

Cambridge Stations Travel Plan

Emerging Issues Report

Section 1 – Purpose of Report

This is a working document, produced to assist the Project Steering Group for the Cambridge Stations Travel Plan in its understanding of the key issues to emerge from the early stages of the Stations Travel Plan study.

To date, we have completed four important pieces of data collection, the outputs of which are summarised in this document. These are:

1. A desk top exercise to identify other committed projects which will deliver improvements over the next 3-5 years, and which may alter the context of the way that the station functions, or the access that people have to it.
2. A Station Travel Plan audit for Cambridge station, undertaken in December 2014, following the template adopted in the Station Travel Plans Toolkit issued by ATOC.
3. A similar desk top exercise carried out for the proposed station at Chesterton in January 2015, following a modified ATOC template.
4. An extensive survey of station users and non-users undertaken by consultants Jungle Green, on behalf of the STP Partners, in October and November 2014. This included face to face surveys on the station, in the city centre, on the business parks and in surrounding communities. Both rail users and non-users were surveyed on their existing travel patterns and were also asked about the likely impact of the new station on their travel patterns once it has opened. Both quantitative and qualitative data has been captured. Detailed analysis has now allowed us to gauge the importance of the different modes of access to the two stations, and how these might be changed in the future.

This collection of data has raised a number of issues, relating to facilities on the stations and to access to them. At this stage we are making no presumptions about the solutions to these issues. That process will commence in the forthcoming Stakeholder Workshop, when we will discuss the problems with a wider audience.

For that reason, this is not a document for circulation beyond the Project Steering Group or the facilitators at the Stakeholder Workshop. A final version will be made available to a wider audience once the next stage of the project has been completed.

Section 2 of this report lists the committed projects that have an impact on the station and access to it, with a brief summary of who is delivering them and what they intend to deliver.

Section 3 of this report summarises the statistical evidence that has emerged from the data. **Sections 4-11** classify some of the qualitative evidence attributable to station facilities or to specific modes of arrival at the station. They are also labelled as applying to Cambridge station, or Chesterton station, or both.

Geraint Hughes, Partnerships Manager, Abellio Greater Anglia

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Section 2 – Committed Projects

Project Title (owner)	Project Description	Project Timeline
CB1 development (Brookgate / Network Rail)	Major redevelopment of the area around Cambridge station, including the land between Station Road and Hills Road. Includes offices, retail, residential, a hotel and the station CyclePoint. At the centre of the redevelopment will be a new Station Square, linked to the bus interchange. The CB1 Masterplan changes many of the access arrangements for the station and removes conflicts by segregating the different modes.	First stage residential development and bus interchange already delivered. CyclePoint by end 2015. Hotel by mid-2016 and One The Square and Station Square elements by early 2017.
Cambridge Station Regeneration (Abellio Greater Anglia)	Major changes to station ticket hall and customer facilities funded through S106 agreement from CB1. To be implemented by AGA with prime objective of reducing ticket hall congestion and improving retail offer to customers. Elements in north and south ranges will be designed to complement activity on the Station Square.	Work to commence mid-2015. 12 month work programme.
New station at Chesterton (Network Rail / DfT / Cambs County Council)	Scheme promoted by CCC for new 3-platform station on Chesterton Sidings site. Project being delivered by Network Rail and funded by DfT. To include station building, car park, bus interchange and cycle parking, with link to Busway under construction and options for links to surrounding residential areas and Chisholm Trail.	Currently targeted for completion by December 2016, subject to planning and completion of detailed design and tendering. Opening in early months of new GA franchise.
Chisholm Trail (Cambs County Council)	Proposal for cycle route between Cambridge station and Chesterton station, partly on dedicated alignment and partly on highway. Includes access to Cambridge station through the car park from Mill Road and a dedicated new crossing of the River Cam just to the south of Chesterton station.	To be implemented in stages, with first stage (to include the river bridge) funded by £8m+ from City Deal by 2017.
Project Cambridge (Cambs County Council and Cambridge City Council)	A series of proposals for improvements to the highway and civic realm along the route from the station to the city centre, via Station Road, Hills Road, Hyde Park Corner and Regent Street. Contained within the County Council's Draft Long Term Transport Strategy (2011-2031) and in the City Council's Draft Cambridge Local Plan 2014.	Options for funding through City Deal.

