

# Station Travel Plan Thirsk

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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.

## Local Area



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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](http://www.atoc.org/about-atoc)

Source: [www.raildeliverygroup.com/about-us](http://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

TBC

# Local Area

## Station Details

### Station

Thirsk Railway Station  
Station Road  
Thirsk  
North Yorkshire  
YO7 4LS

### Station Manager

Mike Drewery  
Group Station Manager (North East)

### Local Authority

Hambleton District Council

### Train Services

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

Timetables can be found at  
[www.tpexpress.co.uk/travel-updates/timetables](http://www.tpexpress.co.uk/travel-updates/timetables)

Situated between the North Yorkshire Moors and the Yorkshire Dales, Thirsk is a traditional North Yorkshire market town. The town is centred around the market square, which is dominated by the town clock.

A delight for tourists, the town was home to author James Herriot, famous for writing 'All Creatures Great and Small' and there is a museum devoted to him in the town centre. Thirsk also has a great range of walks available for people wanting to explore the area.

The town has seen significant developments in recent years, with Sowerby Gate and building on the former Austin Red site. This sees more people travelling to reach employment and recreating in the local cities, whilst enabling them to enjoy a country lifestyle.

The railway station is just over 1 mile from the town centre, and connects the town to major towns and cities via the East Coast Main Line.

The station is well positioned to serve Thirsk Racecourse, which on race days sees a surge in travel.

### Useful Links

**Key Local Attractions and Events**  
[www.tpexpress.co.uk/explore-the-north-and-scotland/destinations/thirsk](http://www.tpexpress.co.uk/explore-the-north-and-scotland/destinations/thirsk)

**Station Facilities Information**  
[www.tpexpress.co.uk/travelling-with-us/station-information/thirsk](http://www.tpexpress.co.uk/travelling-with-us/station-information/thirsk)

**Station Footfall Statistics**  
[www.orr.gov.uk/statistics/published-stats/station-usage-estimates](http://www.orr.gov.uk/statistics/published-stats/station-usage-estimates)

# Cycling

## Cycle Routes

### Overview

#### National Cycling Route 657

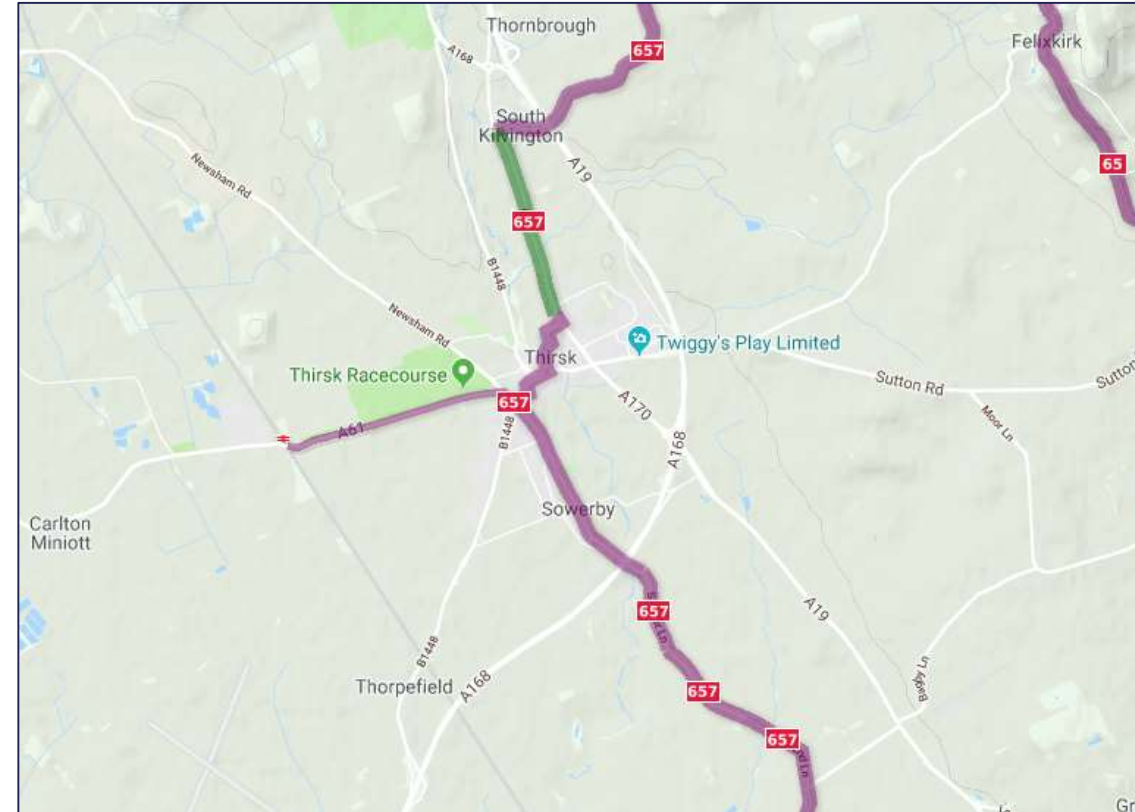
Route 657 offers an alternative to following Route 65, which travels near to the North York Moors and past Felixkirk, and instead takes you directly through Thirsk, with an off-shoot to the station.

