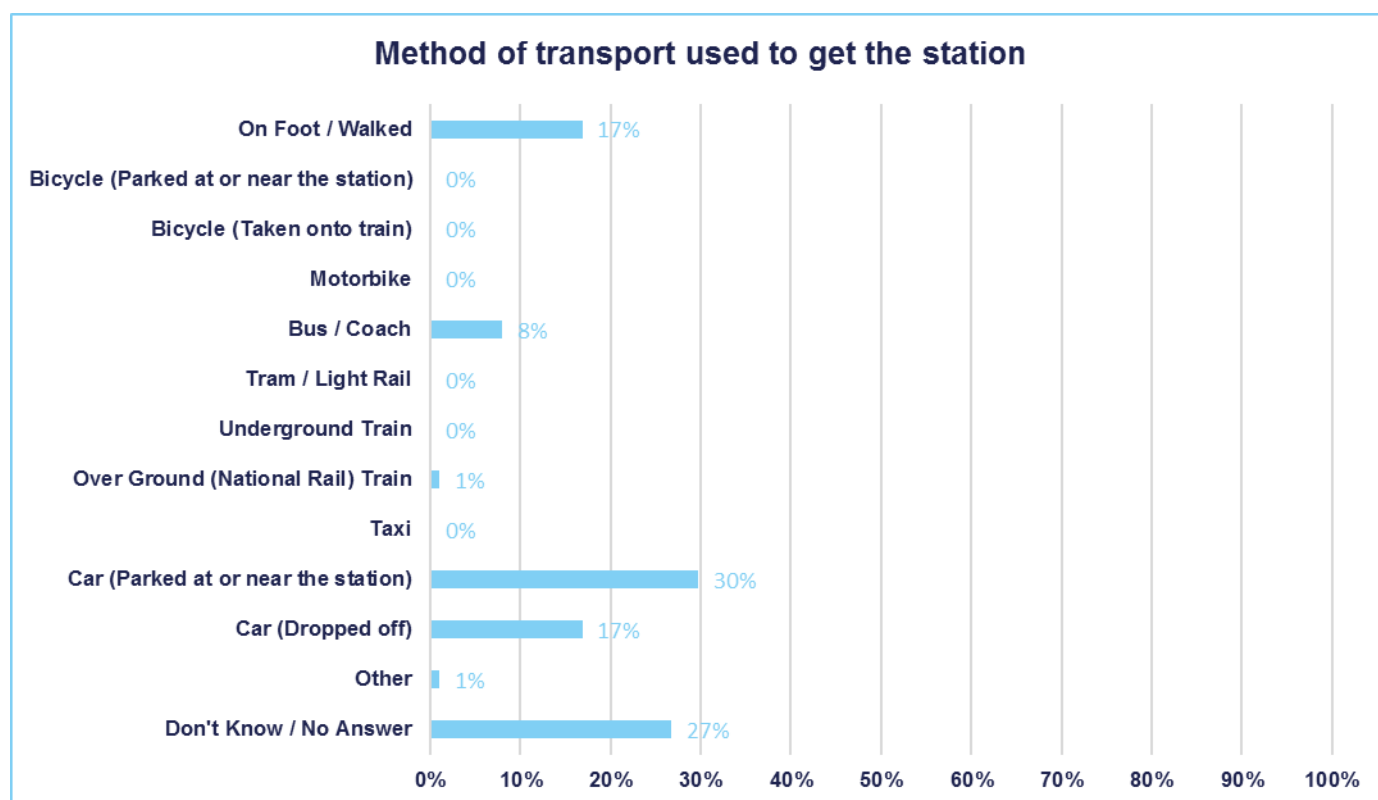
Due to the small sample sizes involved, the scores can appear volatile, and do not always provide the greatest insight into customer sentiments, however it can be seen that 'facilities for car parking' and 'connections with other forms of public transport' have continued to score lower.

