

Station Travel Plan Yarm

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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 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'*

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

Like many other local authorities, Stockton-on-Tees Borough Council have produced a Local Transport Plan, which outlines development and implementation plans for the regions infrastructure, in line with the Tees Valley Transport Plan. The aims of the Local Transport Plan are:

- 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.

Local Area

Station Details

Station

Yarm Railway Station
Green lane
Yarm
Cleveland
TS15 9EH

Yarm is small town in North Yorkshire with a population of around 8,000, build on the bank of the River Tees. Close to Darlington and Middlesbrough, it is popular with commuters who benefit from good train services and road links across the region.

Its historic high street is around 1 mile from the railway station, and has a selection of shops, restaurants, pubs and bars.

Station Manager

Mike Drewery
Group Station Manager (Teesside)

Local Authority

Stockton-on-Tees Borough Council

Train Services

Yarm is situated on the main line serving Middlesbrough and benefits from frequent connections through 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/yarm

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

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 Route 65

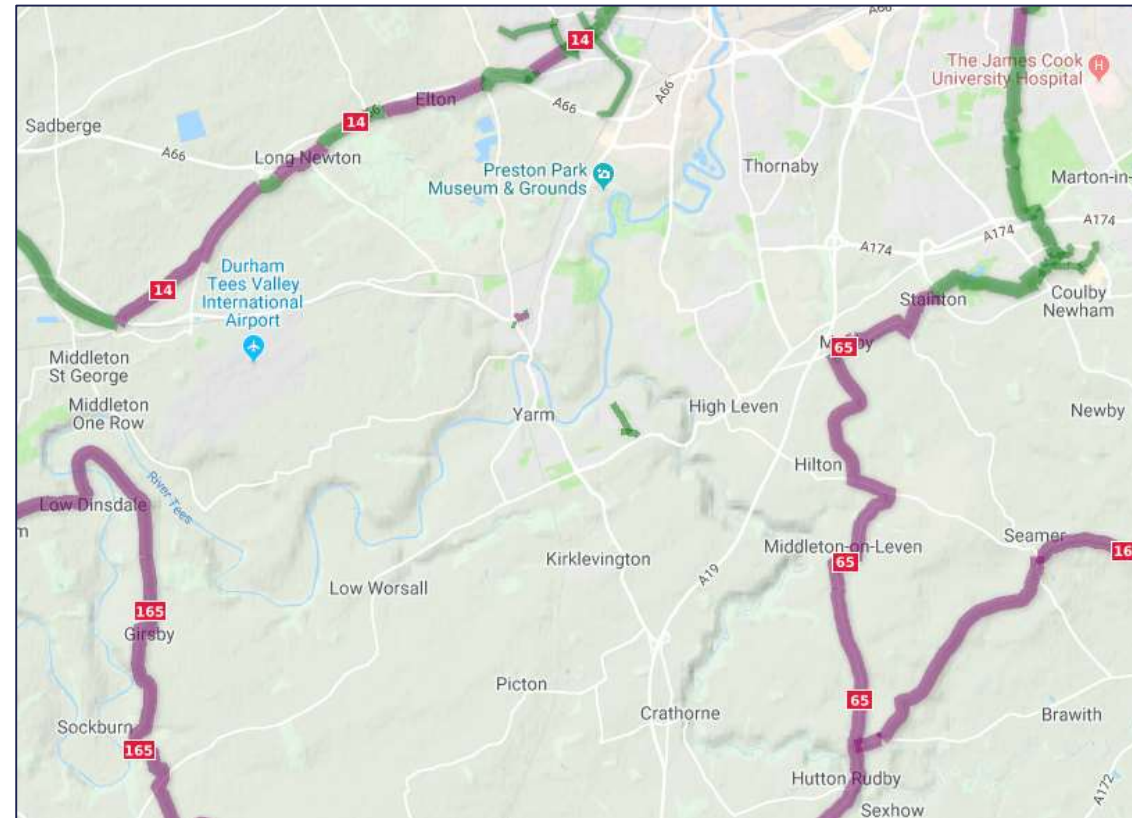
Route 65 runs from Hornsea to Middlesbrough and forms part of the Trans Pennine Trail between Selby and Hornsea

National Route 165

Route 165 forms part of the Walney to Wear (and Whitby) route, often referred to as the W2W. This route links Walney Island on the south-western tip of Cumbria's Irish Sea coast with the mouth of the River Wear on the North Sea coast.

