

Annex 3

Bank Top Station Travel Plan – Draft

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1.0 Introduction

With over two million rail passenger journeys every year Bank Top Station is a major gateway to Darlington and the Tees Valley.

In April 2008 the Tees Valley Joint Strategy Unit submitted an expression of interest to the Association of Train Operating Companies (ATOC) for a number of Tees Valley Stations to be selected for a national pilot programme on the development of Station Travel Plans.

Darlington Bank Top Station is one of 24 Stations to have been chosen for the programme, Middlesbrough and Thornaby have also been selected.

The development of Darlington's Station Travel Plan has been overseen by a steering group made up of representatives from Darlington Borough Council, National Express (franchise holder for the East Coast mainline and responsible for operating Bank Top Station), Northern Rail, Virgin Cross Country trains, Arriva North East (operating buses in Darlington) and Network Rail (Station land owner).

The purpose of this plan is to set out a strategy that will make the most of the potential of the Station to contribute to the quality of life and prosperity of residents and businesses operating in Darlington and surrounding areas, whilst also recognising the role the Station can have in contributing to reducing road traffic congestion and transport related carbon emissions.

For visitors arriving by train the Station and the surrounding streets provide an important first impression of Darlington, sections 1.1 – 1.4 describe the Station and main approaches to the Station and the impression these might give to a visitor.

1.1 Inside the Station

Built for the North Eastern Railway in 1887 the simple but elegant station structure that survives today remains virtually unchanged from its original Victorian design. Bank Top Station is grade II* listed and although some 20th century modifications have not always been sympathetic any future changes to the structure must be approved by the planning authority and English Heritage.

The historical character, scale of the station and attractive curving roof structure provide an impressive view for passengers alighting onto the platform area. Less attractive are the eye and ground level views where a mixture of low maintenance planters, different types of signage and a confusion of graphic styles and colours detract from the overall aesthetic quality of the station environment.

From the main concourse access to the main station forecourt is via a 3 metre wide passageway running between the subway to Victoria Road and the main

station building.

The triple arched gable of the station roof forms a distinctive focal point between the top of the Parkgate ramp and the main station buildings. Under the forecourt much of the space is given over to parking, predominantly taxis, private parking, and service traffic and to a turning circle for vehicles'. Pedestrian access is restricted to a footway between the parking area and the north platform.

The subway to the Victoria Road portico and entrance to the Station can be accessed via a set of steps or a steep ramp, (particularly challenging for wheelchair users or for parents with prams / pushchairs). The subway is a relatively narrow low ceilinged space with a dark floor surface and old glazed tiles on the walls.

Designed to provide a covered drop off point for people being brought to the Station, the portico at the Victoria Road entrance has attractive spatial qualities, though to some degree this is undermined by its present use as a short stay car park and the utilitarian approach to signing and lining of the car park area.

1.2 Parkgate – main route linking the Station to the town centre

The Station is linked to Parkgate via a steep ramp, contained on either side by high brick walls, which could provide a dramatic and positive approach to the main Station entrance. At present this space is dominated by parked cars and the high walls cluttered with notices and billboards. A narrow footway on the western side of the ramp provides a rather steep and intimidating route for pedestrians.

The area at the foot of the Parkgate ramp is dominated by two bridges carrying the East Coast rail line north of the Station. The overall impression of this area, particularly under the bridges is that it is dark and uninviting, especially for pedestrians. Though motorists also find that the volume of traffic and layout of the road at this point make exiting the station onto Parkgate difficult.

Immediately beyond the foot of the Parkgate ramp a number of vacant and neglected properties provide a rather poor first impression of the town. This is in sharp contrast to the Civic Theatre, an important and attractive landmark building visible to pedestrians along most of the western section of Parkgate, as they approach the town centre.

Moving west from the Parkgate ramp towards the town centre the footway varies in quality and width, with pedestrian guard rail and lamp columns reducing the usable width on the narrowest sections of path between Pensbury Street and Park Place. West of Park Place the footway widens out leading to a toucan crossing on the town centre ring road, St Cuthbert's Way.

1.3 Victoria Road

Moving beyond the Victoria Road Portico, Hogan's is prominent landmark on the facing corner. Unfortunately the rest of the threshold space gives a much poorer impression. The Pensbury street back lane running north along the station boundary is in poor condition with broken and uneven paving, patched surfaces

and concrete bollards. Looking south Park Lane runs along the Station boundary, lined by walls, behind which are service yards and parking areas. This too gives the impression of a back street, undermining the sense of arrival in Darlington.

1.4 Neasham Road / Garbutt Square approach

Access to the main station car park (Garbutt Square) and to Neasham Road is via a footbridge over the southbound section of the East Coast mainline, linking the main station forecourt (Parkgate entrance) to Garbutt Square car park. Steep steps lead up to the bridge, which is enclosed in an uninviting polycarbonate tunnel, which due to exposure to sunlight has become opaque. From Garbutt Square pedestrian access to Neasham Road is via a narrow footway on Adelaide Street, blocked on one side by parked cars at the time of a site visit in October 2008.

2.0 Links with Darlington's Strategic Objectives

Darlington Bank Top Station's position on the East Coast mainline and Saltburn – Bishop Auckland line is a major asset for the borough. This plan aims to help strengthen the Station's role in supporting the vision for Darlington – One Darlington Perfectly Placed.

2.1 One Darlington Perfectly Placed – Vision for Darlington

ONE DARLINGTON: PERFECTLY PLACED, Darlington's sustainable community strategy is the overall plan for the borough of Darlington. It is a vision for the future of the 99,000 people who live in Darlington, and for the place where they live – one town, twenty four villages and smaller rural settlements, and the surrounding countryside in the Tees Valley.

Led by Darlington Partnership, One Darlington, Perfectly Placed is a framework for action by the whole community in delivering improvements across five core areas identified as being of most important to the people of Darlington, these are:

- Prosperous Darlington
- Aspiring Darlington
- Healthy Darlington
- Greener Darlington
- Safer Darlington

2.2 Table 2.1 summarises how the Station Travel Plan can contribute to the five core areas.

Table 2.1 – How the Station Travel Plan might contribute to One Darlington Perfectly Placed

Theme	Potential contribution from Bank Top Station Travel Plan
Prosperous	Improving access to Darlington and the Tees Valley. Promoting Darlington as a distinctive and attractive place to visit and to do business. Reducing the impact of traffic congestion.
Aspiring	Improving access to Colleges and Universities through rail travel to / from Darlington.
Healthy	Increasing levels of physical activity by encouraging active travel to / from the Station.
Greener	Reducing the impact of travel on the environment by encouraging greater use of rail travel and of other more sustainable travel modes.
Safer	Encouraging greater use of rail travel in place of the private car. Improving infrastructure to minimise opportunities for offending and anti-social behaviour and to help enhance feelings of safety when travelling to / from the Station.

2.3 Darlington's Transport Strategy

Darlington's Transport Strategy for the period 2006 to 2030, sets out the communities' vision for Darlington and how transport can make the lives of all those who live, work and relax in Darlington better.

The Transport Strategy is being delivered through the Local Transport Plan (LTP); with the second LTP covering the period 2006 to 2011.

Transport Strategy Objectives:

- A. To provide the framework for sustainable development of new and existing businesses, housing and services in Darlington.
- B. To improve access to employment and education, particularly for those without access to a private car, those with a disability and those that have greatest need.
- C. To tackle traffic congestion on key corridors and its potential impact on the economy and environment by making the most effective use of the transport network.
- D. To improve travel safety and security for all by addressing the real and perceived risks.

- E. To provide and promote travel choices to all, in particular to reduce the proportion of car driver trips.
- F. To improve the health of the community through increasing levels of sustainable travel and improving access to health, leisure and fresh food.

2.4 Table 2 summarises how the Station Travel Plan contributes to the Transport Strategy Objectives.

Table 2 – How the Station Travel Plan might contribute to the Transport Strategy Objectives.

Objective	Contribution from Bank Top Station Travel Plan
A	Improving public transport connectivity to/from new housing and commercial development sites to the Station. Helping to promote Darlington's excellent links to the national rail network.
B	Improving access to / from the Station particular for those without access to a car and/or with a mobility impairment.
C	Helping to reduce the growth in traffic within the urban area by encouraging greater use of sustainable travel modes.
D	By improving the environment in the Station and on routes to/from the immediate area surrounding the Station.
E	By working in partnership with rail and bus operators to promote public transport opportunities for residents and visitors travelling to / from Darlington.
F	By encouraging walking and cycling to/from the station.

2.5 Local Development Framework

The Council is preparing a Local Development Framework (LDF) to replace its adopted Local Plan. The LDF will consist of several documents, and the principal document will be the Core Strategy. It will help identify the land uses and development needed to deliver the Borough's sustainable community strategy, 'One Darlington: Perfectly Placed'.

The Core Strategy will set out the overarching and key planning policies guiding the use and development of land over the next 15 years or so.

Draft Core Strategy policy 18 sets out how traffic congestion will be tackled to get the best use out of the existing road network, and the priority that will be given improving pedestrian, cycling and public transport networks:

CS18: A Sustainable Transport Network

The Council will seek to ensure that best use is made of the existing road network, by:

- (a) remedying congestion hot-spots and continuing to actively manage roads that are under its control as local highway authority; and

(b) encouraging action by the Highways Agency to tackle congestion on the parts of the network outside its control.