#### Local Routes

Although on the road, there are good cycle links from Thirsk Station to the national cycle network. Some less experienced cyclists may be put off by the speed limits on the roads to the east of the station. The route to the town is well lit with no dual carriageways making cycling a very viable option for travel to/from the station for local residents.

North Yorkshire County Council have outlined in their Local Transport Plan 4, their intentions to make improvements to cycle and walking routes, and the facilities for cycle storage. TransPennine Express will engage with North Yorkshire County Council when determining any improvements to these facilities.

### Cycle Routes



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

Source: [www.sustrans.org.uk/ncn/route](http://www.sustrans.org.uk/ncn/route)

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

### Useful Links

#### Sustrans

[www.sustrans.org.uk](http://www.sustrans.org.uk)

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

#### Cycling UK

[www.cyclinguk.org](http://www.cyclinguk.org)

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

#### Hambleton District Council

[www.hambleton.gov.uk/info/20064/sport\\_and\\_physical\\_activity/3/cycling\\_and\\_routes](http://www.hambleton.gov.uk/info/20064/sport_and_physical_activity/3/cycling_and_routes)

Information about cycling and walking in the region.



# Cycling

## Cycle Parking

### Overview

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

The new facilities are located in the station car park and have seen an increase in the quantity of customers travelling to/from the station by bicycle compared with the previous toast racks which were available at the station.

### Station Car Park



<b>Spaces</b>	44
<b>Type</b>	Two Tier / Semi Vertical
<b>Security</b>	Covered by CCTV
<b>Weather Protection</b>	Canopy / Footbridge
<b>Utilisation</b>	TBC

# Walking

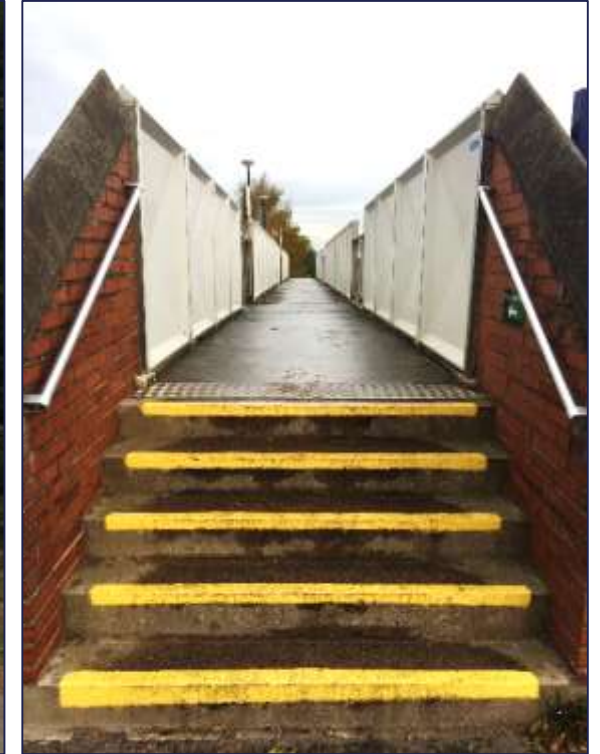
## Pedestrian Access

### Overview

Access to the station from the car park or drop off point is via the overbridge. There are steps up to the overbridge from either direction, with a large number of steps down from the overbridge to the platforms and booking hall.

