

Station Travel Plan Thornaby

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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



Use the **Dark Blue** arrows to navigate to each section of the document.

Accessing the Station



Cycling



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Introduction

What is a Station Travel Plan?

The Department for Transport defines as Station Travel Plan as: *'A strategy for managing the travel generated by your organisation, with the aim of reducing its environmental impact, typically involving support for walking, cycling, public transport and car sharing'*

TransPennine Express maintains Station Travel Plans for all 19 stations where they are currently the Station Facility Owner (SFO).

Why Develop a Station Travel Plan?

Demand for rail continues to grow, with more and more people choosing to travel by rail each year. It is predicted that within the next 30 years demand for rail will more than double. TransPennine Express is at the heart of this growth, with double digit percentage growth in passenger journeys year on year, with a doubling of customer numbers since the franchise was established in 2004.

With growth of this magnitude, it is important that alongside investing in new trains, operating more services and enhancing the customer experience, we are considerate of how customers travel to and from the station to access the railway network.

Against the landscape of a changing culture towards private transport, with many millennials choosing not to own a car, and instead adopt solutions such as Uber, dockless bike hire and car sharing schemes, a station travel plan allows operators to identify the developments which are required to keep pace with society. It also allows us to identify key areas of change, with the evident shift from internal combustion to electric cars and hybrids, we are able to set out plans for providing the infrastructure to support this shift.

We will use the Station Travel Plan as a tool to identify and document opportunities to improve intermodal access and promote sustainable travel, informed by data from the National Rail Passenger Survey and our own shadow survey, from which we can evaluate customer satisfaction with our developments as we strive to offer a seamless and sustainable solution for all customers door to door journeys, paying particular attention to the scores for:

- Connections with other forms of transport
- Car parking
- Cycle Parking
- Method of transport used to access the station

Process

The development of our Station Travel Plans is led by TransPennine Express, with a commitment to produce and maintain Station Travel Plans for each of the 19 stations which the franchise manages. The plan will be reviewed in full each year, but is intended to act as a live document with updates made throughout the year as projects are delivered and changes realised.

The Accessibility and Integration Manager is responsible for the production and upkeep of the Station Travel Plans, and will consult with relevant Stakeholders at each stage of the production of the plan. This group is likely to be comprised of representatives from the Local Authority, user groups, community rail partnerships, TOCs and other transport operators.

The following process will be undertaken in the production and revision of the plan:

Step 1: Site Audit

A tour of the station and surrounding area will be carried out to gain an understanding of the existing facilities. There will be a number of fact finding visits, followed up by an accompanied visit with stakeholders to confirm details. This will form a base upon which any improvements will be measured.

Step 2: Analysis

- Review of the latest NRPS data with interrogation of statistics for 'Connections with other forms of public transport' and 'Facilities for car parking'.
- Review of the latest Shadow NRPS data with interrogation of statistics for 'Connections with other forms of public transport' and 'Facilities for car parking'.
- Review of Customer Relations data to identify any trends with regards station access.
- Review of commercial data for car parking, sales of multi-modal tickets (where available)

Step 3: Aims, Objectives and Targets

SMART objectives will be determined and agreed with the aim of delivering improvements based upon the findings of the analysis and site audit.

Step 4: Action Planning

Specific tasks and timescales will be applied in order to achieve the agreed objectives.

Step 5: Implementation and Delivery

The action plan will be implemented within the specified timescales. Where required, funding will be sought from all available sources. Where actions are aligned to other business plan actions, the requirements may be combined to deliver efficiencies.

Step 6: Monitoring and Refinement

The actions will be frequently reviewed against target to ensure that progress is being made. The Station Travel Plans will be reviewed and updated annually to ensure they are relevant and continue to drive improvement.

Stakeholders

General

Rail North

Rail North works with the Department for Transport, Local Transport Authorities and other bodies to specify and deliver high-quality rail services across the north of England, including being involved in the specification and management of the Northern and TransPennine Express franchises.

Rail North's Long-Term Rail Strategy for the North of England (2015) concentrates on four main areas:

- Better Connectivity, with targeted improvements to journey times, service frequencies and improved connections to make end-to-end journey times quicker.
- A more Coherent and user-friendly network: a network with the visible coherence of the London Underground delivered over the North's wide geography. This needs defined categories of train services as well as planning the North's many routes to operate together as a single whole with a single simplified fares structure.
- Increased Capacity, both on-train so that passengers do not experience excessive overcrowding and on-track so additional demand for economically worthwhile passenger and freight movements can be accommodated.
- Cost effectiveness. As use of the North's rail services grows, running costs per passenger and tonne of freight carried need to fall. The key to achieving this is investment.

Rail Delivery Group

Set up after privatisation in 1993, the Association of Train Operating Companies (ATOC) brings together all train companies to preserve and enhance the benefits for passengers of Britain's national rail network. A recent change to Rail Delivery Group brings with it a new mission statement:

"Enabling rail companies to succeed by delivering a successful railway"

The purpose of the Rail Delivery Group (RDG) is to enable passenger and freight operators and Network Rail to succeed by delivering better services for their customers. This ultimately benefits taxpayers and the economy. Their work is focused on four transformational portfolios:

- Today's railway - improving punctuality, reliability and value for money
- Customer experience - modernising ticketing and improving door-to-door journeys
- Industry reform - improving industry structures to enable excellence
- Tomorrow's railway - better planning for the railway's future

Source: www.atoc.org/about-atoc

Source: www.raildeliverygroup.com/about-us

Sustrans

Sustrans are a national charity helping to make travel by foot, bike or public transport more popular for everyday journeys. They work across communities, with policy-makers and other organisations to help people choose healthier, cleaner and cheaper journeys, contributing to better places and spaces to move through and live in.