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

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)

Useful Links

Sustrans

www.sustrans.org.uk

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

Cycling UK

www.cyclinguk.org

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

Cycling

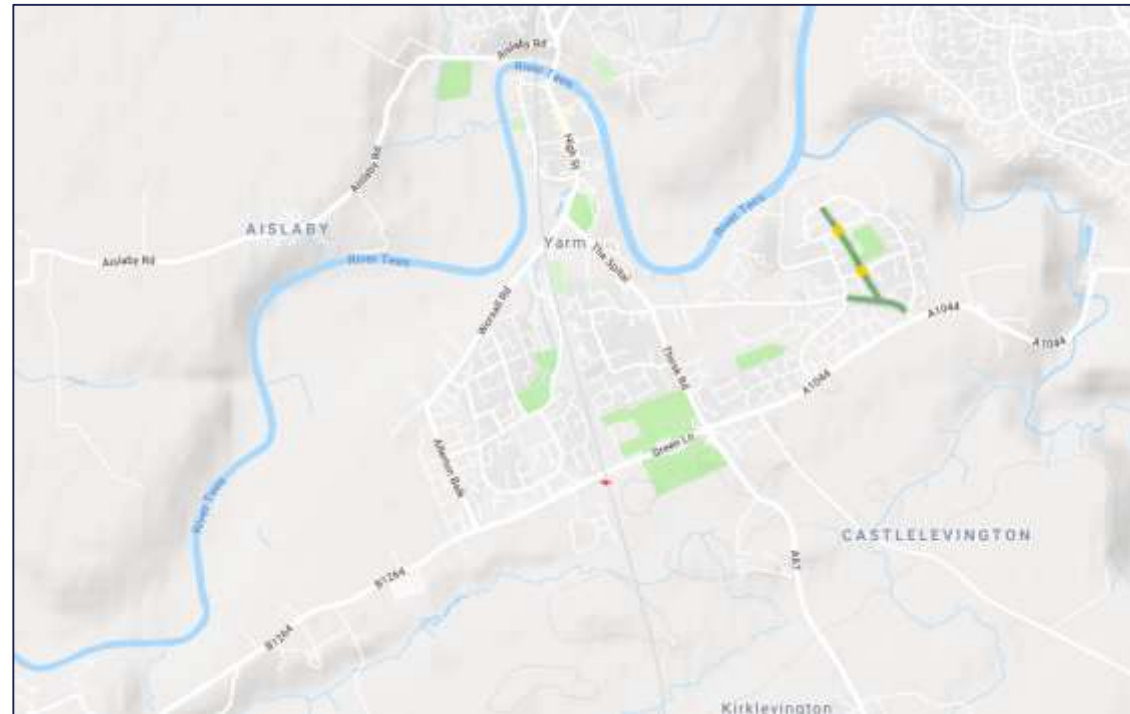
Local Cycle Routes

Overview

Though surrounded by a number of national cycling routes, there are no local routes to link Yarm to the national network.

Cyclists accessing the station are required to use the standard road network, with no provisions made for cyclists.

Local Cycle Routes



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

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

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

Useful Links

Stockton-on-Tees Borough Council
www.stockton.gov.uk/arts-culture-and-leisure/cycling-in-the-borough/

Cycling

Cycle Parking

Overview

Cycle storage at Yarm Railway Station is owned and maintained by Stockton-on-Tees Borough Council.

The cycle parking sees very little use. The lockers whilst offering weather protection and good security are not well positioned, and the Sheffield stands do not have any security or weather protection. This is in addition to the lack of signed and segregated cycle routes serving the station.

Station Car Park



Spaces

4

Type

Lockers

Security

None

Weather Protection

Fully Enclosed Lockers

Utilisation

TBC

10

Sheffield Stands

None

None

TBC

Walking

Pedestrian Access

Overview

Yarm station is just over 1 mile from the town centre, with wayfinding signage from the station entrance/exit, however the lack of landmarks may be off-putting to people unfamiliar with the area. From the car park usage however, it is clear that there is a propensity for rail users to drive to the station.