At the same time, the Council will support the improvement of pedestrian, cycling and public transport networks, with priority given to initiatives which:

- (a) improve accessibility to employment, education, health, recreation, leisure and shopping facilities, particularly fresh food shops;
- (b) reduce severance at the inner ring road and other transport corridors which act as barriers to local connectivity;
- (c) facilitate the development and implementation of school, workplace, residential and Bank Top railway station travel plans;
- (d) improve public rights of way and links to long distance footpaths;
- (e) improve cycle routes as part of the national, regional or local cycle network.

The Council intends to submit the Core Strategy to Government in the summer of 2010 and subject to a public examination during the Autumn / Winter 2010 the Core Strategy will then be adopted in 2011.

3.0 Station Travel Plan Objectives

3.1 The four objectives of the National Station Travel Plan pilot programme, are to:

- A Reduce the mode share of car trips for travel to/from the stations in the pilot programme.
- B Increase the number of rail passengers using the stations.
- C Reduce the environmental impact of rail passengers travelling to/from the stations.
- D Improve customer satisfaction ratings at the stations.

3.2 The objectives of the Darlington Bank Top Station Travel Plan take into consideration both the objectives of the national pilot programme and Darlington's local strategic objectives.

Table 3, page 10 details the Station Travel Plan objectives, targets and how performance against achieving the objectives will be measured.

Table 3: Objectives		
STATION: Darlington Bank Top Station		
TRAVEL PLAN OBJECTIVES	INDICATORS / TARGETS [brackets show ref number]	Indicator (how objective will be measured)
Improve rail passenger satisfaction for all passengers	[1] Increase the percentage of passengers stating that they are either very satisfied or satisfied to 85 % by 2011(5% relative increase)	Passenger satisfaction levels, recorded by on station surveys.
Increase share of passengers using public transport, cycling, walking and car sharing	[2] Make car sharing 5% of total car park usage by 2011	Number of people per car, recorded by on station surveys.
	[3] Increase bus share to 14% of trips to / from the Station by 2011 (8% relative increase)	Mode share of bus passengers, recorded by on station surveys.
	[4] Cycling share of trips to/from the station to be 3% by 2011.	Number of cyclists, recorded by counts. Number of parked cycles, recorded by counts.
Reduce share of passengers arriving / departing as a car driver.	[5] Increase walking share to 22% of trips to/from the station. (10% relative increase)	Mode share of foot passengers, recorded by surveys.
	[6] Reduce share of car alone trips to/from the station by 1%. (14% relative reduction)	Mode share of car driver trips, recorded by passenger surveys.
Reduce share of passengers being dropped off/ collected by car.	[7] Reduce share of passengers being dropped off / collected from station by 3% by 2011 (10% relative reduction)	Mode share of passengers.
Increase number of passengers using station.	[8] Increase passenger numbers by 5% by 2011.	Number of passengers, recorded by Lenmon ticket database.
Reduce growth in traffic levels (and levels of traffic congestion) on surrounding highway network.	[9] Increase in total average daily traffic flow (Mon – Saturday) on principal routes, at inner urban counter sites within Darlington not to exceed 3% by 2011 (compared to 2004/5 baseline).	Monitored through inner urban traffic counter sites – 11, 12,13,14,15,17,18,34.
Improve accessibility for those without access to a car, particularly mobility impaired passengers (including parents with small children)	[10] Complete a mobility audit* of all routes into / out of the station. (Parkgate, Victoria Road, Garbutt Square) in 2009	Passenger satisfaction levels, recorded by on station surveys.

4.0 Audit of station environment, facilities, main access routes and travel information at the Station.

Table 3 highlights some of the key issues identified by an audit conducted in the winter of 2008/9. Detailed findings of the audit are attached as appendix 1.

Table 4: key issues identified by audit	
Issue	Responsible organisation/ organisations
Difficult junction for all road users where the Station ramp joins Parkgate. Road traffic accidents on Parkgate.	Darlington Borough Council
Problems with overspill car parking – particularly on Neasham Road approach.	Darlington Borough Council
Need to improve temporary motorcycle parking	National Express / Network Rail
Access to cycle parking restricted by temporary gating	National Express / Network Rail
Pedestrian footbridge from Garbutt Square in poor condition	National Express / Network Rail
No step free access from Garbutt Square to Station.	National Express / Network Rail
Poor state of décor and uninviting general ambience of pedestrian subway to Victoria Road Portico.	National Express / Network Rail
Ramp in/out of pedestrian subway to Victoria Road Portico not compliant with recommended 1:20 slope.	National Express / Network Rail
Perception of low level of lighting under Parkgate rail bridge.	Darlington Borough Council / Network Rail
Poor condition of Pensbury Street back lane	Darlington Borough Council
Directional signing within station – needs updating	National Express / Network Rail
Better directional signing to/from station	Darlington Borough Council

5.0 Proposed plans and developments potentially impacting on the Station

5.1 Tees Valley Metro

The Tees Valley Metro scheme aims to upgrade the Darlington – Saltburn rail line, shortening journey times and introducing new capacity to the local rail network. This includes a longer term aspiration to operate a light rail / tram service from Bank Top Station into the town centre, via the Central Park development. Tees Valley Metro is currently awaiting the outcome of a Regional Funding Allocation bid to the Department for Transport for the two stage delivery of improvements to the local rail network.

If approved stage 1 would deliver by 2013:

- (a) Service frequency of 15 minutes between Darlington and Saltburn during the working day – compared with 30-60 minutes today;
- (b) End-to-end journey time of 48 minutes – compared with 53 minutes today;
- (c) New platforms at Darlington station on the east side of the East Coast Main Line, with links to the main station building and the facilities and the rail infrastructure required to route Metro services in to the new platforms;
- (d) Newer trains (Class 156 or Class 158) or brand new trains (Class 172);
- (e) A new station at Durham Tees Valley Airport located on the main airport access road replacing the existing Teesside Airport station;
- (f) Additional new stations at Teesside Park, James Cook University Hospital and Queens Meadow, Hartlepool; and
- (g) Improvements to existing stations.

Stage 2 which would be delivered in 2017/18 would:

- (h) Provide additional tracks to future proof the Tees Valley rail network to meet the demands of the next 20 – 30 years including freight;
- (i) Result in end-to-end (Darlington – Saltburn) journey time of 45 minutes;
- (j) Lead to the development of further new stations at Morton Palms, Middlehaven, The Ings and Nunthorpe Parkway; and the introduction of Metro services to Hartlepool and Nunthorpe.

5.2 Central Park Development

Central Park, a brownfield development site situated between Haughton Road, Yarm Road and the rail lines heading north from Bank Top Station is one of a few flagship regeneration projects within the Tees Valley area. Development of the northern boundary of the site was completed in 2007 with the opening of the re-located Darlington College, plans for the remaining parts of Central Park include:

- (a) 600 new homes
- (b) Hotel and conference facilities, located close to the Parkgate end of the site
Leisure and community facilities
- (c) Office accommodation
- (d) Green open space and a sculpture park
- (e) A new bridge for pedestrians and cyclists providing a direct link into Bank Top Station.

5.3 Re-location of Darlington Cattle Market

Darlington Farmers Auction Mart plans to move out of its current site located between Clifton Road and Park Lane to a purpose built out of town site. Should this move go ahead it is likely that the current site would be re-developed, opening up the potential to improve bus connectivity with the Victoria Road entrance to the Station. Re-development of the cattle market may also have the impact of reducing long stay car parking currently available at that location. Consideration of proposals for this site will need to consider both the potential to improve bus interchange with the station and the need to provide sufficient off-street car parking for rail passengers.

5.4 Town centre urban fringe study

The town centre fringe project involves master planning and a planning framework for the area with a view to attracting private sector investment in development that will enhance and complement that in the town centre, and improve connectivity between the town centre, the town centre fringe and Central Park. This would be, for example:

1. Providing more housing and employment through the redevelopment of under-used, vacant and redundant sites.
2. Providing a framework for public realm improvements.
3. Enhancing the environment and functionality of the main railway station as a major sub-regional asset.
4. Enhancing all modes of transport through the area, especially pedestrians, cyclists and public transport.

This work will be embedded in the Local Development Framework.

6.0 Consultation

6.1 Passenger surveys

The Association of Train Operating Companies (ATOC) commissioned Transport consultants Steer Davies Gleave to oversee the collection of core passenger data at each of the 31 stations involved in the National Station Travel Plan programme to allow for evaluation of the program against four criteria:

- Evidence of modal shift from car travel to sustainable modes;
- More rail passengers using the station;
- CO2 emissions arising from travel to/ from the station reduced, and;
- Improved customer satisfaction with end-to-end journeys.

Table 5 details the timing and number of surveys returned.

Table 5 - timing and number of passenger surveys returned from Bank Top Station surveys		
Type of survey	Timing	Number of completed returns
Face to face at the Station	14.10.08 Tuesday 16.00 - 19.00	277
	16.10.08 Thursday 7.00 - 10.00	
	17.10.08 Friday 10.00 - 16.00	
	18.10.08 Saturday 9.00 - 15.00	
	25.10.08 Saturday 11.00 - 17.00	
Self reply survey – given out at the Station	As above	11
Web based survey	Open throughout October	168

Appendix 2 details the findings from the face to face and online surveys at Bank Top Station.