Walking to/from the drop off point is good, with footpaths on the station side of Carlton Road. There is a potential conflict in the drop off/pick up area as the spaces are accessed via dropped kerbs. The walking route is around the edge of this area, with bollards in place, however the desire line is straight across this area.

When accessing the station by foot from Station Road, pedestrians are required to walk through the car park and up the stairs to the overbridge. There is no designated pedestrian area through the car park. There is also very little allowance for pedestrians at the junction from Station Road to Carlton Road. The footpath narrows, and the placement of the bus stop further restricts this area. The pavement then runs level with the roadway for a short distance before returning to a kerbed footpath. This area should be reviewed as part of the larger car park redevelopment piece.



# Public Transport

## Bus Services

## Overview

There are bus stops located on either side of Carlton Road at the entrance to the station car park, which are used for local bus services. More bus services are available from Thirsk town centre.

The current bus service provision from the station is noted as being particularly poor. 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.

Seasonal Moorbus services operate from Thirsk Station, connecting train services with the North Yorks Moors.

## Bus Stands



## Useful Links

## National Rail Enquiries

<http://www.nationalrail.co.uk/posters/THI.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](http://www.plusbus.info)

Offering discounted city centre bus travel when purchased with a rail ticket.

## Traveline

[www.traveline.info](http://www.traveline.info)

08712002233

Providing information about local bus services.

## NextBuses

[www.nextbuses.mobi](http://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

The closest motorway to Thirsk is the A1M, but Thirsk also benefits from being located in the fork where the A19 joins, meaning that long distance routes throughout Yorkshire and into the North East are easily accessible.

### Road Network Map



Image Source: Google Earth

# Road Access

## Local Road Network

### Overview

Thirsk railway station is located out of town, with the racecourse between the station and town centre. There is a single road connecting with the station which continues west from the town to connect with the A1M.

Accessing the station from this road can be difficult. For customers arriving from the west, the car park entrance is located on the corner immediately following the descent from the railway bridge, and is a very sharp turn. From the east, drivers view of the entrance is obscured by houses up to the last minute, and they must then be cautious as cars come over the railway bridge, often at high speeds.

### Road Network Map



Image Source: Google Earth



# Road Access

## Car Parking

### Overview

Car parking at Thirsk is in high demand due to the station being away from the town centre. The station also serves a large catchment area in North Yorkshire, and the car park is frequently at capacity early in the morning peak.

Opportunities continue to be explored to provide additional car parking at the station.

### Car Parking Locations



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

### Station Car Parks



<b>Standard Bays</b>	<b>48</b>	Car parking charges apply at all station car parks managed by TransPennine Express. Prices vary by location.
<b>Blue Badge</b>	<b>2</b>	
<b>Premium</b>	<b>0</b>	
<b>Car Share</b>	<b>0</b>	<i>Blue Badge holders benefit from free parking, with all car parks managed by TransPennine Express achieving the British Parking Association Disabled</i>
<b>EV Charging</b>	<b>0</b>	<i>Parking Accreditation with a minimum of 5% of all parking dedicated to Blue Badge spaces.</i>
<b>Total</b>	<b>50</b>	
<b>Motorcycle</b>	<b>0</b>	

# Road Access

## Taxis

### Overview

There are allocated taxi parking bays within the station car park, however these are only used on an occasional basis, with customers needing to call local operators to book a taxi.

Private hire taxi operators use the station drop off/pick up, short stay bays or turn around point in the main station car park.

### Private Hire

The principal minicab operators in the area are:

#### **Atkinsons**

01845 522 473

#### **Dales**

01845 522 745

#### **Prices**

01845 522 709

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

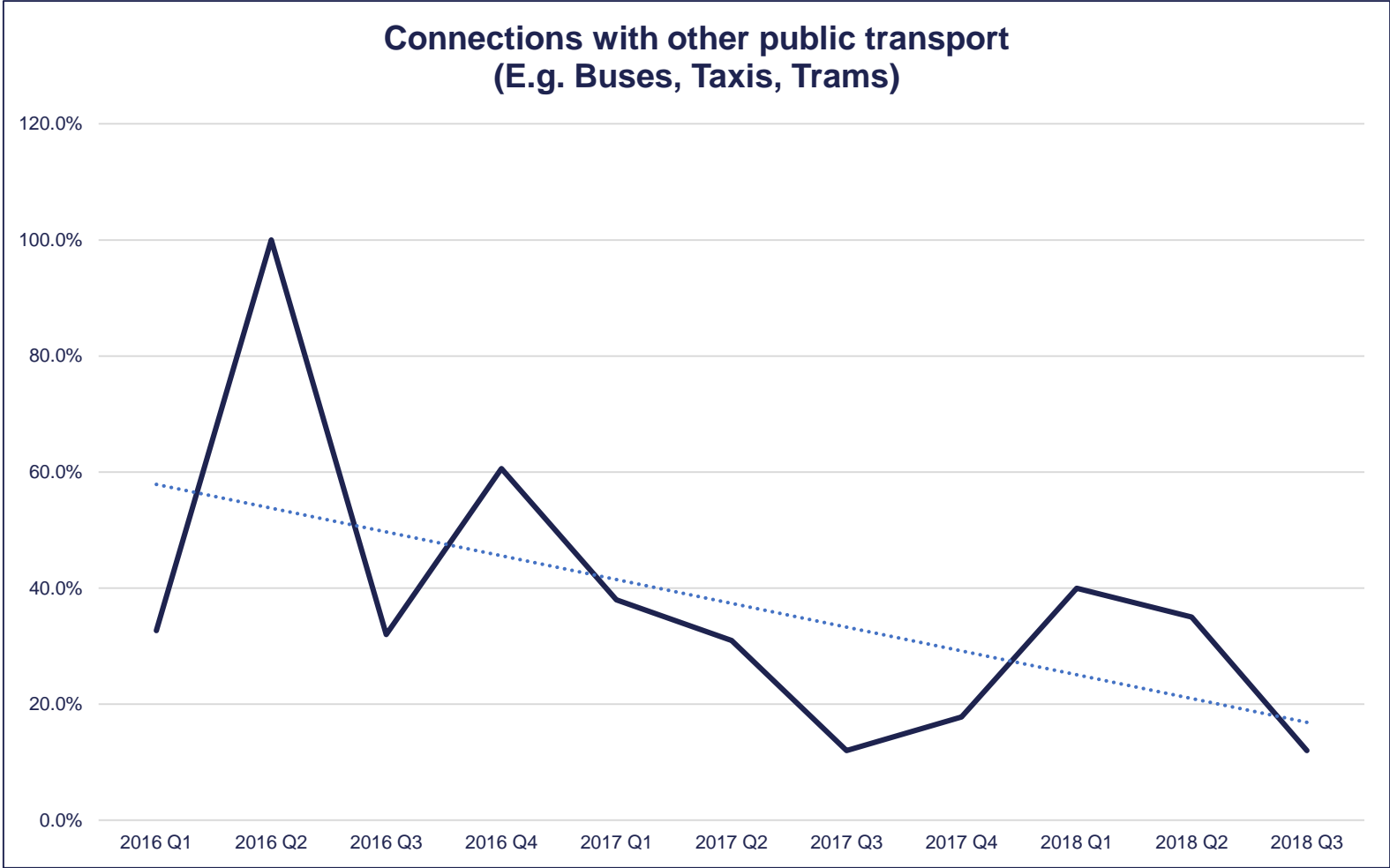
[www.transportfocus.org.uk](http://www.transportfocus.org.uk)

Producers of the National Rail Passenger Survey and customer advocate.



