

Havant Railway Station Travel Plan



A Better Connected South Hampshire

Hampshire County Council

March 2013

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This Station Travel Plan was developed by a partnership of Hampshire County Council, South West Trains, Network Rail and Stagecoach Bus. The preparation of the plan was facilitated by Halcrow Group Limited
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1 Executive Summary

1.1 Introduction

As part of the “Better Connected South Hampshire” project, Halcrow is working with Hampshire County Council to produce Station Travel Plans for several railway stations in the project area. This document is the Station Travel Plan for Havant Station.

A station travel plan is a strategy for managing access to a railway station, usually with a view to improving access to the station by sustainable modes of transport; particularly walking, cycling, bus and car share.

The travel plan looks not only at the facilities at the station itself, but also the approaches to the station, and routes between the station and key local destinations such as shopping centres or civic buildings.

1.2 The Travel Plan Process

The station travel plan aims to bring together all the necessary parties involved in the operation of the station to agree on the actions required. A steering group was established to lead the production of the document, and take forward the actions agreed. The steering group involved;

- Hampshire County Council;
- Havant Borough Council;
- Stagecoach;
- Network Rail;
- South West Trains;

In order to produce a travel plan that serves the needs of Havant station, consultation was undertaken with stakeholders via an evening workshop, held on 13th February 2013, and a survey of station users undertaken on 23rd January 2013. A site audit was also undertaken to understand the current provision of facilities at the station, and quality of local access and interchange.

1.3 Survey and Workshop Results

Approximately 700 surveys were distributed to passengers entering the station from the street between 6.30am and 1pm on the day of the survey. The survey was also hosted online. In total, 174 responses were received – 153 by post, and 21 online.

The survey found that 64% of respondents were travelling to or from work when surveyed, with travel for company business and leisure making up a further 15% and 10% respectively. Travel to education made up just 4% of the survey responses, but anecdotal evidence from

the survey distribution suggested a relatively large number of students arriving at the station by train that would not have been surveyed.

Figure 1.1 shows that most people access the station by car, with 35% of respondents driving alone to the station, and a further 14% dropped off. 5% of all respondents car shared to the station. The geographical distribution of car drivers shows that the station has a large catchment, with many people driving a relatively long distance to access the good train service at Havant.

31% of users walked to the station as their main mode of access, and 6% cycle. Many cyclists were observed taking their bikes on trains to complete their journey by bike. Bus use was found to be low, with 6% of all respondents using the bus to access the station.

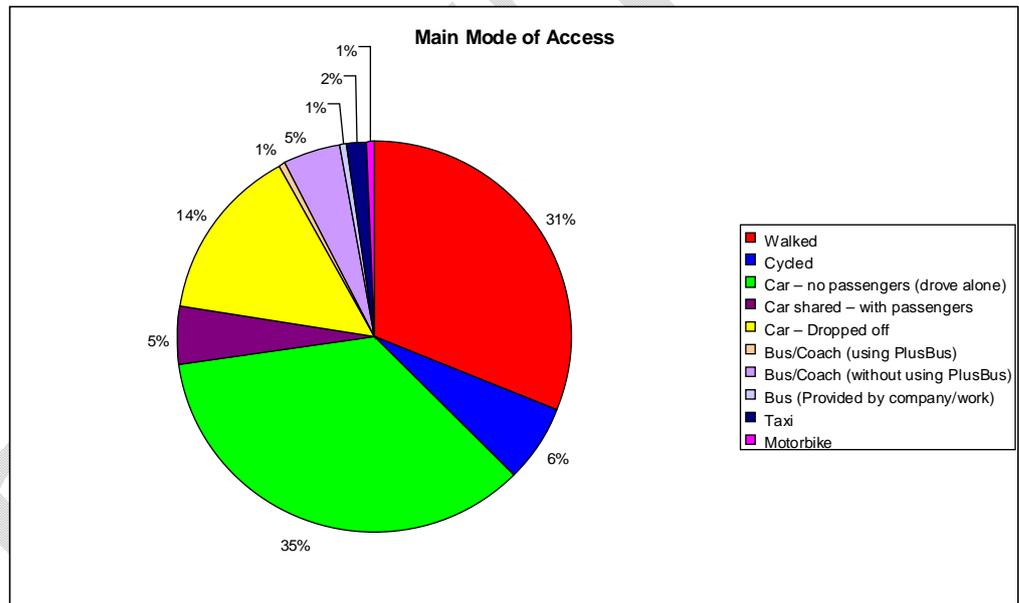


Figure 1.1 – Main mode of access to Havant station

The workshop asked participants to identify the biggest issues in accessing the station by sustainable modes of transport, and suggest potential improvements for pedestrians, cyclists and public transport users accessing the station. The priorities identified by the workshop were;

- Improved links between bus and rail stations;
- Improved vehicle access to south side of station;
- Improved ambience to make the station more welcoming;
- Improved lighting of station and approaches;
- New shared use bridge;

1.4 Aims, Objectives and Actions

The steering group considered the outcomes of the survey and the workshop, and agreed the overall objectives for the travel plan to be to;

1. Improve facilities for cyclists at the station, and routes on station approaches;
2. Improve the forecourt and station ambiance for all users – particularly to improve perceptions of personal security in the evenings;
3. Improve physical and information links between bus and rail;
4. Take steps to ensure that approaches to the station are well maintained;
5. Improve quality of access for all users from the north side of the station;

To measure the achievement of the overall objectives, a series of Specific, Measurable, Achievable, Realistic and Time-bound (SMART) aims were agreed;

1. Increase the number of people using the station off peak;
2. Increase the percentage of AM users walking to the station from 31% to 33% (+45 passengers per day);
3. Increase the percentage of AM users cycling to the station from 6% to 8% (+45);
4. Increase the percentage of AM users taking public transport to the station from 6% to 8% (+45);
5. Reduce the percentage of AM users driving alone to the station from 35% to 33% (-45);
6. Improve the satisfaction of people using sustainable modes to travel to the station.

To achieve these aims, a series of actions has been proposed and inserted into an action plan, contained in section 9 of this report. These actions, a mixture of more ambitious long-term, and simpler short term proposals will be driven forward by the travel plan steering group to improve access to Havant station for local users.

1.5 Monitoring

Success against the travel plan aims will be measured by a repeat survey, to be undertaken in January 2015 on a weekday between 6:30am and 1pm.

The travel plan will be a 'living' document, which will be regularly updated and refreshed as actions are completed and new actions required. An annual meeting of the steering group to review progress is recommended, to be led by HCC.

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2 Introduction

2.1 A Better Connected South Hampshire

In December 2011, Hampshire County Council (HCC) and Transport for South Hampshire (TfSH) successfully bid to the Department for Transport Local Sustainable Transport Fund (LSTF) to deliver the “Better Connected South Hampshire” project.

The project aims are to;

- Support sustainable economic growth within the urban South Hampshire area (including Portsmouth and Southampton);
- Reduce carbon emissions; and
- Improve local air quality.

The project will achieve these aims by delivering three main components;

- Delivering physical improvements along the main travel to work corridors into Southampton, Portsmouth and Gosport/Fareham, to include pedestrian/cycle links and improved wayfinding in Havant town centre;
- Integrating public transport through a Smartcard Ticketing system; and
- A targeted marketing campaign to achieve more sustainable travel behaviour.

This station travel plan forms part of the third component, and looks at ways of improving access to Havant Station by sustainable modes of transport. The travel plan is designed to complement other schemes introduced by the “Better Connected South Hampshire” project.

2.2 This Document

This document is the travel plan for Havant station. It aims to build on the actions proposed in the Havant Transport Statement discussed in section 3.3.

3 Policy Background

3.1 Travel Planning

Travel plans are documents that are intended to manage travel to and from key facilities and destinations, and aim to encourage the use of sustainable transport modes. Travel plans are now commonplace in many workplaces, schools, hospitals and residential developments.

The Department for Transport (DfT) defines travel plans generally, as:

“A strategy for managing the travel generated by your organisation, with the aim of reducing its environmental impact, typically involving support for walking, cycling, public transport and car sharing.”

The definition – while broad – encompasses the aim of all travel plans, including station travel plans.

3.2 Station Travel Planning

In recent years, the rail industry has started to adopt travel planning for stations as a means of improving access to them, and particularly managing travel to stations where car parking is a problem. Station travel plans have a slightly different focus to most site-based plans, as the station itself is not the trip end. The fact that travel by rail itself should be encouraged, rather than discouraged means that the objectives and measures in station travel plans should look at more efficient station access as a priority.

The Association of Train Operating Companies (ATOC) is running a pilot programme of station travel plans covering 26 stations of varying sizes around England. An evaluation of the pilot schemes has been undertaken by the Rail Safety and Standards Board (RSSB). This was published in July 2012 and provides recommendations on the implementation of station travel plans, and guidance on the sorts of measures that are effective.

Other station travel plan schemes have been included in rail franchise agreements. For example, Go-Ahead (trading as Southern) included a commitment to producing station travel plans for 30 stations on the network as part of their successful franchise bid to operate South Central trains in 2009.

Network Rail has demonstrated support for station travel planning by introducing travel plans for all their managed stations nationwide – typically large mainline terminals. The process for producing these plans was started in 2011, with most plans due to be implemented in 2013.

Lessons from station travel plans elsewhere have been taken on board in the production of this document.

3.3 Local Policy

A station travel plan is linked to local transport and planning policy, and addresses access to the station, so it is important to review what is contained in local planning documents to ensure that the travel plan fits with existing plans.

Local Transport Plan

The Hampshire Local Transport Plan 3, 2011 – 2031 (LTP3) was approved in February 2011, and outlines the overarching transport strategy for Hampshire over the next 20 years. LTP3 covers all aspects of transport in Hampshire, and contains a series of 14 policy objectives for the next 20 years.

