Aldershot Railway Station Travel Plan

This document has been produced as part of the Hampshire Sustainable Transport Towns LSTF Project

April 2013

Hampshire County Council

HELPING ALDERSHOT GET AROUND
my journey

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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 Introduction

1.1 The Hampshire Sustainable Transport Towns Project - HSTT

In 2011, Hampshire County Council (HCC) successfully bid for a grant from the Department for Transport Local Sustainable Transport Fund (LSTF). The grant enables HCC to deliver the Hampshire Sustainable Transport Towns (HSTT) project, which seeks to encourage residents and workers in six urban areas of Hampshire to make greater use of sustainable modes of transport in their everyday life.

The six urban areas that the HSTT project encompasses are Aldershot, Andover, Basingstoke, Farnborough, Fleet and Winchester.

The three key aims of the project are to achieve:

- Reduced congestion at peak times on local roads as a result of fewer car trips per household.
- Reduced carbon and greenhouse gas emissions, helping address the contribution of local transport to climate change, and to improve air quality.
- Improved health and general wellbeing as a result of more people building in physical activity into their daily travel routines.

The HSTT project involves several distinct workstreams, including behaviour change initiatives, including a My Journey travel awareness campaign, workplace and personalised travel planning, and several physical infrastructure schemes.

One of the workstreams seeks to improve access to railway stations, by developing a station travel plan in partnership with rail and bus operators that identifies improvements that can be delivered to make it easier to access the railway stations in the six towns.

1.2 This Document

This document is the travel plan for Aldershot station. It aims to build on the actions proposed in the Town Access Plan (TAP), and other documents discussed in section 2.3.

The station travel plan complements other aspects of the HSTT project being implemented in Aldershot, particularly;

Delivery of the 'My Journey' travel awareness campaign – To encourage residents of Aldershot to consider all the transport options available to them for local journeys, through advertising, the www.myjourneyhampshire.com website portal, social media and press releases.

Physical Measures – Improvements already delivered include the installation of a journey planning kiosk and bus departure summary screen at the bus station to help people to plan end-to-end journeys. During 2013/14, a scheme will be developed to improve access to the railway station with a focus on improvements for pedestrians and cyclists.

Promoting Cycling – In partnership with cycling charity the CTC, a Cycling Development Officer will be running a programme of events and initiatives designed to remove barriers to cycling during 2014. The programme will include adult cycle training, community events, cycle rides, bike maintenance workshops and bike repair sessions.

School Travel Planning support and Bike It Officer – Schools in Aldershot have been approached and offered a range of support in delivering their school travel plans. Initiatives being delivered include My Journey competitions and challenges to encourage

school children to travel sustainably to and from school, to help reduce congestion. During the 2012-13 school year, in partnership with Sustrans, a 'Bike It' Officer has been working to promote safe cycling to schools in Aldershot. The Officer is working with six schools in the Rushmoor area, including Newport Junior School and St Michael's C of E (Controlled) Junior School in Aldershot.

2 Policy Background

2.1 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.

2.2 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) and 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.

2.3 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 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 focussed on the delivery of schemes that support economic growth, as well as maximising the efficiency of existing networks.

Transport Statement

In partnership with Rushmoor Borough Council, HCC has developed a Transport Statement for Rushmoor.

The Transport Statement aims to set out transport objectives and delivery priorities in the borough up to 2027. It particularly looks at the priorities for developer-funded transport schemes, and the development of a Community Infrastructure levy (CIL) schedule.

Four objectives are identified in the Transport Statement:

1. Promote economic growth by providing a well-maintained, safe and efficient highway network.
2. Improve access to jobs, facilities and services by all types of transport.
3. Facilitate and enable new developments 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 document acknowledges the actions in the Aldershot Town Access Plan (see below) for development. The action plan included in this Station Travel Plan indicates where links exist to measures in the Town Access Plan.

Town Access Plan

The Aldershot Town Access Plan (TAP) is a key transport policy document for the town. This document, prepared by HCC and Rushmoor Borough Council was produced as a result of actions within the previous Local Transport Plan, and aims;

- To encourage the residents of Aldershot and the AUE [Wellesley] and other local areas to choose Aldershot town centre as their preferred destination for shopping;
- To encourage access by sustainable modes i.e. walking, cycling and public transport;
- To support the economy of Aldershot town centre by providing transport infrastructure to facilitate development and attract more visitors;
- To promote social inclusion; and
- To integrate transport proposals with land use development.

