

# Station Travel Plan Manchester Airport

## 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). This document serves as an update to the Station Travel Plan produced by First/Keolis TransPennine Express in the interim.

### 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 being the number one choice, meaning that car parking is becoming a major issue for our customers. TransPennine Express amongst 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%.

The NRPS Survey also measures customer satisfaction for 'Connections with other forms of transport'. TransPennine Express fairs better in this category, achieving 71% in the Spring 2016 survey, however this is still below the long distance operator average of 78%, and national average of 75%.

We are responding to these issues, and within the next 2 years, will introduce 125 additional parking spaces across our network, and will be working closely with local authorities and transport providers to promote other modes, reducing the number of customers arriving at the station by car.

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
- 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

# Station Travel Plan

## Manchester Airport

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## Local Area

### Station Details and Local Government

|                           |                                                                                                                                                                                                                                                                  |
|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Station Address</b>    | Manchester Airport Railway Station                                                                                                                                                                                                                               |
| <b>Station Manager</b>    | Billy Vickers<br>Group Station Manager (Hub)                                                                                                                                                                                                                     |
| <b>Local Authority(s)</b> | Transport for Greater Manchester                                                                                                                                                                                                                                 |
| <b>Summary</b>            | Manchester Airport station is a major transport hub in the North of England, serving the largest UK airport outside London. The 'Ground Level Interchange' acts as a hub for bus and rail services, serving both passengers and employees at Manchester Airport. |

## Rail Services

Manchester Airport station's standard hourly pattern includes TransPennine Express services to York, Middlesbrough, Scotland, and Cleethorpes. Northern Rail serve the Airport with services to and from Liverpool, Crewe, Manchester Piccadilly and Southport. East Midlands Trains services have also been introduced at the station following the opening of the fourth platform.

Many customers travelling to the airport still change services at Manchester Piccadilly, which can involve crossing multiple platforms, and long walks, especially from those services which use platform 13 and 14. Passengers travelling to the Airport need to be made aware of the best place to change trains if their train does not terminate at the Airport.

The principal routes this applies to are as follows:

- **Newcastle route:** Passengers should change at Huddersfield to avoid crossing the station at Manchester Piccadilly or from Victoria to Piccadilly.
- **Hull and Scarborough routes:** Passengers should change at Huddersfield to avoid having to cross the station at Manchester Piccadilly.
- **Ribble Valley:** Changing at Bolton (in the southbound direction) and Salford Crescent (in the northbound direction) avoids passenger travelling to Manchester Victoria and then having to cross the city to Piccadilly.

When travelling from the Airport on these routes a lengthy wait at changing stations may result, depending on what time the connecting train departs from the airport.

As well as providing a travel option for air passengers, it should be recognised that Manchester Airport is also a significant employment destination. This is particularly pertinent given the large scale developments planned for 'Airport City', one of several key business and retail developments identified in Greater Manchester.

## Marketing

Rail services to Manchester Airport are heavily marketed with the aim of competing with private car travel. This has been a successful market for TransPennine Express in particular, helping establish Manchester as the hub airport for the North of England. Recently there has been an extension of services to the airport which originated at York, but now originate in Newcastle.

## 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](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.

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Their vision is that by 2020 80% of local journeys will be made by bike, foot or public transport, double the current figure. 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 also 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 policies that affect the ten districts of Greater Manchester are set by the Greater Manchester Combined Authority and its Transport for Greater Manchester Committee. Transport for Greater Manchester (TfGM) is the delivery arm for the elected body, responsible for investing public money in improving transport services and facilities, including the promotion of walking and cycling.

TfGM financially support buses in areas where no commercial services are provided and help people such as the young and old travel at reduced fares. TfGM own Greater Manchester's bus stations, shelters and stops. They also act as the voice of the passenger in securing rail services that match local travel needs, as well as gathering the information and providing the analysis that helps inform Greater Manchester's transport strategy and planning for a more sustainable future.

Greater Manchester published its third Local Transport Plan in April 2011, covering the period 2011/12 to 2015/16. This sets out the plans and spending priorities of Transport for Greater Manchester, the ten Greater Manchester Councils and other key partners in the short, medium and longer term.

The plan includes a Long-Term Strategy outlining our transport vision for the next fifteen years; together with a series of detailed Local Area Implementation Plans which set out our collective spending plans. The core objectives for the Local Transport Plan are as follows:

- To ensure that the transport network supports the Greater Manchester economy to improve the life chances of residents and the success of business;
- To ensure that carbon emissions from transport are reduced in line with UK Government targets in order to minimise the impact of climate change;
- To ensure that the transport system facilitates active, healthy lifestyles and a reduction in the number of casualties and that other adverse health impacts are minimised;
- To ensure that the design and maintenance of the transport network and provision of services supports sustainable neighbourhoods and public spaces and provides equality of transport opportunities; and
- To maximise value for money in the provision and maintenance of transport infrastructure and services.