The following LTP3 objectives can be considered relevant to the development of the station travel plan:

- Policy Objective 2: Work with district authorities to agree coherent policy approaches to parking, including supporting targeted investment in 'park and ride' to provide an efficient and environmentally sustainable alternative means of access to town centres, with small-scale or informal park and ride arrangements being considered as well as major schemes;
- Policy Objective 3: Promote, where they are stable and serve our other transport priorities, the installation of new transport technologies, including navigational aids, e-ticketing and smartcards, delivery of public transport information over the internet and on the move, and electric vehicle charging points.
- Policy Objective 4: Work with bus and coach operators to grow bus travel, seek to remove barriers that prevent some people using buses where affordable and practical, and reduce dependence on the private car for journeys on inter- and intra-urban corridors;
- Policy Objective 6: Work with rail industry partners and Community Rail Partnerships to deliver priorities for long-term rail investment; including improved parking and access facilities at railway stations, movement of more freight by rail, upgrades of existing routes and stations and (where viable) new or re-opened stations or rail links;
- Policy Objective 8: Improve co-ordination and integration between transport modes through better local interchanges, for example at rail stations.
- Policy Objective 10: Contribute to achieving local targets for improving air quality and national carbon targets through transport measures, where possible and affordable;

- Policy Objective 11: Reduce the need to travel through encouragement of a high-speed broadband network, supporting the local delivery of services and in urban areas the application of 'Smarter Choices' initiatives;
- Policy Objective 12: Invest in sustainable transport measures, including walking and cycling infrastructure, principally in urban areas, to provide a healthy alternative to the car for local short journeys to work, local services or schools; and work with health authorities to ensure that transport policy supports local ambitions for health and well-being.

The LTP3 is focused on the delivery of schemes that support economic growth, as well as maximising the efficiency of existing networks.

Transport Statement

HCC, in conjunction with Havant Borough Council, has developed a Transport Statement that sets out the transport objectives and delivery priorities for the Havant Borough Council area. The Statement covers the period up to 2026, linking to the timeframes of planned development, as outlined in the Havant Local Development Framework (LDF) Core Strategy.

The Transport Statement sets out the vision to help deliver 'safe, efficient and reliable ways to get around, helping to promote a prospering and sustainable area'. In particular the Transport Statement identifies four key objectives:

1. Promote sustainable economic growth by maintaining a safe and efficient highway network , reducing casualties and tackling congestion on the transport network;
2. Improve access to jobs, facilities and services by all types of transport;
3. Facilitate and enable new development to come forward;
4. Reduce carbon emissions and minimise the impacts of transport on the environment.

The Station Travel Plan has particular links with objectives 2 and 4 of the Transport Statement, and contains information on various funding sources for measures.

The Transport Statement contains a list of potential transport interventions that may be considered under the LSTF project for the transport corridor between Havant and Portsmouth, including;

- Better cycle and pedestrian links between Havant bus and rail station;
- Cycle parking at Havant bus station;

- Brompton bike hire scheme at Havant railway station;
- Real time information screens at Havant Public Services Village and the Meridian Shopping Centre in Havant;
- Smartphone RTI readers at other bus stops;
- Cycle routes and cycle parking along corridor;
- Travel plan for Havant and Bedhampton railway stations.

Where appropriate, these actions are considered as part of this travel plan.

The Transport Statement also identifies a schedule of improvement schemes, broken down by area and mode. Each scheme is assigned an indicative priority, from short term (within 5 years), to medium term (within 10 years), and long term (more than 10 years). The Statement identifies a few larger strategic schemes, and several small local access schemes.

Schemes identified in the Transport Statement which affect the station are:

Strategic Transport Schemes

- S1 Cross- Borough Bus Rapid Transit and Havant to Portsmouth BRT (Medium Term)

Local Access Schemes – Havant

Cycling and Pedestrian Improvements

- H14 –Replace existing footbridge at Havant railway station. Widen and allow cycles. (Long Term);
- H20 –Cycle route from Park Road South through Havant Park providing access to Havant railway station (Medium Term);
- H21 –Warblington School path - Southleigh Road to Hayling Billy Trail along railway - Cycle path 3m wide, with lighting and fencing (Short Term);
- H27 – West Street/Park Road South, public realm, traffic management, cycle and pedestrian crossing improvements (Short Term);
- H29 - Implementation of public realm/walking/cycling town centre improvements identified in the Havant Town Centre SPD (Not Specified);
- H30- B2149 Petersfield Road from New lane to Elmleigh Road - cycle route (Long Term).

Public Transport Improvements

- H32 - Leigh Road/ Eastern Road south to station. Turning circle to allow bus access, pedestrian improvements and cycle parking. (Long Term);
- H33 - Park Road South/ Park Road North corridor including Langstone roundabout and Petersfield Road roundabout - update signals to provide bus priority measures (Short Term);
- H34 - Real time /timetable information screens Civic Campus (Medium Term);
- H35 - Provision of real-time information at Havant Bus Station. (Short Term).

Local Access schemes - district wide

Walking and Cycling

- DW2 - Publication of cycle, bus and footpath maps for local routes (Not Specified);
- DW2 - Provision of cycle parking facilities throughout the Borough including all town centres (Not Specified).

Public Transport

- DW3 - bus infrastructure for all bus routes (Not Specified).

4 The Travel Plan Process

In order to produce a robust station travel plan that addresses the needs of Havant station users, this travel plan was produced with engagement with various stakeholders and station users.

Steering Group

A key feature of a station travel plan is the involvement of all those with a stake in station operation, including both public and private bodies responsible for planning and operating the station. For this reason, a travel plan steering group was established, involving representatives from Hampshire County Council, Havant Borough Council, Stagecoach and Network Rail. South West Trains provided input to the document separately.

The role of the steering group is to agree the actions of the station travel plan based on responses from the survey and stakeholder workshop, and take them forward for completion. The steering group will maintain the travel plan as a 'living' document.

Survey

A station survey to understand the travel patterns of existing station users was undertaken on 23rd January 2013. Only people starting their rail journey (i.e. entering the station from the street) at Havant were surveyed. The survey is designed to understand how people travel to the station, and their motivation for travelling the way they do. As well as establishing statistics for people using the station, the open questions in the survey allowed passengers to provide feedback on how access to the station works currently, and to suggest any areas for improvement that would encourage use of sustainable modes of transport.

The survey results were used to inform appropriate objectives and measures, and have been considered by the steering group when producing the action plan.

The results of the survey are summarised in section 6.

Stakeholder Workshop

A stakeholder workshop was held on 13th February at the Havant Public Service Plaza. Hampshire County Councillors and Havant Borough Councillors, along with local interest groups, were invited to attend the meeting, at which the attendees were asked to discuss their priorities for improving access to the station by sustainable modes of transport.

The outcomes of the stakeholder workshop are included in section 6.3.

The results of the survey and stakeholder engagement process have been used to establish a series of aims and objectives for the travel plan, with an action plan of measures designed to help achieve these.

5 Station Characteristics

As part of the station travel plan process, a site audit was undertaken to understand the facilities currently available at the station, and local access routes by all modes.

5.1 Station Location

The town of Havant is located in the centre of the borough. To the south is Hayling Island and Langstone and Chichester harbours. The A3 runs from north to south and bisects the borough. The A27 runs east to west to the south of the town centre. Other smaller nearby communities include Leigh Park, Warblington, Bedhampton and Langstone.

The station, shown in photo 5.1, is centrally located, just to the north of the town centre. There is a small pedestrianised shopping street, Market Parade to the immediate south which leads to a larger shopping centre, the Meridan Centre, and the bus station. To the north, the area is mainly residential, although there is the Public Service Plaza, which comprises the main offices for Havant Borough Council, the leisure centre, the Magistrates Court and a Police Station. Havant College is to the north-west. To the east is a Network Rail depot and the station car park.

Access to the south of the station is via North Street, which is a cul-de-sac with a turning circle at the end. To the south, Market Parade forms part of a one-way system, and is fairly busy with vehicles and pedestrians. Elm Lane is a busy road through the centre of Havant, serving both the bus station and Meridian Centre, as well as through traffic. To the east, New Lane runs in a North-South direction, and is crossed by a level crossing.



Photo 5.1 - Havant Station entrance

A map of the area showing the station in context is shown in appendix

A.

5.2 Use of the station

According to the Office of Rail Regulation (ORR), station entries at Havant numbered just over 1,076,500 in the year 2010-11. 36% of these station entries were made using season tickets – a good indication of the proportion of commuters using the station.

The station is on the Brighton to Southampton line, offering services to Portsmouth, London Waterloo, London Victoria via Gatwick Airport, Brighton, Southampton and less frequent services to Wales and the West Country.

The approximate off peak frequency for each major destination is as follows;

- Portsmouth – 4 trains per hour (tph)
- Southampton – 2 tph
- Brighton – 2tph
- London Waterloo – 3tph
- London Victoria – 2tph

Rail services are operated by South West Trains, Southern and First Great Western. The station is managed by South West Trains on behalf of Network Rail, which owns the station infrastructure.

5.3 Station Access and Facilities

The station has two entrances, with access available from both sides of the tracks. Both entrances are gated and staffed in the morning peak until approximately 9am. Ticket machines and windows are available at both entrances. Off-peak, the entrance on the north side is not staffed, and the ticket window is closed. Passengers requiring the ticket window must cross the internal footbridge bridge to the main ticket hall on the south side, which is staffed throughout the day.

The station itself is staffed from 5.00am until 10.30pm Monday to Saturday, and 6.30am until 10.30pm on Sundays.

On platform facilities include a cafe/shop on each platform. Small waiting rooms and toilet facilities are available on each platform. The toilet facilities were in poor condition at the time of the site visit.

The station is accessible to people requiring step-free access – the internal footbridge has lifts to each platform. The lifts are not particularly clearly signed from the platform.

Car Parking and Drop Off

There are 286 car parking spaces and 4 disabled spaces in the station car park. The car park is divided by the tracks to the north east and southeast of the station. The northern car park is accessed from Leigh Road and the southern car park from North Street. There is a one way system through the southern car park, exiting onto Waterloo Road. There is also a two way cycle track (the start of the Hayling Billy trail) through the middle of the car park.

At the time of the site visit the car park was over 90% full after the AM peak.

During the site visit, the car park was partially covered by snow and ice, following a period of cold weather. The car park was very slippery in places where snow had not been cleared despite a few days since the snowfall. Several members of the public were concerned at the lack of maintenance of the car park during the cold weather.

Parking costs are as follows;

- £6.50 per day peak;
- £2.00 after 1600;
- £2.00 all day Sunday.

Parking season tickets are available to rail season ticket holders;

- Weekly - £31;
- Monthly – £89;
- Quarterly - £267;

- Annual - £930.

There are two further car parks available nearby, operated by Havant Borough Council. Elmleigh Road Car Park is situated off Elmleigh Road and is directly linked to the station via the ramped footbridge. The car park contains 28 spaces of which 2 are reserved for disabled users. There is an hourly charge of 70p per hour, £2.20 for up to 4 hours or £7 per 24 hours. At the time of the site visit, approximately 10am, the car park was around 90% full.