Section 3 – Customers and Statistics

Existing Cambridge Station

- The latest ORR footfall figures (2013/14) show 9.825 million entries and exits at Cambridge station. This equates to a daily footfall of around 27,000, or 13,500 return trips.
- Growth over the last 5 years is 28%, an average approaching 6% per annum.
- These trips are split 50/50 between those originating at Cambridge and those for which Cambridge is a destination. This is unusual for AGA stations, but reflects the importance of commuting and leisure trips to both Cambridge and London.
- Journey purpose is split as follows:
 - Commuting to work 32% / Commuting to education 17%
 - Travel on business 11%
 - Leisure 40% (includes visiting family & friends, shopping, tourism, personal business)
- The current mode split for journeys to and from the station is:
 - Walk 43% (5788 round trips each weekday)
 - Bus 15% (2019 round trips each weekday)
 - Cycle 16% (2153 round trips each weekday – 11% parked, 5% taken on the train)
 - Car 15% (2019 round trips each weekday – 4% parked, 1% car share, 10% Kiss&Ride)
 - Taxi 8% (1077 round trips each weekday)
- 56% of users take less than 15 minutes to get to and from the station. 8% take more than 30 minutes.
- The longest journey times to/from the station are by bus (average 23 minutes) and car (20 minutes). Walking times average 18 minutes, cycle times 15 minutes and taxi times 14.5 minutes.
- Predominant reasons for choice of access mode are convenience and cost, although both cycling and walking are chosen as healthy options by around 10% of users.

Impact of new developments around Cambridge station

- At least 20% of existing drivers would consider changing their mode of travel to/from the station to bus or bike
- This could increase the number of cycles parked at the station to around 2000 per day and an additional 670 round trips by bus each day.

Transfer to new station at Chesterton

- 13% of those currently using Cambridge station would transfer to Chesterton in future (around 1750 each weekday). An additional 10% (1350) are likely to use the new station.
- 71% of those who intend to transfer to the new station have Cambridge as their origin station. 29% have it as their destination station.

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- 48% will use it for commuting, 15% for business trips and 37% for leisure trips.
- For those transferring from the current Cambridge station, the predicted mode split for their journey to/from the station is:
 - Walk 28% (490 round trips each weekday)
 - Bus 16% (280 round trips each weekday)
 - Cycle 31% (21% parked = 368 each weekday, 10% taken on train = 175 each weekday)
 - Car 14% (244 round trips each weekday)
 - Taxi 6% (105 round trips each weekday)
- The transfer will have an impact of reducing the volume of use of all modes into Cambridge station, although in many cases this will be offset by new trips generated, particularly in terms of car and cycle parking.

New rail users

- The survey shows that rail could be an attractive future proposition to current non-users, but predicting the volume of growth is difficult from the samples surveyed.
- However, the predicted modes of travel for these new users' journeys to/from Cambridge and Chesterton stations are significantly different from those of existing users:

○ Car	Cambridge 67%;	Chesterton 25%
○ Bus	Cambridge 23%;	Chesterton 30%
○ Cycle	Cambridge 6%;	Chesterton 13%
○ Walk	Cambridge 0%	Chesterton 31%
- Barriers to use of the train include convenience of the existing mode – mainly car (44%); perceived cost of the train (30%); distance to the station, difficulty in parking and destination not served directly by train (each 10%).
- Improvements that would prompt a change to rail use include – reducing congestion (16%), more station parking (14%), better bus services and later operation (9%).

Long term (note – outside the scope of the Stations Travel Plan)

- Figures for 2026 demand at Chesterton in Transport Assessment show that facilities such as car parking and cycle parking are under-provided.
- Continued growth at present levels at Cambridge station suggest pressure on car and cycle parking within the same timespan.

Section 4 – General Emerging Issues

- Overall aspirations for a joined up transport system worthy of a hi-tech city
- Current station undersells the city
- Tensions between the access requirements of both stations and the needs and expectations of nearby residents and businesses
- TOC policy on cycle carriage in the peak needs to be clarified and managed
- Large scale construction activity over the next 2 years will cause access problems for Cambridge station. Need to engage with customers to persuade them that the end product is worth putting up with the short term disbenefits.
- Chesterton station will be adjacent to significant redevelopment, which could put a strain on its facilities within 10-15 years – up to 630 dwellings and 13,000 to 27,000 additional jobs.

Section 5 – Station Facilities

Cambridge Station

- Severe congestion in ticket hall – insufficient ticket windows and ticket vending machines
- Additional exits needed from north and south ends of the station (*outside scope of STP*)
- Forecourt area ‘highly dangerous’ – congestion and conflict, with lack of clarity of use
- No facility for left luggage
- No direct exit to the Rustat Road area or the Leisure Park (*outside scope of STP*)

Chesterton Station

- Should be staffed from first train to last, with staff visible to customers
- Ticket purchase from ticket office and TVMs
- Requires a modern hi-tech environment with plenty of space to accommodate growth
- Facilities such as warm waiting rooms and customer toilets should be replicated on platforms

Section 6 – Pedestrian Access

Cambridge Station

- Signage to and from the city centre is poor – no indication of distance or time taken to walk, or landmark to confirm progress.
- Pavements are very narrow in places, especially on Hills Road, between Station Road and the Catholic Church.
- Last 200m into the station is a poor walking environment, with inadequate lighting in places.
- There is no pedestrian crossing at the corner of Station Road and Tenison Road – more important when access to the station car park will be via Tenison Road and the new Northern Access Road.
- Shared facilities with cyclists (e.g. from Devonshire Road) pose problems for both modes.
- Clarity is needed on any short term changes to walking routes during redevelopment.

