

Station Travel Plan Stalybridge

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'*

Over the next two years, TransPennine Express is undertaking Station Travel Plans for the 19 stations where they are currently 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 demand 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 for getting to/from the station, either parked up or for drop off/pick up. All of 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 46% in the Spring 2016 survey, with a national average of 48% and long-distance operator average of 57%. In Autumn 2016, the scores were 50% nationally, 61% for long distance operators, and 51% for TransPennine Express.

The NRPS Survey also measures customer satisfaction for 'Connections with other forms of transport'. TransPennine Express fares better in this category, achieving 78% in the Autumn 2016 survey, however this is still below the long-distance operator average of 80%, and national average of 76%.

We are responding to these issues and, within the next 2 years, will introduce 125 additional parking spaces across our network. We will also be working closely with local authorities and transport providers to promote other modes, improve connectivity and enhance facilities at the station to improve the accessibility by all modes.

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 accessibility, establishing a 'current' position
- Assess the factors which may be affecting accessibility 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	Stalybridge Railway Station Rassbottom Street Stalybridge Tameside Greater Manchester SK15 1RF
Station Manager	Billy Vickers Group Station Manager (Hub)
Local Authority(s)	Tameside Council

Summary	<p>Stalybridge is just 8 miles east of Manchester City Centre, and was historically part of Cheshire, but now sits within the borough of Tameside. The town is made up of buildings dating back to the industrial revolution when it was at the heart of cotton production.</p> <p>Recently, investments have been made to restore a number of buildings and open up the canal which runs through the town centre. The town centre is a popular attraction for local shopping, and a thriving nightlife, though not as lively as it once was.</p> <p>With a population of around 24,000, this small town attracts large numbers of commuters looking for a semi-rural lifestyle with easy connections to Manchester.</p> <p>The Station is home to the Stalybridge Station Buffet, which forms part of the Transpennine Real Ale Trail.</p>
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Transport Hubs and Interchanges

Getting there from the Railway Station

Stalybridge Bus Station	Walk:	0.2 Miles	3 Mins	
Located on King Street in the town centre, Stalybridge Bus Station has 4 stops, and offers bus connections to surrounding areas.	Cycle:	0.2 Miles	1 Mins	
	Bus:	Route 348, 353, 354, 387 or 389,	1 Mins	every 7 minutes from Rassbottom St/Stalybridge Stn (Stop F)
	Car/Taxi:	0.2 Miles	1 Mins	

Attractions and Points of Interest

Getting there from the Railway Station

Stamford Park Park including restored rockwork, a boating lake, a water feature, play/sports areas and an aviary.	Walk: Cycle: Bus: Car/Taxi:	0.4 Miles 0.4 Miles Route 236 0.4 Miles	9 Minutes 4 Minutes 7 Minutes 2 Minutes	Includes 5 minutes walking		
Tameside College Tameside College is a further education college offers a range of courses.	Walk: Cycle: Bus: Car/Taxi:	0.8 Miles 0.9 Miles Route 237 0.8 Miles	17 Minutes 5 Minutes 5 Minutes 4 Minutes		Includes 1 minutes walking	
Town Centre Stalybridge Town Centre is popular for local shopping and a lively nightlife.	Walk: Cycle: Bus: Car/Taxi:	0.3 Miles 0.5 Miles No bus service available 0.6 Miles	7 Minutes 2 Minutes 4 Minutes			
Tameside General Hospital Offering a range of inpatient and outpatient services.	Walk: Cycle: Bus: Car/Taxi:	0.8 Miles 0.8 Miles Route 389 0.9 Miles	18 minutes 7 Minutes 16 Minutes 4 Minutes			

Train Service Summary

TransPennine Express

To/From: Hull
Via: Huddersfield, Dewsbury, Leeds, Selby, Brough
Frequency: Hourly (Each Way)
Journey Time: 1 Hour 41 Minutes
Timetable Ref: The North East to Liverpool and Manchester Airport

To/From: Manchester Piccadilly
Via: Direct
Frequency: Hourly (Each Way)
Journey Time: 14 Minutes
Timetable Ref: The North East to Liverpool and Manchester Airport

To/From: Liverpool Lime Street
Via: Manchester Piccadilly, Manchester Oxford Road, Birchwood, Warrington Central and Liverpool South Parkway
Frequency: Hourly (Each Way)
Journey Time: 1 Hour 9 Minutes
Timetable Ref: The North East to Liverpool and Manchester Airport

To/From: Scarborough
Via: Huddersfield, Dewsbury, Leeds, Garforth, York, Malton, Seamer and Scarborough
Frequency: Hourly (Each Way)
Journey Time: 2 Hours 4 Minutes
Timetable Ref: The North East to Liverpool and Manchester Airport

Northern

To/From: Manchester Victoria
Via: Ashton-under-Lyne
Frequency: Hourly
Journey Time: 20 Minutes
Timetable Ref: 25

To/From: Wigan Wallgate
Via: Ashton-under-Lyne, Manchester Victoria, Salford Crescent, Salford Central, Bolton, Westhoughton, Hindley
Frequency: Hourly
Journey Time: 55 Minutes
Timetable Ref: 25

To/From: Huddersfield
Via: Mossley, Greenfield, Marsden and Slaithwaite
Frequency: Hourly
Journey Time: 30 Minutes
Timetable Ref: 25

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

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.

Station Travel Plan

Stalybridge



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.

Transport for Greater Manchester

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

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

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

Rail User Groups

Stalybridge to Huddersfield Rail User's Group (SHRUG)

Station Opening Hours and Staff Provision

	First Service		Last Service		Staffed Hours			Booking Office Hours		
	Departing	Arriving	Departing	Arriving						
Monday to Saturday	06:00	06:30	23:34	22:50	05:35	-	23:50	07:00	-	18:30
Sunday	07:00	07:19	22:55	23:32	06:35	-	23:35	10:30	-	18:00

Ticket Buying Facilities

	Booking Office 1 Windows (with low counter)	Ticket Vending Machine Available in the booking hall
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

There are no fixed gatelines installed within the station. There is no revenue protection presence within the station except when requested to support major events. Tickets are checked on board the train by the conductor.

Waiting Facilities

Platform 1 / 2 / 3

There is a small waiting room on platforms 1, 2 and 3. The waiting room is accessed via automatic doors and is heated. The waiting room is available during staffed hours. There is a small shop/café within the waiting room which is open during the morning peak hours.

Platform 4

There is a waiting room on platform 4, located between the customer service office and the pub. The waiting room is heated, and accessed via a manual door. The waiting room is available during staffed hours.