The car park situated on Prince Georges Street off Waterloo Road, is another Havant Borough Council operated car park. There is provision for 53 spaces. The car park is only open Monday – Saturday from 8.00 am to 6.00 pm with a maximum stay time of 4 hours.

Parking costs are as follows;

- Up to 1 hour - £1.00;
- Up to 2 hours - £1.60;
- Up to 4 hours - £3.00.

The demand for the car park was low at the time of site visit. This may be due to the maximum stay restriction making it unsuitable for long-stay rail parking.

Motorcycle parking is available adjacent to the taxi rank, with space for around 20 motorcycles. It is sheltered, but access to the parking is difficult, with no dropped kerb. The facility was built as pedal cycle parking. At the time of the site visit four motorcycles were parked vehicles, less than 25% of capacity. Alternative motorcycle parking can be found in the Elmleigh Road car park.

Bus Services

Buses do not serve the railway station directly; however local bus services all serve the main bus station on Elm Lane, which is about 250m (approximately 5 minutes' walk) south west of the railway station, via either Market Parade or Havant Park.

The bus station, shown in photo 5.2, was rebuilt in 2006 and is of good quality, with seating, toilet facilities, shops and digital information displays. The bus station is staffed and has an information kiosk.



Photo 5.2 - Havant Bus Station

The following bus routes serve the bus station. All are operated by Stagecoach, except the 27, run by Emsworth and District, and the 74, run by Xelabus. Figure 5.1 shows the routes serving Havant on the local bus map.

- 20 - West Leigh, Leigh Park, Asda, Crookhorn, QA Hospital, Portsmouth (every 30 min);
- 21- West Leigh, Leigh Park, Farlington, Copnor, Portsmouth (every 30 min);
- 23 – Leigh Park, Farlington, Cosham, Portsmouth, Southsea (also via Gunwharf on Sundays) (every 10 min);
- 27 - Rowlands Castle - Havant - Emsworth/Southbourne (hourly)
- 30, 31 – Hayling Island (every 15 min);
- 36 - Southbourne - Havant - Littlepark – ASDA (6 journeys per day);
- 39 - Leigh Park, Asda (off peak only), Crookhorn, Waterlooville, Wecock Farm (every 15 min);
- 74 – Free shuttle to Solent Road Tesco (every 15 min off peak);
- 75 – Havant – Penner Road (every 30 min);
- 700 – Portsmouth, Havant, Chichester, Bognor Regis, Littlehampton, Worthing, Brighton (every 30 min);



Figure 5.1 - Bus services into Havant

There are two viable pedestrian routes between the bus and rail stations, as shown in figure 5.2. Photos 5.3 – 5.5 show key parts of the route.

Route 1 is the signposted and most intuitive route, taking pedestrians over the forecourt, through the short pedestrianised shopping street and onto Market Parade. There is a signalised pedestrian crossing of Elm Lane opposite the Meridian Centre, and the bus station is just off Elm Lane.

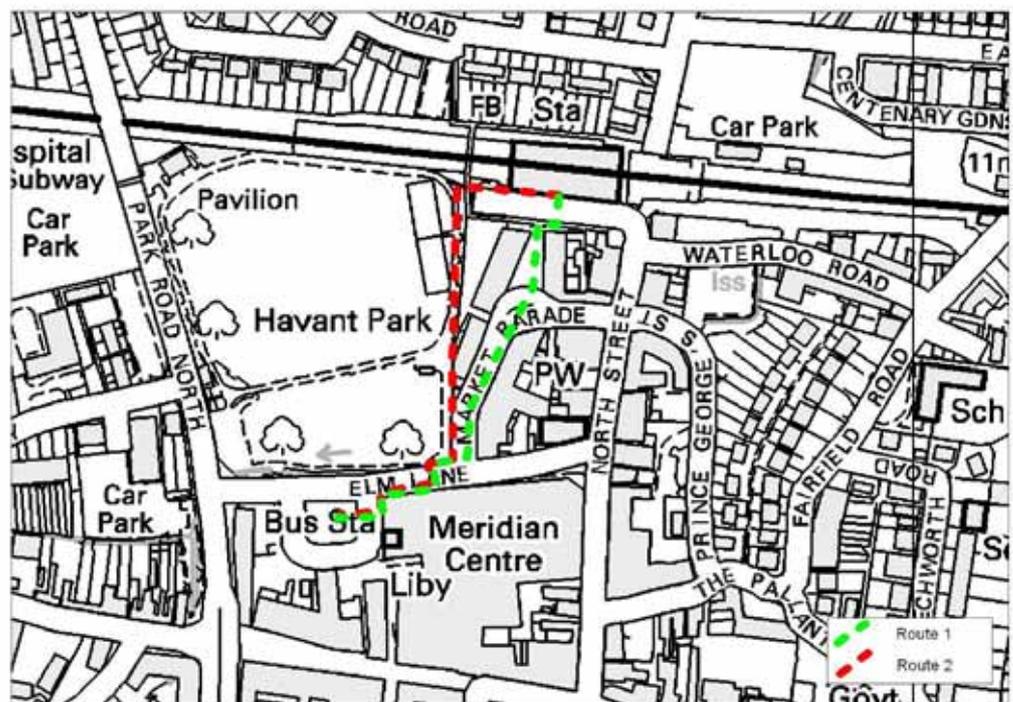


Figure 5.2 – Pedestrian routes between the bus and rail stations



Photo 5.3 - Crossing of the forecourt



Photo 5.4 - Signpost between the rail and bus stations.



Photo 5.5 - Signalised crossing of Elm Road

A finger post points the way to the bus station from the station forecourt, but there is no further signage on route. The bus station is visible from Market Parade however.

Route 2, shown in figure 5.2 passes through Havant Park, and is a similar distance, but avoids Market Parade. The route is not signposted, but is reasonably direct. The fact that it passes through the park may make the route unappealing on dark evenings.

Both routes are around a five minute walk for most people, but even this comparatively short distance can be enough to discourage interchange between the rail and bus networks. If this route can be made easier, through signage and natural wayfinding, it may help promote interchange between bus and rail. An LSTF wayfinding project, described in section 5.4 will help improve navigation of this route.

Taxis

The taxi rank is situated on the south side of the station, with the outer part of the turning circle at the end of North Street providing accommodation for around 20 taxis on the rank. When taxis are waiting, as they were throughout the site visit, it is clear to passengers where they should access them. There are two additional taxi spaces on the north side of the station.

Cycle Facilities

On-platform cycle parking facilities are available on the north side of the station (platform 1) with a large compound at the front of the station on its south side. There are 32 spaces in the on-platform parking area, which is sheltered and in reasonable condition. There is no CCTV directly for the parking but there is some coverage from the platform CCTV. At the time of site visit the platform parking was around 50% full.

The large cycle compound to front of station has space for 100+ bicycles, as shown in photo 5.6. Despite the size and prominence of the compound, it does not have secure access, and it is very lightly used, with cyclists preferring the on-platform parking. The compound is covered by CCTV, but suffers from a lack of natural surveillance, with limited footfall along this part of North Street. There were several abandoned cycles at the time of the site visit, and South West Trains signs warning cyclists that the area is a 'cycle theft hotspot'.



Photo 5.6 - Cycle parking on the south side of the station

South West Trains will be upgrading the cycle parking facility to provide swipecard access in Spring 2013. This will increase the security of the compound, and should increase the use of the parking. Once installed, the availability of the secure cycle parking should be promoted to station users to ensure that they are aware of the facility. Observations during the site visit showed several passengers taking cycles onto trains, rather than leaving them at the station.

The area surrounding the railway station is relatively flat locally, but there are some fast roads that are unappealing for cyclists. Roads are

busy to the south, but quieter to the north, with some signposted cycle routes along quieter lanes. There is no on street provision in the town centre or signed routes to the station.

The National Cycle Network (NCN) route 2 Hayling Billy Trail to Hayling Island starts at the station, goes through the southern car park, crosses New Lane near the level crossing, and continues off-road towards Hayling Island – see photo 5.7. The route through the car park has a 2-way cycle path marked in middle of the traffic route through car park. NCN 22 is signposted north of the station along Eastern Road and Leigh Road. This route continues north adjacent to the B2149 Petersfield Road to Rowland’s Castle. South of the station NCN 22 uses Havant Park and heads south to connect to the off road section at Solent Retail Park, continuing via Harts Farm Way to Portsmouth.



Photo 5.7 - The Hayling Billy Trail crossing of New Lane

Pedestrian Access

From the north of the station, pedestrian access is via Leigh Road, which leads to the station entrance. From the north east, the most direct pedestrian route is through the station car park from the corner of Eastern Road and Centenary Gardens, diagonally to the station entrance. The route is not signed, and there are no dedicated pedestrian routes through the car park, but observations suggest that it is reasonably well used. At the time of the site visit, ice and snow had not been cleared from the car park, meaning that the route was not easily followed. A small step down from Eastern Road means that the route is not fully accessible.

An alternative route from this direction is to follow Eastern Road up to Leigh Road. There is no footway on the north side of Eastern Road,

but a reasonable path on the southern side. There is, however, no crossing facility of Eastern Road for pedestrians coming from the north. There is a footbridge at the New Lane level crossing, but there is no cycle gully for cyclists.

From the north west – the direction of the Civic offices – the footway along Elmleigh Road is reasonably wide, with an uncontrolled crossing point close to the civic offices. The footway along Elmleigh Road is not in particularly good condition, and has a rough surface, making it potentially difficult for wheelchair users, or people with buggies or luggage. The most direct route to the station from the north west is via the ramped footbridge. This bridge links Elmleigh Road car park with the northern station entrance, and also bridges the tracks to link to the main forecourt and the top of Market Parade. The bridge is a metal structure and is in poor condition. Although it is a step-free route, the gradient of the ramp is too steep to be considered fully accessible; manual wheelchair users would find the gradient challenging.

Despite its poor visual condition, the bridge provides a valuable link. A survey was carried out on 24th January 2013 which recorded a total of 3075 movements across the bridge, including 617 between the Elmleigh Road car park and the north side of the station, which demonstrates that the footbridge is an important access route for station users. Hampshire County Council and Havant Borough Council are currently investigating options to replace the footbridge.



Photo 5.4 - Ramped footbridge

Pedestrian access from the south side is through the town centre. Pedestrian links are reasonable – with access to the station forecourt from Havant Park, Market Parade and North Road. All routes have step-free access, and the top part of Market Parade is pedestrianised.

North Street and Market Parade are both shopping streets, and reasonably well lit, with relatively high footfall during the day. At night however, this side of the station is not well used, and is not an appealing area for pedestrians.