6.2 Talking Together Event

On 13th January the Council hosted a ‘Talking Together’ event on the Station Travel Plan at which members of the public were invited to ask questions of an ‘expert’ panel and to give their views on the measures which should be included in the travel plan.

Table 6 summarises the issues raised by people attending the event and from emails sent to the Council over the period 13th January – 12th February 2009. A set of notes from the Talking Together event is given in appendix 4.

Table 6 –summary comments made at Talking Together event (13th January 2009) and by email (32 emails received)
Bus issues
Bus connectivity between rural areas and the station, particularly for bus services that don’t use Yarm Road and terminate in the town centre. Several comments were received requesting improved bus connectivity with Barnard Castle.
Lack of cross town bus routes, meaning that most passengers travelling to the station by bus must either change bus in the town centre or walk from the town centre stops.
Suggestion for improved bus interchange at Victoria Road entrance, with some form of bus turning area linking back onto Victoria Road.
Suggested shuttle bus from Station to Town Centre.
Comments about difficulty walking from Parkgate bus stops up to the Station.
Suggestion that Victoria Road portico should be developed as the main station entrance.

Table 6 continued
Walking / cycling
Need to improve pedestrian access from Neasham Road – to improve footbridge.
Sign posting to the town is poor at both Station exits.
Suggestion that town centre location plans are displayed in the Station. Also colour coded way marking to bus stops.
Would like to see better lighting on Parkgate (under the rail bridge) and also at the Victoria Road entrance.
Suggestion that cycle routes to the Station are improved, particularly a direct route from the Darlington College campus into the Station.
Can we have cycle parking at Victoria Road entrance?
Parking
Motorcycle parking needs improvement. Suggestion that part of the southbound platform be utilised for secure cycle and motorcycle parking.
Comments were made about problems with parking overspill on roads around Station.
Negative comments were made about the introduction of short stay parking charges in the Victoria Road Portico.
Station Building / platforms
When the gating is installed thought should be given to access to toilets by none travelling visitors to the Station.
Consider Station as very good for service and cleanliness.
Comment that the level of service at the Station for blind and visually impaired passengers is excellent – and hope that this continues.
Would like to see artwork promoting Darlington’s rail heritage.
Several people made negative comments about the temporary gating in the station and the plans within the East Coast main line rail franchise to introduce permanent automated gates. Concerns were also raised about people being able to access the platform to ‘see off’ relatives / friends.
Needs to be easily accessible / visible information in the Station on local transport services.
A suggestion that additional toilet facilities be provided.
Suggestion that there should be a direct entrance onto the platforms at the Parkgate entrance, near the taxi rank.
General comments
Comment that the travel plan should have a disability impact assessment.
A suggestion was made that services on the Darlington – Bishop Auckland line should be improved, as should local connectivity to north Darlington via provision of a new local station.

6.3 Darlington employers

In May 2009 employees based in Darlington were asked to complete an online survey on their use of Bank Top Station and on improvements they would like to see both in accessing the Station and within the Station buildings. 180 responses were received from 89 different organisations. Participating organisations and information on the responses are provided in appendix x. Tables x and y summarise the responses to questions on how often the respondents use the station, on the mode of travel used on improving access to the station and on improving environment within the station.

Table 7 – Use of Station and mode of travel

Question		
Approximately how many times per year do you travel by rail for business trips?		
None	41	23%
1-5	56	31%
6-10	27	15%
10-20	26	14%
20+	30	17%
Question		
How would you normally travel to/from Bank Top Station?		
Car driver	71	40%
Car passenger	66	37%
Bus	4	2%
Cycle	1	1%
Pedestrian	33	18%
Rail	5	3%

Table 8 – Summary of comments

Station Travel Survey of Employees: Summary of responses to open questions		
Question 10	Number of responses	Percentages
Q Please give up to five access improvements you would like to see to Darlington's Bank Top Station. This could include changes to infrastructure, improved levels of service or travel information. You may leave rows blank if you have no suggestions.		
First responses (109)		
Parking – more parking / cheaper	36	33%
Drop off points – more and no charge	16	15%
Access – improve pedestrian access from Neasham / Victoria Road & improve Parkgate junction.	17	15%
Bus - Better bus access direct to Station	4	4%
Cycle – secure parking / cycle lanes	3	3%
Staff (direct phone line / more staff)	4	4%
Information – better travel information	3	3%
Other (2 or less) – Gating / improve buildings / café / later trains	26	23%
Second responses (72)		
Drop off points – more and no charge	15	21%
Parking - cheaper / more short stay	10	14%
Taxis – move rank	4	6%
Signage – improve signs to / from Station	3	4%
Other – various (2 or less)	9	13%
Third responses (51)		
Access – improvements at Victoria Rd and top of ramp	10	20%
Drop off points – more and no charge	9	18%
Buses – better direct links	4	8%
Waiting areas – more seating / heating	4	8%
Other – various (2 or less)	24	47%
Fourth responses (18)		
Access - pedestrian Neasham road	3	17%
Other – various (2 or less)	15	83%
Fifth responses (11)		
Other – various (2 or less)	11	100%

Table 8 – continued

Station Travel Survey of Employees: Summary of responses to open questions		
Question 11	Number of responses	Percentages
Please list up to 3 improvements you would like to see within the Station buildings		
First responses (74)		
Waiting areas – more seats / warmer areas	14	19%
Café – improve / improve access from platforms	6	8%
Shops – more choice / better shops	6	8%
Cleaner – improve cleaning in Station	5	7%
Gating – remove	4	5%
Tickets – more staff on counter / machines	4	5%
Information – more information on local travel	3	4%
Signage – clearer signage to/from Station	3	4%
Subway	3	4%
Other – various (2 or less)	26	35%
Second responses (34)		
Café – improve / improve access from platforms	6	18%
Waiting areas – more seats / warmer areas	4	12%
Toilets – cleaner / more for Women	4	12%
Other – various (2 or less)	7	
Third responses (13)		
Other – various (2 or less)	13	100%

6.4 Special Interest Groups

6.4.1 Darlington Association on Disability

A meeting held with representatives' from Darlington Association on Disability identified a number of specific issues likely to impact on people with a disability. These are detailed in table 7.

Table 9 – issues identified by representatives from Darlington Association on Disability
Request that the booking system for assistance boarding / alighting trains be more robust.
Request that passengers with guide dogs can book a table seat on trains
Statement that levels of service by staff at the Station were usually very good, though stressed the need to maintain high standards of staff customer training.
Request that announcements on the train include information on which side of the train passengers should alight. (Important for visually impaired passengers).
Comments were made on the steepness of gradients on ramps to the Victoria Road subway, and that the ramp does meet design standards for step free access.
Lack of drop kerbs at the drop off point on the turning circle at the Parkgate entrance.
Problems with the current arrangement of blue badge parking were raised, in particular the location of the dropped kerbs and the lack of space for passengers in a wheel chair to disembark from vehicles.
It was suggested that there needed to be more policing of the disabled parking bays at the Parkgate entrance.
Door closing mechanism on the wheelchair accessible toilet needs to be adjusted.
A request was made for the number of wheelchair accessible taxis using the Station taxi ramp to be increased.
Clutter on the Station platforms and concourse areas was raised as a significant concern for the visually impaired, A – boards and cones are particularly problematic.
A perception that the level of lighting in the Station had decreased.
It was agreed that DAD would be consulted on significant infrastructure changes within the Station.

6.4.2 Darlington Cycle Forum

A number of comments were made by members of Darlington Cycle Forum, these are summarised in table 8 below.

Table 10 – issues identified by representatives from Darlington Cycle Forum
Members of the forum asked why there were plans to move the existing cycle parking off the platform, as their perception was that this was a relatively secure location.
The consensus on the provision of cycle parking was that ideally there should be parking at both the Parkgate and Victoria Road entrances.
There was some debate amongst members of the forum about the relative merits of a secure compound, accessed by a code / smart card and cycle parking open to all. The conclusion being that there should be more secure provision for regular cycle commuters and some parking open to occasional users. With respect to any cycle parking at the Victoria Road entrance it was agreed that any cycle parking would need to be inside a secure compound.
Comments were made about the need for a safer cycle route to the Station on Parkgate, particularly the discontinuity of the cycle route from St Cuthbert's Way.

6.5 Commentary on findings from consultation

The diverse range of comments summarised in tables 6-10 reflect Darlington Bank Top's Station position as an important hub for rail travel, used for a variety of journey purposes though most notably an important starting point for trips to take part in leisure activities, for commuting and for business travel.

Key themes emerging from the findings are the perception that there is a need to improve access for all travel modes, particularly access to /from the car parking and drop off points, to improve pedestrian links into the Station and to bus stops, and to improve direct routes to the Station and interchange facilities for arrival by bus and cycle. Environmental improvements are suggested for the approaches to the Station, particularly on Parkgate and Victoria Road, and a number of comments are made about improving signage and information for travellers.

Responses from employers' representatives' focused particularly on car parking, notably on charges for parking and availability of space for dropping off / collecting passengers.