Their vision is that by 2020 80% of local journeys will be made by bike, foot or public transport, double the current figure of 40%. Improving the accessibility of TPE's railway stations can clearly help reduce the need to travel by car and increase the proportion of journeys undertaken using more sustainable modes.

Sustrans works to develop the National Cycle Network, which is series of safe, traffic-free paths and quiet on-road cycling and walking routes that connect to every major town and city. The Network passes within a mile of half of all UK homes and now stretches over 14,000 miles across the length and breadth of the UK.

Stakeholders

Specific

Local Authority

Stockton-on-Tees Borough Council

The borough of Stockton-on-Tees consists of the market town of Stockton, and the smaller outlying settlements of Billingham and Thornaby-on-Tees, including Ingleby Barwick.

The Third Local Transport Plan to be produced by Stockton-on-Tees has the following aims and objectives which will provide a transport system;

- To support national economic competitiveness and growth, by delivering reliable and efficient transport networks;
- To reduce transport's emissions of carbon dioxide and other greenhouse gases, with the desired outcome of tackling climate change;
- To contribute to better safety security and health and longer life-expectancy by reducing the risk of death, injury or illness arising from transport and by promoting travel modes that are beneficial to health;
- To promote greater equality of opportunity for all citizens, with the desired outcome of achieving a fairer society;
- To improve quality of life for transport users and non-transport users, and to promote a healthy natural environment.

Combined Authority

Tees Valley Combined Authority

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

The draft headline objectives of the Plan are:

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

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

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

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

Rail User Groups (RUGs)

North East Coastliners Rail User Group

TBC

Saltburn Line User Group

TBC

Local Area

Station Details

Station

Thornaby Railway Station
Mandale Road
Thornaby
Cleveland
TS17 6AW

Thornaby Railway Station serves the town of Thornaby-on-Tees and surrounding areas due to the connectivity of the station with services on the East Coast Main Line.

The town has a population of around 25,000, and has seen strong investment over the last decade to improve shopping and leisure facilities in the town. Teesside Park is one of the larger developments, built on the former racecourse.

The town is home to a number of large educational institutions including Stockton Riverside College and Durham Universities Queen's Campus.

Station Manager

Mike Drewery
Group Station Manager (Teesside)

Local Authority

Stockton-on-Tees Borough Council

Train Services

Thornaby is located close to Middlesbrough, on the branch line connecting with the East Coast Main Line, providing links to York, Leeds and Manchester.

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

Useful Links

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

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

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

Cycling

National Cycle Routes

Overview

National Cycling Route 14

This route runs from Darlington in County Durham, north-east to Hartlepool, then north-west through Durham to Consett then to South Shields along the south side of the River Tyne.

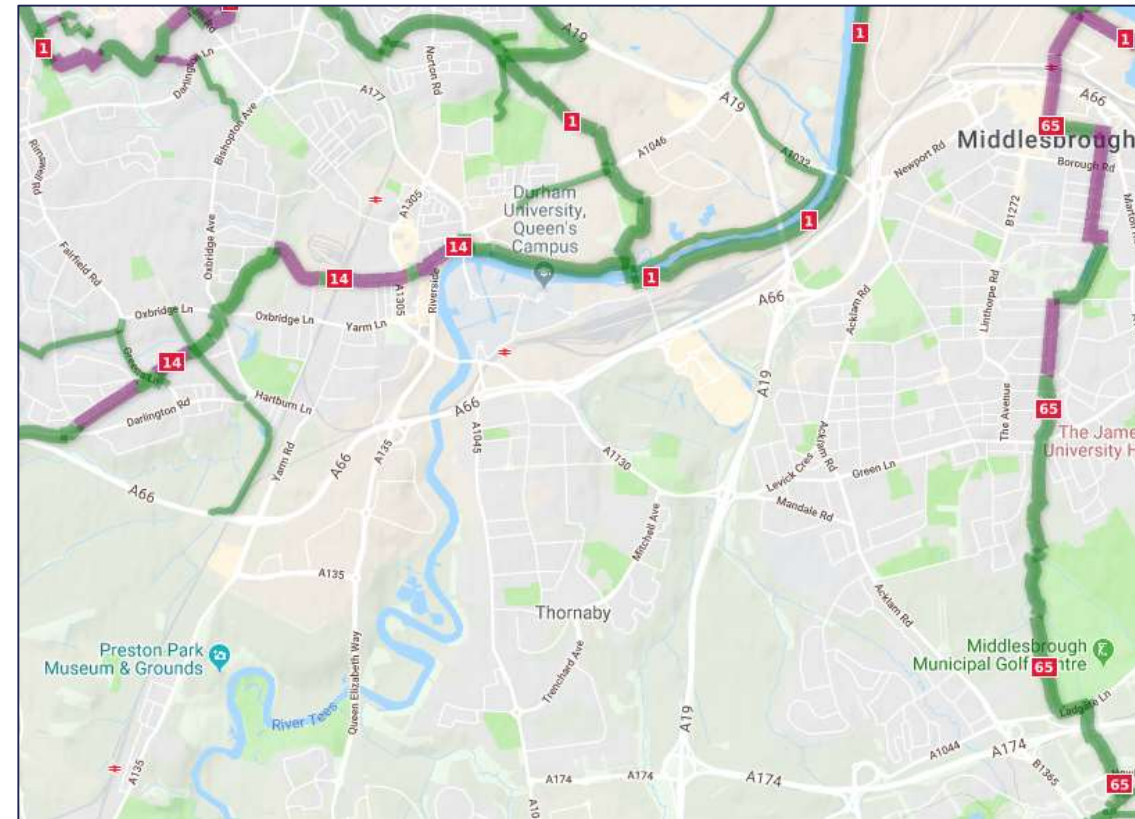
National Cycling Route 65

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

Local Routes

Local routes around the station are generally on road, but soon connect with the larger traffic free routes, particularly around the college, university and along the banks of the river.