The TAP was produced in consultation with local stakeholders, and adopted in 2012 as a guidance document for transport within Aldershot up to 2031.

The TAP includes several specific actions, many of which directly refer to station access. Where issues raised in the TAP overlap with those raised as part of the Station Travel Plan, the relevant TAP reference has been noted in the station travel plan action plan.

Actions raised in the TAP are identified by mode, and assigned an indicative priority, from short term (up to around 3 years and highest priority), to medium term (beyond 3 years and second priority), and long term (beyond 5 years and lower priority).

Schemes identified in the TAP which affect the station are:

Traffic Management

- TM4 Change roundabout layout between Station Road / Arthur Street junction and widen footways (Medium Term)

Public Transport

- PT3 Interim Bus Interchange improvements (Short Term)
- PT4 Real time information upgrade (Short Term)
- PT5 Bus & Rail information Board (Short Term)
- PT6 Rail Station lifts for step free connection between platforms fulfilling the operators obligation under the Disability Discrimination Act (DDA) to overcome barriers to access for people unable to use stairs (Short Term)
- PT7 Interim improvement of Rail Station (Short Term)
- PT8 Major improvement of rail station (Long Term)
- PT9 Major Bus interchange improvements - requires design input from Stagecoach (Long Term)

Pedestrian

- PD2 Wayfinding Strategy (Short Term)
- PD4 Replacement pedestrian & cycle bridge over railway (Long Term)
- PD7 Pedestrian and cycle access to rail station (Short Term)

Cycling

- CY1 Cycle parking in the town centre: on & off street (Medium Term)
- CY2 Cycle parking at rail station - additional secure cycle parking (Medium Term)
- CY3 Cycle ramps on rail bridge stairs (Short Term)
- CY4 Develop a network of cycle routes based on the Cycle Routes Study of 2010 - Expect about 6 routes east-west and north-south (Long Term)

Smart Choices

- SC4 Journey Planning kiosks (Short Term)

Supplementary Planning Documents

Supplementary Planning Documents (SPDs) help direct developer funding by providing detail on the vision for the area.

There are two primary SPDs that affect Aldershot – the Aldershot Town Centre SPD (2009) and the Aldershot Urban Extension SPD.

The town centre document presents a vision for Aldershot;

“To create a thriving, accessible and revitalised town centre, which enhances the local character of the town and capitalises on the opportunities provided by the Aldershot Urban Extension development.”

From a transport perspective, the document seeks to improve accessibility into and within the town centre through all means of transport encouraging self-containment.

The key transport policies are to;

- Improve direct access to the town centre
- Promote use of public transport
- Improving links from the rail station to the town centre

The last policy is of particular relevance to the station travel plan – with the intention to create improve the area for passengers arriving at the station, strengthen the pedestrian links with the town centre, and improve the interchange with other modes.

The Aldershot Urban Extension SPD covers the new development to the north of the town, now to be named Wellesley. The SPD includes support for high quality links to the town centre and the station by public transport and active modes of travel, with key routes and corridors identified in the document.

The document includes support for travel planning within the development, covering residential as well as other land uses. Travel plans here will enhance links with the station by sustainable modes of transport.

3 The Travel Plan Process

In order to produce a robust station travel plan that addresses the needs of Aldershot 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. For this reason, a travel plan steering group was established, involving representatives from Hampshire County Council, Rushmoor Borough Council, South West Trains and Stagecoach.

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 was undertaken on 18th October 2012 to establish the travel patterns of people entering the station. 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 allow passengers to provide feedback on how access to the station works currently, and suggest any areas for improvement that would encourage use of sustainable modes of transport.

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

The results of the survey are summarised in section 5.

Stakeholder Workshop

A stakeholder workshop was held on 15th November 2012 at Princes Hall. A range of 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 5.2.

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 some measures designed to help achieve them.

4 Station Characteristics

As part of the station travel plan process, a site audit was undertaken to understand the facilities currently available at the station.

4.1 Station Location

The town of Aldershot lies on the Hampshire/Surrey border approximately two miles south of Farnborough, a similar-sized town to Aldershot. Other nearby centres include Ash and Farnham, but these are much smaller centres than Aldershot.

Aldershot station is situated just south of the town centre; with the main pedestrianised shopping centre situated approximately five minutes walk away. The station is linked with the town centre by a network of streets, roughly on a grid pattern. Station Road provides the main access to the station, giving access to the car park and bus station. Station Road effectively turns into the station forecourt, terminating in a turning circle immediately outside the station entrance.