Consultation with Darlington Association on Disability highlighted a range of desired improvements to access within and to/from the Station and to how services are managed by rail industry staff.

7.0 Constraints'

7.1 Financial

The action plan in section 8 sets out the proposed measures aimed at helping to meet the objectives of the Station Travel Plan. Implementation of some of the longer term and more significant 'hard' or infrastructure measures is dependent upon securing additional funding. This might come through the rail industry, from the

public sector or result from funding released by private sector development. Timescales for securing this additional funding are at present uncertain and will to a large degree depend upon other plans and developments for land surrounding the Station, particularly the area between Parkgate / Victoria Road and the Town Centre.

7.2 Structural

The structure of the rail industry, bus operations and decision making with respect to rail operations presents significant challenges when trying to implement changes. Key partners in delivering the travel plan include:

- National Express – franchise holder responsible for the day to day operational management of the Station
- Network Rail – Station land owner, including buildings, rail network and station owned car parks.
- Arriva North East – main bus operator in Darlington
- Darlington Borough Council – key responsibilities in relation to the Station include highway management, planning functions and role in supporting economic growth.

Significant changes to station infrastructure or policies such as the management of car parks require the agreement of both the rail franchise holder and network rail.

Changes to commercial bus services are the dependent upon operational decisions by Arriva North East or another commercial operator.

7.3 Legal / Planning

7.3.1 Ticketing schemes

Any future ticketing schemes involving bus and rail operators would need to qualify for exemption from legislation prohibiting anti-competitive agreements, such as agreements between transport operators to fix fares or reduce services.

The Competition Act 1998 prohibits anti-competitive agreements, but allows agreements to be exempted if they benefit consumers and meet other conditions. The block exemption provides an automatic exemption for certain types of public transport ticketing schemes.

The block exemption covers agreements between local transport operators on multi-operator travel cards, through tickets, multi-operator individual tickets and add-on tickets. It includes:

- (a) Travel cards providing for travel on a number of different operators' services within a geographical area, including bus zonal tickets and '+Bus' tickets under the Journey Solutions initiative;
- (b) Through ticketing schemes under which passengers can buy a ticket for one journey on buses or trains of more than one operator;
- (c) Tickets which allow outward travel for a particular journey on the service of one operator and return travel on the service of another.

Schemes that fall outside of the block exemption may still be eligible for an individual exemption and could fall outside of the Act completely if they do not have an appreciable impact on competition.

To qualify for an exemption, agreements must:

- (d) help improve production or distribution or promote technical or economic progress;
- (e) provide for a fair share of the resulting benefits to be given to consumers;
- (f) contain only restrictions which are indispensable;
- (g) not go so far as to make possible the elimination of competition.

The existing Plus Bus scheme is covered under the block exemption scheme.

7.3.2 Listed building consent

Bank Top Station is a grade II* listed building. All changes which affect the character of the building require listed building consent from Darlington Borough Council.

7.4 Security

The Department for Transport has responsibility for setting and enforcing railway security standards, whilst Network Rail and the Train Operating Companies (TOCs) are responsible for the day to day delivery of security.

Security standards are set out in the National Railways Security Programme (NRSP). This document is issued to TOCs, Network Rail and others with direct involvement in railway security. The document details both mandatory and best practice standards for the industry. A Station Security Instruction under the Railways Act 1993 was served on the owners and operators of stations on 27 May 2004, making key parts of the NRSP legally enforceable.

Proposed infrastructure changes must meet NRSP security standards.

8.0 Proposed Action Plan

8.1 Table 9, page 19 sets out a number of actions to be delivered over the next two financial years. These include measures that fall entirely within the responsibility of the rail industry, measures that need to be delivered by the Council and some measures that will require the input of more than one partner organisation.

8.2 The action plan also identifies a number of potential longer term measures. Implementation of these will require significant levels of additional funding, not currently available. These have been included so that they might inform future decision making with respect to land use changes within the area surrounding the Station or with regard to future opportunities for securing external funding.

Table 11: Actions

	TYPE	DESCRIPTION	SMART OBJECTIVE	IMPACT	OWNER	FUNDING SOURCE	LIKELY COST	DEAD LINE	RISK	PRIORITY
SHORT TERM (< 12 months)	SOFT	TRAVEL INFORMATION								
		Local travel to / from station printed guide showing access by all modes	[1] – [8]	Medium	DBC	ERDF/CDT	£3k	9/09	Low	High
		Promote PlusBus – through Local Motion database	[3]	Medium	DBC	ERDF	(£0.5K) ¹	6/09	Low	High
		Promote PlusBus – TOC's (leaflets to be on display)	[3]	Medium	TOC/ Bus operators/	TOC	zero	zero	Low	High
		CAR SHARING								
		Promote www.liftshare.com / Local Motion Jouneyshare	[1]	Medium	DBC / TOC	DBC / TOC	(> £0.5k)	6/09	Low	Med
		Promote rail travel through workplace travel planning	[8]	Medium	DBC	DBC	(£2K)	3/09	Low	Med
		TRAVEL INFORMATION								
		Refurbish Travel Information Centre								
	HARD		Improve direction signing within station / to and from Station and information signing/displays in car parks	[1] – [8]	Medium	TOC/DBC	TOC / ERDF/ DBC tourism budget	£3-5k	4/09	High
			[2],[4],[5],[8],[10]	High	TOC	TOC	To be determined	12/09	Low	High

¹ Costs shown in brackets are indicative of time staff might give to this action or are an in kind contribution.

TYPE	DESCRIPTION	SMART OBJECTIVE	IMPACT	OWNER	FUNDING SOURCE	LIKELY COST	DEAD LINE	RISK	PRIORITY
	ACCESS IMPROVEMENTS								
SHORT TERM (< 12 months)	Improve subway – to / from Victoria Road portico.	[5],[6],[10]	High	TOC	TOC	To be determined	12/09	Med	High
	Install dedicated car sharing parking spaces	[2]	High	TOC	TOC	£1k	12/09	Med	Med
	Re-paint pedestrian crossing at top of Parkgate ramp	[5],[10]	Medium	TOC	TOC	£0.5K	12/09	Low	Med
	Install new cycle parking at main entrances	[5]	Medium	TOC	TOC/LTP/ERDF/CDT	£20-30k	12/09	Med	High
	TICKETING								
MEDIUM / LONG TERM (> 12 months)	Investigate opportunities for integrated rail / bus timetabling	[3]	Medium	TOC/Bus operator	N/A	Zero	12/10	Med	High
	Extend integrated ticketing options. (Subject to negotiation / legal constraints)	[3], [7]	High	TOC/Bus Co's	TOC / Bus operators	To be determined	12/11	High	High
	TRAVEL INFORMATION								
	Shared marketing initiatives on bus service links to Station	[2], [7]	High	TOC/Bus Co's	TOC / Bus operators	To be determined	12/10	High	High
	ACCESS IMPROVEMENTS								
SOFT	Investigate improved bus connectivity between town and the Station (for example investigate possible extension of service 14 and better through bus links to Barnard Castle / Richmond).	[3], [8]	Medium	TOC/Bus Co's	N/A	To be determined	4/11	High	High
	Review management of short stay parking / drop off points	[1]	High	TOC	N/A	To be determined	3/10	High	High
	Operation of a cycle hire scheme at the station – linked to other sites in urban area. (Subject to business case / demand).	[3],[7],[10]	Medium	TOC/DBC	TOC / ERDF/ CDT	£5K start up	5/10	Med	Med

	TYPE	DESCRIPTION	SMART OBJECTIVE	IMPACT	OWNER	FUNDING SOURCE	LIKELY COST	DEAD LINE	RISK	PRIORITY
		ACCESS IMPROVEMENTS								
		Review layout of car parking bays, including blue badge parking and drop off points	[1], [2]	Medium	TOC	TOC	To be determined	3/10	Med	High
		Provision of 'smart' card /media operated infrastructure for cycle parking / hire.	[4],[7],[10]	Medium	TOC/DBC	ERDF/ CDT	£10K	3/10	Med	Medium
		Better signing of routes to / from the station for all users	[1] – [8]	Med	DBC	ERDF/LTP/ CDT	£10K-15K	3/11	Low	High
		Investigate options for improving ambience of footways on Parkgate (under rail bridge)	[1],[5],[10]	Med	DBC/NR	LTP/NR	Cost dependent on options identified	2011	High	Medium
		Victoria Road – improvements to Pensbury Street back lane by Station entrance	[1],[5],[10]	High	DBC	LTP/ERDF / other	£20K	2011	Low	High
		Parkgate ramp improvements' to footway	[1],[5],[10]	High	TOC/NR	TOC/NR/ LTP	To be determined	2011	High	Medium
		Neasham Road/ Garbutt Square car park – refurbish footbridge	[1],[5],[10]	Med	DBC	TOC / NR	To be determined	2010	Med	Medium

MEDIUM / LONG TERM (> 12 months)

HARD

POTENTIAL LONGER TERM MEASURES									
TYPE	DESCRIPTION	SMART OBJECTIVE	IMPACT	OWNER	POTENTIAL FUNDING SOURCE	LIKELY COST	PRIORITY		
	CAR PARKING / PEDESTRIAN ACCESS								
	Improved access to Garbutt Square car park – new footbridge / lift	[1],[5],[6],[7],[9]	High	L.A./TOC/ NR	To be identified	Estimated £1-2M	High		
	Direct access to Central Park Development – pedestrian / cycle bridge across Parkgate.	[4],[5],[7],[9],[10]	High	L.A./TOC/ NR	Central Park /other	Estimated £2-3M	High (when development takes place)		
	Major improvements to Victoria road and immediate entrance including bus interchange and bus loop.	[4],[5],[7],[9],[10]	High	DBC	To be identified	Estimated £1-2M	Medium		
	Shuttle Bus - Parkgate entrance to/from Town Centre (Subject to proven business case)	[2],[5],[7],[9],[10]	Med	DBC / Bus operator	To be identified	Revenue cost to be identified	Medium		
	Tees Valley Metro scheme (Subject to release of major scheme funding)		High	DBC /TVJSU / NR	DfT	£140M	High		

Acronyms	
DBC	Darlington Borough Council
TOC	Train Operating Company
ERDF	European Regional Development Fund
CDT	Cycling Demonstration Town
NR	Network Rail
TVJSU	Tees valley Joint Strategy Unit

9.0 Monitoring and Evaluation

Monitoring and evaluation of the Station Travel Plan falls into two categories.