Cycle Routes



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

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

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

Useful Links

Sustrans

www.sustrans.org.uk

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

Cycling UK

www.cyclinguk.org

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

Stockton-on-Tees Borough Council

www.stockton.gov.uk/arts-culture-and-leisure/cycling-in-the-borough/

Local cycling information and guidance.

Cycling

Cycle Parking

Overview

The capacity of cycle parking at Thornaby was increased in early 2019 making use of Sheffield stands removed from other stations across the TPE network.

Longer term, new two tier racks would offer a preferable solution, with the opportunity to explore new weather protection or security features.

Short Stay Car Park



Spaces	36
Type	Sheffield Stand
Security	Covered by CCTV
Weather Protection	Canopy
Utilisation	TBC

Walking

Pedestrian Access

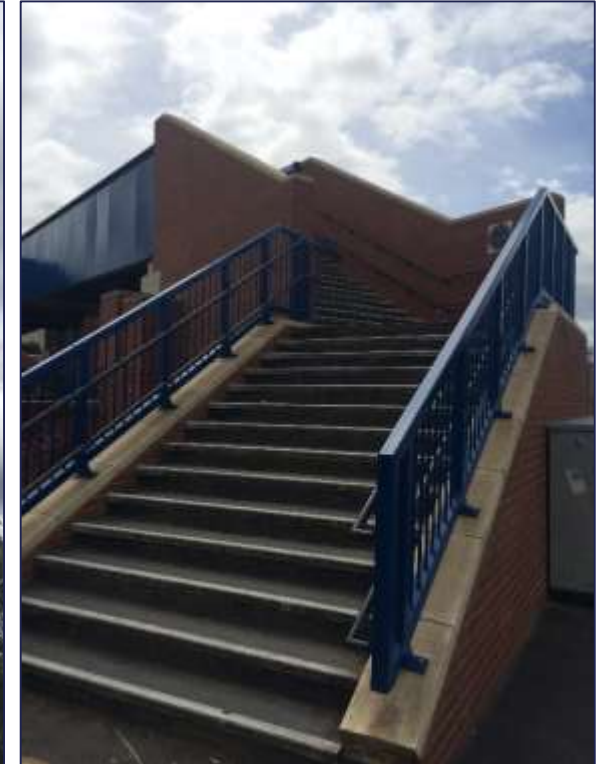
Overview

Access to Thornaby station by foot is good, with ample signage provided on all routes. It is the signage within the station boundary which falls short. Many pedestrians could be directed sooner to put them on the right route earlier.

The footbridge offers a fast route to the University and towards the town, and keeps pedestrians away from the busier roads for longer. This also links the station to the bus stops for the X8, X12, S1 and 84 services from Station Street.

The dual use pavement on the road bridge is well divided, and the tactile paving helps blind and partially sighted users to navigate this area safely.

Within the station, a pedestrian crossing is in place between the station building and the platforms. As well as creating a link for pedestrians, it acts as a traffic calming measure through the narrow area of the car park.



Public Transport

Bus Services

Overview

There are two bus stops (A and B) located close to Thornaby Station on Mandale Road, close to the junction with the A1130, just a short walk from the station building, up the approach road. Both stops offer frequent services to many small towns and villages in the region. Additional bus stops are located on Station Street, and accessed from the station via the footbridge.

Thornaby station benefits from a high number of local bus services, connecting with the surrounding towns, key destinations, and through to Middlesbrough.