# Customer Analysis

## Shadow National Rail Passenger Survey

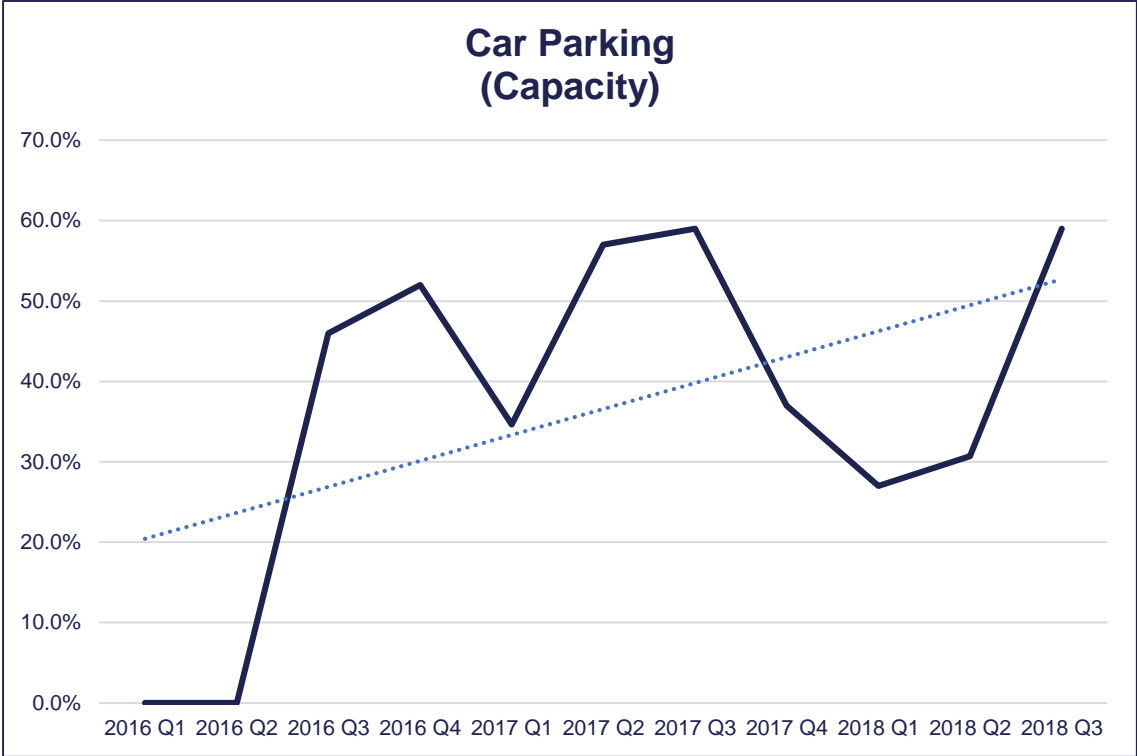
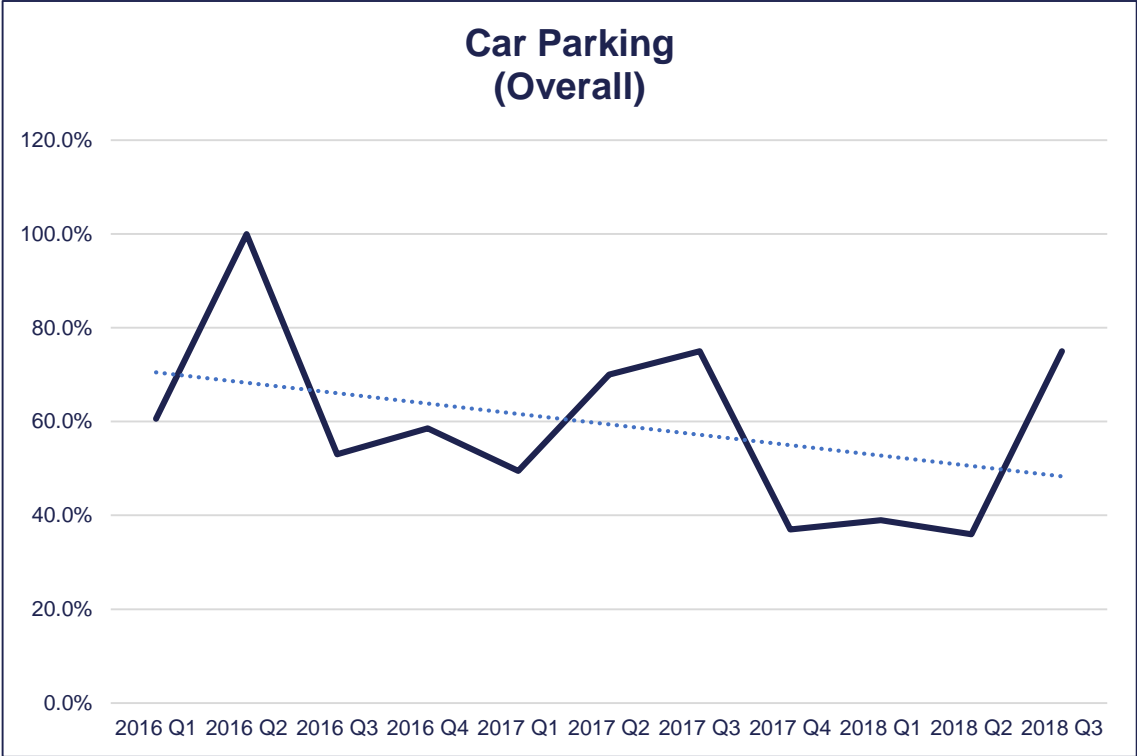


Similar to other stations on the TPE network, Thirsk is located away from the town centre, and its connectivity is more reliant upon private than public transport.