There is only a footpath on one side of the road, with a grass verge on the station side. The roadway narrows as it passes over the railway lines, and there is a separate footbridge for pedestrians. There are traffic signals on the road bridge, but no pedestrian crossing signals.

There are no pedestrian walkways within the car park area as pedestrians are encouraged to walk further along the road to access the station by one of the two slopes.



Public Transport

Bus Services

Overview

There is a bus stop at Yarm Railway Station, which is within the car park, however, a very minimal service operates from this stop.

Local services are also available from stop A, a short walk from the station within the nearby housing estate.

Additional services are available from stand B, closer to the town centre, at least 10 minutes walk from the station.

Bus Stands



Image Source: National Rail Enquiries

Useful Links

National Rail Enquiries

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

PlusBus

www.plusbus.info

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

Traveline

www.traveline.info

08712002233

Providing information about local bus services.

NextBuses

www.nextbuses.mobi

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

Road Access

Major Road Network

Overview

The closest major road to Yarm is the A19 providing an easy long-distance route throughout Yorkshire and the North East, connecting with the A1 to the south, offering further journey options using the national motorway network.

Road Network Map

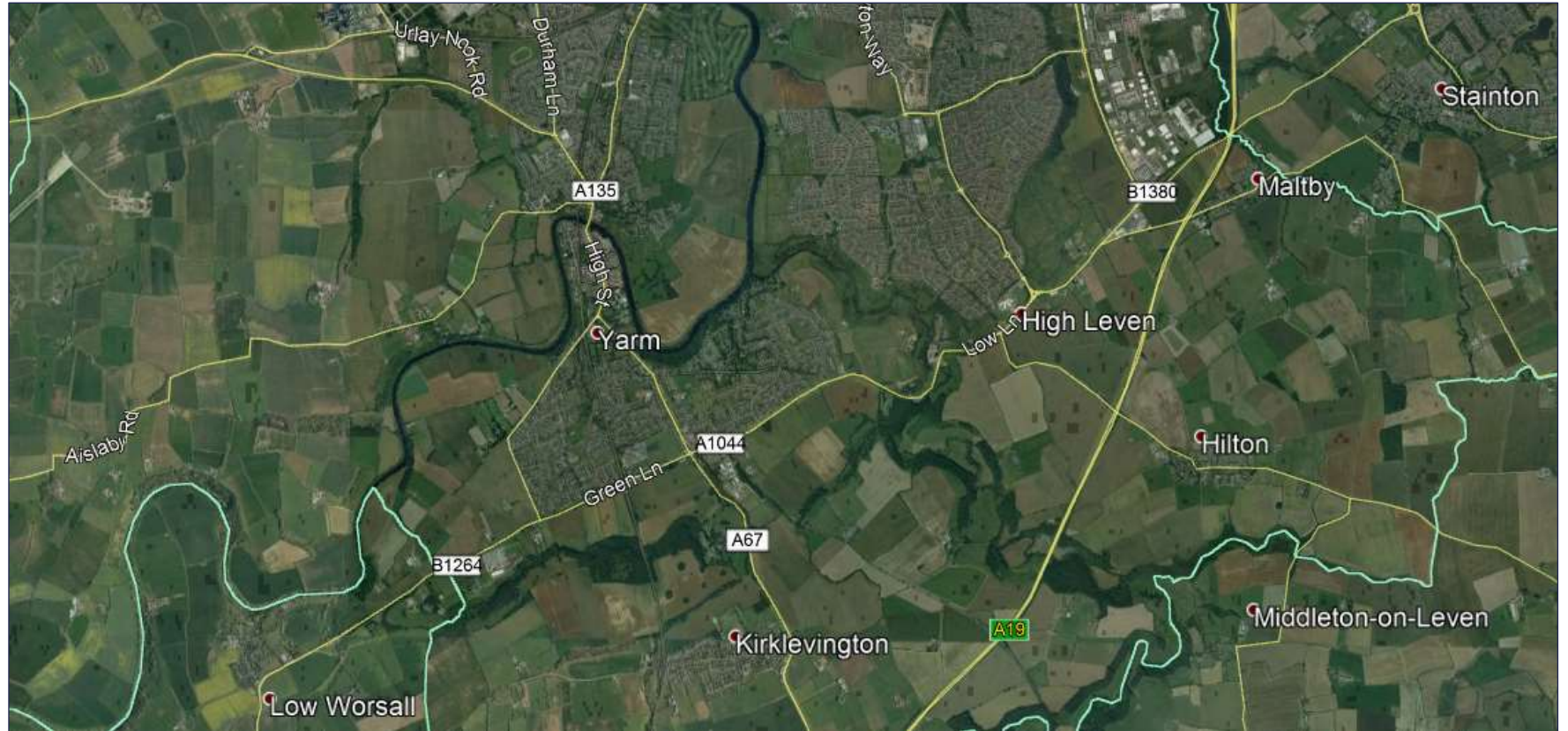


Image Source: Google Earth

Road Access

Local Road Network

Overview

Yarm railway station is located out of town, to the south, with the railway running through the centre. There are a number of larger roads which run around the outer edge of the town, with smaller roads netting between these.

Immediately outside the station, the road narrows to a single lane over the railway bridge, with traffic controls in place to manage the flow of traffic. This helps to create gaps in the traffic flow for those entering/exiting the station car park.

Road Network Map



Image Source: Google Earth

Road Access

Car Parking

Overview

Car parking provision at Yarm station is provided by Stockton-on-Tees Borough Council.

There is a reasonably large car park adjacent to the station.

Capacity is an issue, and despite a recent extension, the car park continues to be full to capacity following the morning peak. This is due to the lack of suitable alternative methods of accessing the station.

Car Parking Locations



1 Station Car Park
Managed by Stockton-on-Tees Borough Council

Station Car Parks



Standard Bays	50
Blue Badge	2
Premium	0
Car Share	0
EV Charging	2
Total	54
Motorcycle	0