Pedestrian access from the east is available through the car park on the south side of the tracks, directly from the New Lane level crossing. There is no marked footway through the car park but there is a signed cycle route.

At the New Lane level crossing, there is a footbridge which allows pedestrians to cross the tracks while the barriers are down. There is, however, no pedestrian crossing of New Lane itself, limiting access to the footbridge. The footbridge also has steps only, meaning that people requiring step-free routes must wait for the barriers to lift.

5.4 Planned Schemes

Wayfinding Strategy

A wayfinding strategy, led by HCC is being implemented in Havant town centre in 2013. Funded through the LSTF, the strategy aims;

- To promote access to the town centre shopping area from both retail parks;
- To provide/clarify the link between the town centre and civic/leisure centres (Civic Centre Way);
- To promote key attractions;
- To promote shopping areas around the main High Street.

The strategy will complement the station travel plan, particularly the links between the rail and bus stations, and navigation to the town centre. The scheme will include the installation of wayfinding 'totems' that will complement existing signage around the town centre.

As part of the package of interventions for the Havant to Portsmouth travel to work corridor, other LSTF funding is being used to improve pedestrian and cycle links in Havant town centre, including links between the bus and railway stations.

Station Improvements

South West Trains reports that some improvements are already scheduled, including installation of automatic doors to the ticket hall, refurbishment of the toilets on platform 2, and improvements to lighting around the night exit gate from platform 2. A request from South West Trains to Network Rail for the pruning of bushes on Eastern Road has also been made. As shown in figure 5.3, the Network Rail land at Havant is quite extensive, covering the depot to the east of the station as well as the car park. Network Rail is responsible for maintenance of the land shaded in green. The footbridge is jointly owned by HCC and

Network Rail. HCC maintains the ramps whilst Network Rail maintains the bridge.

Further to the planned works from South West Trains, Network Rail reports that there is potential for Havant to be included in the National Station Improvement Programme (NSIP) in the future, although this is likely to be some time in the future. The station canopies are due to be replaced after March 2014.



Figure 5.3 – Network Rail Land Ownership at Havant

6 Survey and Workshop Results

In order to establish appropriate objectives and measures for the travel plan at Havant, a passenger survey was carried out in January 2013, and a stakeholder workshop was held in February 2013. The results of each engagement exercise are summarised here.

6.1 Station Usage

Using the ORR station usage data identified in section 5.2 of this report, annual season ticket and full price entries to the station numbered 676,666. This approximately represents the number of AM peak travellers. As the data is compiled from ticket sales, there is usually an over-estimation of the peak flow, accounting for people with full price tickets travelling off-peak.

Factoring this number to a daily rate is an inexact science, but 1/300 of the annual flow represents an industry standard estimation of the daily number of station users. Applied to the full price and season ticket entries, this equates to around 2,260 AM station users at Havant. This number represents an approximation, but is useful as a checking mechanism when looking at percentage splits for the travel plan.

6.2 Passenger Survey

The survey was based on a similar survey undertaken by ATOC as part of the Station Travel Plan pilot scheme. The survey used is shown in appendix B.

Paper surveys were distributed to people entering the station between the hours of 6.30am and 1pm. The hours of the survey were agreed with HCC, and were aimed to capture the maximum number of commuters entering the station.

The survey was also hosted online, and was promoted by the South West Trains and Hants Connect twitter feeds. Posters informing passengers about the survey were placed around the station, along with a web link, and a QR code linking to the online survey.

Approximately 700 surveys were distributed to passengers entering the station. A prize draw was offered for those surveys returned by the survey deadline to encourage people to respond.

In total, 174 responses were received – 153 by post, and 21 online. This equates to a 22% response rate. The results discussed below should be interpreted with this relatively small sample in mind. Where possible, the survey findings have been supported by observations made during the site audit or from other sources.

Summary of Results

The survey showed that the sample picked up a slightly unbalanced gender split, with 59% male, 39% female, and 2% not stated. This is not expected to significantly alter the results.

The age range of the sample is heavily weighted towards the economically active age range, with 90% of the sample aged between 16 and 64, as shown in figure 6.1.

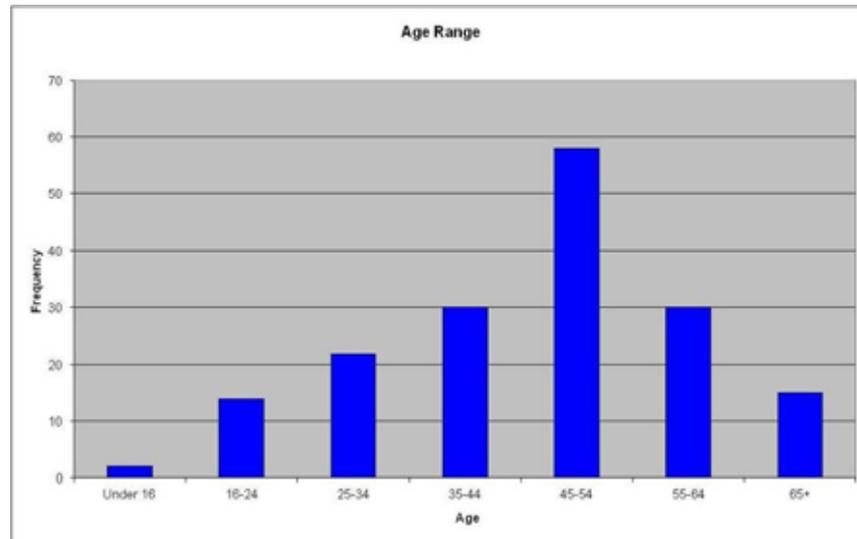


Figure 6.1 - Respondent Age Range

The survey found that 63% of survey respondents were travelling to or from work, as shown in figure 6.2. This is corroborated by on-site observations during the survey distribution, which showed large numbers of commuters arriving for particular trains in the morning peak. As Havant has good connections to London, Portsmouth, Southampton and Brighton, there is no clear peak direction in terms of commuters. As commuters are likely to have quite entrenched travel habits – a strong commuter profile like the one at Havant means that the travel patterns are likely to be similar most weekdays.

Travel for company business was the second largest response, with 15% of users citing this as their reason for using the station. From observations made during the survey distribution, there were a number of students arriving by train in the AM peak to access the local 6th Form College in Havant. As arrivals by train were not picked up by the survey, trips to and from education may be under-represented in the survey responses. Other trip purposes make up a very small proportion of the total, with leisure trips making up the largest proportion of the remaining 22%.

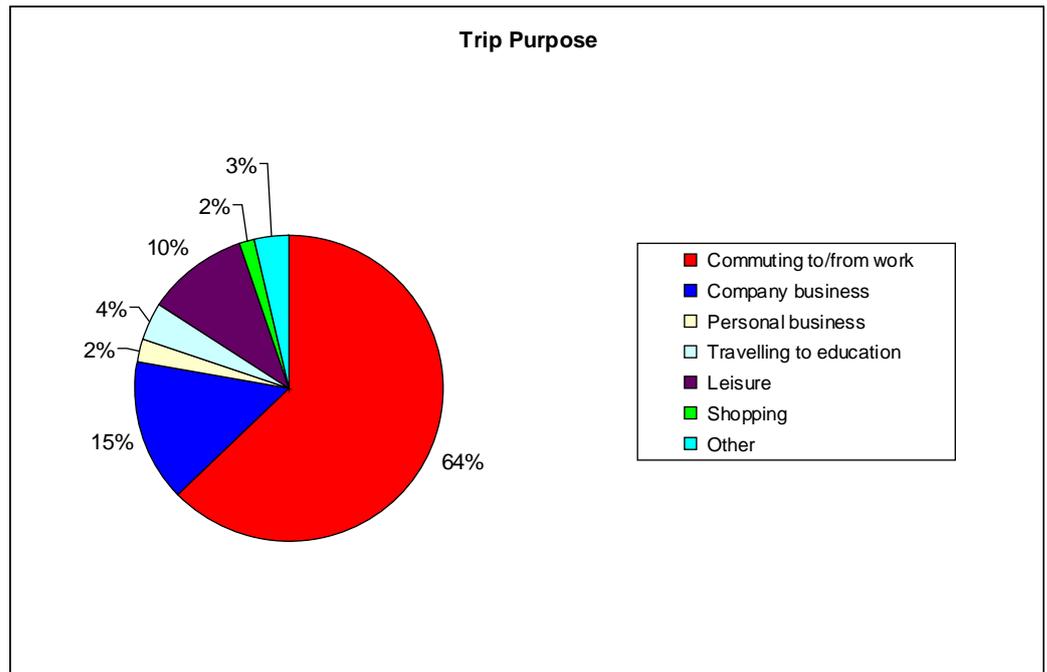


Figure 6.2 - Purpose of Trip

The main mode of access is an important indicator for the travel plan – and will be a key measure when the survey is repeated in two years time. Figure 6.3 shows the mode split of trips to the station.

The main mode of access to Havant Railway Station is car usage with a total of 54%. As Havant offers a range of destinations comparable to Portsmouth, it has a large catchment area and offers commuters an alternative to travelling into Portsmouth to use the main railway station, as nearby stations do not offer the same frequency and range of destinations available at Havant. Appendix C shows there are 3 stations, all on the Brighton to Southampton line, that have a cluster of respondents that choose to drive to Havant station due to the better range and frequency of services and poor connections at the local stations;

- Warblington is the nearest station to Havant, approximately 1km to the east. Services to London join with other trains at Horsham, though this journey is longer and less appealing than the services available at Havant. There is a limited service to Southampton and Brighton in the AM peak and one train an hour in each direction between Littlehampton and Portsmouth.
- Emsworth is the next station eastwards from Warblington. There are 2 services per hour in the AM peak to London, but these trains join with other services at Horsham and this journey is longer and less appealing than the services available at Havant.
- Bedhampton is to the west of Havant. All services from Bedhampton also call at Havant, however there are more

express services that call at Havant, and this can be more attractive for users wanting faster travel into London.

The majority of respondents accessing the station by car drive alone, representing 35% of the overall sample. 14% of respondents are dropped off and only 5% car share.

Walking is the second most common mode of access to the station, with 31% of the respondents recording this as their main mode of travel. 87% of walking trips to the station are within a 2 km radius of the station. The survey also states that 76% of walkers were satisfied with their route to the station.