Photo 4.1 - Aldershot Station, showing the turning circle at the end of Station Road. The 20 minute parking bays are in front of the station, the taxi rank just out of shot to the left, and the bus station to the right.

The area south of the station is primarily residential. Aldershot Manor Park is very close to the station on the south side. Wellesley is a major redevelopment of the southern part of the old military town and northern part of the town centre. When complete, Wellesley will comprise up to 3,850 new homes, two schools, and community and recreational facilities.

The A331 is a major north-south road, situated approximately one mile east of Aldershot. This road provides access to the trunk road network, linking the M3 in the north, to the A31 to the south.

Maps of the area showing the station in context are shown in Appendix A.

4.2 Use of the station

According to the Office of Rail Regulation, station entries at Aldershot numbered just under 750,000 in the year 2010-11. 31% 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 Alton branch line – four stops from the end of the line. Consequently the vast majority of people travel in an easterly direction towards London Waterloo, Guildford or Ascot.

The approximate off peak frequency is two trains per hour to;

- London Waterloo
- Guildford
- Ascot
- Alton

There is an additional stopping service to Waterloo in the morning at 7.46am. Passengers can often make a fast connection to London by changing at Woking or Guildford.

4.3 Station Access and Facilities

Car Parking and Drop Off

There is space for 205 cars in the station car park situated to the north of the railway, adjacent to the main entrance. There are two points of access to the car park, both very close to one another. The most used access is directly off the roundabout on Station Road. The secondary entrance/exit is just off the station approach road – shown in photo 4.2.

Photo 4.2 – Secondary access to the car park. The primary entrance/exit is just beyond the vegetation in the middle of the picture.

Parking costs are as follows;

£6.00 per day (Mon – Fri)

£2.00 per day (Mon – Fri after 4pm)

£3.00 all day Saturday

£1.00 all day Sunday

Parking season tickets are available to rail season ticket holders;

Weekly - £26

Monthly – £86

Annual - £900

There are two disabled parking spaces close to the station entrance. No dedicated motorcycle parking is provided.

At the time of the site visit, the station car park was approximately 80% full. Anecdotal evidence from station staff suggests that the car park is rarely full on a normal weekday, except when there is disruption to the rail service elsewhere – particularly Farnborough.

There is a council-owned car park on the south side of the railway on East Station Road. Around 20 spaces are provided, charged at £3.60 per day, or £18 for a five-day season ticket. At the time of the site visit, the car park was around 75% full.

There is no formal drop off facility at the station, but several 20 minute parking bays at the front of the ticket office. Observations show that informal drop-off is common, and tends to take place in the short stay parking bays, or just within the turning circle.

Bus Services and Taxi

The main bus station in Aldershot is adjacent to the rail station. Pedestrians can access the bus station from the station forecourt, while bus access is via the Station Road roundabout.

The bus station has eight stands, each with a digital display board above it. This system displays timetable data only, as real time information is not currently operational. There is no central display of route and timetable information, but a travel office is situated on site, albeit with limited opening hours. An electronic journey planning kiosk has recently been installed adjacent to the travel office by Hampshire County Council.

A bus shelter with seating is available in the bus station.

Photo 4.3 - The bus station with the rail station in the background.

Most buses are run by Stagecoach, with buses serving several routes –

- Stagecoach Gold 1 (every 10 mins): Aldershot, Kingsmead, Farnborough (Main), Frimley, Camberley, Old Dean. Half hourly service on Sundays.
- 3 - Aldershot - Tongham - Ash - Ash Vale - Mytchett - Frimley Green - Frimley - Camberley - Blackwater - Yateley
- 4/5 - Farnham - Sandy Hill - Aldershot - North Town (every 15 min)
- 15 - Tices Meadow - Heron Wood Estate – Aldershot (every 15 min)
- 18 - Aldershot - Farnham - Bordon - Whitehill - Headley - Grayshott - Hindhead – Haslemere (every 30 min)
- 19 - Aldershot - Farnham - Churt – Haslemere (hourly)
- 20 - Aldershot - Tongham - Ash - Normandy – Guildford (every 15 min)

- 46 - Aldershot - Farnham - Godalming – Guildford (hourly)
- 70 - Aldershot - Quetta Park - Fleet - Elvetham Heath (hourly)
- 72 - Aldershot – Church Crookham - Fleet – Elvetham Heath - Hartley Wintney - Swallowfield – Reading (hourly)

Goldline Route 1 is part of a Quality Bus Partnership (QBP) between HCC, Surrey County Council and Stagecoach. As part of this agreement, Stagecoach provides a high quality bus service, using new, comfortable buses, with leather seats, low floors and uniformed drivers. Table 4.1 shows that growth in patronage on Goldline Route 1 has been consistently ahead of the countywide average by at least 6% since 2005/6.