The reduction in bus services throughout the county is no doubt having an effect here also, with minimal services calling at the station.

# Customer Analysis

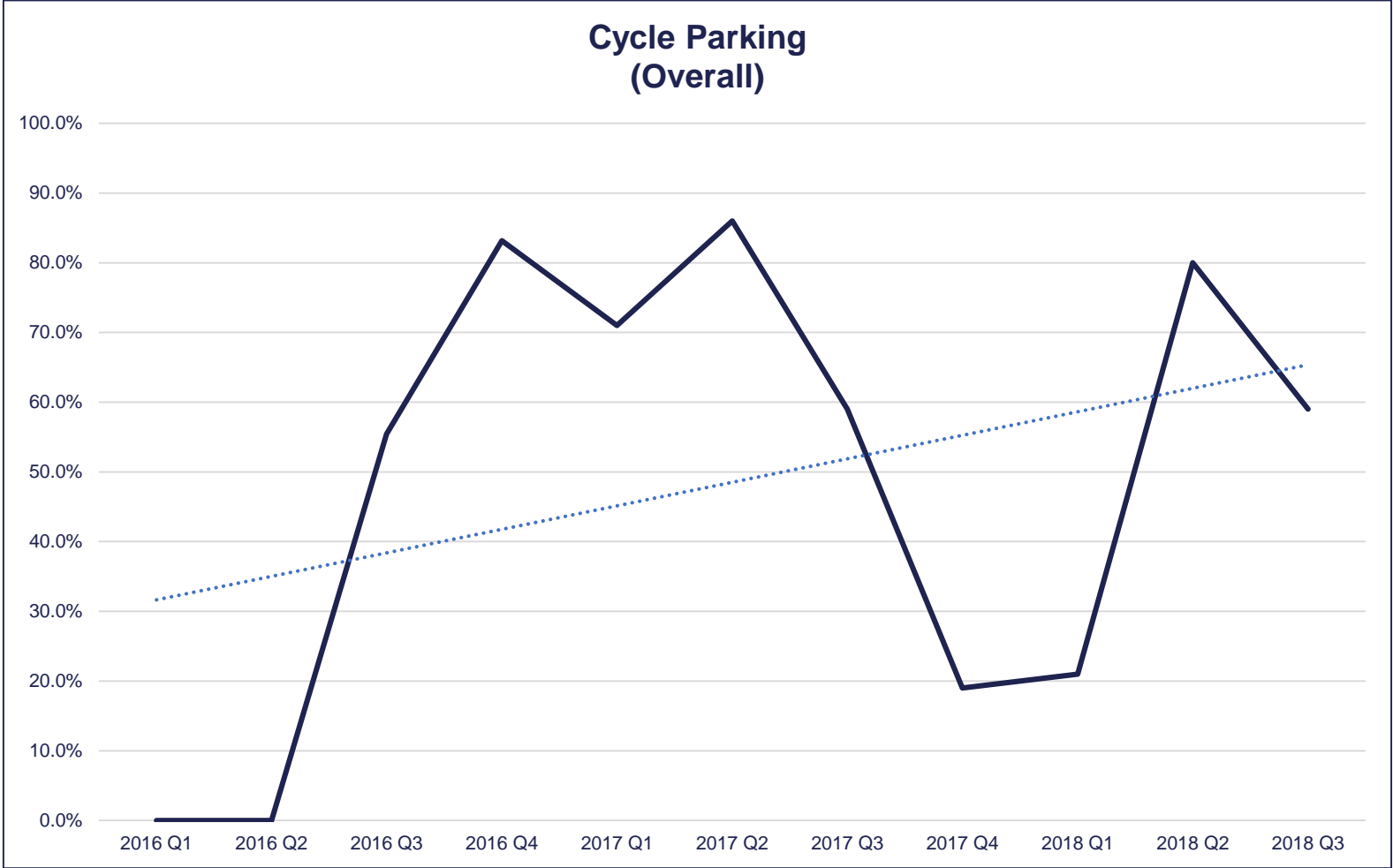
## Shadow National Rail Passenger Survey



Improvements to car parking remain an ambition of TransPennine Express, as quality and capacity are key issues, despite the graphs showing a positive trend for satisfaction with the capacity of the car park. Plans are being explored to make better use of the space available or expand into surrounding areas where possible.