6% of users cycled to the station. The station has cycling storage on the platform and a large compound adjacent to the car park entrance on North Street. On platform parking, at the time of the site audit, was at 50% of capacity. Considering that the audit was undertaken in January and the weather conditions were not favourable for cycling, this is positive figure. However, anecdotal evidence from the site visit and the survey feedback shows that there is a perceived lack of security in using the large compound at the front of the station, which needs to be addressed. Due to space restrictions on taking bicycles on board at peak times, there is potential that improvement in bike parking would increase the modal share.

Access by other modes is low, with 6% accessing by bus, and 2% by taxi or other modes.

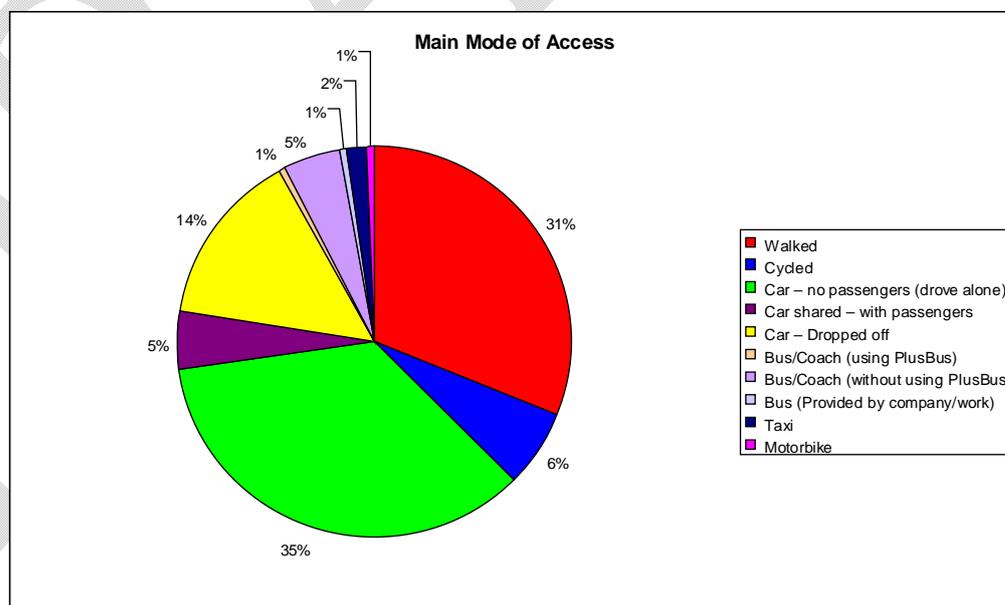


Figure 6.3 - Main mode of access

A rail user survey was undertaken by HCC's consultants in 2010, for TfSH's Evidence Base, which asked respondents for all the modes of transport used to access the station. The results are compared to the travel plan survey in table 6.1. The survey was done twice at Havant in order to boost an initial low survey distribution rate of less than 30% of

passengers receiving a survey. Consequently, this survey received a larger number of respondents (364) and the survey asked for all the modes used to access the station, rather than the main mode which the travel plan survey asked for. There is a 16% difference between the surveys in terms of car usage. The travel plan survey was undertaken in late January, and weather conditions were poor and this could account for the increase in car usage. There was a 13% increase of the sample that cited walking as an access mode, but this would include activities like walking to a bus stop or from a car park. Besides these differences, the results are comparable, giving confidence in the results.

	Travel Plan	TfSH*
Walk	31%	44%
Car (Parked)	40%	24%
Car (Drop off)	14%	18%
Bus	6%	6%
Bicycle/Motorcycle	7%	8%
Taxi	2%	2%
Other	0%	0%

Table 6.1 – Comparison of Travel Plan and TfSH data

*TfSH data considers all modes, rather than main mode.

Appendix C shows the geographical distribution of respondents who supplied postcodes, broken down by main mode of access.

The data shows that 74% of respondents that are within a 2km radius of the station already walk to the station, but there are instances of people travelling within the town that do drive, or are dropped off – these are people who could be able to walk or cycle the relatively short distance to the station.

Further afield, there are clusters of station users travelling from areas like Hayling Island, Emsworth, Purbrook and Waterlooville, the majority of who access the station by car. These trips could be replaced by encouraging car users to cycle to the station by improving cycling infrastructure or improving public transport to the station from these areas.

The reasons for people's choice of mode is important, as it shows what motivates people to travel the way they currently do, and indicates what factors might be used to encourage people to try alternative modes.

66% of respondents claimed that their modal choice to the station was influenced by convenience. For a station that has a high number of commuters such as Havant this is expected; as people travelling to work often prioritise convenience for a trip they make daily. This number is higher amongst car users, as over 75% of users find using

the car convenient. The second most influential factor to modal share is distance to the station. The just under half of the respondents replied that distance influences their modal choice. 56% of walkers to the station highlighted convenience and distance for their reason for walking and that of those that walked or cycled to the station, 43% responded that health and fitness was a factor in their choice of travel. 16% of single occupancy car use (10) claimed that due to the hours that they work that it was necessary for them to be able to use a car to travel to and from the station; this may suggest poor connectivity to and from the station in the early morning/late evenings. Figure 6.4 shows the reasons for peoples' mode choice by each mode.

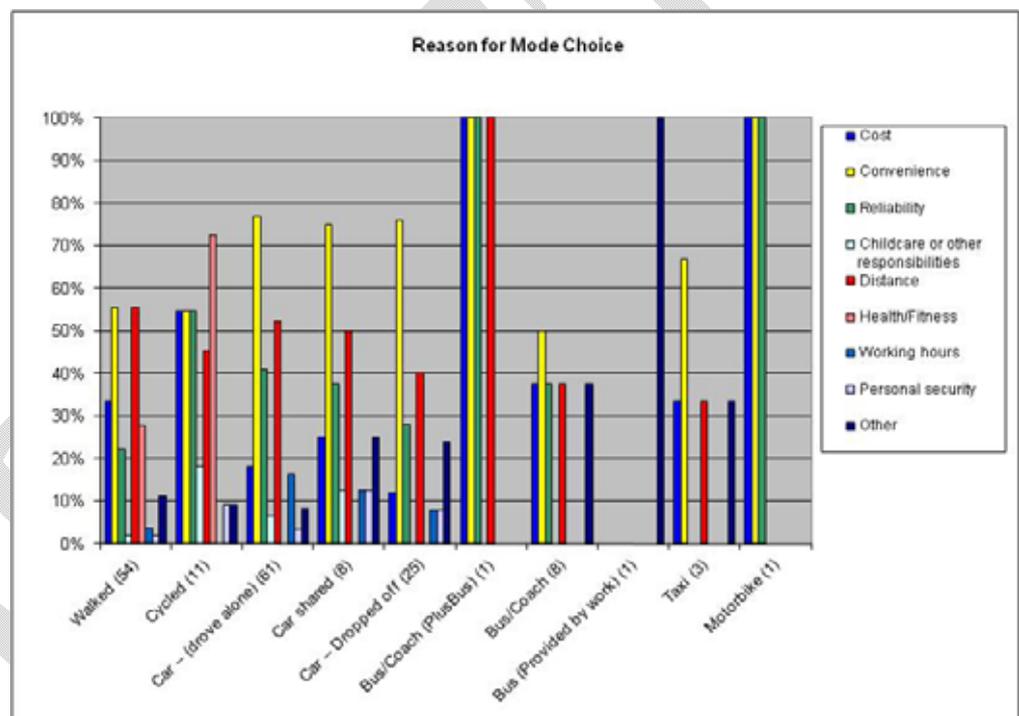


Figure 6.4 - Reason for mode choice by mode

Survey respondents were asked to indicate how satisfied they were with the ease of travelling to the station by their current mode of transport. The results, shown in figure 6.5 indicate that across all modes, at least 50% of users are slightly or very satisfied with their current mode of transport. This measure will be used when the survey is repeated, to measure changes in satisfaction amongst station users who do not change their mode of access.

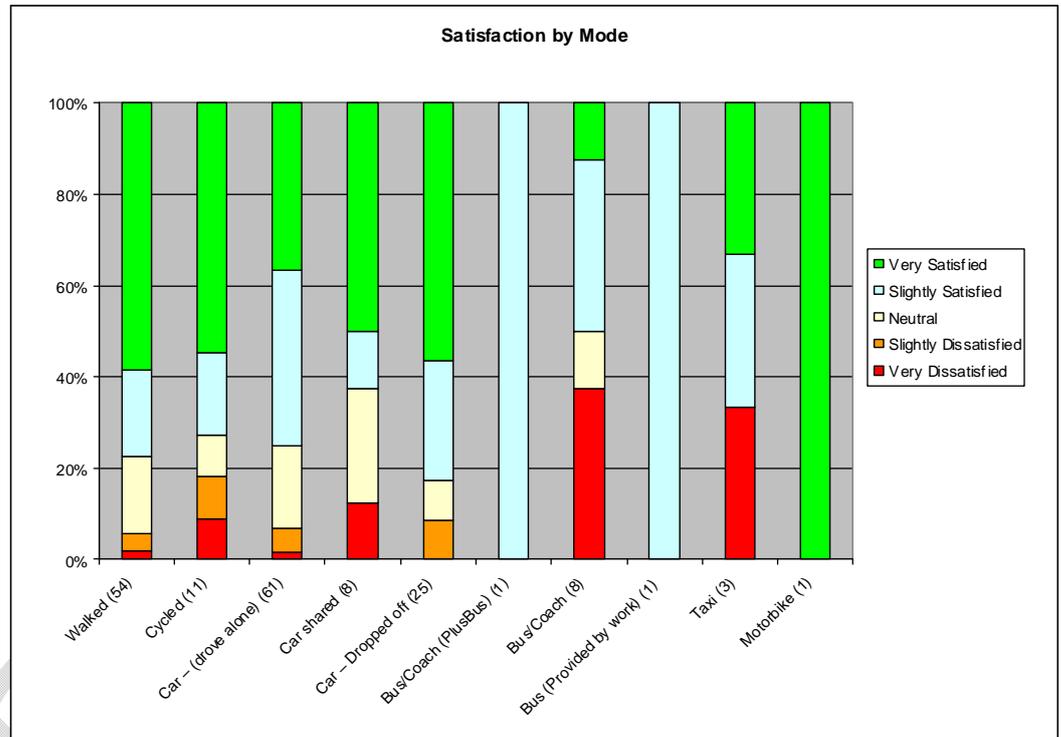


Figure 6.5 – Satisfaction by mode of access

The survey asked respondents to supply comments on what might improve access to Havant station by sustainable modes of transport.