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

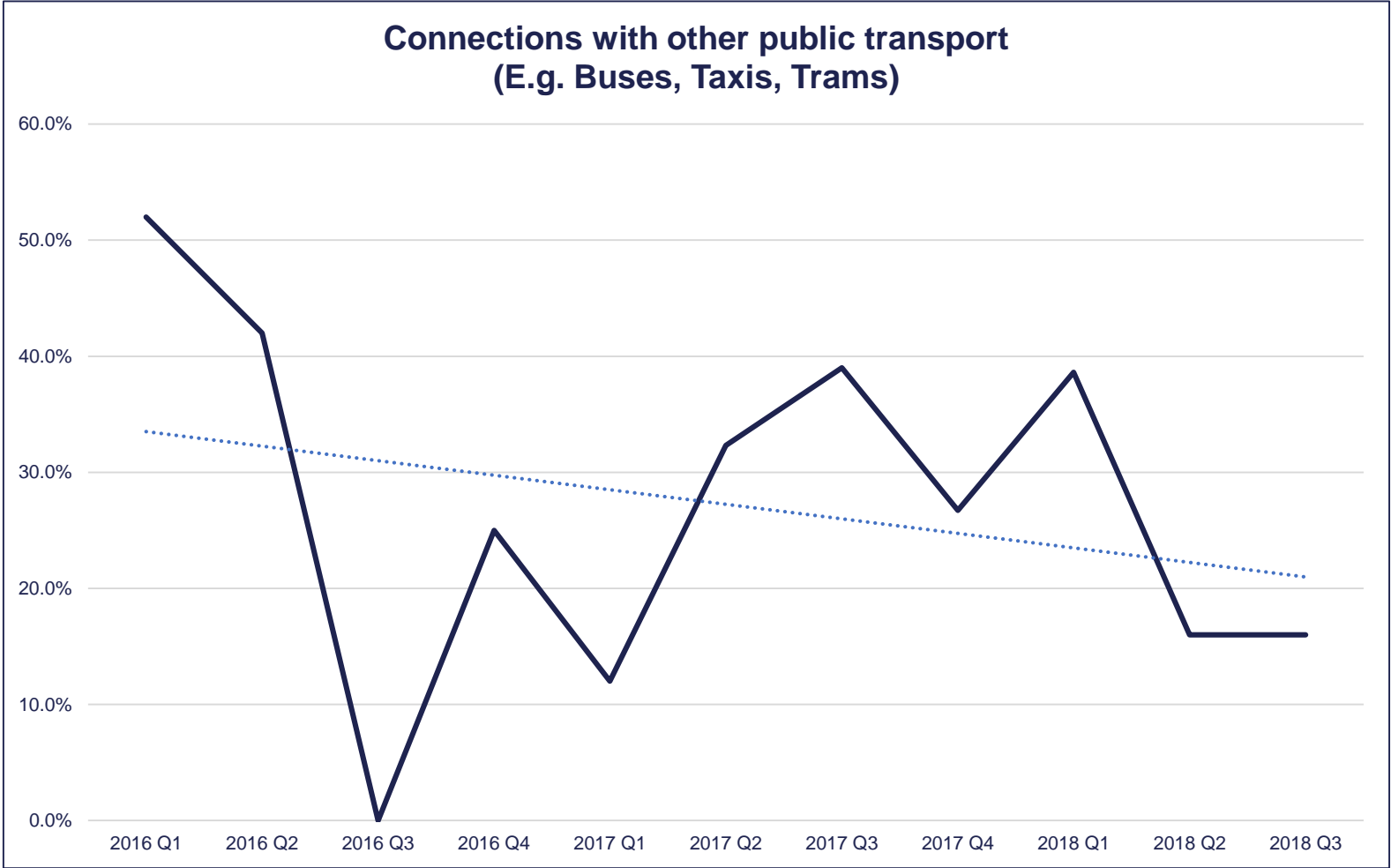
Transport Focus

www.transportfocus.org.uk

Producers of the National Rail Passenger