Bus Stands

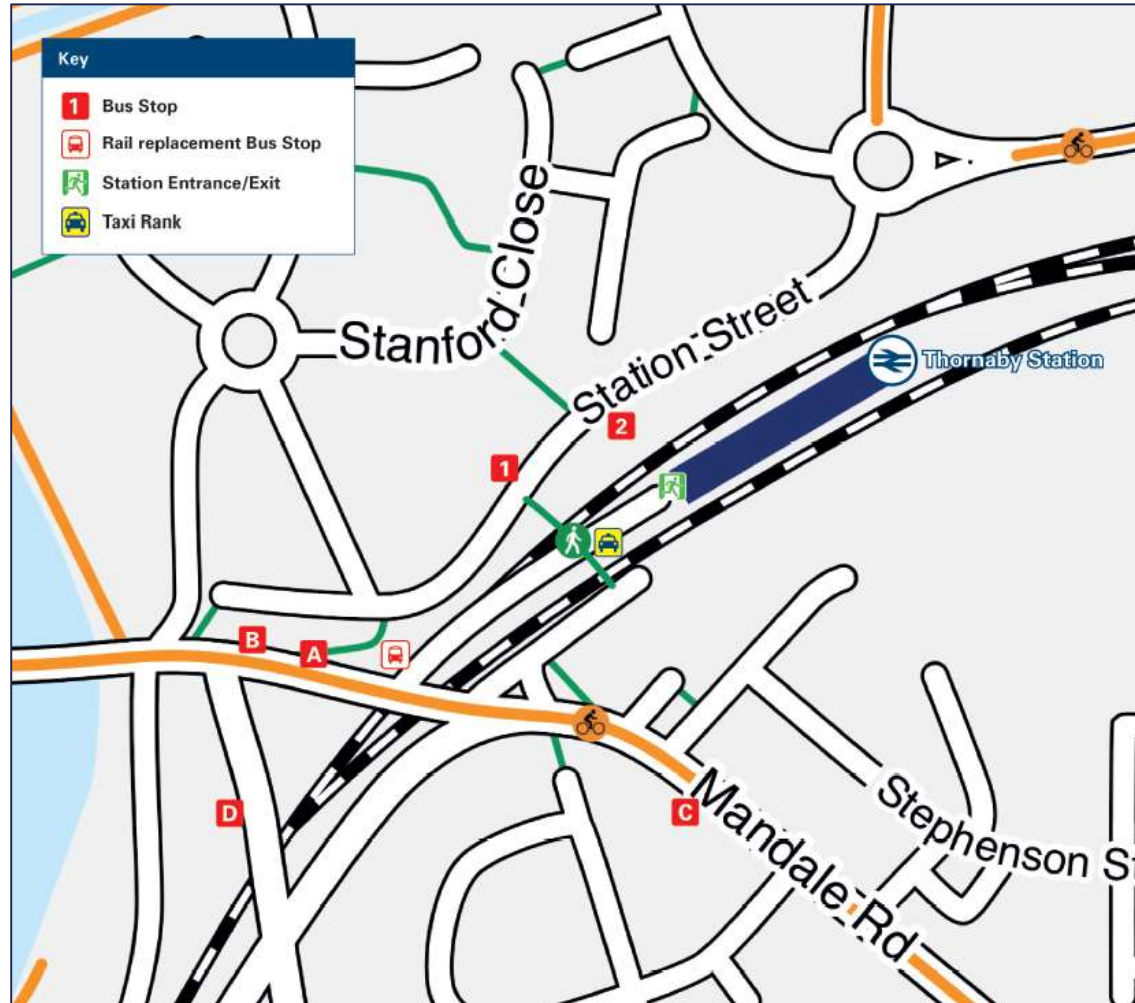


Image Source: National Rail Enquiries

Useful Links

National Rail Enquiries

<http://www.nationalrail.co.uk/posters/TBY.pdf>
Onward travel posters are available for the majority of UK railway stations with local bus service information. These can be found online or displayed at the station entrance

PlusBus

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

Traveline

www.traveline.info
08712002233
Providing information about local bus services.

NextBuses

www.nextbuses.mobi
A web or app based service which can help you to Find the bus times for your stop. Simply search for a bus stop by entering a postcode, street & town or a stop name & town.



Road Access

Immediate Road Network

Overview

The roads immediately surrounding the station are well laid out, with dedicated cycle lanes to separate cyclists from the traffic flow.

Due to the exit from the station being relatively narrow with limited visibility, and onto a busy road, a left turn only restriction is in place, which forces motorists onto Mandale Road, heading East. There are a number of alternative routes and roundabouts which are conveniently located to prevent this from being an issue for drivers heading West from the station.

A pedestrian crossing is in place close to the exit from the station car park which aids traffic flow in/out of the station without the need for traffic signals on the junction itself.

Road network serving the station



Road Access

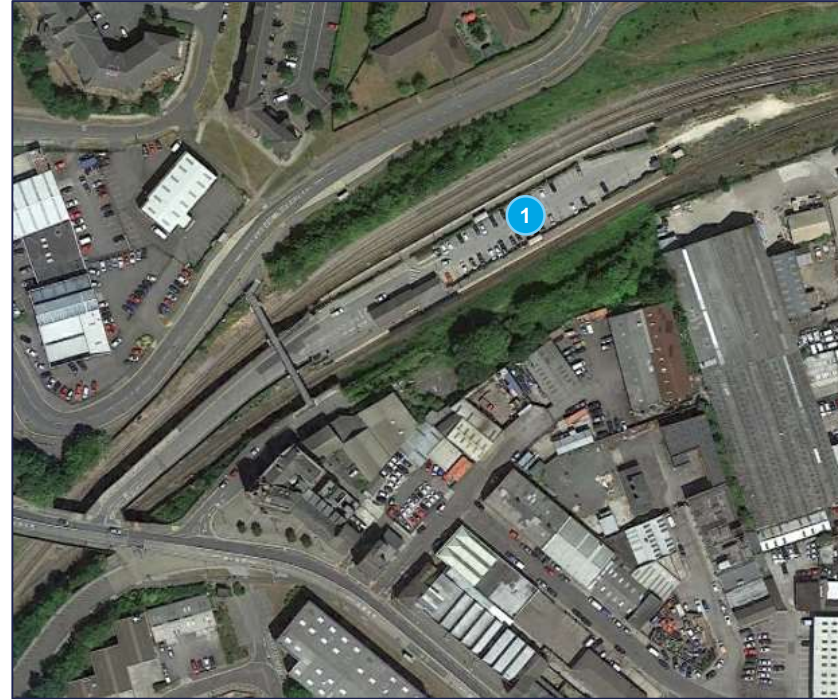
Car Parking

Overview

Car parking in the area around Thornaby Station is generally allocated for a specific location, be it shops and retailers or the college and university. The parking at the railway station is in a similar vein, with its use being primarily for rail users.

The station car park does struggle with limited capacity, however there are no opportunities for expansion within the station lease area.

Car Parking Locations



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

Station Car Parks



Standard Bays	59	Car parking charges apply at all station car parks managed by TransPennine Express. Prices vary by location.
Blue Badge	4	
Premium	0	
Car Share	0	<i>Blue Badge holders benefit from free parking, with all car parks managed by TransPennine Express achieving the British Parking Association Disabled Parking Accreditation with a minimum of 5% of all parking dedicated to Blue Badge spaces.</i>
EV Charging	0	
Total	63	
Motorcycle	0	

Road Access

Taxis

Overview

There is a hackney carriage rank at this station located on the station approach road.

TransPennine Express operate a taxi permit scheme at Thornaby Station. Only taxis with a valid permit issued by TransPennine Express are allowed to operate from the rank.

Private hire vehicles make use of the opposite side of the station approach road or the station car park for drop off/pick up.