The comments were categorised by a few key themes – indicated in table 6.2 below. Some detail of the comments is also included.

Category	Responses	Key Issues
Improved Train service	10	<ul style="list-style-type: none"> ○ Poor connections to local services ○ Poor reliability
Improved Cycle Parking	8	<ul style="list-style-type: none"> ○ Lockable cabinets ○ Increased security
High Parking Charges	7	
Improved on-station facilities	7	<ul style="list-style-type: none"> ○ Increased staffing ○ Amenities open longer and maintained better

Category	Responses	Key Issues
Bus-Rail interchange	6	<ul style="list-style-type: none"> ○ Improved connectivity
Poor Lighting/Personal Safety	6	<ul style="list-style-type: none"> ○ Improved lighting ○ Improved surveillance
Alternative Bus Routes	5	<ul style="list-style-type: none"> ○ Improved frequency especially early morning and evening ○ More direct bus route option
Improved Cycle Routes	5	<ul style="list-style-type: none"> ○ Improved on-road cycle route
Improved Staffing	4	<ul style="list-style-type: none"> ○ Increase in staffing levels
Improved drop-off	3	<ul style="list-style-type: none"> ○ Increase capacity of drop off zone
Integrated (Discounted) Bus-Rail ticket	3	<ul style="list-style-type: none"> ○ Introduction of Smartcard ○ Discounted fares for sustainable modes use
Improved bus frequency	3	<ul style="list-style-type: none"> ○ Current service poor for connecting with train
Car Park Maintenance	3	<ul style="list-style-type: none"> ○ Car not clear of Ice, required gritting
Satisfied	3	<ul style="list-style-type: none"> ○ Good station to travel from and to
Refurbish Ramped Bridge	3	<ul style="list-style-type: none"> ○ Current footbridge in poor state of repairs
Poor Early-Late bus routes	2	<ul style="list-style-type: none"> ○ Bus service between 5 and 9 is poor
Improved Car Park management	2	<ul style="list-style-type: none"> ○ Local residents parking in 20 mins bay, inconvenient

Category	Responses	Key Issues
Cheaper Buses	2	<ul style="list-style-type: none"> ○ Can't justify expenditure on bus daily
Maintenance of footways	2	<ul style="list-style-type: none"> ○ Footpaths kept clear in autumn of leaves and winter of ice and snow
Improved car park ticket machines	2	<ul style="list-style-type: none"> ○ Improve speed of paying by debit cards
Improved Access to north Side	2	<ul style="list-style-type: none"> ○ Access to the north side of Havant station can be a little hazardous due to the bottleneck of traffic and pedestrians ○ Dangerous for pedestrians/ cyclists with cars and taxis reversing.
Improved Walking Routes	2	<ul style="list-style-type: none"> ○ Warblington footpath would reduce journey times

Table 6.2 – Comments by theme

6.3 Stakeholder Workshop

A stakeholder workshop was held on 13th February at Havant Borough Council, attended by representatives of;

- Havant Borough Council Members and officers;
- Hampshire County Council Members and officers;
- Havant Youth Council;
- CTC;
- Sustrans;
- Friends of the Earth;
- Emsworth Residents Association;

- Taxi Drivers;
- Havant Area Disability Access Group.

The workshop asked attendees to discuss and feed back the main problems with accessing the station by sustainable modes, and suggest their priorities for improving access to the station by sustainable modes of transport, under three headings; Pedestrian Access, Public Transport Access and Cycle Access.

The main outcomes of the workshop are listed below, these were reported back to the steering group to inform potential actions for the travel plan.

Main problems with accessing the station by sustainable modes of transport

- Not easy to access the station from the north side;
- No cycle gutters on the bridge over the New Lane level crossing;
- Poor bus service to/from Hayling and Waterlooville;
- Poor lighting on station and approaches;
- Lack of secure cycle parking ;
- Lack of space for bikes on trains;
- Difficult to cycle from South and West of the station – within about a 5 mile radius;
- Impractical vehicle access from the south;
- Bus station is too far from the rail station;
- Lack of taxi ranks around the rest of the borough;
- Poor quality waiting facilities at the station;
- Insufficient blue badge parking on north side.

Suggested improvements to pedestrian access

- Cut back overgrown vegetation on the north side of station, especially close to the station entrance, and on the north side of northern car park;
- A well-lit drop-off point on the north side;
- Improved lighting on platforms and approaches;
- Information on walking routes for people emerging from the station;
- A new footbridge;

- Placemaking improvements to improve the station ambience, especially for when the station is unstaffed in the evening ;
- Improve safety around the station entrance on the south side;
- Improve safety on the station at night;
- Improved signage to key destinations within the town;
- Clearer signage within the station – particularly for the exits;
- Promotion of step-free access bridge for disabled people.

Suggested improvements to public transport access

- A taxi rank at the bus station;
- Improved signage to bus station and taxis;
- Bus routes to use Market Parade;
- Improved link between Bus and Rail stations;
- Improvements to station approach – widen or manage public parking in the area;
- Improvements to bus/train/taxi integration;
- Taxi access to bus station;
- Move bus station closer to rail station;
- Turning space for taxis on north side of station;
- More buses running later into the evening.

Suggested improvements to cycle access

- Improved cycle parking on the north side of station;
- More cycle lanes to/from both sides of the station;
- Segregated cycle lanes around station;
- Improved safe cycle access which is then promoted to people;
- Swipe-card entry cycle compound;
- Cycle friendly/shared use bridge over the railway;
- Information and signage for cyclists;
- Improved cycle parking security;
- Better CCTV in cycle park – ineffective in current location;
- Waterloo-style cycle parking.

Participants in the workshop were asked to identify their biggest priorities for improving access to the station by sustainable modes of transport. The five key items identified were:

- Improved links between bus and rail stations;
- Improved vehicle access to south side of station;
- Improved ambience to make the station more welcoming;
- Improved lighting of station and approaches;
- New shared use bridge.

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7 Key Issues

Following consultation through the survey and workshop, a number of key issues for the station travel plan to address have been identified. They are briefly outlined in this section.

7.1 Station Ambience

- Havant station suffers from a lack of facilities on the platforms, and passengers report that the station is an unappealing place to linger in the evenings. The lack of a strong evening economy in Havant town centre means that the area around the station can be very quiet later on; this is perceived to be an issue affecting much of the town.
- The workshop and the survey identified potential improvements; particularly lighting and facilities, but many of the required improvements could be summed up by the desire to make the station a 'nicer place'.
- As noted in section 5.4, there are some planned improvements to be undertaken by South West Trains that will contribute to an enhanced station environment.

7.2 Community Engagement

- There is a need to communicate positive works at the station to the travelling public, and the local community. The planned works at the station would address some of the concerns raised by the public, so communication of these works would benefit the relationship between South West Trains and the local community. If this community relationship can be developed further, perhaps with the involvement of local residents associations or other groups, the local community could benefit from an increased sense of ownership in the station.

7.3 Cycle Security

- The cycle compound on North Street is not well used, with cyclists evidently preferring to leave their bike on the platform, or take it on the train. The fact that the compound is not well overlooked and has no secure entry means that it appears to be an unsafe place to leave a bike. When South West Trains upgrades this facility to secure swipe-card entry, this is expected to increase use of the compound – this should be promoted and monitored to ensure cyclists are aware of the facility.
- A local cycle shop could operate a maintenance service at the station. An informal arrangement, perhaps running monthly during the summer months could encourage people to have their bikes serviced at the station while they go to work. Promotions

like this could promote take up the secure cycle parking offer, as well as generate business for the cycle shop.

7.4 Link to the Bus Station

- The link between the rail and bus stations is not clear in either direction, and does little to promote interchange between the two modes. The HCC wayfinding project will improve navigation between the two stations for pedestrians, complementing existing signage and natural wayfinding.
- Information links between bus and rail are important. If several levels of information on bus travel could be provided at the rail station – from paper timetables and route information, to real time bus departure screens, this may increase awareness of the potential for bus-rail interchange.
- The station has a large catchment, as shown in appendix C, with many people travelling by car from outlying areas which are served by stations with a poorer train service. While it is difficult for the station travel plan to affect the frequency of train services from other stations, the number of people travelling relatively long distances to reach Havant means that bus services which feed the rail station may be important. Improving the interchange between the bus and rail stations is therefore a priority.

8 Objectives and Aims

To address the key issues identified in the travel plan, a series of objectives and aims have been devised.

8.1 Objectives

The objectives are high level goals, indicating what the plan is trying to achieve within the Better Connected South Hampshire programme.

1. Improve facilities for cyclists at the station and the routes on station approaches
2. Improve the forecourt and station ambiance for all users – particularly to improve personal security especially in the evenings
3. Improve physical and information links between bus and rail stations
4. Ensure that approaches to the station are well maintained
5. Improve quality of access for all users from the north side of the station

8.2 Specific Aims

Within the high level objectives are a series of specific aims. These aims have been developed to be SMART (Specific, Measureable, Achievable, Realistic and Time-bound) aims.

The reason for using SMART aims is to enable the success of the travel plan measures to be monitored. The specific and measurable elements of each aim ensure that a value is included, whether that be a percentage or an absolute value. By keeping the aims time-bound, it establishes a deadline for the aim, so that there is no ambiguity over when the aim will be achieved by.

Keeping aims achievable and realistic ensure that they remain relevant. There is little value in creating aims that would require unlikely levels of behaviour change or unrealistic policy decisions. The travel plan is intended to be a 'living' document, which is often refreshed and updated. Where a significant behaviour change is desired, the travel plan can include incremental aims over several revisions of the document.

The SMART aims for Havant Station are listed below; these are for a two year time horizon between January 2013 and January 2015. The bracketed numbers indicate the approximate change in real numbers of passengers, based on the ORR data explained in section 6.1;

1. Increase the number of people using the station off peak

2. Increase the percentage of AM users walking to the station from 31% to 33% (+45 passengers per day)
3. Increase the percentage of AM users cycling to the station from 6% to 8% (+45)
4. Increase the percentage of AM users taking public transport to the station from 6% to 8% (+45)
5. Reduce the percentage of AM users driving alone to the station from 35% to 33% (-45)
6. Improve the satisfaction of people using sustainable modes to travel to the station

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9 Action Plan

To help achieve the aims listed above, a series of actions have been developed, and are presented in the table below. These actions constitute the main element of the travel plan. In some cases, the Transport Statement has already established an action for an issue raised by the station travel plan consultation process. In these cases, the Transport Statement action is restated here for clarity, and to reinforce support for the action.