Toilet Facilities

Male and female toilets are available at the station, and are located on Platform 4. There is also a disabled toilet, again on Platform 4.

There is a baby change facility which is accessed via the platform 4 waiting room. When the waiting room is closed, access can be obtained by asking a member of station staff.

Help and Information Inside the Station

Customer Information Screens

Station Travel Plan

Stalybridge



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 dedicated information point on platform 4 at this station. Customers requiring help and advice are advised to make their way to this office, or if the member of staff is not available, they should enquire at the booking office.

Customer Help Points

Customer help points are available on the station concourse and on each platform at this station. Plans are in place to increase the number of help points at TransPennine Express managed stations, and to place help points within a number of the station car parks.

Maps

A map of the local area is displayed at the station entrance. This poster also gives onward travel information including bus routes and local taxi suppliers.

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.

Real-Time Bus Information

There is no real-time bus information available at this station.

Retail Outlets

Café (Platform 1)

Station Accessibility

Step Free Access

Full Step Free Access

There is step free access throughout the station with lifts provided from the subway to all platforms, as well as ramps from the subway to all platforms, however some may find these quite steep.

Outside of staffed hours the lifts are turned off at the station, but access is available using the ramps to/from the platforms.

Accessible Toilet

Yes

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 is a ticket vending machine in the booking hall.

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

Yes

Other Facilities available at the Station



The station is covered by CCTV throughout



Public telephones are available in the booking hall

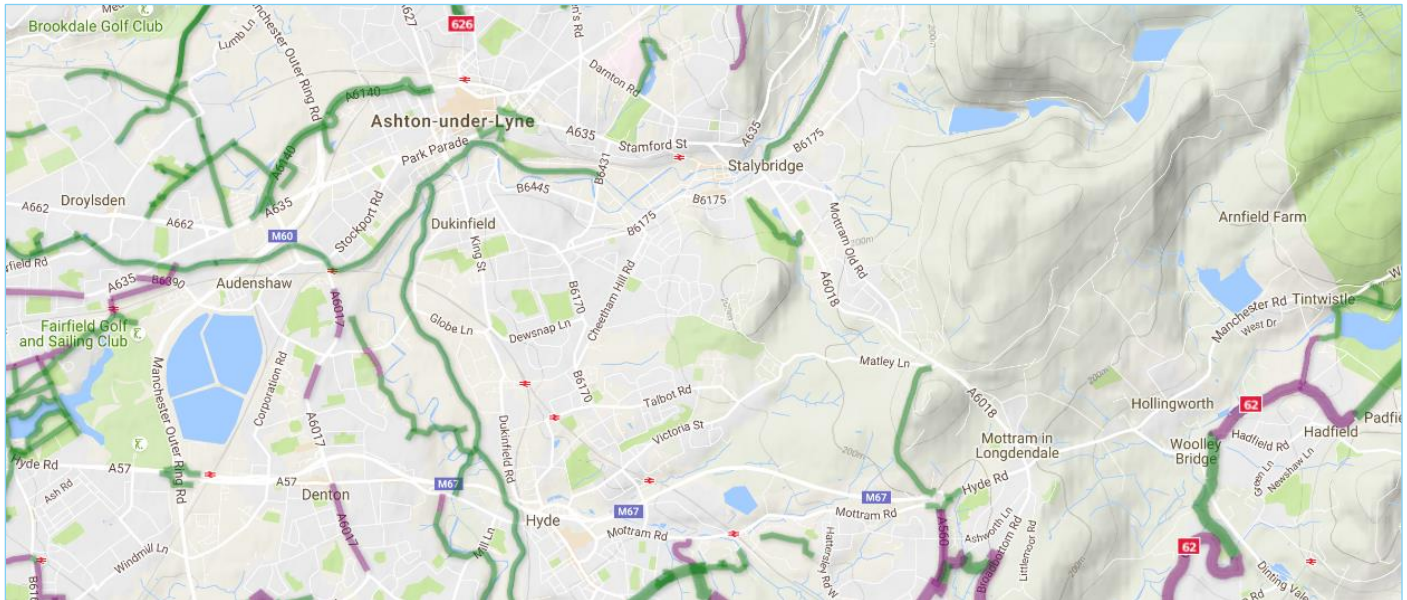


Free to use O2 Wi-Fi is available throughout the station

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) | ----- On Road Route (National Cycling Network) |
| ----- Traffic Free Route (Not on the National Cycling Network) | ----- On Road Route (Not on the National Cycling Network) |

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

National Cycling Route 626

This route connects Chadderton with Hyde via Oldham and Ashton-under-Lyne. Whilst not running directly past the station, it is within the reach of cyclists, however they would need to ride on the road to reach this route.

National Cycling Route 62

National Route 62 connects Fleetwood on the Fylde region of Lancashire with Selby in North Yorkshire. It forms the west and central sections of The Trans Pennine Trail which is a long-distance path running from coast to coast across northern England. The route is to the South of Stalybridge, and like the other routes in the region, would require cycling on the road to reach it from the station.

National Cycling Route 60

Route 60 of the National Cycle Network runs between North and East Manchester, with its furthest south segment forming part of the Fallowfield Loophole. This route is again some distance from the station, but could be accessed via other stations in the region.

National Cycling Route 66

National Cycle Route 66 runs from central Manchester to Spurn Head via Bradford, Leeds, York, Beverley, and Kingston upon Hull. This route is again some distance from the station, but could be accessed via other stations in the region.

Local Routes

There are no cycle lanes depicted on the roads leading to/from Stalybridge station, and the roads are busy as some of the main arteries feeding the town centre. Transport for Greater Manchester are looking at options to introduce cycle lanes in this area, but the hill is likely to be a blocker for less experienced cyclists.

Cycle Signage

Cycle signage in Tameside is focused around Ashton, with no cycle wayfinding within the vicinity of the station, however changes are proposed through the work TfGM is doing as part of the introduction of cycle lanes.