# Customer Analysis

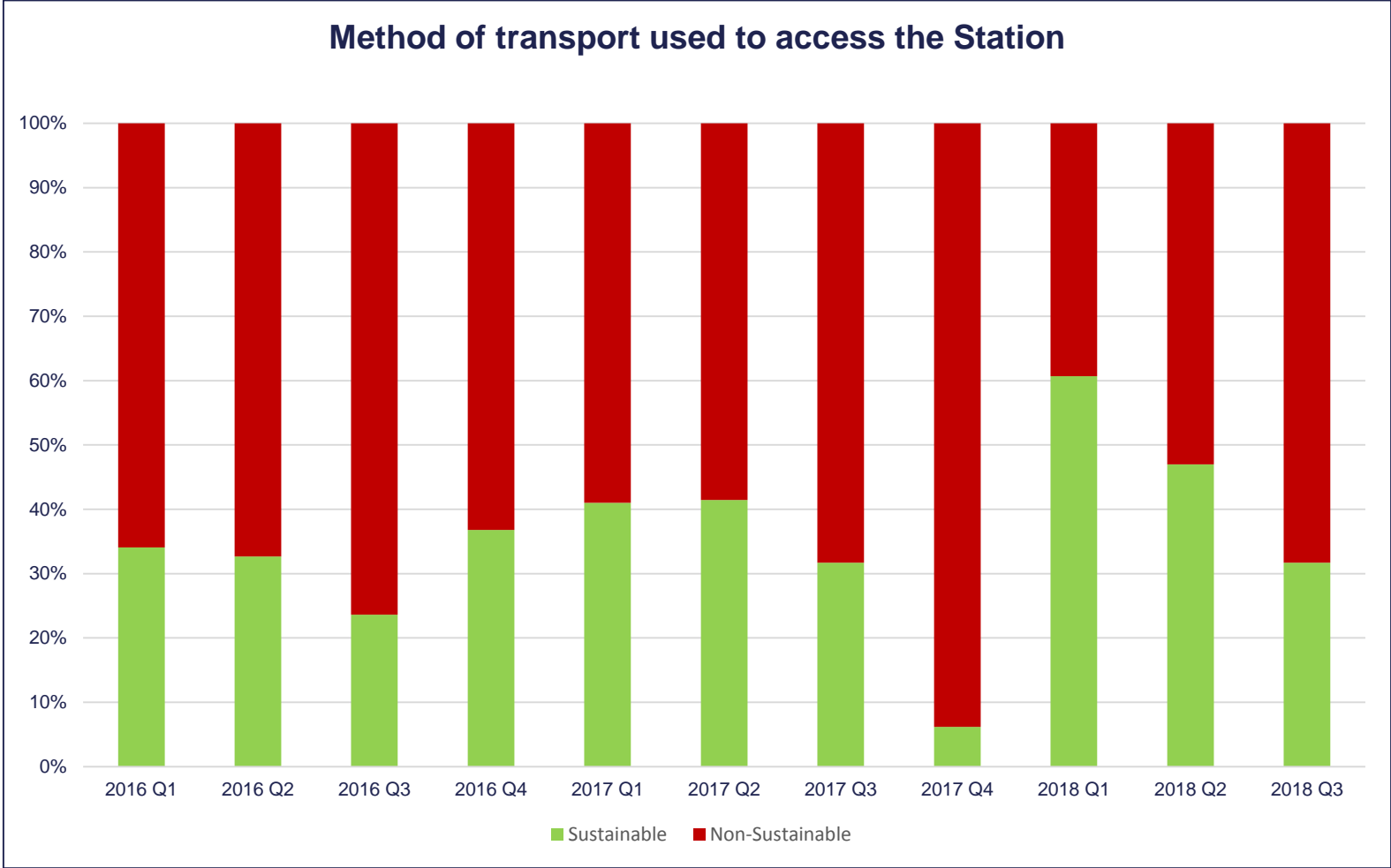
## Shadow National Rail Passenger Survey



New cycle parking was installed at the station in early 2018, providing a significant uplift in capacity and quality. A larger sample size would be required to see the true effect of this improvement, however the drop from Q2 to Q3 is smaller than that shown for 2017 which is promising.