9.1 Progress against delivery of the action plan

It is proposed that over the period 2009-2011 quarterly meetings of the Travel Plan steering group review progress against delivery of the measures identified in table 8. And where appropriate recommend actions to deal with any slippages in delivery of individual measures.

9.2 Progress against achieving the Travel Plan Objectives.

Where data is available progress against performance indicators will be reviewed annually. Table 10 details the monitoring to be used to measure progress against each performance indicator.

Table 12, monitoring to be used to measure progress against each performance indicator.

Performance Indicator	Baseline (2008/9)	2009/10	2010/11	Measurement
[1] Percentage of passengers stating that they are either very satisfied or satisfied.	81%		85%	Passenger survey at Station 2008/9 and 2010/11
[2] % of car sharing passengers trips to the station.	4%	4.5%	5%	Passenger surveys at Station conducted annually
[3] % of passengers trips to the station by bus.	13%	13.5%	14%	Passenger surveys at Station conducted annually
[4] % of passengers trips to the station by cycle.	Not recorded	3%	3%	Number of cyclists, recorded by manual counts. Number of parked cycles, recorded by manual counts. Passenger surveys at Station
[5] % of passengers trips to the station by foot.	20%	21%	22%	Passenger surveys at Station conducted annually
[6] % of trips to the station by car (excluding car sharing by rail passengers)	7%	6.5%	6%	Passenger surveys at Station conducted annually
[7] % rail passengers dropped off by car at the station.	32%	30.5	29%	Passenger surveys at Station conducted annually
[8] Rail passengers numbers	To add	+2.5%	+2.5%	Number of passengers, recorded by Lennon ticket database
[9] Increase in total average daily traffic flow (Mon – Saturday) on principal routes.	To add	0.5%	0.5%	Continuously monitored through inner urban traffic counter sites – 11, 12,13,14,15,17,18,34.

Appendix one (1): Audit of station environment, facilities, main access routes and travel information at the Station	
Item	Response
General Information	
Station Name	Darlington Bank Top Station
Station Address	Bank Top Station, Darlington DL1 4AA
Name of local authority(s)	Darlington Borough Council (Unitary authority)
Train operating company	National Express
Station manager	Phil Crow – 0845 059 3334
Location of station	Located on the town centre urban fringe (¼ mile from town centre). Surrounded by residential area, with some commercial properties.
Number of platforms	Two main line platforms Two branch line platforms
Number of entrances to station building	Two entrances Manned barriers 0600 – 1100, 1500 – 2000 (Mon – Fri) Manned barriers 1000 – 1800(approx) – Sat, Sun Automated barrier implementation planned for Spring 2009

Appendix one (2) : Audit of station environment, facilities, main access routes and travel information at the Station		
Item	Comments	Response
Train services	Locations served and frequency of trains	Frequent services to stations on East Coast mainline, also cross country services to the Midlands / south west and trans Pennine services to Manchester and Liverpool. Stations on Saliburn – Bishop Auckland branch line – ½ hourly at peak times, hourly off-peak
Other facilities on site	Shops, amenities etc	Other amenities: Passenger waiting room 1 st class passenger lounge Public toilets – Male / Female & disabled access Pumpkin owned shop
Other comments helpful to describe the station and its environs		Darlington Station is a Victorian grade 2* listed building, located on an embankment ¼ mile east of the town centre.
Vehicular Access		
Roads near station	List the roads in the immediate vicinity of the station and also links to the wider highway network. Please state whether the roads are dual carriageway, access roads etc	Vehicular access from to the north entrance is via a two lane road / 'ramp' coming off Parkgate (Yarm Road, B6280). Parkgate is a busy 2-lane road (plus inbound bus lane) linking into the town centre inner ring road.
Traffic conditions	Please include description of the types of vehicles using the roads (buses, HGVs cars etc) and the volume of traffic at peak and non-peak times (either observed or from traffic count information that may be available).	Access to the western entrance is via Victoria Rd / Park Lane, a local road. Average Mon – Fri 2007/8 Traffic flows on Parkgate are: 1809 vehicles /hr (Peak) 27,770 /day Traffic flows on Victoria Rd are: 783 vehicles /hr (Peak) 10,400 / day
Road Traffic accidents	Information of road traffic accidents at or close to main entrances to the Station.	Five road traffic accidents (RTA's) in the last 3 years at or within 25 metres of the base of the Parkgate ramp. Three of these were classed as serious, 2 involving vehicles only, one involving a pedestrian. 7 RTA's on Victoria Road, one serious, involving a pedal cyclist.

Appendix one (3) : Audit of station environment, facilities, main access routes and travel information at the Station		
Item	Comments	Response
Passenger drop off/pick up points	Describe 'kiss and ride' facilities (including location). Include details of pedestrian access to the station (e.g. steps or ramps) and waiting restrictions (e.g. penalties for exceeding and enforcement arrangements).	Kiss and Ride at top of Parkgate entrance to Station on roundabout. First 15 minutes free at short stay car parking in this area.
Other comments on vehicular access		
Car parks: Train operating company owned/operated		
Name of car park(1)	Where known/applicable	Victoria rd Portico
Location	Describe location in relation to the station.	Western entrance (off Victoria Rd)
Owner/operator	Describe who owns and operates the facility	National Express
Volume	Specify number of car space including number of disabled, reserved, motorcycle and car share spaces.	SHORT STAY 9 spaces, no disabled
Charges	What are the charges for hourly, daily or season tickets? Are there any other charges?	Short Stay car park is £1 for 1 hour ONLY. There is no subsequent hourly rate – after first hour becomes a daily charge. £10 daily charge.
Enforcement	Is parking enforced? Who manages this? Are there any fines?	Parking is enforced by National Express employees (Station or Rail Enforcement Officers) – initial fine £60 (£30 if paid within 14 days).
Occupancy	Describe occupancy at peak times (e.g. 7am, 8am, 9am and 12 noon) including details of how well disabled / reserved / car share spaces are utilised. Either through observation or car parking occupancy data that may exist.	Mon – Fri Peak times (0600 – 0900: 1700 – 1830) 85% occupancy. Off peak and weekends 60% occupancy. Due to the short stay nature of car park occupancy clearly fluctuates in this area.

Appendix one (4) : Audit of station environment, facilities, main access routes and travel information at the Station	
Item	Response
Name of car park (2)	Parkgate Approach ramp
Location	Off Parkgate
Owner/operator	National Express
Volume	SHORT STAY 18 spaces 3 disabled LONG STAY 40 spaces EXECUTIVE- LONG STAY 28 spaces 1 disabled
Charges	Short Stay car park is £1 for 1 hour ONLY. There is no subsequent hourly rate – after first hour becomes a daily charge. £10 daily charge.
Enforcement	Parking is enforced by National Express employees (Station or Rail Enforcement Officers) – initial fine £60 (£30 if paid within 14 days).
Occupancy	Short stay area : Mon – Fri Peak times (0600 – 0900 : 1700 – 1830) 85% occupancy. Off peak and weekends 60% occupancy. Long Stay / Exec and Disabled areas : Tues – Thurs 95% occupancy Mon & Fri 80% occupancy Off Peak periods and weekend 40% occupancy
	Where known/applicable
	Describe location in relation to the station.
	Describe who owns and operates the facility
	Specify number of car space including number of disabled, reserved, motorcycle and car share spaces.
	What are the charges for hourly, daily or season tickets? Are there any other charges?
	Is parking enforced? Who manages this? Are there any fines?
	Describe occupancy at peak times (e.g. 7am, 8am, 9am and 12 noon) including details of how well disabled / reserved / car share spaces are utilised. Either through observation or car parking occupancy data that may exist.