Survey and customer advocate.

Customer Analysis

Shadow National Rail Passenger Survey

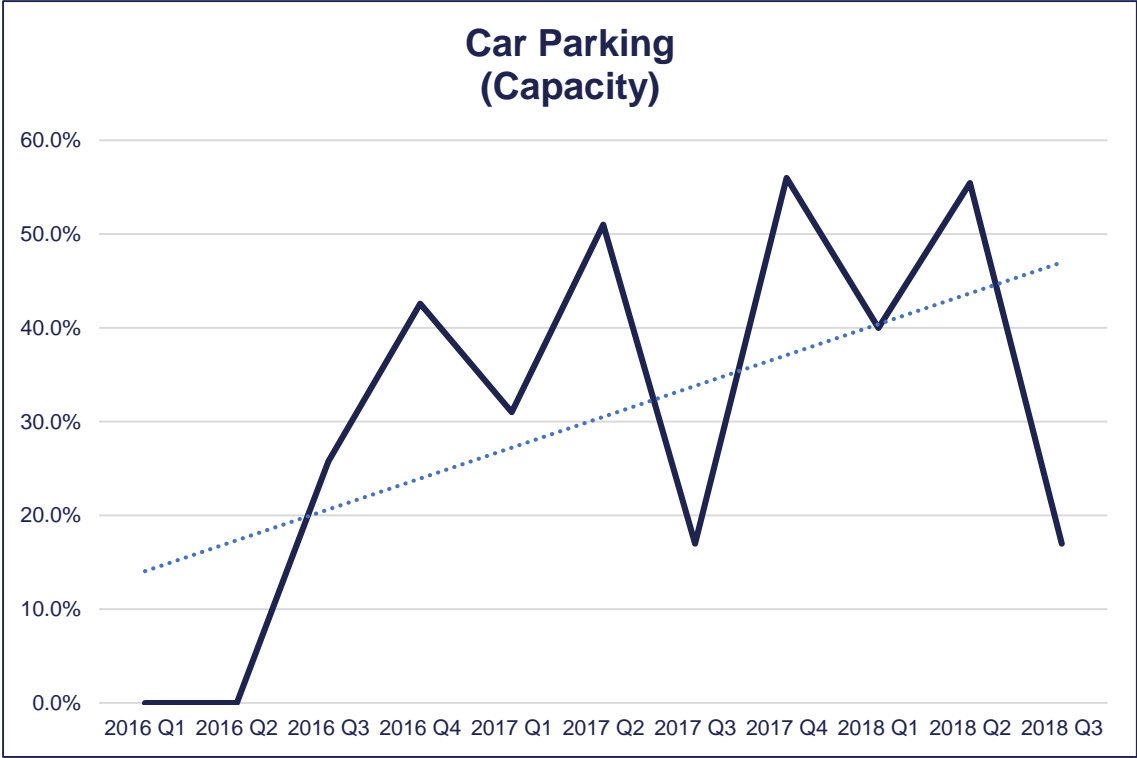
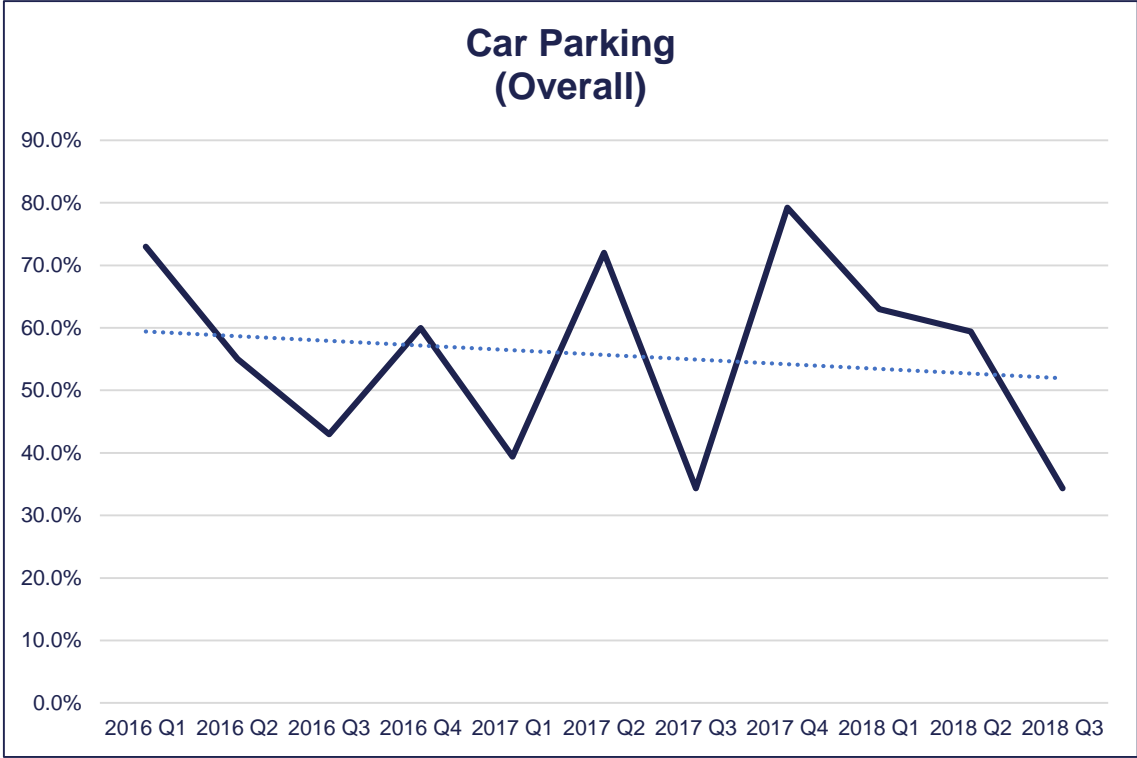