## Greater Manchester Transport Campaign

Greater Manchester Transport Campaign (GMTC) was formed in 2004 as a result of a public meeting at which it was resolved to set up an independent body to act and speak on behalf of passengers using public transport. Many of the people involved had previously been members of Greater Manchester Transportation Consultative Committee (GMTCC), an organisation sponsored by Greater Manchester Passenger Transport Authority (GMPTA) through Greater Manchester Centre for Voluntary Organisations (GMCVO).

Its intended purpose was to give voluntary bodies a say on the operation of public transport in Greater Manchester, and membership now also includes transport user groups.

## Manchester Airport

The Manchester Airport Group (MAG) is the country's largest UK-owned airport operator. Their four airports (Stansted, Bournemouth, East Midlands and Manchester) serve around 42 million passengers every year.

The airport is set to undergo major regeneration over the next few years, with huge growth forecast. As part of the redevelopment of Terminal 2, MAG are paying particular attention to the impact on the surround road network and their car park infrastructure, and are actively looking to encourage travel to and from the airport by sustainable modes.

## Objectives & Targets

### Objectives

The strategic objectives applied are consistent across all TransPennine Express stations. They are designed to promote accessibility by all forms of travel to each station, recognising that rail is a sustainable mode of transport and there are a number of wider economic and environmental benefits from greater use of railways.

These strategic objectives represent a long-term ambition for the transport network and are not expected to be achieved within the short term. However, setting the long term aspirations for accessibility to all railway stations allows us to work towards consistent standards across the network.

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 e.g. cycle infrastructure and storage facilities.
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 (initial survey to act as a benchmark for target setting).

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### Site Audit

#### Passenger Facilities

Manchester Airport station has four platforms, with the recent addition of platform four allowing more services to use the station.

As trains run throughout the night, the station is open and staffed on a 24/7 basis, with a café and waiting facility open between Platforms 2 and 3. This facility is due to be remodelled with more comfortable seating and a fresh new look. There is a further waiting room on Platform 1.

There is a customer information office available between Platforms 2 and 3 meaning that passengers can easily gain assistance when needed.

The station has toilet facilities that are located on platform level near the lifts.

The booking office is above the platforms, with a ramp, escalators and lifts linking the two areas of the station. The booking office is currently open 24 hours a day and has a height-adjustable counter, with 4 self-service ticket machines also available. Peak demand for the station often occurs when a large number of flights coincide, and this can lead to long queues at the ticket office.

To ease the queues, there is a revenue protection team based at the airport who act as queue busters, and during extremely busy periods a new approach has been introduced which will allow customers to buy a full range of tickets on board the train. In the longer term, relation of the booking office will help to resolve some of the queuing issues.

There is a newsagents and coffee shop above the main station concourse on the way to Terminal 2, but this is not signed from the station and many users would not notice they are there.

There are flight departure boards displayed at the exit from the station, and train departure boards displayed at the doors to the platforms from the booking office, although these could be better placed. This is something which is being addressed as part of the new Customer Information Screens project.

#### Pedestrian Access

The layout of the station building and the way it links to the airport terminals means there are several levels between the platform and the pedestrian access to Terminal 1 and Terminal 2. Making this journey involves doubling back on yourself several times.



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As a result of this difficulty many information signs have been installed to help guide passengers. Unfortunately this has led to a number of different brands being used, making it difficult to navigate the station. As an example, there are at least 3 different versions of TransPennine Express branding, alongside the Airport's own navy and yellow colour scheme. There are also Metrolink signs, and several examples of signs that don't fit any of the expected conventions.

Workshops are taking place between TransPennine Express, Manchester Airport Group and Transport for Greater Manchester with a view to rationalising the signage. This will also be assessed as part of the Terminal 2 project.

The escalators provide the most immediate way of accessing the station concourse from platform level. Unfortunately the safety risk involved in passengers using large amounts of luggage on these means that additional signage is needed to direct them to the lifts. The access ramp to and from the concourse to the platform is by necessity doubled back on itself, though this creates more diversions when trying to walk through the station.



## Cycle Access

For a station of Manchester Airport's size there is very little in the way of provision for cycling. A set of bike stands is provided approximately 70 metres from the station exit, and there is no signage to this facility.

Despite these shortcomings the bike racks are still well used, although the obvious age of the bikes using them suggests people do have security concerns.

There is an opportunity to significantly increase the amount of interchange between rail and bike simply by increasing the provision and security of cycle storage facilities. Any developments would be outside of TransPennine Express station lease area, but should be considered as part of the upcoming development of the area around the station into more office space and residential areas.