Appendix one (5) : Audit of station environment, facilities, main access routes and travel information at the Station		
Item	Comments	Response
Name of car park (3)	Where known/applicable	Park Lane
Location	Describe location in relation to the station.	Western entrance, off Park Lane
Owner/operator	Describe who owns and operates the facility	National Express
Volume	Specify number of car space including number of disabled, reserved, motorcycle and car share spaces.	LONG STAY 31 spaces, no disabled
Charges	What are the charges for hourly, daily or season tickets? Are there any other charges?	£10 daily charge.
Enforcement	Is parking enforced? Who manages this? Are there any fines?	Parking is enforced by National Express employees (Station or Rail Enforcement Officers) – initial fine £60 (£30 if paid within 14 days).
Occupancy	Describe occupancy at peak times (e.g. 7am, 8am, 9am and 12 noon) including details of how well disabled / reserved / car share spaces are utilised. Either through observation or car parking occupancy data that may exist.	Tues – Thurs 95% occupancy Mon & Fri 80% occupancy Off Peak periods and weekend 40% occupancy

Appendix one (6) : Audit of station environment, facilities, main access routes and travel information at the Station		
Item	Comments	Response
Name of car park(4)	Where known/applicable	Garbutt Square
Location	Describe location in relation to the station.	East of Station, access via footbridge from Northern entrance to Station buildings
Owner/operator	Describe who owns and operates the facility	National Express
Volume	Specify number of car space including number of disabled, reserved, motorcycle and car share spaces.	LONG STAY 225 spaces 0 disabled
Charges	What are the charges for hourly, daily or season tickets? Are there any other charges?	£10 daily charge.
Enforcement	Is parking enforced? Who manages this? Are there any fines?	Parking is enforced by National Express employees (Station or Rail Enforcement Officers) – initial fine £60 (£30 if paid within 14 days).
Occupancy	Describe occupancy at peak times (e.g. 7am, 8am, 9am and 12 noon) including details of how well disabled / reserved / car share spaces are utilised. Either through observation or car parking occupancy data that may exist.	Tues – Thurs 95% occupancy Mon & Fri 80% occupancy Off Peak periods and weekend 40% occupancy
Other comments on (station) car parking		

Appendix one (7) : Audit of station environment, facilities, main access routes and travel information at the Station	
Item	Response
Car parks: Non station owned/operated (within walking distance of station) – on and off street	
Comments	
Name of car park(1)	Where known/applicable Park lane
Location	Describe location in relation to the station. Located on Park Lane, approx 150 M from western entrance to Station.
Owner/operator	Describe who owns and operates the facility Darlington Borough Council
Volume	Specify number of spaces (on and off street) including number of disabled, reserved, motorcycle and car share spaces. Long stay 128 spaces 7 disabled
Charges	What, if any, are the charges for parking on/off-street? £7:00 (10 hours) No weekly ticket
Enforcement	Is parking enforced? Who manages this? Are there any fines? Yes DBC
Occupancy	How well used is off station parking. 50%- 65% average
Overspill car parking	Is 'overspill' parking an issue? Is a controlled parking zone in existence? Please provide details Yes
Any other comments on (off station) car parking	Are any car club parking spaces in existence? No

Appendix one (8) : Audit of station environment, facilities, main access routes and travel information at the Station		
Item	Comments	Response
Name of car park(2)	Where known/applicable	Park Place West
Location	Describe location in relation to the station.	Located on Park Place, approx 300 M from western entrance to Station.
Owner/operator	Describe who owns and operates the facility	Darlington Borough Council
Volume	Specify number of spaces (on and off street) including number of disabled, reserved, motorcycle and car share spaces.	Long stay 137 spaces 0 disabled
Charges	What, if any, are the charges for parking on/off-street?	£4:00 all day £15:00 weekly ticket
Enforcement	Is parking enforced? Who manages this? Are there any fines?	Yes DBC
Occupancy	How well used is off station parking.	70% average
Overspill car parking	Is 'overspill' parking an issue? Is a controlled parking zone in existence? Please provide details	No

Appendix one (9) : Audit of station environment, facilities, main access routes and travel information at the Station		
Item	Comments	Response
Name of car park(3)	Where known/applicable	Park Place East
Location	Describe location in relation to the station.	Located on Park Lane, approx 350 M from western entrance to Station.
Owner/operator	Describe who owns and operates the facility	Darlington Borough Council
Volume	Specify number of spaces (on and off street) including number of disabled, reserved, motorcycle and car share spaces.	LONG STAY EAST 96 spaces 4 disabled WEST 141 0 disabled
Charges	What, if any, are the charges for parking on/off-street?	£4:00 all day £15:00 weekly ticket
Enforcement	Is parking enforced? Who manages this? Are there any fines?	Yes DBC
Occupancy	How well used is off station parking.	30% average
Overspill car parking	Is 'overspill' parking an issue? Is a controlled parking zone in existence? Please provide details	Yes
Powered two-wheelers		
Parking for powered two wheelers	Describe nature and location of any parking facilities (including level of security, number of spaces and ease of access to/from station).	Parking at top end of Executive Car Park (Parkgate), covered by operational CCTV with space for 7 vehicles.

Appendix one (10) : Audit of station environment, facilities, main access routes and travel information at the Station	
Item	Comments
Parking occupancy	How well is it used? (Either from observation or count).
Signing	Are facilities well signed both from the station and from the highway?
Other comments on powered two wheelers	
Taxis	
Taxi rank	Description of location and size of taxi rank
Occupancy	How well is it used? How long do passengers have to wait for a taxi to arrive / in the queue?
Free phone	Is there a free phone at the station for passengers to call a taxi?
Other comments on taxis	

Item	Response
Parking occupancy	Well used on a weekday basis.
Signing	Due to the recent temporary re-location of the motorbike parking, signage could be improved.
Other comments on powered two wheelers	Recent move from old motorcycle parking made at Transec instigation. Current parking at top end of executive car park a temporary measure.

Public Transport

Appendix one (14) : Audit of station environment, facilities, main access routes and travel information at the Station

Item	Comments	Response
<p>Bus stops</p>	<p>Describe locations of bus stops within 500km of the station and ease of access from station building. Are they visible from the station? How well are they signed from the station and vice versa? How well used are bus stops (either from observation or counts)?</p>	<p>A recent alteration to the area at the top of the Parkgate ramp was designed to accommodate a basic bus turning area. Up until January 2009 this was used by the Sky Express bus service which connected with Durham Tees Valley Airport. As this service has now ceased there currently no bus services running into the Station</p> <p>Bus stops adjacent to the Station are located on Parkgate (B6280), Neasham Road, Park Lane and Victoria Road (See attached plan for location of bus stops) .</p>
<p>Bus Services</p>	<p>Describe locations served by these bus stops, and frequency of services during peak times.</p>	<p>Timetables for each stop are attached as appendix X</p> <p>In summary:</p> <p><u>Victoria Road / Park Lane stops</u></p> <p>Darlington Town Centre / Scotch Corner/Richmond/ Catterick Garrison</p> <p>x26 / x27 services running ½ hourly Mon – Saturday 8:00 – 18:00hrs</p> <p><u>Neasham Road stops</u></p> <p>13a/13b Darlington Town Centre / Firthmoor</p> <p>20 Darlington Town centre / Neasham</p> <p><u>Parkgate stops</u></p> <p>3 /11, 12, 13a/13b, 14, 18, 20.</p> <p>Locations served include Darlington Town centre, Mowden, Morton Palms, Durham Tees Valley Airport, Red Hall, Firth Moor, Skerne Park, Middleton – St – George, Sadberge, Neasham, and Cockerton.</p>

Appendix one (12) : Audit of station environment, facilities, main access routes and travel information at the Station		
Item	Comments	Response
Bus stop facilities	Are there shelters, lighting, seats and / or information? Are they clean?	Facilities at each stop are: Victoria Road bus stops: Inbound service stop has a bus shelter (Maintained by Clear Channel) with internal lighting, bench, timetable flag and bus timetable. Outbound service (to Catterick) has a flag and timetable, but no shelter or seating. Parkgate bus stops: Inbound and Outbound services have a shelter (Maintained by Clear Channel) with internal lighting, timetable flag, timetable and bench seating.
Underground and tram stops	Are there any underground or tram stops within 1km of the station?	N/A
Underground/Tram Services	Describe locations served by these stops and frequency of services.	N/A
Tram and tube stop facilities	Are there shelters, lighting, seats and / or information? Are they clean?	N/A
Cycling		
Cycle parking	Describe location in relation to the station. Where applicable indicate where parking is 'on station' or 'on highway'.	Cycle parking located on Station platform (platform 4 – North bound trains) at 2 locations.
Cycle parking facilities	Describe number and type of stands. Are they sheltered? Covered by CCTV? General observation on their quality.	<ol style="list-style-type: none"> Provision for up to 46 cycles – stands located on main area of platform 4, opposite Transport Police Office. Provision for up to 52 cycles on far northern end of platform 4.
Item	Comments	Response
Appendix one (13) : Audit of station environment, facilities, main access routes and travel information at the Station		