The table contains the following elements:

- **Aim** - Which aim the action contributes to
- **Action** - Description of the action
- **Type** - The type of action
- **TS Ref** – Transport Statement Reference (if applicable)
- **Owner** - Who should carry the action forward
- **Timescale** - Approximate timescales - Short: within 12 months, Medium: 1 – 2 years, Long: Longer term
- **Impact** - Estimated impact on overall objectives
- **Cost** - Estimated cost - Low: <£5000, Medium: £5000 - £20,000, High: >£20,000

Aim	Action Ref	Action	Type	TS Ref	Owner	Timescale	Impact	Cost
Increase the number of people using the station off peak	A1	Identify and hold a meeting with local community groups and stakeholders to identify potential community initiatives at the station.	Engagement		SWT/HBC	Short	High	Low
	A2	Conduct a review of funding opportunities for community initiatives at the station, including South West Trains, Network Rail and County and District Councils.	Funding		SWT	Short	High	Low
	A3	Improvements to the station infrastructure to include refurbishment of toilets, improved lighting at the night exit gates, and installation of automatic doors to the ticket hall.	Infrastructure		SWT	Short	Medium	Medium
	A4	Installation of real time rail information in the Meridian Shopping Centre	Information		SWT	Short	Medium	Medium

Aim	Action Ref	Action	Type	TS Ref	Owner	Timescale	Impact	Cost
Increase the percentage of AM users walking to the station from	B1	West Street/Park Road South, public realm, traffic management, cycle and pedestrian crossing improvements	TS	H27	HCC	Medium	Medium	High

Aim	Action Ref	Action	Type	TS Ref	Owner	Timescale	Impact	Cost
31% to 33%	B2	Install a new bridge, accessible to pedestrians and cyclists to replace the existing ramped bridge.	TS + Infrastructure	H14	HCC	Long	Medium	High
	B3	Support the LSTF Wayfinding Project to encourage walking to the station through improved links to key destinations in Havant.	Wayfinding		HCC	Short	Medium	Medium
	B4	Conduct a signage audit within the station and implement improvements to ensure that it is clear which exit should be used for key local destinations – particularly the Civic buildings, town centre and bus station.	Wayfinding		SWT	Short	Medium	Low
	B5	Conduct an audit of the station and immediate surroundings after dark to identify 'dark corners', and areas that would benefit from improved lighting. Replace failed bulbs.	Lighting		SWT/HCC	Short	Low	Low
	B6	Carry out a study of options to improve access for all users to the north side of the station. Consider potential for formalising drop-off arrangements and turning space for vehicles to reduce conflict with pedestrian movement.	Infrastructure		NR/HCC	Long	High	Medium

Aim	Action Ref	Action	Type	TS Ref	Owner	Timescale	Impact	Cost
	B7	Regularly liaise with Network Rail/HBC/HCC to ensure that all approaches to the station are maintained, including pruning of hedges that may obstruct the footway.	Maintenance		SWT/NR/HBC/HCC	Short	Medium	Low
	B8	Make clear the facilities at the station for people requiring step free access – include information on printed material including timetables and maps, as well as online.	Information		SWT	Medium	Low	Low

Aim	Action Ref	Action	Type	TS Ref	Owner	Timescale	Impact	Cost
Increase the percentage of AM users cycling to the station from 6% to 8%	C1	Replace existing footbridge at Havant railway station. Widen and allow cycles	TS	H14	HCC	Long	High	High
	C2	Cycle route from Park Road South through Havant Park providing access to Havant railway station	TS	H20	HCC/HBC	Medium	High	Medium
	C3	Warblington School path - Southleigh Road to Hayling Billy Trail along railway - Cycle path 3m wide, with lighting and fencing	TS	H21	HCC	Medium	Medium	High

Aim	Action Ref	Action	Type	TS Ref	Owner	Timescale	Impact	Cost
	C4	West Street/Park Road South, public realm, traffic management, cycle and pedestrian crossing improvements	TS	H27	HCC	Medium	Medium	Low
	C5	Implementation of public realm, walking/cycling town centre improvements identified in the Havant Town Centre SPD	TS	H29	HCC	N/A	Medium	N/A
	C6	B2149 Petersfield Road from New Lane to Elmleigh Road - cycle route	TS	H30	HCC	Long	Medium	High
	C7	Provide swipecard entry to secure the cycle compound at the front of the station. Promote the new facility around the station, especially around the cycle parking on the platform.	Infrastructure		SWT	Short	High	Low
	C8	Hold a meeting with a cycle provider such as BromptonDock or cycle shop to discuss the feasibility of providing cycle hire/led rides at the station.	Infrastructure		SWT/NR	Medium	High	Medium

Aim	Action Ref	Action	Type	TS Ref	Owner	Timescale	Impact	Cost
	C9	With a local cycle group, conduct an audit of cycle paths leading to the station to identify gaps in the network and key junctions/links that may need attention. Submit findings to appropriate authority.	Study		HCC/HBC	Medium	High	Low
	C10	Following C9, arrange publication and promotion of on and off-street cycle route maps.	Information		HCC/HBC	Medium	Low	Low
	C11	Run a Dr Bike and cycle security marking event with a local mechanic and the police.	Event		SWT	Short	Medium	Low
	C12	Implement LSTF corridor 9 (Havant to Portsmouth) improvements to pedestrian and cycle links between bus and railway stations.	Infrastructure		HCC	Medium	High	High

Aim	Action Ref	Action	Type	TS Ref	Owner	Timescale	Impact	Cost
Increase the percentage of AM users taking public transport to the station from 6% to 8%	D1	Cross- Borough Bus Rapid Transit and Havant to Portsmouth BRT	TS	S1	HCC	Long	High	High
	D2	Leigh Road/ Eastern Road south to station. Turning circle to allow bus access, pedestrian improvements and cycle parking.	TS	H32	HCC	Long	Medium	High
	D2	Park Road South/ Park Road North corridor including Langstone roundabout and Petersfield Road roundabout - update signals to provide bus priority measures	TS	H33	HCC/Stagecoach	Short	High	High
	D3	Real time /timetable information screens Civic Campus	TS	H34	HBC/SWT/Stagecoach	Medium	Medium	Medium
	D4	Provision of real-time information at Havant Bus Station.	TS	H35	HCC/Stagecoach	Short	Medium	High

Aim	Action Ref	Action	Type	TS Ref	Owner	Timescale	Impact	Cost
	D5	Provide input into the HCC wayfinding project to ensure that the link between the rail and bus stations is clear for all users. Show bus stops on wayfinding maps.	Wayfinding		HCC/Stagecoach	Short	Medium	Low
	D6	Provision of real time bus information in the rail station ticket hall. Include information on walking time to the bus station.	Information		Stagecoach/SWT/HBC	Medium	Medium	Medium
	D7	Provide information on the local bus network (routes/times) in leaflet form in the station ticket hall and other key locations including Civic buildings, libraries and the Meridian Shopping Centre.	Information		Stagecoach	Short	Low	Low
	D8	Promote 'feeder' bus services that link outlying villages to Havant. Include promotion of through ticketing via Plusbus.	Operations		HCC	Short	Low	Low

Aim	Action Ref	Action	Type	TS Ref	Owner	Timescale	Impact	Cost
Reduce the percentage of AM users driving alone to the station from 35% to 33%	E1	Use station travel plan GIS data to identify clusters of single occupancy car trips to the station. Promote car sharing options through advertisements aimed at these areas.	Promotion		HCC	Medium	Low	Medium

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10 Monitoring and Reviewing the plan

This travel plan is intended to be a long-term document. In order for the plan to remain relevant, the action plan should be kept up to date with changes at the station.

10.1 Monitoring

The Station Travel Plan should be monitored by the steering group. An annual meeting of the steering group is recommended, to be led by HCC. As meetings will be relatively infrequent, a six-monthly update email, collated by HCC is recommended. This will enable all parties to be kept abreast of developments occurring related to the station.

Each action's owner should take responsibility for monitoring that action. Ad-hoc and informal monitoring should be undertaken and reported back to the steering group either via the monitoring email, or the annual steering group meeting.

10.2 Review

The main review of the travel plan will take place in early 2015, when a repeat survey will be carried out at the station, allowing an assessment of achievement against the objectives. The repeat survey will be followed by the annual steering group meeting, at which the objectives, aims and measures will be assessed and revised as necessary. It is recommended that further surveys be undertaken every two years from 2015 onwards.

Appendix

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Appendix B Passenger Survey

SOUTH WEST TRAINS

Halcrow
A CH2M HILL COMPANY

my Journey
HELPING HAMPSHIRE
GET AROUND



Hampshire
County Council

Station Access Survey

As part of the "Better Connected South Hampshire" project, Halcrow is working with Hampshire County Council and South West Trains to develop a Station Travel Plan to make it easier for people to travel to this station. We are interested in how you get to this station– i.e. the non-train part of your journey. Please answer all the questions for the journey that you were making when you were given the questionnaire. Your answers will be treated in confidence.

The questionnaire can be completed online at <http://www.surveymonkey.com/s/HantsSTP3>

Complete and return the questionnaire by 8th February 2013 to be entered into a Prize Draw to win one of two £50 Love2shop vouchers. These vouchers are redeemable at many high street stores including Argos, Boots, WH Smith, Debenhams, Matalan, Toys 'R' Us, HMV and Mothercare.

THIS JOURNEY

- Q1) At which station were you handed this survey?
 Fareham Havant
 Totton

IF YOU DID NOT START YOUR RAIL JOURNEY AT THIS STATION, PLEASE DISCARD THIS SURVEY

- Q2) At what time did you arrive at the station?

- Q3) What is the main purpose of your journey today?
TICK ONE MAIN PURPOSE ONLY
 Commuting to/from work
 Company business
 Personal business (e.g. dentist)
 Travelling to education
 Leisure (e.g. pub, cinema, sports etc)
 Shopping
 Other (please specify)_____

- Q4) How did you arrive at the station today?
TICK ONE ONLY – THE ONE USED FOR THE GREATEST DISTANCE
 Walked
 Cycled
 Car – no passengers (drove alone)
 Car shared – with passengers
 Car – Dropped off
 Park & ride (dedicated park & ride bus)
 Bus/Coach (using PlusBus)
 Bus/Coach (without using PlusBus)
 Bus (Provided by company/work)
 Taxi
 Motorbike
 Other (please specify)_____

- Q5) Why did you choose this mode of transport to access the station?
TICK ALL THAT APPLY
 Cost
 Convenience
 Reliability
 Childcare or other responsibilities
 Distance
 Health/Fitness
 Working hours
 Personal security
 Other (please specify)_____

- Q6) If you drove, what is the one thing that would encourage you to get to the station by a means other than the car?