Cycle Storage

Platform 4



Spaces	24
Storage Type	4 Sheffield Stands / 2 x 6 Stand Toast Racks
Security	Covered by CCTV
Utilisation	21%
Weather Protection	The stands are protected from the elements by the platform canopy

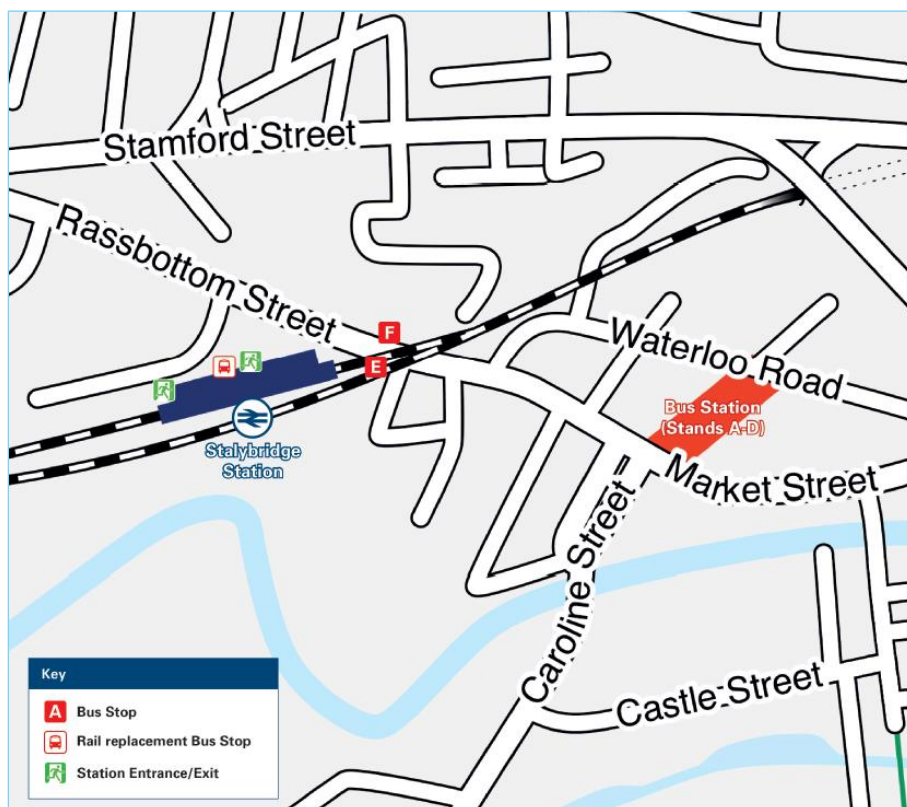
Cycle Hire

There are no cycle hire facilities in the vicinity of the station.

Site Audit: Accessibility by Bus

Bus Stops

There are two bus stops conveniently positioned close to Stalybridge Railway Station, offering bus links into Stalybridge and beyond to Ashton Under Lyne, or through to Manchester City Centre. Both stops have shelters, and the pedestrian crossing makes it safe to access to stop on the opposite side of Rassbottom road.



Local Bus Routes

There is a ready supply of bus services linking to key parts of the town as well as further afield, with many linking into Manchester City Centre.

Station Travel Plan

Stalybridge

DESTINATION	BUS ROUTES	BUS STOP
● Abbeyhills	408##	E
	216#, 219#, 236, 237, 348, 353, 354, 355, 387, 389	E
● Ashton-under-Lyne		E
● Audenshaw	219#	E
● Buckstones	408##	E
● Carrbrook	343, 340##	Bus Stn Stand B
	348	F
	355	E
● Carrcote	354, 355	E
● Copley	348	F
● Dacres*	354	E
● Delph	354, 355	E
● Denshaw	354, 355	E
● Dinting	236, 237	F
● Dobcross	353, 354, 355	E
● Droylsden	216#	E
	389	F
● Dukinfield	343, 340##	Bus Stn Stand C
● Fairfield	219#	E
● Flowery Field	343, 340##	Bus Stn Stand C
	389	F
● Friezland	353, 355	E
● Gee Cross	389	F

DESTINATION	BUS ROUTES	BUS STOP
● Glodwick	408##	E
● Glossop	236, 237	F
● Godley	387	F
● Grasscroft	353	E
● Greenfield	354, 355	E
● Grotton	343, 340##	Bus Stn Stand B
● Guide Bridge	219#	E
● Hadfield	237	F
● Hattersley	387	F
● Heyrod	353, 354, 355	E
● High Crompton	408##	E
● Higher Openshaw	219#	E
● Hollingworth	236, 237	F
● Hurst Cross	408##	E
● Hyde	343, 340##	Bus Stn Stand C
	387, 389	F
● Lees	343, 340##	Bus Stn Stand B
● Micklehurst	343, 340##	Bus Stn Stand B
● Millbrook	343, 340##	Bus Stn Stand B
	348	F
● Mossley	343, 340##	Bus Stn Stand B
	353, 354, 355	E
● Mottram-in-Longdendale	236, 237, 387	F

DESTINATION	BUS ROUTES	BUS STOP
● Oldham	343, 340##	Bus Stn Stand B
	408##	E
● Openshaw	219#	E
● Ridge Hill	387, 389	E
● Royton	408##	E
● Shaw	408##	E
● Tameside General Hospital	387, 408##	E
● Tintwistle	237	F
● Uppermill	353, 354, 355	E
● Waterton Lane	353	E
● Woolley Bridge	236	F