Occupancy	How well are the stands used? Describe occupancy at peak times (either through observation or from actual counts)	1. Stands on main area of platform 60 – 90% occupancy rate 2. Stands at far northern end of platform 0 – 5% occupancy rate.
Fly-parking	Are bicycles regularly chained to railings, posts etc? How many?	Not within Station buildings.
Other facilities	Describe any other facilities available on-station for cyclists such as lockers and showers.	None
Cycle access	Is the general area suitable for cycling? Are there any large hills nearby?	Generally suitable, although the town centre inner ring road and Parkgate act as a barrier to less confident cyclists.
Cycle paths	Describe any cycle paths close to the station? If so, are they well maintained? Which locations do they serve? Are they well signed?	There is a signed cycle route to the western entrance to the station. (See appendix x for a plan of cycle routes)
General road conditions	How well suited to cycling are the surrounding roads? Are there any toucan crossings for cyclists?	Cycle crossing facilities are provided across the town centre ring road. See appendix X for cycle facilities.
How well signed is the station and cycle facilities.	Consider signing from the surrounding area into the station and from the station to key attractors in the area.	The Station is signed from highway network on approaches from the town centre, from the east on Yarm Road, from North Road, Victoria Road and on the town centre ring road. Specific signing for cyclists is in place for approaches from the east (Eastbourne Cycle route) and from the town centre.
Appendix one (14) : Audit of station environment, facilities, main access routes and travel information at the Station		
Item	Comments	Response

Walking		
Description of pedestrian routes	<p>Are pavements in local area in good condition? Are they well lit? Are they sign posted? How attractive is the environment for walking?</p> <p>Are pedestrians able to access the station without taking detours? Are there pedestrian crossings nearby? Consider pedestrian access 'on station' and also 'off station'. Is there any evidence of 'desire lines' not being catered for (eg. worn paths on grass verges).</p>	<p>In 2005 Living Streets coordinated a pedestrian audit of access to the Station from the town centre to the Parkgate entrance, the main findings are summarised below.</p>
Description of pedestrian access to the station		<p>Parkgate Station approach (ramp) – the footway which climbs steeply from Parkgate is narrow, making walking in pairs or passing people with luggage to carry difficult. The footway is also uneven, particularly where a trench in the centre of the path has subsided. At the foot of the station ramp pedestrians heading to the town centre need to pass under the bridge supporting the East Coast main line, here the footway is wide, though noise from traffic can be significant. Pedestrian islands are provided to assist people cross Parkgate at this point (for example to catch an outbound bus services) but given the volume of traffic on this road are often difficult to use. From the rail bridge, heading west into the town centre the footway continues to Hargreave Terrace, west of Hargreave Terrace the footway narrows with the useable width further compromised by railings and lighting columns. Beyond 82 Parkgate the footway widens and cuts across an area of open space to St Cuthbert's Way (inner ring road) . A Toucan crossing then provides safe access across the ring road. Pedestrians can then choose to access the town centre via Stonebridge or via a path running through the Town Hall car park and concourse area.</p> <p>Victoria Road approach – from the Station access to Victoria Road is via a subway, there are steps and steep ramps (much steeper than the recommended 1 in 20 slope) on both sides of the subway. The subway is lit and does have some CCTV coverage. However the general ambience of the subway could be greatly improved by re- decorating / repair of damaged tiles etc.. Egress from the subway is into a 'Portico' area, with limited short stay parking. From here pedestrians may head out on to Park Lane (access to the Catterick Bus stop) or onto Victoria Road either to catch a bus (to the town centre) or to walk down Victoria Road towards the town centre. With the exception of the area immediately outside of the Station building (Pensbury back lane) the footway on Victoria Road is generally good, with dropped kerbs and tactile paving at all road crossings, though the road surface between crossings on Hargreave Terrace is in need of repair. From Victoria Road pedestrians can access the town centre via a Toucan Crossing over the inner ring road and footway leading to the Town Hall car park and concourse area.</p> <p>Neasham Road / Garbutt Square approach</p>

		<p>Access to Garbutt Square car park and Neasham Road is via a footbridge over the rail line. The bridge walkway is covered by a CCTV camera, though as it is enclosed in an unattractive opaque plastic tunnel it may feel threatening to some pedestrians, particularly at night.</p> <p>Steep steps on both sides provide the only access to the footbridge.</p> <p>From the footbridge access to Neasham Road is via a narrow footway.</p>
Safety and security	<p>Are there any personal safety concerns for pedestrians? Is there any CCTV?</p>	<p>See comments on subway (Victoria Road entrance /exit) and footbridge over rail line.</p>
Access for the mobility impaired	<p>Does the station have step free access? Have any provisions been made for people in wheelchairs or with prams and pushchairs? Are there dropped kerbs on roads near to the station?</p>	<p>There is step free access from the Parkgate and Victoria Road entrances only (though both involve steep access ramps). Passengers dropped off by car or taxi at the Parkgate entrance do have level gradient access to the station platforms.</p> <p>A more detailed access audit will be carried out in consultation with representatives' from Darlington Association on Disability.</p>
Is pedestrian signing between the station and surrounding area appropriate?	<p>Are key local attractors/destinations clearly and appropriately signed?</p>	<p>Pedestrian signing directs people to the Station from the town centre. There is very limited pedestrian signing on St Cuthbert's Way, Victoria Road and Neasham Road.</p>

Appendix one (15) : Audit of station environment, facilities, main access routes and travel information at the Station		
Item	Comments	Response
Travel Information		
Signing	Consolidate comments made elsewhere as part of the audit here.	Signing within and immediately around the Station is limited and in some instances in a poor condition.
Travel information at-station	Are there any notice boards with information displayed? Is there any real time information for buses?	There are a number of notice boards within the station, plus a travel information centre. At present there is no real time bus information.
Leaflets / Maps	Are there any displays for cycle maps or bus timetables? Is there a map of local amenities? Are these prominent?	Leaflets are available from the travel centre – though this is poorly signed and in need improvement.
On-line information	Is there any web based information concerning facilities at and access to the station?	Yes – Local Motion website / National Express website / National Rail Enquiries website / Transport Direct website
Other comments in relation to travel information		Darlington Borough Council operates an unmanned tourist information centre at the Station. This is a small room stocked with information on Darlington, including local travel leaflets.

Appendix 2 – Findings from Passengers Surveys

Face-to-Face interview

Sample size 277

Timing of surveys

14.10.08	Tuesday	16.00 - 19.00
16.10.08	Thursday	7.00 - 10.00
17.10.08	Friday	10.00 - 16.00
18.10.08	Saturday	9.00 - 15.00
25.10.08	Saturday	11.00 - 17.00

Postcard survey (Short self completion)

Number received 11

Web

Number received 168

Distributed via email to rail industry contacts, staff working for major employers in Darlington Borough and to Local Motion members (10,000 households).

Main findings from analysis of the Face – Face surveys (sample size 277)

Table 1 Stage of the Journey		
	Total	%
Waiting for a train (start of journey)	218	78.70%
Exiting the station	12	4.33%
Catching a connecting train	47	16.97%
Total	277	100.00%

Table 2 Start or finish of journey (excluding passengers making a rail connection at the Station)				
	Waiting for a train	Exiting this station	Total	%
Home	154	10	164	71.30%
Work	27	2	29	12.61%
Other	37	0	37	16.09%
No answer	0	0	0	0.00%
Total	218	12	230	100.00%

Table 3 Main journey purpose		
	Total	Percentage
Commuting to / from work	49	18%
Company business	37	13%
Personal business (e.g. dentist)	7	3%
Commuting to / from education	16	6%
Shopping	22	8%
Visiting friends / relatives	81	29%
Leisure (e.g. pub, cinema, sporting activity)	39	14%
Other	26	9%
Total	277	100%

Table 4 - Main mode of travel to/ from this station.				
	Waiting for a train	Exiting this station	Total	%
Walk	46	0	46	20%
Cycle	0	0	0	0%
Car - drive alone	16	1	17	7%
Park and ride (car then dedicated park and ride bus)	0	0	0	0%
Car share	9	1	10	4%
Car - dropped off/Car - pick up	71	2	73	32%
Train	25	2	27	12%
Taxi	23	2	25	11%
Motorbike	0	0	0	0%
Bus / Coach / Tram	26	4	30	13%
Other	1	0	1	0%
No answer	1	0	1	0%
Total	218	12	230	100%

Table 5 - Answer to question 'Why did you/ will you use this means of transport?'		
(Excludes respondents who walked / plan to walk)	Total	Percentage
Time savings	31	17%
Convenience	140	76%
Cost savings	14	8%
No buses or infrequent buses available at the time/ wanted t	4	2%
The bus routes do not suit me	4	2%
Lack of / poor cycle routes	0	
Not enough secure cycle parking	0	
Lack of / poor pedestrian routes	0	
It's too far to walk or cycle	6	3%
I need more information on other ways to travel to / from th	0	
Lack of car parking	3	2%
Other commitments (e.g. dropping children at school)	0	
Personal safety	0	
Mobility impairment	0	
Other	18	10%
No answer	11	6%
Total	184	100%

Table 7 - Answer to question 'How often do you use this station?'		
	Total	Percentage
Daily (including weekends)	7	3%
Daily (excluding weekends)	24	9%
3 or 4 times a week	22	8%
Once a week	15	5%
Several times a month	55	20%
Less frequently	154	56%
No answer		
Total	277	100%

Table 8 - How satisfied are you with the ease of travelling to and from this station?		
	Total	Percentage
1 - Very Satisfied	87	31%
2	139	50%
3	33	12%
4	15	5%
5 - Very Dissatisfied	3	1%
No answer	0	
Total	277	100%

Face – Face survey demographic information

Table 9 - Gender of respondents		
	Total	Percentage
Male	101	36%
Female	176	64%
Total	277	100%