Where scores are recording at 0%, this is due to changes within the surveying process where questions were removed from the survey and then reinstated.

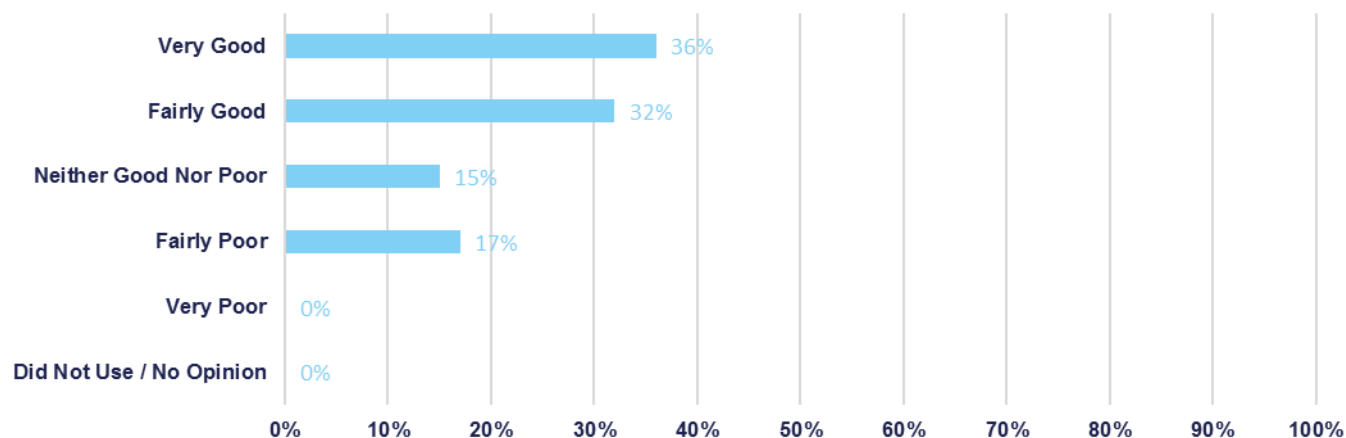
Shadow NRPS Question Breakdown

Within the Shadow NRPS results, we have the ability to carry out analysis by question, with the responses categorised by station. These results are taken from Quarter 3 and Quarter 4 of 2017/18 feedback.

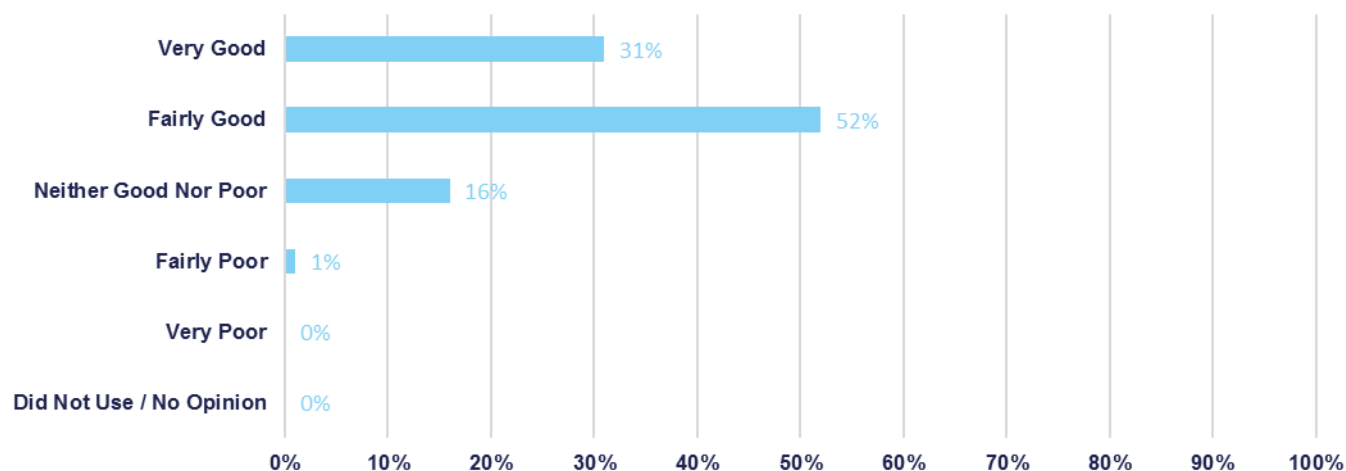
The responses to specific questions have been extracted from the survey results where they provide insight into customer behaviours for accessing the station.