Private Hire

The principal minicab operators in the area are:

Royal

01642 666 666

Thornaby Town Taxis

01642 685 050

Teesside Cars

01642 875 875

Inclusion of these details doesn't represent endorsement of these firms

Customer Analysis

National Rail Passenger Survey

Connections with other forms of public transport

	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Autumn 2017	Spring 2018
TransPennine Express	78%	78%	71%	78%	79%	77%	83%
Long Distance	79%	78%	78%	80%	81%	81%	83%
Variance	-1%	0%	-7%	-2%	-2%	-4%	0%
Industry	74%	76%	75%	76%	79%	78%	78%
Variance	4%	2%	-4%	2%	0%	-1%	5%

There is a noticeable increase in the score for 'Connections with other forms of public transport' between 2017 and 2018. Responses to this question often capture customers opinions about the availability of connections with other train services, despite this being captured in a separate question. In December 2017, several timetable changes came into place across the North of England, offering new services and improved connectivity which likely affected this score. Similarly, development works at stations neared completion, delivering new facilities and opportunities for customers, again impacting this score.

Facilities for car parking

	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Autumn 2017	Spring 2018
TransPennine Express	50%	49%	46%	51%	48%	40%	50%
Long Distance	59%	58%	57%	61%	62%	58%	61%
Variance	-9%	-9%	-11%	-10%	-14%	-18%	-11%
Industry	49%	50%	48%	50%	50%	50%	48%
Variance	1%	-1%	-2%	1%	-2%	-10%	2%

This indicator incorporates a number of factors, and is built through responses to a set of questions relating to car park quality, costs and capacity. It is the latter of these which we believe is driving dissatisfaction. Car parking capacity has long been an issue for TransPennine Express, with growing footfall at constrained station sites, meaning the opportunities to expand car parking provision are minimal. It is expected that this score will continue to fall unless significant developments can be realised to create large new car parks close to the stations.

Useful Links

Transport Focus

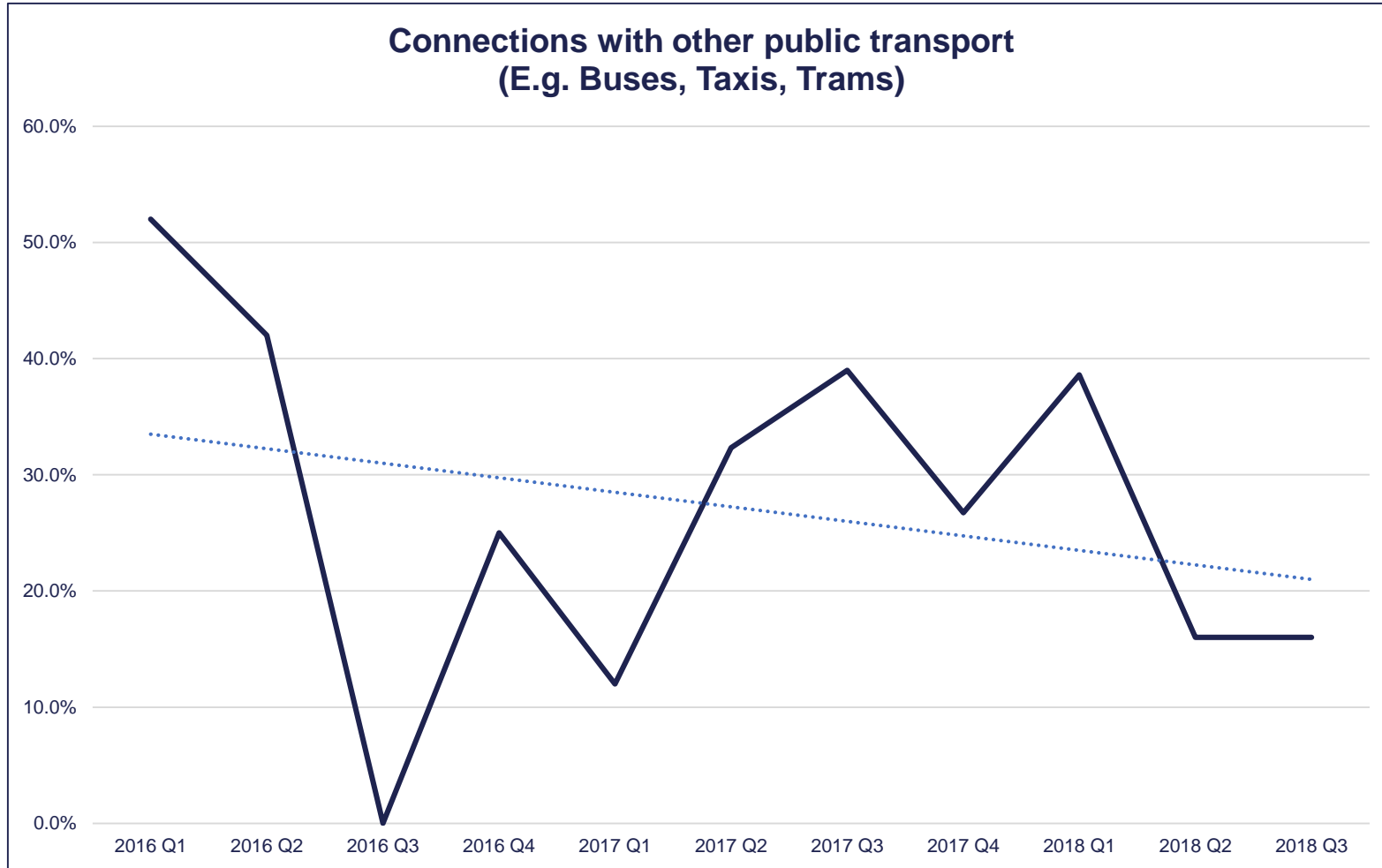
www.transportfocus.org.uk

Producers of the National Rail Passenger Survey and customer advocate.