Although the roads around the Airport are designed for high volumes of car traffic and are frequently congested, the opportunity to integrate cycle use into any future developments provides a way of promoting sustainable travel around the local area.



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### Vehicle Access

There are a number of large car parks at the Airport although prices for parking are expensive. It is difficult to work out where the nearest car parking facilities are when you arrive at the station, and the walk involves heading left out of the main entrance and crossing over a busy road.

Taxi waiting shelters are provided directly outside the main entrance to the station, with a taxi rank offering a convenient service.

There is a bus stop and hatched area in a separate lane from the taxi rank, which is currently used for drop off/pick up. Manchester Airport Group are keen to change the use of this area and enforce the 'no waiting' rules which are in place across the airport road system. They have ambitions to introduce barriers to prevent entry to unauthorised vehicles.

This will impact on rail users from the surrounding residential areas who are likely to be dropped off rather than parking at the airport given the charges.

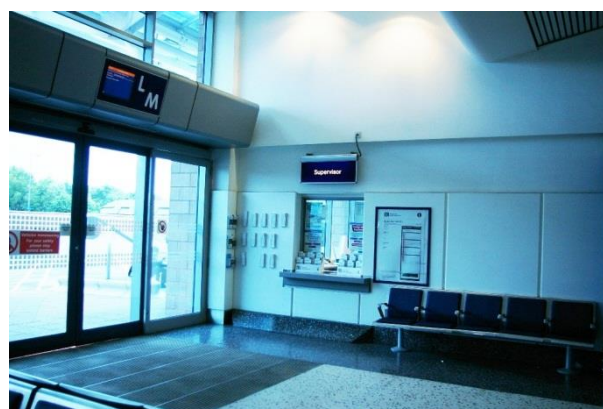
### Bus Connectivity

The bus station at Manchester Airport is of a standard design with 14 stands for local buses and coaches to call. This includes a 'Local Link' service that operates on demand within a set area, providing an alternative to several bus routes that may not always be well patronised.

There is a booth selling coach tickets at the near side of the Ground Transport Interchange as you approach from the rest of the Airport, although the bus supervisor's office is at the far end of the bus station away from most passengers.

TOilet facilities and a selection of vending machines are provided as a number of night buses serve the Airport.

PlusBus is available at this station for day and season tickets, for buses within the Greater Manchester area.



## Recommendations

### Summary

The initial station travel plan for Manchester Airport identified a number of areas for improvement, many of which have been incorporated into Franchise Commitments, or are to be addressed as part of other workstreams.

The original plan stated:

*A relatively simple but worthwhile improvement at Manchester Airport would be a simplification of the signage used in the station building. There are many different designs for bus services, train services and now Metrolink that can be confusing even for those who are used to using the Airport. A single unified brand may be difficult to achieve but at least a rationalisation and co-ordination of colours within each mode would be a significant improvement (for example making all the railway signs the same colour).*

This is being progressed. Regular meetings are taking place between TransPennine Express, Manchester Airport Group and Transport for Greater Manchester, and actions around signage have been agreed, which include the removal of redundant signage and the separating of passenger flows for the bus station, Metrolink and rail services.

There are plans in the pipeline to change the layout of the Ground Transport Interchange, which would include relocating the booking office and escalators to create a smoother pedestrian flow and remove the bottlenecks. This is being considered as part of the Terminal 2 works.

### Option Identification

The original plan identified several potential improvement schemes that could be used to address the objectives of the Station Travel Plan. An update has been provided against each scheme.

Detailed costing of each scheme was not undertaken. However, an indicative guide to the likely cost of each option has been devised as follows:

- Low cost – less than £50k
- Medium cost – £50k to £500k
- High cost – £500k or more

### Improvement Schemes

| Description                                                     | Cost Band   | Update                                                                                                                                                                               |
|-----------------------------------------------------------------|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Redesign of station to simplify layout                          | High cost   | This work is being led by Manchester Airport Group with input from various departments within TransPennine Express and other third parties who use the Ground Transport Interchange. |
| Resigning the station to unify the branding                     | Medium cost | This work is ongoing. A full re-sign may take longer to achieve, but a 'tidying' of signage is taking place.                                                                         |
| Improved customer information screens                           | Medium cost | This is being addressed as part of a new Franchise Commitment                                                                                                                        |
| Redesign of taxi / pick up point to simplify and clarify layout | Medium cost | This work is being undertaken by Manchester Airport Group                                                                                                                            |
| Provision of secure cycle storage in a better location          | Low cost    | No action has been taken on this scheme. It may be considered by Manchester Airport Group as part of their Airport City development.                                                 |