As an out of town station, situated within the residential area, Yarm does not benefit from the connectivity enjoyed by other stations where passing bus services, walking connections and general convenience create good connections with other modes of transport.

There is a known reliance on private cars to access the station through the low frequency of bus services and minimal cycle parking provision.

Customer Analysis

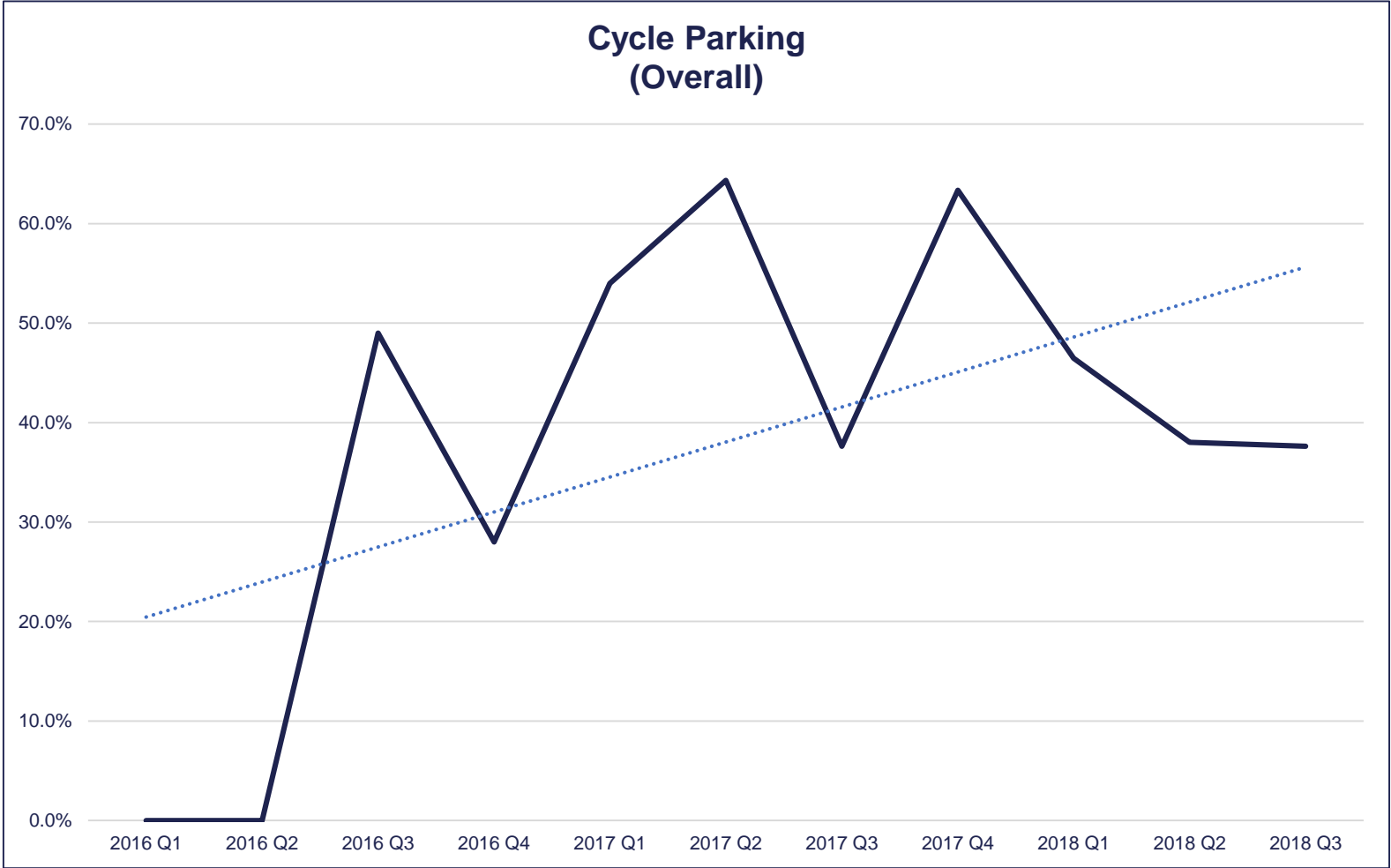
Shadow National Rail Passenger Survey



The car park has experienced capacity issues for several years. This has been addressed by the local authority who delivered a car park expansion, so it is surprising to see a steep fall in Q3, nonetheless the overall trend, even on a small sample size, is one of improvement.