Table 10 - age group of respondents?		
	Total	Percentage
16 to 25	94	34%
26 to 34	35	13%
35 to 44	54	19%
45 to 54	49	18%
55 to 64	24	9%
65 to 69	13	5%
70 to 80	8	3%
81+	0	
No answer	0	
Total	277	100%

Table 11 - Working status of respondents ?		
	Total	Percentage
Working full time	145	52%
Working part time	34	12%
Full time student	44	16%
Not working	54	19%
Refused	0	
No answer	0	
Total	277	100%

Table 12 - Respondents stating that they has a mobility impairment or where transporting heavy or awkward luggage?		
	Total	Percentage
Heavy / bulky luggage	61	22%
Travelling with a pushchair	3	1%
Travelling with a folding bicycle	0	
Travelling with a non-folding bicycle	0	
Travelling with a dog	0	
Travelling with a wheelchair	0	
Travelling with children	0	
Temporary mobility problems	0	
Other	6	2%
None apply	208	75%
No answer	0	
Total	277	100%

Main findings from analysis of online surveys (168 respondents)

Table 13 Online survey - journey purpose		
	Total	Percentage
Commuting to / from education	3	2%
Commuting to / from work	17	10%
Company business	33	20%
Leisure (e.g. pub, cinema, sporting activity)	20	12%
Other	15	9%
Personal business (e.g. dentist)	1	1%
Shopping	5	3%
Visiting friends / relatives	43	26%
No response	31	18%
TOTAL	168	100%

Table 14 Online survey - Main mode of travel to / from Station		
	Total	Percentage
Bus / Coach / Tram	7	4%
Car - drive alone	18	11%
Car - dropped off/Car - pick up	43	26%
Car share	4	2%
Cycle	7	4%
Other	2	1%
Taxi	18	11%
Train	8	5%
Walk	30	18%
No response	31	18%
TOTAL	168	100%

Table 15 Online survey - Satisfaction		
	Total	Percentage
1 - Very Satisfied	12	7%
2	53	32%
3	44	26%
4	17	10%
5 - Very Dissatisfied	11	7%
No response	31	18%
TOTAL	168	100%

Table 16 Online survey - Age profile		
	Total	Percentage
16-25	13	8%
26-34	24	14%
35-44	29	17%
45-54	26	15%
55-64	29	17%
65-69	4	2%
70-80	3	2%
81+	3	2%
#NULL!	37	22%
	168	100%

Appendix 3

Notes from Talking Together Event 13th January 2009 'Improving Access to Darlington Railway Station'

Question	Answer
<p>Darlington station serves a wide rural area and bus and train connectivity issues need to be noted – current service from Barnard Castle leaves a lot to be desired at the moment</p> <p>Short stay/free drop off parking service has been disbanded and is now causing a lot of problems. What can be done?</p>	<p>Access from Victoria Rd Into the station isn't good for Arriva bus service also Yarm Road allows only small buses to operate. Barnard Castle links would require another service to allow better access to the station</p> <p>DBC have been working with National Express to look at the difficulties around these issues</p> <p>Issues around pricing policy for parking from National Express is being looked at a the moment and can't be commented upon</p>
<p>Connectivity issues are a big problem for me and need to be looked at. Suggestion for bus terminal using the 'little used' Network Rail offices plus small part of Waverley Tce to allow bus connections and people to link up to all the services for outlying areas and connectivity to rail services</p> <p>Resident of Waverley Tce replied to this suggestion for turning space for bus service in this area</p> <p>Problems with the rail service mean alternative bus services are put on and this affects the people living in the streets near by. Large number of buses are parking at the weekend with engines running also noise nuisance at night</p>	<p>Larger issues are involved with these suggestions and represent ideas that would be part of long term planning</p> <p>New ways of managing this situation are being looked at now eg some coaches can be parked inside the station portico at times, which can help with congestion and parking problems in the area.</p>
<p>How can the pedestrian access to the station be improved for all</p>	<p>New cleaning contract in place to try and improve appearance of bridge but this is an</p>

<p>rail passengers who are using footbridge? Not a good situation for lone women or late at night</p> <p>Parking overflow to avoid charges means local streets are crowded with cars causing problems</p> <p>Platform access to say goodbye and help with luggage isn't allowed now. This needs to be challenged, what can be done?</p>	<p>ongoing problem that can't be solved quickly.</p> <p>DBC are looking at the parking strategy for the town during February – June 2009 and the parking policy around the station is a big part of this. It isn't as simple as introducing residents parking as the problem is then pushed somewhere else. The whole issue of access to the station and how people use it is being looked at.</p> <p>Darlington is introducing automated barriers on the platforms during 2009. This is to stop unpaid use of trains as business can't afford to lose money this way as ticket prices will rise. There will always be a person around to help with luggage and access needs</p>
<p>Why can't there be a shuttle bus from the station to the town centre which links to all services and cuts out traffic dangers of crossing the ring road on foot</p>	<p>Arriva bus changes in July 08 were aimed at improving service faster and more reliable links into the town centre eg cross town links were removed but service seems better.</p> <p>Turning circle at the station needs improvement or more work if frequency of the bus service is to be increased</p>
<p>What steps are in place to do a full disability impact assessment on this travel plan?</p>	<p>DAD will be fully involved in the whole of the development of the travel plan for the station as well as Network Rail and invitation to National Express to get involved was given and accepted</p> <p>Requirement for all partners to be involved in the whole process and not something that is tacked on at the end</p> <p>The Council will work with its partners in the rail industry to fulfil the requirements of a disability impact assessment.</p>
<p>Disabled people could use the footbridge if there is was a</p>	

suitable ramp in place	
<p>What kind of cycle route is going to be made for links to the station?</p> <p>Not ideal situation at the station for users of motorcycles who want better. Can this be improved, ideally nearer the platform with more secure bars and locking facilities? Issue of change in the access onto the platform means that passengers who get to the station on time still often miss their train. Barriers won't make this any better as there are never enough people around to check tickets. Where are the new barriers going to go, and will people be around to assist?</p>	<p>Victoria Road link will be advisory route linking from the Ring Road via Park Place and Victoria Rd. Not ideal but all that can be done at the present time</p> <p>Recent changes to the arrangements for motorcycle users at the station are not ideal. These suggestions will be taken back and looked at again by Network Rail. Passengers need to arrive earlier to catch their trains so problems are not encountered with the barriers once they are installed. A suggestion of at least 10 mins before travel is advised to avoid missing train. Train doors are closed 2 mins before stated travel time. Due to be 5 automated barriers installed on station, but staff will be available to assist too.</p>
<p>Can Network Rail give up some of their car parking space and their revenue to give more space to improve bus access into the station? This would help everybody</p>	<p>Purpose of this meeting is to think about different ways of doing things. Comments will go back to Network Rail who want to look at all ideas and suggestions.</p>

Written comments at the Talking Together Event

Comments	Answer
Do something to clean the bridge and tidy up the area on Parkgate. Not a good impression when arriving in Darlington.	Noted – proposed action to be included in Travel Plan
Sort out parking on Neasham Road and on the side roads. Parking situation makes life very difficult for those who live nearby in Bank Top. Clean the tunnel (bridge) to Garbutt Square	Parking problems around the station are being looked at as part of the Councils Parking Strategy.
Parkgate – Footbridge: Removal of perspex covering and replacement with close gauge wire mesh would reduce antisocial behaviour and re-introduce natural ‘rain water cleaning’.	Noted – proposed action to be included in Travel Plan
Bus bays on existing site of Network Rail Offices – off park lane Widen Wavererly Terrace onto cattle market land to create a bus loop onto Clifton road then Victoria Road. This would provide a turning circle for an interchange at the Station. Install lifts / escalator from Station concourse to Victoria Road entrance.	Noted – proposal to be investigated in more detail.
Why are there no short stay parking places in the cattle market parking area. Disabled parking should be more visible/ more easily accessed. Railway emergency buses often block Park Lane / Victoria Road at weekends. If cycle route to the station (on Victoria Rd) is advisory – why tell cyclists who already know where they are going? How much is this event costing?	There are currently 14 short stay spaces available on non-market days). Points on disabled parking and emergency buses noted – with proposed action points to be included in the travel plan. Not all cyclists arriving at the Station are familiar with Darlington.

Use opportunity afforded by closure of Arriva Bus Depot to create a direct cycle / pedestrian route from the south end of the Town Hall to the toucan crossing on St Cuthbert's Way	Noted – proposal to be investigated in more detail.
Use bus turning circle in Parkgate entrance for shuttle service to/from the town centre. Stop other vehicles entering turning circle.	
Any chance of a bike shelter at Victoria Road entrance – before underpass?	Noted – proposal to be investigated in more detail.
Consider diverting service 14 from Skerne Park via Leafield Road , Park Lane & Victoria Road – providing a frequent service between the Station and Town Centre.	Noted – proposal to be investigated in more detail
Re-instate bus shelter at southbound stop at Park Lane entrance- potentially build out the kerb or take space from the car park.	Noted – proposal to be investigated in more detail
Motorcycle parking could be closer to the platform, better signed, free, undercover and have a feature/bar to lock bikes to.	Noted – proposed action to improve motorcycle parking be included in Travel Plan

Appendix 4