Customer Analysis

Shadow National Rail Passenger Survey

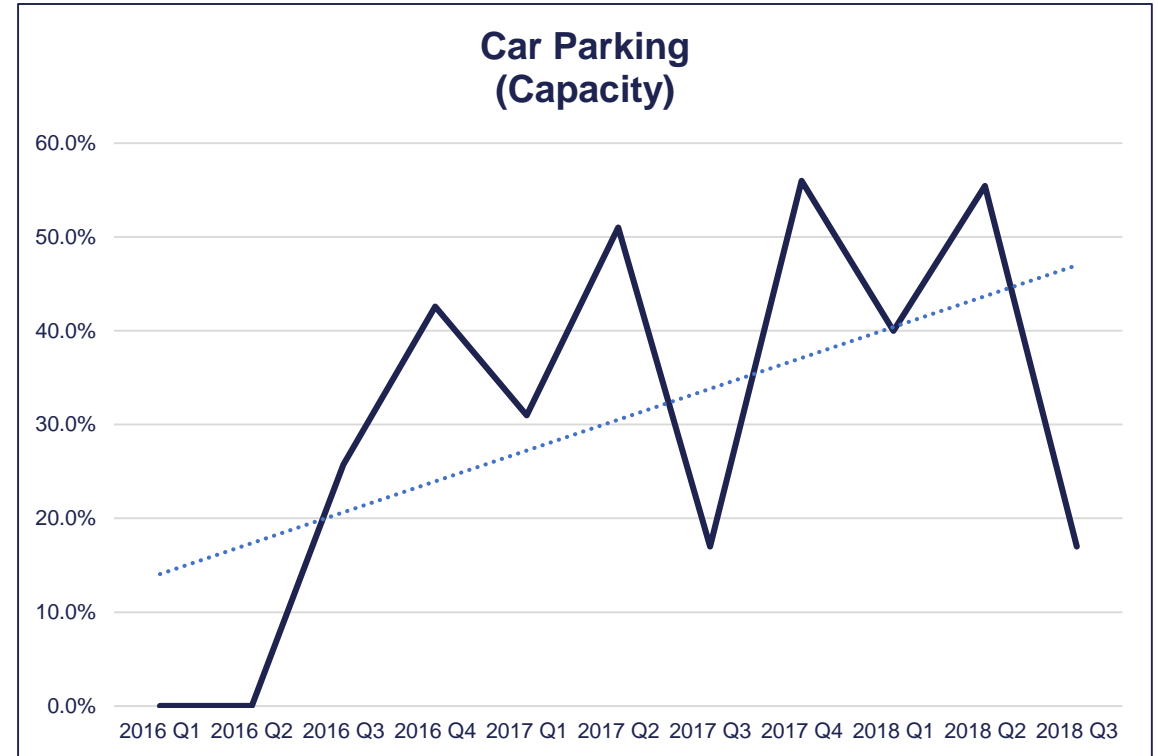
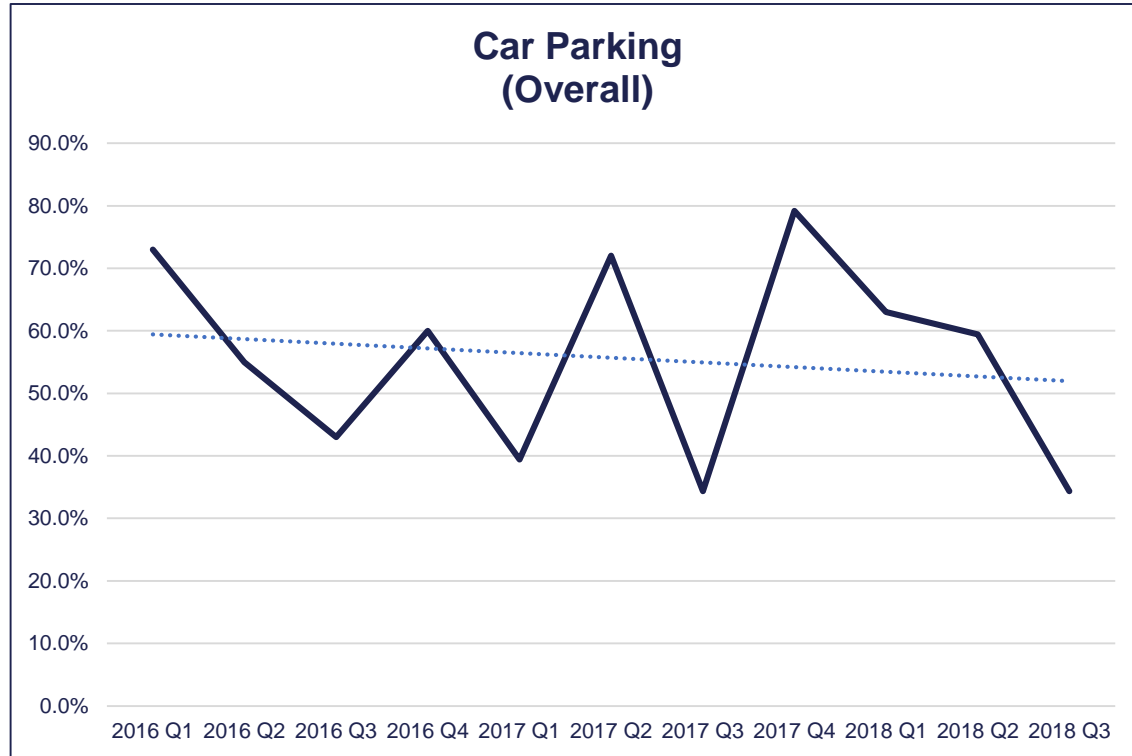


Thornaby station has good connections with other modes of transport, with bus services available from the stops at the top of the approach road.