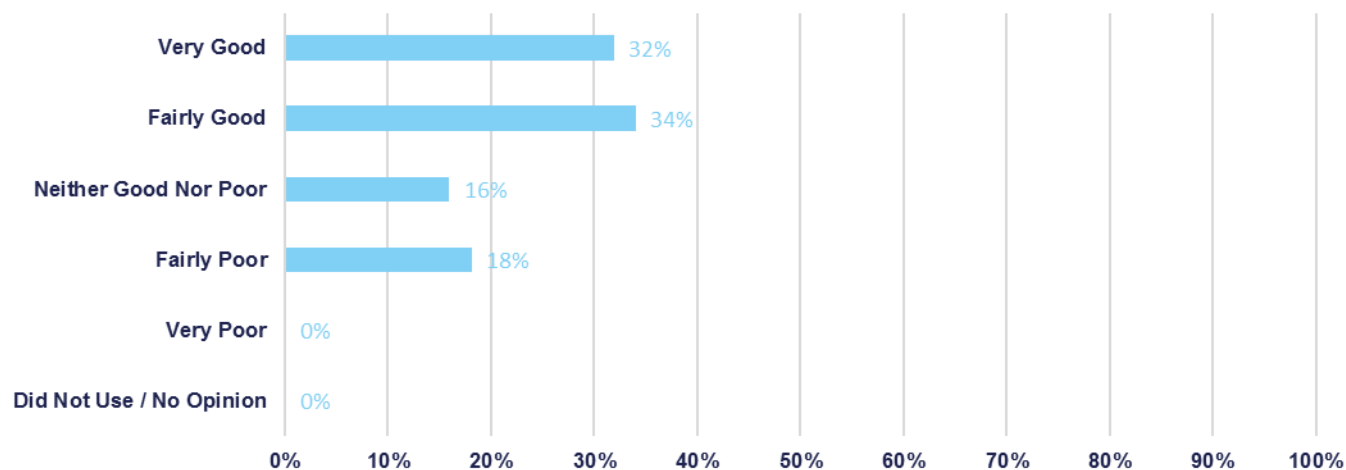
Connections with other public transport (E.g. Buses, Taxis, Trams etc.)