Customer Analysis

Shadow National Rail Passenger Survey

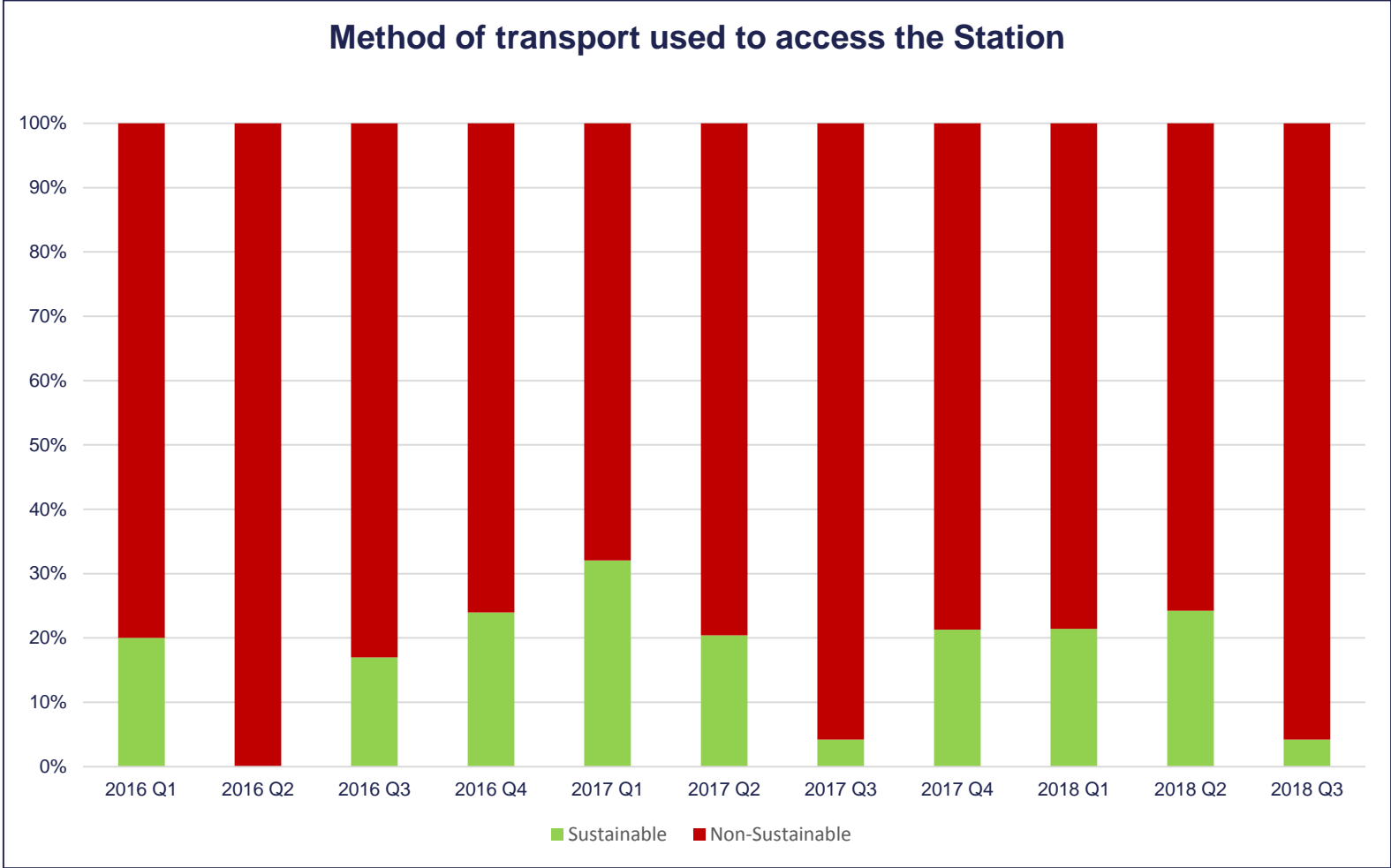


With a small sample size, it is difficult to suitably determine the accuracy of this measure as a representation of collective views of all users of the station.

Nonetheless, there is an upward trend, with a clear differentiation between summer and winter scores, indicating a need to consider weather protection for the cycle parking provided.

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	

As expected, the scores for sustainable travel are low for Yarm given its lack of connectivity with sustainable modes and location away from the town centre.

Evaluation

Summary of findings

Yarm Station is positioned about 1 mile from the town centre. The surrounding area is mainly residential, with a number of housing developments within walking distance, however the main conurbation of Yarm is at least 20 minutes' walk away.

This remote positioning leads to a clear reliance upon cars to access the station. The car park has recently been expanded to increase capacity, however this improvement has not had a positive impact upon the scores for car parking.

Attempts have clearly been made with the provision of cycle parking in the form of lockers and Sheffield stands, however due to Yarm being an unmanned station there is a definite feeling of isolation, so a perceived lack of security is no doubt playing a part on the lack of usage.

There is a bus shelter in the station car park, however the site visit revealed that this is served once per week. There is a bus stop a short walk from the station with a more regular service, however the stand at the station is definitely under used. A trial of a service calling at the station more regularly, particularly at peak times could deliver results. This will be recorded as an action for TransPennine Express to pursue with the local transport provider.

On the whole, Yarm station serves its purpose in catering for a dedicated group of commuters, however more can be done to cement the stations as an active location within the town.

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	Further discussions needed with the local authority.
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	Shadow NRPS utilised for user insight.
Cycling	In collaboration with the local authority / council, 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.