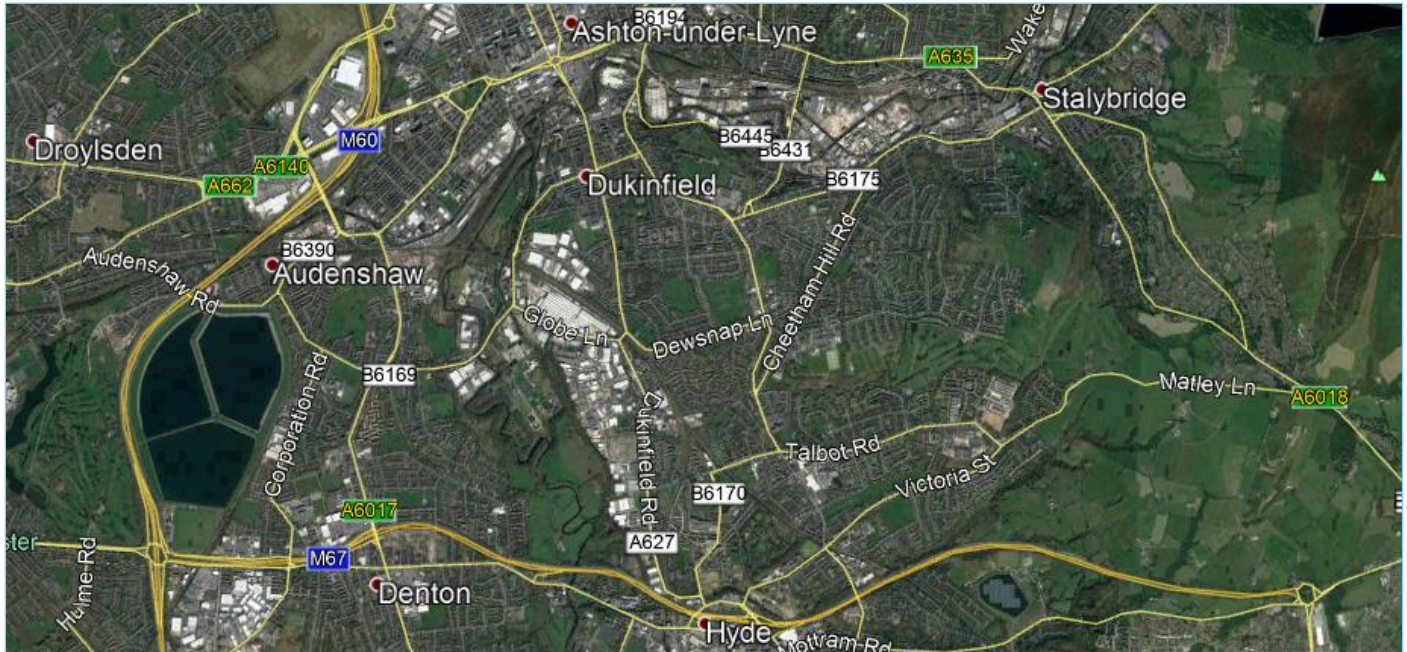
Notes

- **PLUSBUS** destination, please see below for details.
Bus routes 343 and 387 operate Mondays to Saturdays only.
Bus route 355 operates Sundays and public holidays only.
All other listed services operate every day.
- 🚆 Direct trains operate to this destination from this station.
- * Bus services operate to this destination Mondays to Saturdays only.
- # Bus route 216 operates a limited Monday to Friday morning peak service and bus route 219 operates some early morning journeys throughout the week.
- ## Bus routes 340 and 408 operate Monday to Saturday evenings and daytime on Sunday and public holidays only.

Site Audit: Accessibility by Car

Motorway and A Road Links

The closest motorway to Stalybridge is the M60 (Manchester Outer Ring Road), which is accessed via junction 23, just 2.5 Miles from Stalybridge Railway Station.

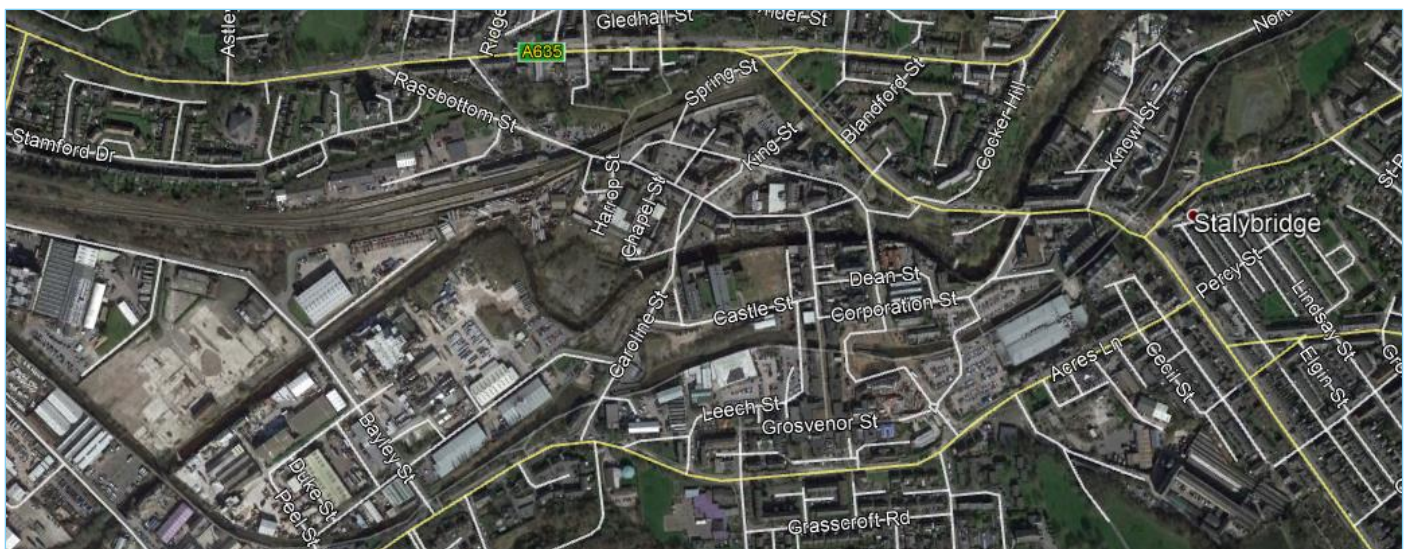


Source: Google Earth

Local Road Links

Stalybridge Station is accessed from Rassbottom Road, and is just 0.3 miles from the town centre. The main road serving Stalybridge is the A635, which runs through the centre, and connects Stalybridge directly with Manchester City Centre, and the A57M Manchester Inner Ring Road.