- Q7) If you drove, where did you park?
 Station car park
 Other car park (please specify)_____
 On street parking - paid
 On street parking – free
 Other (please specify)_____

PLEASE TURN OVER

Q8) Please provide the postcode of where you have travelled from to access the station. If you do not know the postcode, please provide an approximate distance travelled.

Postcode _____

Distance _____ miles

THE POSTCODE WILL ONLY BE USED TO PROVIDE ADDITIONAL INFORMATION ON TRAVEL DISTANCES.

OVERALL USE AND SATISFACTION

- Q9) How often do you use this station?
TICK ONE ONLY
 7 days a week
 Every day on Mondays to Fridays
 3 or 4 times a week
 Once a week
 Several times a month
 Less frequently

Q10) How satisfied are you with the ease of travelling to this station by the mode of transport that you used today?
CIRCLE ONE ONLY.

Very Dissatisfied				Very Satisfied
1	2	3	4	5

ABOUT YOU

- Q11) Are you:
 Male Female
- Q12) Which age group do you belong to?
 Under 16 35 to 44
 16 to 24 45 to 54
 25 to 34 55 to 64
 65 and over
- Q13) What is your working status?
TICK ONE ONLY
 Working full time Full time student
 Working part time Not working
- Q14) How many cars are there in your household?
TICK ONE ONLY
 None One Two or more

Please provide any additional comments you wish to make. For example, any feedback on your experiences of your journey when travelling to the station / what action you would like to see taken to make it a more pleasant experience or encourage you to choose sustainable forms of transport to get to the station.

If you wish to be entered for the prize draw you need to provide a name together with an email address or full telephone number below. This information will not be used for any other purpose.

To be included in the draw, surveys must be received by 8th February 2013.

Employees of CH2MHill/Halcrow, Hampshire County Council and South West Trains are ineligible for the Prize Draw. All entrants must be over the age of 16. Two names will be drawn at random from the eligible entrants.

Name: _____

Email: _____

Telephone Number: _____

THANK YOU FOR YOUR TIME

If you require any help completing this survey, please contact: Eddie Jackson on 020 3479 8587 or jackson@halcrow.com

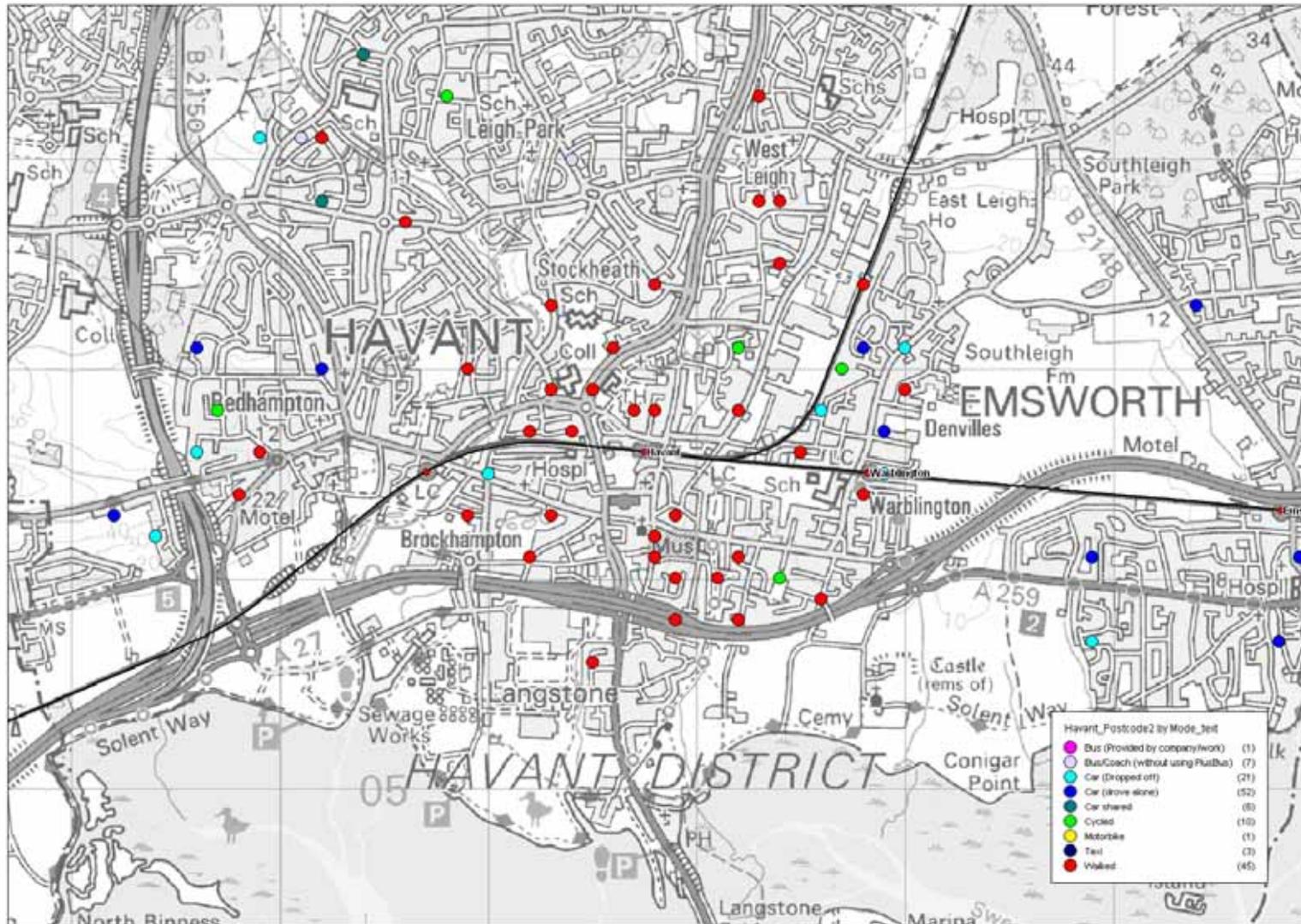
"A Better Connected South Hampshire" is a project with three main components:

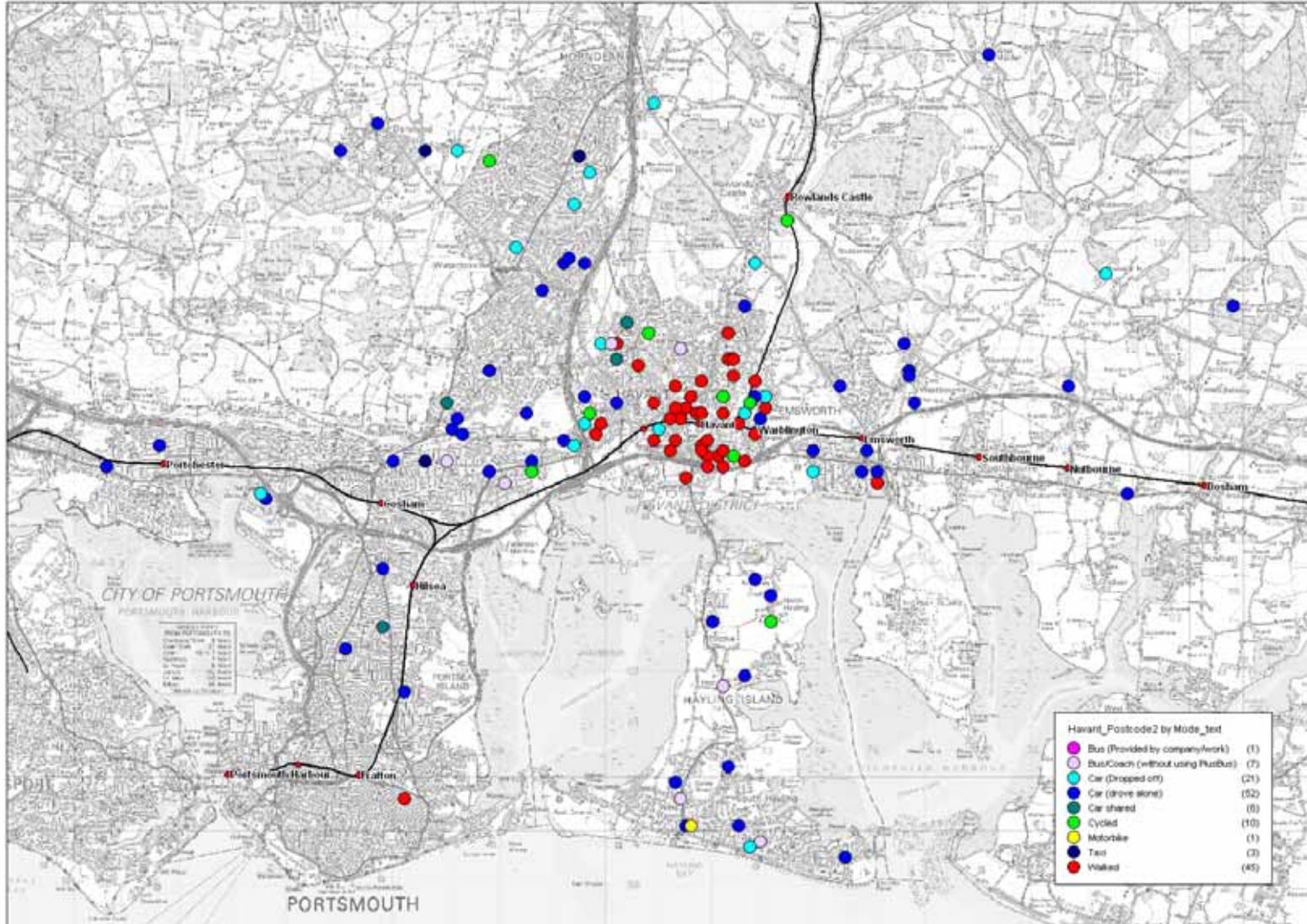
- Delivering physical improvements along the main travel to work corridors into Southampton, Portsmouth and Gosport/Fareham;
- Integrating public transport through a Smartcard Ticketing system; and
- A targeted marketing campaign to achieve more sustainable travel behaviour.

For more information about the project, please visit: <http://www3.hants.gov.uk/tfsh>

Alternatively, you can contact Paul Goodenough on 01962 832474 or tp3@hants.gov.uk

Appendix C Station User Origins by Mode





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