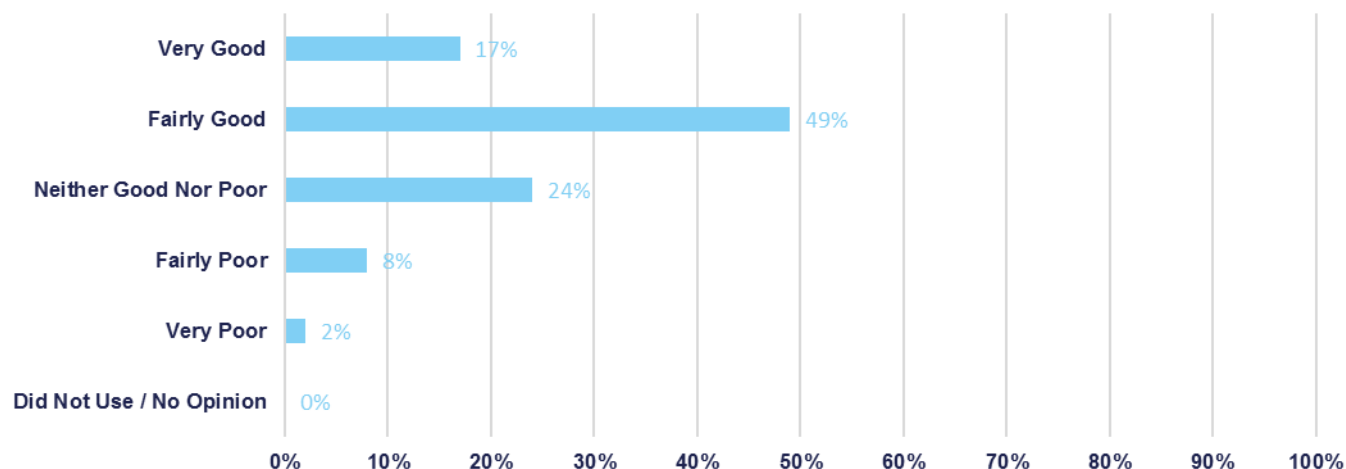
Facilities for car parking



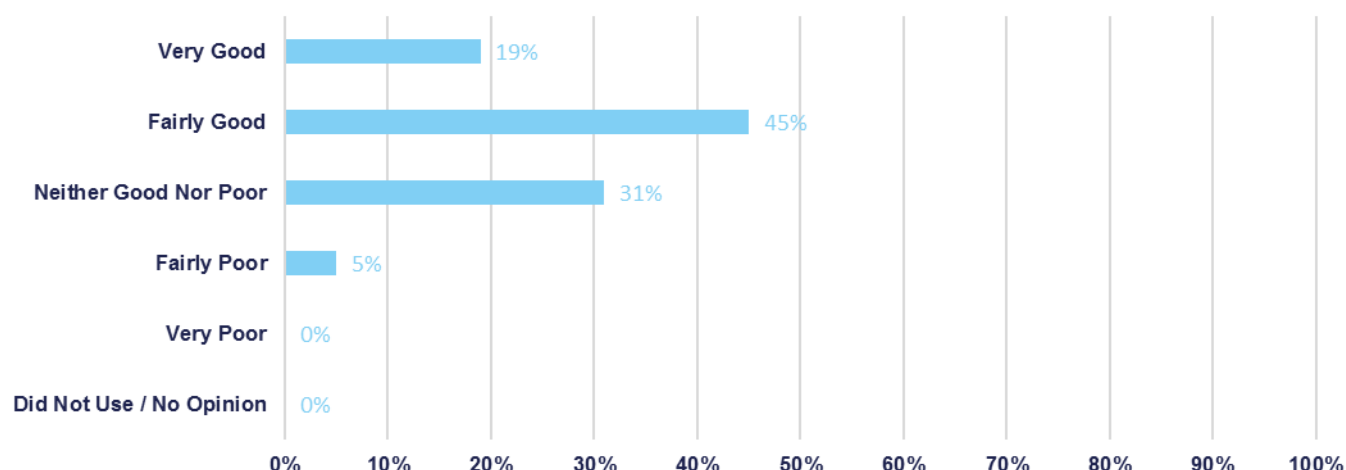
Number of spaces available to park in the car park



Facilities for bicycle parking



Personal security whilst using the station



The ample car parking at the station provided by the local authority and easy access provided by the ring road makes driving an easy choice for many choosing to access the station, with the remaining bulk of passengers arriving at the station on foot, or using bus services.

The scores for connections with other public transport is strong, with 66% rating this positively, however this would likely increase with a greater number of bus services calling at the two stops outside the station rather than requiring customers to walk to/from the station.

Facilities for car parking are managed by the council, and score well, recognising the capacity and proximity to the station.

Facilities for cycle parking, whilst seeing little use at this time, score very positively with just 8% rating these negatively.

Evaluation: Summary of Findings

Dewsbury is a popular station, providing a crucial rail link from the town to Huddersfield, popular with commuters and those accessing further and higher education opportunities.

The station benefits from strong road links, and ample parking with reasonable charging rates, making cars the most popular mode for many accessing the station.