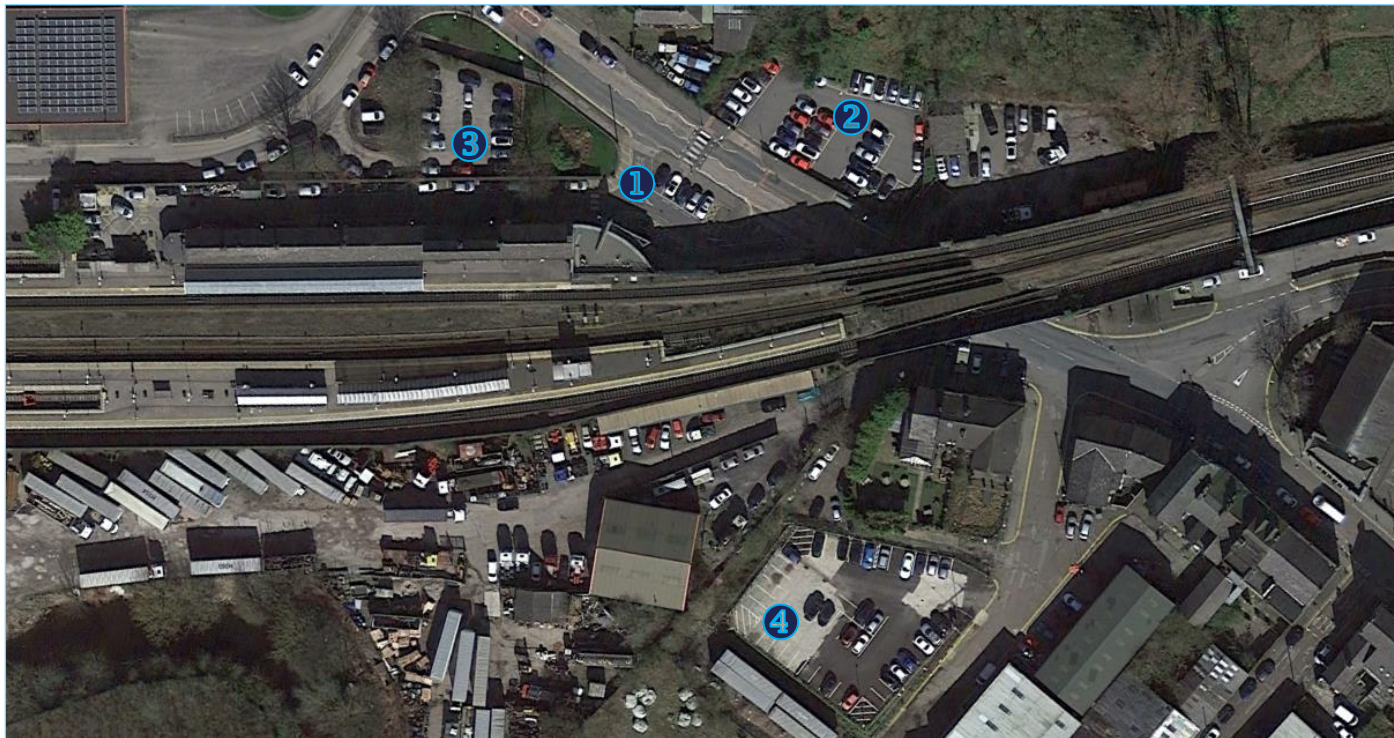
Stalybridge is easily accessed from the surrounding areas, with good road links to Dukinfield, Newton, Heyrod, Sun Green, Hurst and Mossley. The nearest large conurbation is Ashton-under-Lyne, which is also easily accessed by road.



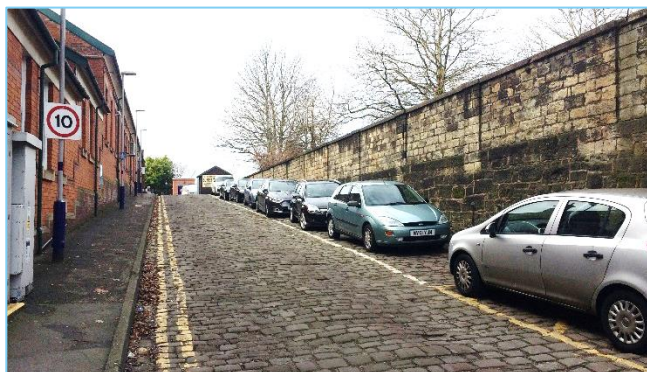
Source: Google Earth

Car Parking Provision

Car parking provision at Cleethorpes station is low, with a small car park at the station, and a small number of council and privately owned and managed car parks within the vicinity.



1 Station Car Park Managed by APCOA on behalf of TransPennine Express



Car parking at Stalybridge station is very limited. There is a small number of short stay spaces at the front of the station, and longer stay parking is available on the road at the side of the station building. Whilst these are marked bays they are not considered as an official car park.

Parking Spaces		
Type	Total	Utilisation
Disabled	3	Not Monitored
Standard	5	

Station Travel Plan

Stalybridge

② Rassbottom Street Managed by Tameside Council

This council owned and managed car park is located opposite the railway station. It has a mixture of standard and electric car parking bays, but no disabled bays. It is accessed from the station via the pedestrian crossing.

1 minute walk to station

Parking Spaces		Parking Tariffs		Payment Options			
Type	Total	Ticket	Rate	P&D	Phone	Web	ANPR
Electric Car	1	Up to 1 Hour	£0.20	✓	✗	✗	✗
Standard	33	Up to 4 Hours	£0.50	✓	✗	✗	✗
		All Day	£1.00	✓	✗	✗	✗
		Evening	£0.50	✓	✗	✗	✗
		Sunday	FREE	✓	✗	✗	✗
		Blue Badge	N/A				

③ Fire Station Managed by Greater Manchester Fire Service

This patch of land is owned by Greater Manchester Fire Service. There is an area of hardstanding on which people park, and grassed areas under a number of trees on which people also park their cars. Further parking can be seen along the access road which leads to the fire station.

The number of spaces is dependent upon how cars are parked.

1 minute walk to station

④ Harrop Street Privately Managed

This patch of land is privately owned, with an area of hardstanding with marked bays.

4 minute walk to station

Drop Off / Pick Up Points

There is no allocated drop off / pick up location for this station. Many customers are dropped off / picked up from the station car park, with taxis and cars waiting in the turn-round area.

Site Audit: Accessibility by Taxi

There is no taxi rank at this station. The closest taxi rank is on Rassbottom Street.

Mini Cabs / Private Hire

There is no rank or cab office located at this station. Recommended local taxi operators include:

Firm	Distance from Station	Telephone Number
Fone-a-Car	0.3 Miles	0161 304 8000
Swift Radio Cars	0.3 Miles	0161 303 8137
A1	1.5 Miles	0161 343 5050

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

Private Hire taxis use the station pick up / drop off point.

Site Audit: Accessibility by Walking



View from the Station down Rassbottom Street towards Stalybridge town centre.



View from the Station up Rassbottom Street towards Stamford Street



Crossings on Rassbottom Street leading to the council car park and bus stop for services towards Stalybridge town centre.



Pedestrian crossing from the station entrance to the pathway up Rassbottom Street towards Stamford Street

There is good pedestrian access to the station from Rassbottom Street. There is a zebra crossing providing a safe link to the nearby council managed car park, bus stop and local walking routes.

Site Audit: Accessibility by Underground / Tram

There is no underground or tram service within Stalybridge.

Metrolink tram services serve Oldham to the North and Ashton to the South of Stalybridge, offering frequent services to/from Manchester City Centre but with longer journey times than the direct services which are available by train.