# 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	

It is difficult to access Thirsk by sustainable methods other than bicycle due to the distance from the station to the town centre, however there are some promising scores displayed.

# Evaluation

## Summary of findings

The layout of Thirsk railway station both defines and limits its access. The East Coast Main Line splits the station, meaning that the overbridge must be used to access each of the platforms, the car park and the booking office. For those arriving by car, buying a ticket, and then travelling south from the station, this means going up and down four flights of steps. As recognition of this, new handrails were installed in 2018/19 funded by minor works to improve access for those who may be unsteady or feel more comfortable using the stairs with contrasting handrails.

There is a barrow crossing in place for disabled customers who are unable to use the steps. The process for using the barrow crossing is well tested, with an intercom in the car park to contact the station staff, however it can take time depending upon whether a 'fast' train is in the area, and is unavailable outside of staffed hours. Access for all funding has been applied for to provide lifts at the station to resolve the issues presented by the barrow crossing.

Car parking is the biggest issue at Thirsk station. The car park is often full to capacity before the end of the morning peak, with customers often parking on the Network Rail depot access road or on the verges around the edge of the car park. Due to its remote position outside of the town centre, many of the car park users drive a relatively short distance, however Thirsk is also known to be popular with customers from further afield in North Yorkshire. TransPennine Express are working with the local authority, other rail companies and third parties in the area to see what options may be available to expand the car park.

New cycle parking was installed at the station in early 2018, providing higher quality parking with weather protection, lighting and CCTV. This has delivered an increase in the quantity of users cycling to and from the station, and it is hoped that this will continue with more customers making the switch from car to bicycle for the mile journey from the town centre, especially given the cycle lanes which are in place along the A61 past the racecourse.

The bus services which call at the station are minimal, and the bus stop itself is basic, with no weather protection. There are very few services which are aligned to the train timetable, however a shuttle to/from the town centre, particularly at peak times, could be considered, even on a trial basis. Further work is needed to understand frequency and routes which would be suitable and self-sustaining.

Overall, Thirsk station has a high footfall for its size due to the links it has with major services running North and South to key locations such as York, Leeds and Middlesbrough, however its potential is being limited by its oversubscribed car park facilities, and the lack of feasible access by more sustainable modes.

# Delivery

## Objectives, Targets & Actions

### Objectives

- Encourage travel to/from our stations by sustainable methods.
- Increase awareness of the facilities which are available at our stations and in the surrounding area to support travel by sustainable modes
- Make improvements to the facilities at our stations to support travel by sustainable modes to provide a consistent standard across all TransPennine Express stations, adopting industry best practice where possible.
- Implement innovative solutions to enhance the experience of travelling to/from our stations by sustainable methods.
- Regularly monitor and evaluate travel patterns to/from our stations to gain an accurate representation of modal share, and use these results to set appropriate targets and monitor the effectiveness of the work being undertaken to encourage travel by sustainable methods.

### Targets

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

### Actions

The actions set out in this Station Travel Plan complement or are in addition to the 400 Franchise Commitments which TransPennine Express will deliver within the 7-year franchise period, each of which is designed to revolutionise the train service and improve the customer experience for rail users across the North. A number of these commitments have already been delivered and are already having a positive effect. Full details of all of the franchise commitments can be found on the Department for Transport website.

Minor Works schemes are also being developed on an annual basis which seek to improve the accessibility of our stations through the delivery of small schemes e.g. installing handrails and height adjustable booking office counters. The specific works for this station are not referenced in this document.

Each action set out in this plan has been written to be SMART

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

# Delivery

## Action Plan

Theme	Description	Impact	Funding Source	Deadline	Risk	Priority	Update
<b>Station</b>	Monitor progress of Disabled Toilet repairs and push for resolution.	High	Network Rail	ASAP	Accessibility Impact	High	Discussions ongoing
<b>Public Transport</b>	Engage with local transport operators and local authorities to jointly review timetables to understand what connections are currently available with which services, and identify where changes could be made, or trials initiated.	High	To be determined	Within 12 months	No risk is associated with this activity	High	Further discussions needed
<b>Car Parking</b>	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	Opportunities are continuing to be evaluated
<b>Information</b>	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	Insight provided by Shadow NRPS