Walking routes are good, but some may be put off by the steep hills between the town centre and the station. This has a similar effect on discouraging cyclists, with usage of the new cycle hub at the station remaining low. There have also been issues with vandalism which has seen some of the facilities for cyclists damaged.

The addition of ticket gates at the station has improved platform 1, removing the issue of the bottom step being too high. This has been resolved with a new surface leading down to the gatelines. The addition of the gateline to the overbridge leading to the lifts needs to be monitored carefully to ensure that disabled customers are being assisted in this area.

The main facilities which would be of a major benefit to users of Dewsbury station is the addition of customer toilets. The station currently has no toilet facilities for any customers. When exploring opportunities to provide these, focus should be given to disabled customers, and how best to cater for them at the same time as providing a facility for all customers.

Evaluation: Stakeholder Comments

Feedback was requested from the following stakeholders:

- Kirklees Council
- West Yorkshire Combined Authority
- Sustrans
- Rail Delivery Group
- TransPennine Express Group Station Manager – North East

Comments provided by the stakeholders have been incorporated into the Station Travel plan where possible, and are displayed below.

Planning: Live Franchise Commitments

Committed Obligation	Due Date
<p>Supporting partnerships with other transport providers</p> <p>Consistent with the Franchisee's proposal, in order to increase passenger numbers on the Passengers Services and promote the use of public transport more generally, the Franchisee shall support: (a) partnerships with other transport providers and industry representatives including Passenger Transport Executives relevant to the Franchise, metro and tram operators, other Train Operators, bus operators and cycling organisations; and (b) the implementation and promotion of local ticket schemes allowing the use of multi-modal transport within specified geographic areas</p>	<p>Throughout Franchise Term</p>

Planning: Objectives, Targets & Actions

Objectives

1. Encourage travel to/from our stations by sustainable methods.
2. Increase awareness of the facilities which are available at our stations and in the surrounding area to support travel by sustainable modes
3. 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.
4. Implement innovative solutions to enhance the experience of travelling to/from our stations by sustainable methods.
5. 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

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

Actions

In addition to the **Franchise Commitments** highlighted in this document, TransPennine Express has over 400 other commitments which will be delivered 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.

Additionally, specific actions have been identified to supplement these commitments and minor works, and ensure that TransPennine Express is working to offer sustainable transport options for travel to and from its stations.

Each action has been written to be **SMART**

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

Station Travel Plan

Dewsbury

Action Plan

Theme	Description	Impact	Funding Source	Deadline	Risk	Priority
Accessibility	Explore options to provide an accessible customer toilet	High	Minor Works / Third Party Contributions	To be determined	No risk identified	High
Accessibility	Explore options to install a system which allows lifts to be controlled remotely outside of staffed hours to increase access to lifts for early/late services	High	Minor Works / Innovation	March 2019	No risk identified	High
Accessibility	Seek to install tactile paving at platform edges	Medium	Network Rail	To be determined	Service disruption	Medium
Accessibility	Explore options to improve accessibility from Eightlands Road by installing handrails on the ramp.	Medium	Minor Works	March 2020	No risk identified	Low
Bus Services	Explore options for calling an increased number of bus services at the station	High	To be determined	March 2019	No risk identified	Medium
Car Hire & Car Sharing	Promote the Enterprise Car Club scheme at the station as a means of onward travel	Low	None required	March 2019	No risk identified	Medium
Car Parking	Explore opportunities to provide a dedicated 'Drop off' zone at the station, away from the road junction	High	To be determined	To be determined	No risk identified	Medium
Cycle Parking	Remove Sheffield Stands from Platform 1	Low	To be determined	March 2019	No risk identified	Low
Taxis	Explore opportunities to provide a dedicated taxi rank at the station, away from the road junction	High	To be determined	To be determined	No risk identified	Medium

Station Travel Plan

Dewsbury

Appendix 1: Station Map