Analysis: Station Usage

Station Footfall

2016/17	Full Price Tickets	281,666
	Advanced Fare Ticket Holders	401,918
	Season Ticket Holders	467,302
	Total	1,150,886
2015/16	Total	1,128,900
2016/17	Interchanges	122,997

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%

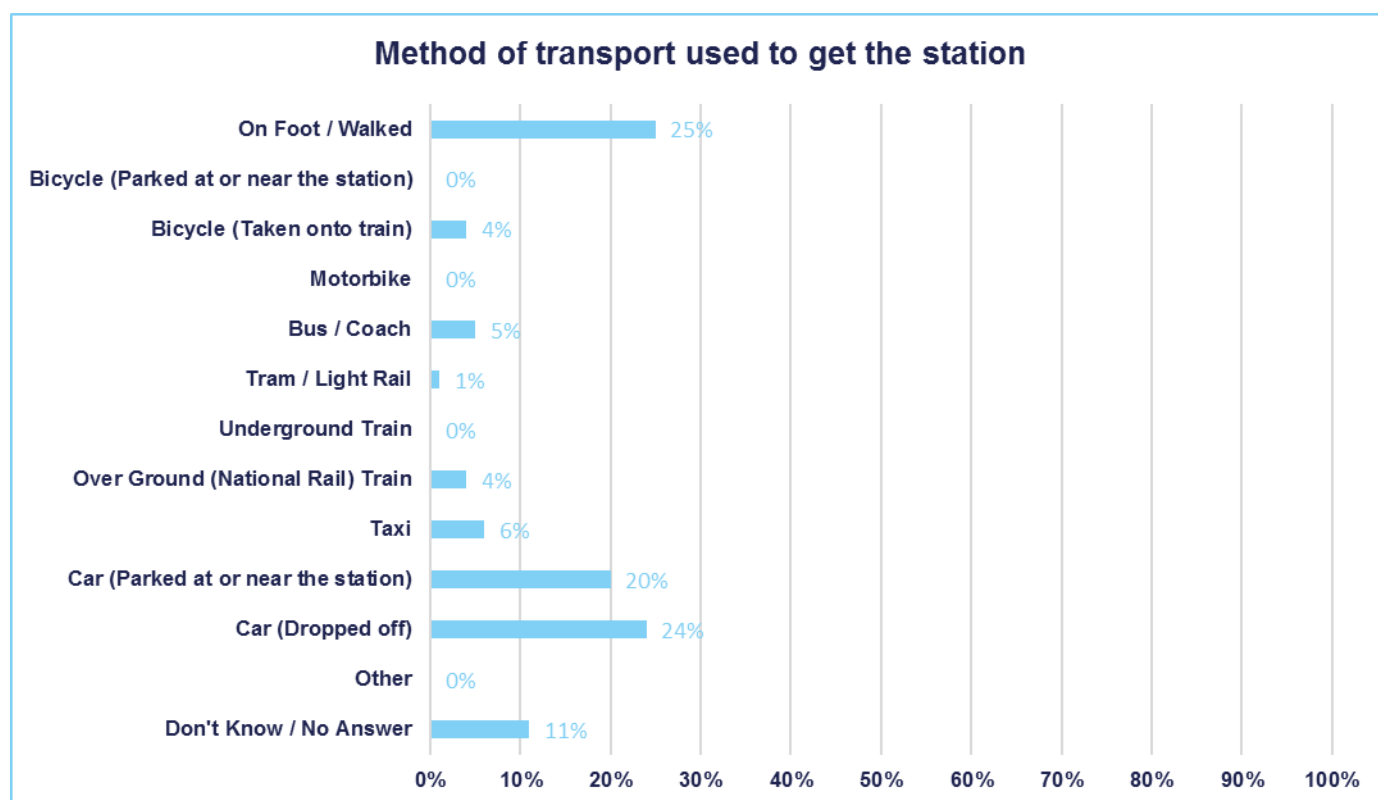
Due to the small sample sizes involved, the scores can appear volatile, and do not always provide the greatest insight into customer sentiments, however it can be seen that 'facilities for car parking' and 'connections with other forms of public transport' have continued to score lower.

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.

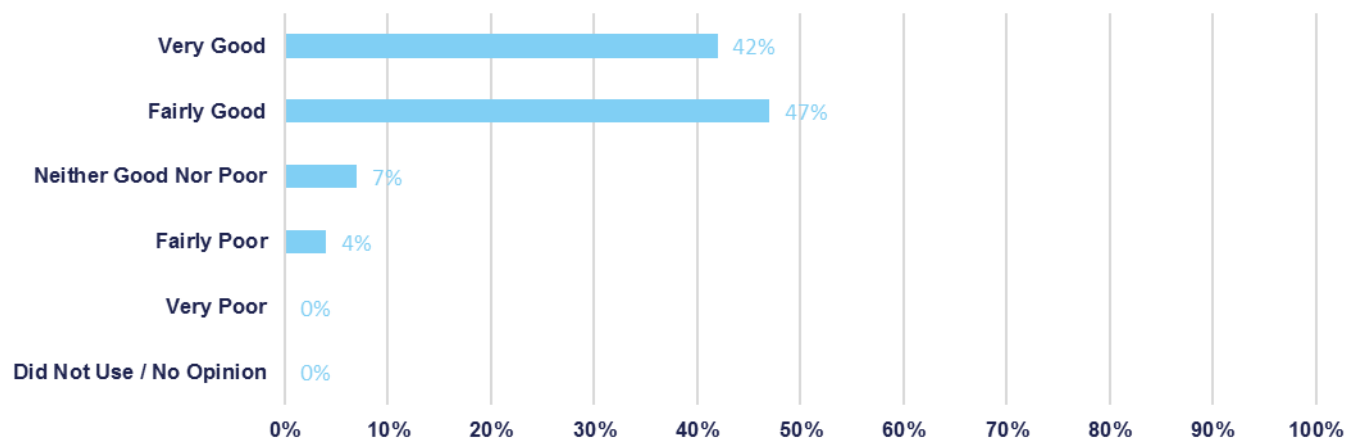
Shadow NRPS Question Breakdown

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.