Chesterton Station

- Local issues about pedestrian access from residential areas and the business parks – potential users of the station see them as essential, but residents have concerns.
- How visible will the station be to pedestrians on the designated walking routes?
- Safe crossing facilities will be required over Milton Road in the direction of the Science Park and the Regional College.

Section 7 – Cycle Access

Cambridge Station

- Significant problem of fly-parking of cycles (currently 300-400 each day). Obstruction to access is now a serious issue.
- Cycle shop, maintenance and hire are missed, and should be reinstated as soon as possible.
- Temporary location of cycle parking during redevelopment is disadvantageous to cyclists (but unavoidable until new CyclePoint is completed). Wayfinding is also an issue.
- Mixed views on types of cycle parking are inevitable, but need to be viewed in the context of space constraints.
- Longer term ambitions to improve cycle access from the north via the Chisholm Trail and a segregated route from the Carter Bridge (*outside the scope of the STP*)
- No specific provision for motor-cycles, which need similar levels of secure parking.

Chesterton Station

- Need to ensure good cycle access from all directions – possible conflict with views of local residents. Segregation from other modes of access is preferable. Chisholm Trail will open up new markets for rail travel for people in the Chesterton and Abbey areas who can access the station by bike.
- The likely volume of cycle use at this station may justify a satellite CyclePoint facility to that at Cambridge station, with hire, maintenance and sales. Current plans do not allow for that and the parking is split between two locations on the site.
- Local business parks will welcome innovative cycle-based schemes to link them with the station.
- Facilities to cross Milton Road safely will be essential for customers going to the Science Park or the Regional College.

Section 8 – Bus Access

Cambridge Station

- Poor links to the station from CB22 / CB23 (West Cambridge)
- Use of buses by returning commuters is hampered by the early finish of evening services
- Existing bus stop layout at the station is not an effective interchange with rail – stops are too spread out and walking route to the ticket hall is too long and not legible.
- City Tour occupies a prime stop that should be allocated to city bound services.

Chesterton Station

- Are the proposed two stops at the station sufficient for the anticipated frequency of service?
- Will there be sufficient spare capacity on Busway services from St Ives to effectively serve the station?
- How will the station be covered by the PlusBus scheme?

Section 9 – Taxi Access

Cambridge Station

- Availability of taxis at the end of the morning peak when business travellers are arriving by train – queues observed and no taxis on the rank.
- Waiting facilities for taxi customers.

Chesterton Station

- Size and location of taxi rank needs to be confirmed.
- Will a free phone facility for evenings and weekends be needed?

Section 10 – Car Access

Cambridge Station

- Revised access to car park and short stay / drop off will be via Tenison Road and the new Northern Access Road
- Short term issues around changing car park layouts and access arrangements until NAR is completed.
- Will car share and use of electric vehicles be encouraged?
- Longer term issues about car park capacity (*outside scope of the STP*)

Chesterton Station

- Concerns about under-provision of car parking from the outset (*potentially outside the scope of the STP*)
- An expectation of plentiful car parking that may not be met. Conflict between the needs of a parkway style station and the strategic goal of limiting growth in car traffic in the city.
- Local concerns about fly-parking in the business parks and on residential streets.
- Capacity issues between the A14 Milton junction and Cowley Road, as well as the Milton Road / Cowley Road junction.
- Will car share and use of electric vehicles be encouraged?

Section 11 – Customer Information

Cambridge Station

- Signage improvements needed on the station as part of the improvement scheme
- Onward travel information is hard to find and is not comprehensive, which makes it difficult for customers to make choices between modes, especially walk / bus / taxi to the city.
- Bus RTPI screen does not clearly show buses to the city.
- No space to display maps and leaflets about Cambridge and onward travel.
- Nowhere to buy a bus ticket or find out about fares.

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Chesterton Station

- Comprehensive signage package required for the station.
- Onward travel information should be provided in a central location, either within the ticket hall or immediately outside, with a facility to purchase bus tickets.
- Wayfinding signage will need to overcome the problem that there is no direct visibility between the station and key sites such as the business parks and the Regional College.
- Good signage will be required from the highway network – A14, A10 and Milton Road.