However, the scores for this measure are low, and may represent waiting times between modes, or reduced frequency of some services. In Q3, there may also be an element of train performance impacting scores.

Customer Analysis

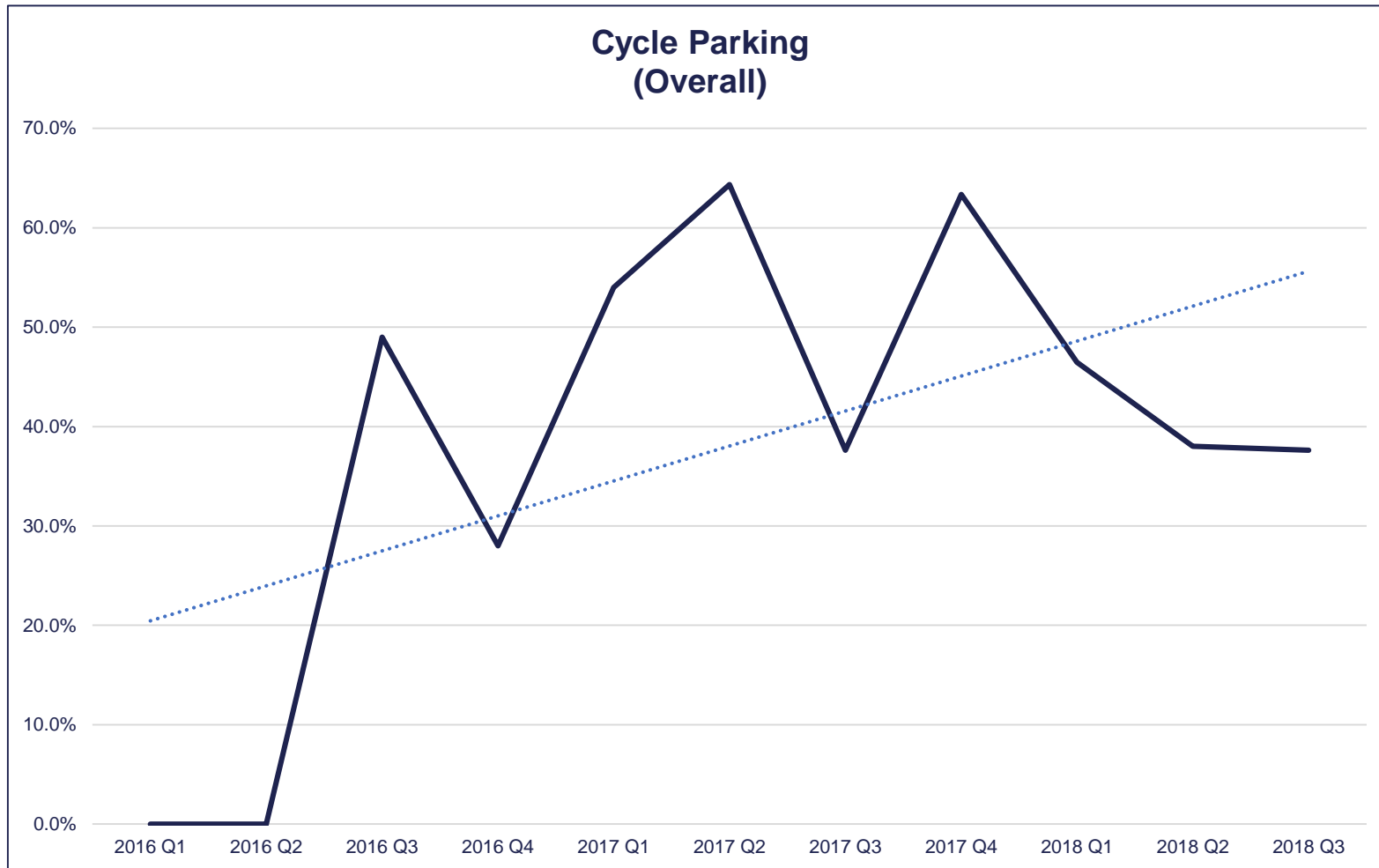
Shadow National Rail Passenger Survey



The car park at Thornaby is small, with limited space available, however, the score for capacity shows a sporadic trend, likely demonstrating the time of day when the survey was carried out. It is known that later in the day, there is very little capacity as this is taken by commuters departing the station during the morning peak.