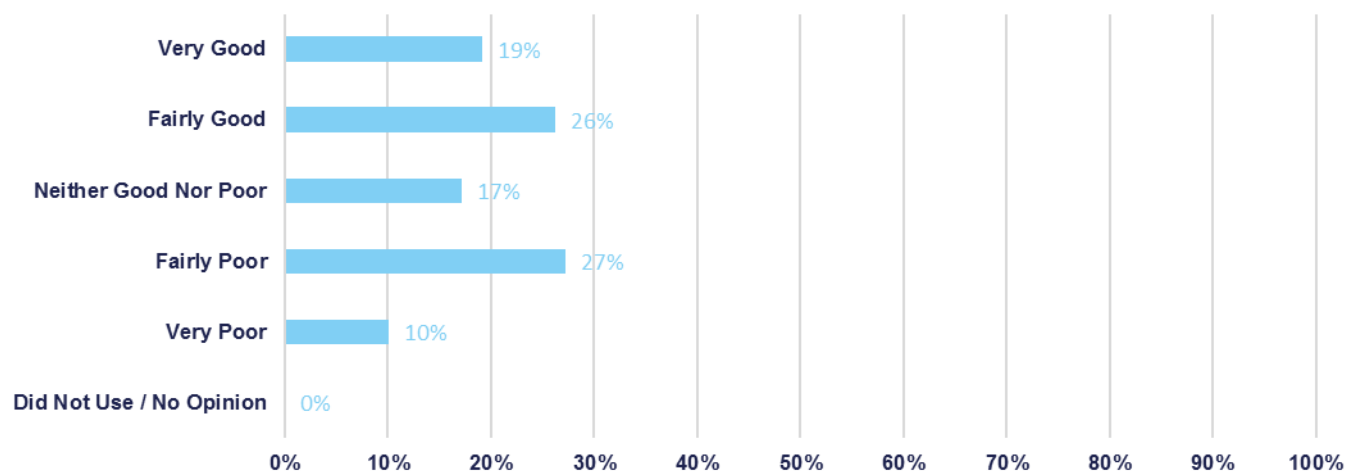
The responses to specific questions have been extracted from the survey results where they provide insight into customer behaviours for accessing the station.



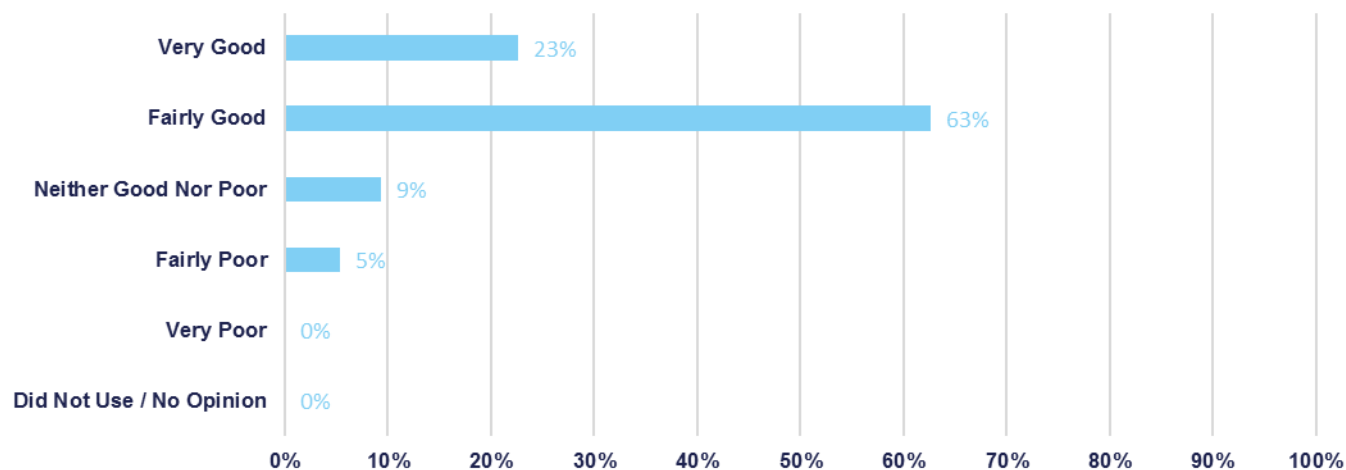
Connections with other public transport (E.g. Buses, Taxis, Trams etc.)



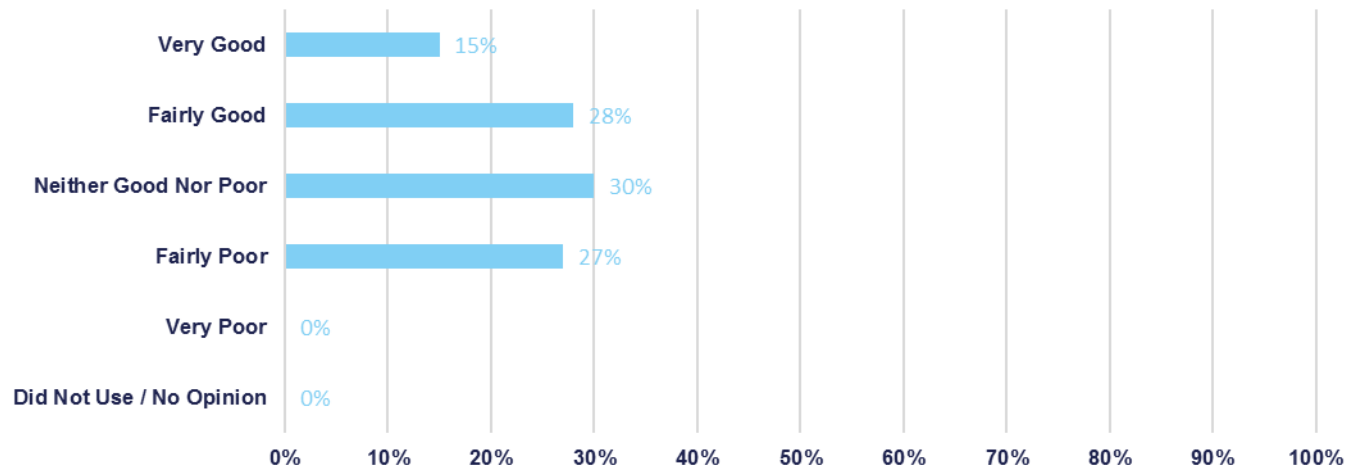
Facilities for car parking



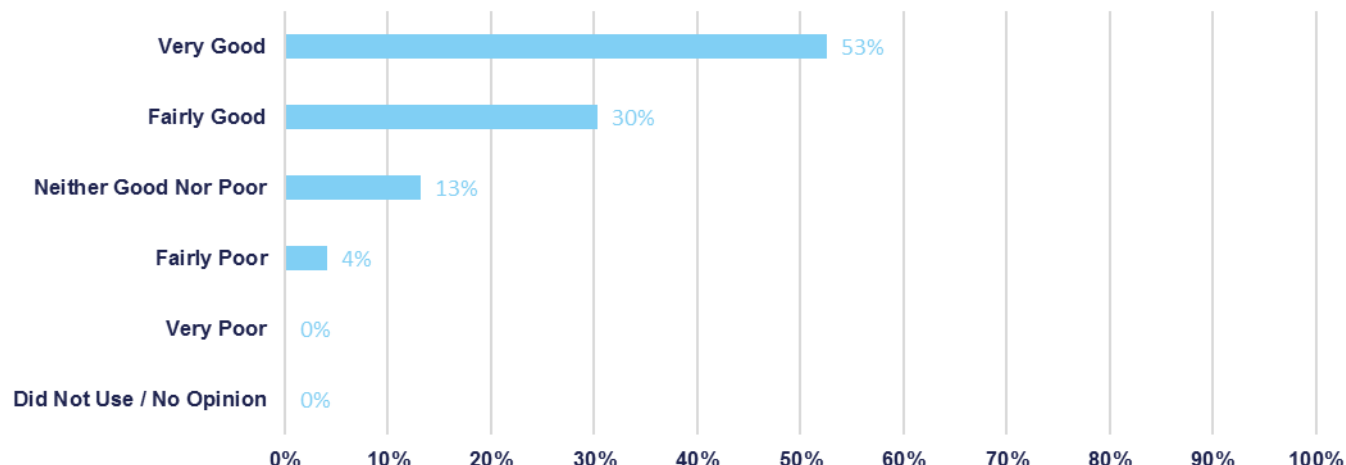
Number of spaces available to park in the car park



Facilities for bicycle parking



Personal security whilst using the station



The Shadow NRPS results show a move from parking at the station, with a higher proportion walking, getting dropped, or using taxis, however this could easily be related to the small sample size, which allows scores to be somewhat volatile, and dependent upon the individuals surveyed.

Comparing the scores for key factors, these have improved in all areas, or seen a greater spread of scores across the response options, leading to the belief that the sample size is playing a significant part here.

The known issues continue to be facilities for car parking, which are driving customers commuting choices for accessing the station.

Evaluation: Summary of Findings

Despite its small size, Stalybridge has extremely good rail connections to both Manchester and Yorkshire, offering customers a choice of journeys North or South with minimal changes required. Customers can be at Manchester within 15 minutes, and Leeds within 45 minutes, making it extremely popular with commuters.

The main transport rival in the area is Metrolink, which offers regular services to the city centre at a comparable cost but with the advantage of large park and ride facilities. The only downside of the Metrolink is the extended journey time when compared with the train. Local bus services also run to/from the city centre regularly, but again with an extended journey time over the train.

Car parking continues to be an issue at Stalybridge, and is an area which needs addressing wherever opportunities arise, but it is important to continue to carry out developments with consideration to other modes. It is clear that enhancement and encouragement towards sustainable options could deliver a positive change in this area alongside development of new parking facilities.

The other areas and aspects of the station perform well. There is very little to be added to the station in terms of accessibility, and customers are well catered for with the café and pub.

On the whole, Stalybridge is a well-served station with good facilities once you get inside. It is the outside areas for parking and its connections with sustainable modes which require some attention. Franchise commitments are set to remedy these issues at other areas, and will work as a proving ground to facilitate change at this station.

Evaluation: Stakeholder Feedback

Feedback was requested from the following stakeholders:

- Transport for Greater Manchester
- Sustrans
- Rail Delivery Group
- TransPennine Express Group Station Manager – Hub
- Stalybridge – Huddersfield Rail User Group

Comments provided by the stakeholders have been incorporated into the Station Travel plan where possible. Additional comments are summarised below.

Stalybridge – Huddersfield Rail User Group

Looking at the levels of train service and facilities at Stalybridge, it is difficult to believe that it is the same place as existed in the 1970s and 1980s, and operators and Network Rail deserve to be congratulated on what has been achieved.

But despite this, Stalybridge Station in our view fails to achieve its full potential because of problems on the access side, and in particular the chronic lack of car parking.

It is unfortunate that land which could have been used for this purpose was sold off by the then BR Property Board at the time when service levels were dire compared with the present - eg Trans Pennine services running only every 2 hours, and local services confined to peak hours and Saturday mornings. Tameside Council attempted in the 1990s to secure the release of land occupied by a haulage company but to no avail.

The conclusion that the solution lies in the promotion of more sustainable modes is perhaps inevitable, given the objectives of station travel plans, but we do not think that Stalybridge's unmet demand can be significantly met by greater use of buses, walking and cycling with the measures proposed. Of these, only car sharing could reduce the demand on parking.

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**

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	IN PROGRESS: Further discussions needed
Marketing	Make updates to the station map to reflect changes to the station facilities, and ensure that any new or amended maps are uploaded to the TPE website, National Rail Enquiries and changed on the station welcome posters.	Low	None required	To be incorporated as part of the station change procedure	Out of date and incorrect information in the public domain	High	COMPLETE: Changes have been made to the station map to reflect changes.
Car Parking	Actively pursue opportunities to provide more car parking facilities at the station, ensuring that any improvement is matched by improvements to access by sustainable methods.	High	To be determined	To be scored dependent upon when land becomes available	Reliance on the private cars as a means of accessing the station	High	
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	IN PROGRESS: TPE is looking to consolidate activity for all 19 stations upon production of all Station Travel Plans.
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	IN PROGRESS: Changes to cycle parking at other stations have delayed this action. Set to be introduced in 2018/19.

Station Travel Plan

Stalybridge

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	ON HOLD: Pending opportunity for installation of new cycle parking
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	ON HOLD: 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	ON HOLD: Project delayed whilst car parking facilities are reviewed.
Public Transport	Discuss options with Tameside Council and Transport for Greater Manchester to relocate the bus stop from under the railway bridge on the Station side of Rassbottom Street nearer to the station forecourt.	Low	Third parties	TPE to request that TfGM consider this as part of any highway works	Impact on walking routes / traffic flows in the area	Low	IN PROGRESS: Further discussions required.

The map illustrates the layout of the 125th Street Station, showing the five platforms and the surrounding infrastructure. Platform 1 is the lowest, with a ramp leading up to Platforms 1, 2, and 3. Platform 2 is above Platform 1. Platform 3 is above Platform 2. Platform 4 is above Platform 3, with a ramp leading up to Platforms 4 and 5. Platform 5 is the highest. The map includes labels for 'Public Car Park', 'Way Out', 'Downing / Ticket Exit', 'Subway', and 'Rassbottom Street'. It also shows various accessibility icons like wheelchair, stroller, and bicycle.