Customer Analysis

Shadow National Rail Passenger Survey

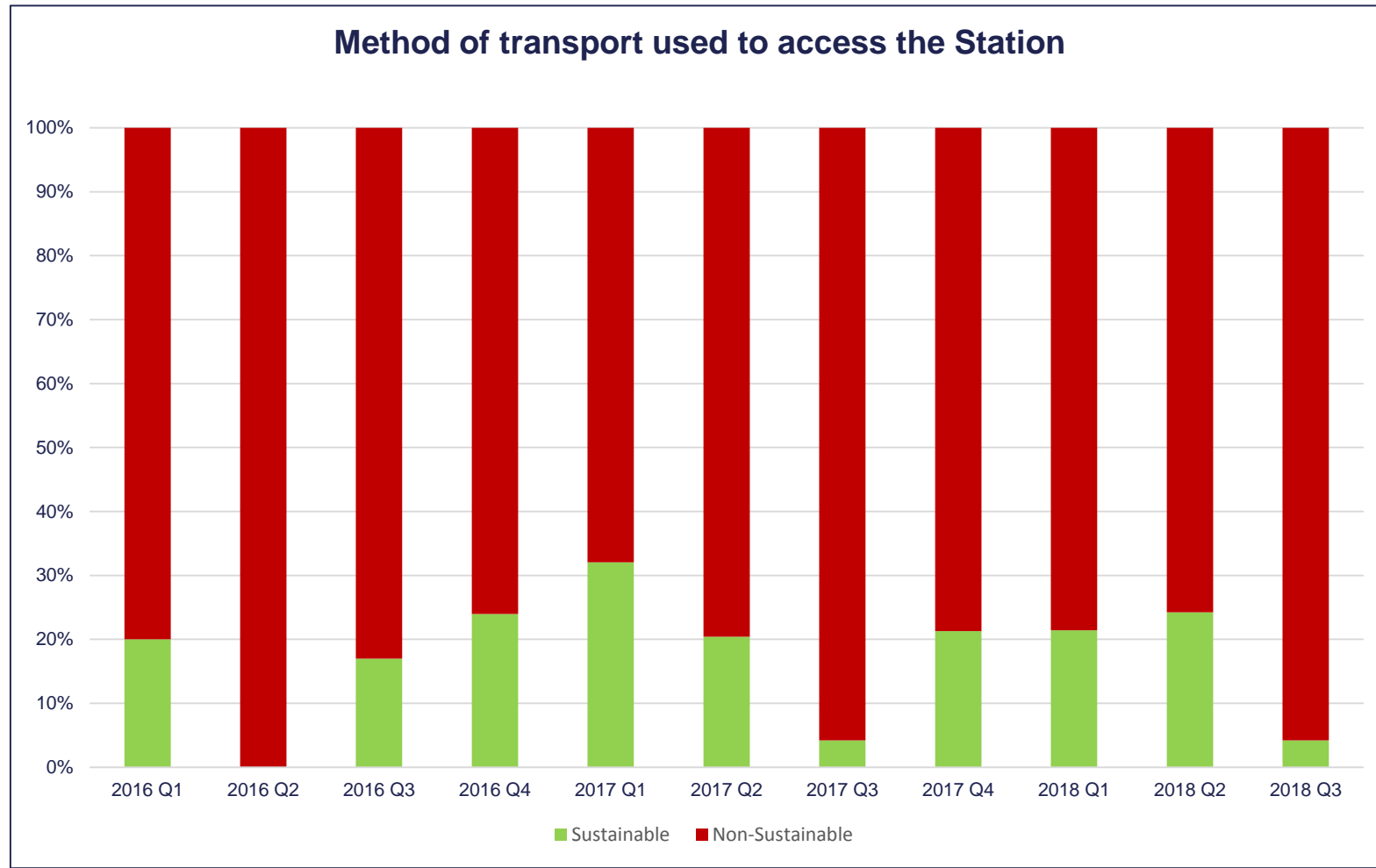


Cycle parking capacity was increased at the station in early 2018, repurposing racks moved from Middlesbrough when cycle parking was upgraded.

As with other stations, a seasonal trend is evident, however capacity and quality may also benefit from an uplift at this station.

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	

The physical links to and from Thornaby are good, however it is likely that many do not choose to use these as being a smaller station, connection times are not as strong as can be relied upon at larger city centre stations.

Evaluation

Summary of findings

Thornaby is a small but well-connected station, popular with shoppers and commuters alike. Its proximity to Middlesbrough means that there are a large proportion of short journeys taken from this station, but many also use these train services to connect with trains to London, Edinburgh and other major cities on the rail network.

Access to the station is good, with well signed walking routes to Stockton town centre, the University Campus and a number of attractions in the area.

It is similarly well supported for cyclists with cycle lanes on the main road leading to/from the station, and major segregated routes within easy pedalling distance.

Car parking, like many of the stations on this route, is at a premium, and is often filled early in the day by commuters, reducing capacity for leisure travellers arriving at the station later in the day. Capacity is constrained by the 'rail locked' nature of the station, with tracks on either side of the car park.

Connections between buses and trains are good at Thornaby. There are two bus stops at the top of the station approach road, and another space across the footbridge, all of which have regular bus services which serve many local villages and towns, as well as Teesside Park. Multi-modal smart ticketing would be a benefit here to encourage use of this link.

On the whole, Thirsk station is well connected, offering a good rail service across the region and connecting with the wider rail network. Customers have the ability to access the station by various methods, and it is the facilities at the station which require some focus to maximise the benefit which is being delivered by the surrounding infrastructure, and TransPennine Express are confident that this will be achieved in a relatively short timeframe.

Evaluation

Stakeholder Comments

Feedback regarding the content of the station travel Plan has been requested from the following stakeholders. Their feedback has been incorporated where possible, with general comments displayed below.

Stockton-on-Tees Borough Council

Representative: TBC TBC

Role: TBC

Tees Valley Combined Authority

Representative: TBC TBC

Role: TBC

Delivery

Objectives, Targets & Actions

Objectives

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

Targets

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

Actions

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

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

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

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

Delivery Action Plan

Theme	Description	Impact	Funding Source	Deadline	Risk	Priority	Update
Public Transport	Engage with local transport operators and local authorities to jointly review timetables to understand what connections are currently available with which services, and identify where changes could be made, or trials initiated.	High	To be determined	Within 12 months	No risk is associated with this activity	High	Discussions ongoing
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	NRPS Surveys used to provide insight.
Cycling	Conduct cycle audits at a frequency no less than every quarter to monitor utilisation and state of repair, and determine if the facilities are fit for purpose or if new facilities would be of benefit.	Low	None required	Quarterly	No risk is associated with this activity	Medium	DfT are considering how cycle utilisation data is collected and consolidated. TPE will replace this method when determined.
Car Parking	Collect car park utilisation data and monitor this, alongside station footfall figures to ascertain whether a footfall increase is being achieved through car usage or through sustainable modes.	Low	None required	Quarterly	No risk is associated with this activity	Medium	Project delayed whilst car parking facilities are reviewed
	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 in general	Medium	Project delayed whilst car parking facilities are reviewed.