Year	% growth in year	Countywide average	Cumulative growth since 2004/5	Countywide average growth since 2004/5
2005/6	6.30%	-0.30%	6.30%	-0.30%
2006/7*	15.20%	6.90%	22.40%	6.60%
2007/8	18.30%	4.60%	44.80%	11.50%
2008/9	8.90%	2.30%	57.70%	14.00%
2009/10	7.10%	-1.80%	68.90%	12.00%

* free concessionary travel introduced in 2006

Table 4.1 – Growth in patronage on Goldline Route 1 and countywide

Cycle Facilities

Cycle parking facilities are available on the station forecourt and on platform 1.

A secure cycle parking compound is available on the station forecourt, with capacity for 20 cycles. The compound has a swipecard entry system, and is covered by CCTV. Use of the compound is free of charge, but users must pay a £25 refundable deposit for their swipecard. The compound is fully subscribed, but at the time of the site visit, only 7 of the 20 spaces were in use. Photo 4.4 shows the secure cycle compound.

Photo 4.4 - Secure Cycle Compound and standard parking in front of the station.

There are a further 18 cycle parking spaces adjacent to the secure compound, and 14 spaces on platform 1. At the time of the site visit, two of the 18 outdoor spaces were in use, and 7 of the 14 spaces on the platform were used.

Six secure cycle lockers are located near the out of hours station entrance. At the time of the site visit, just one locker was in use, and with the introduction of the secure cycle compound, these lockers are scheduled for removal early in 2013.

Passengers may take cycles onto trains outside peak periods.

Pedestrian Access

Pedestrian access from the north is via Station Road or Arthur St/Windsor Way. From the town centre, most pedestrians are likely to use Station Road. A pedestrian crossing phase is incorporated into the traffic signals at the junction of Station Road/Birchett Road. There is also an uncontrolled crossing of Station Road on the roundabout. Pedestrians must also cross the vehicle entrance to the bus station, or the car park entrance/exit.

From the south, access to the station is via a pedestrian bridge over the railway from East Station Road. This bridge provides access straight onto the forecourt just east of the main station entrance. The bridge is not part of the station, and caters for all pedestrian traffic, not just people accessing the station. The bridge has steps, and is not suitable for cycles or people requiring level access. The alternative route for people requiring step-free access from the south is via St Michaels Road, High St, Victoria Road and Windsor Way – a significant diversion.

Photo 4.5 - Steps up to the footbridge over the railway from the north side

Photo 4.6 - Footbridge over the railway

5 Survey and Workshop results

In order to establish appropriate objectives and measures for the travel plan at Aldershot, a passenger survey was carried out in October 2012, and a stakeholder workshop was held in November 2012. The results of each engagement exercise are summarised here.

5.1 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.

Approximately 800 surveys were distributed to passengers entering Aldershot Station on Thursday 18th October between 6.20am and 1pm. Passengers were asked to fill in the short survey, and return it via an attached freepost envelope. The survey was also hosted online. Passengers handed the paper survey were given the option to complete the survey online, and the survey link was sent directly to South West Trains users who had agreed to be contacted by email. The survey was also promoted on the South West Trains Facebook and twitter feeds.

Of the 800 surveys distributed, 151 were returned by post. A further 53 surveys were completed online.

As the online survey sample consisted of people agreeing to be contacted by SWT, the online sample is naturally skewed towards leisure users. SWT reported that the survey was directly sent to 586 Aldershot station users.

Summary of Results

The survey found that 72% of people entering the station did so on their way to or from work. This high proportion is confirmed by anecdotal evidence from the survey staff and SWT station staff who confirm that there are a few trains in the morning peak that are very busy, but after around 8.30am the station becomes very quiet. Commuters who travel to the station on a daily basis are likely to have fairly fixed travel habits, particularly if they are travelling to London, as there are relatively few trains that will get people into London before 9am.

Leisure travellers, including people going shopping, may be more willing to change their travel habits if time is not as critical.

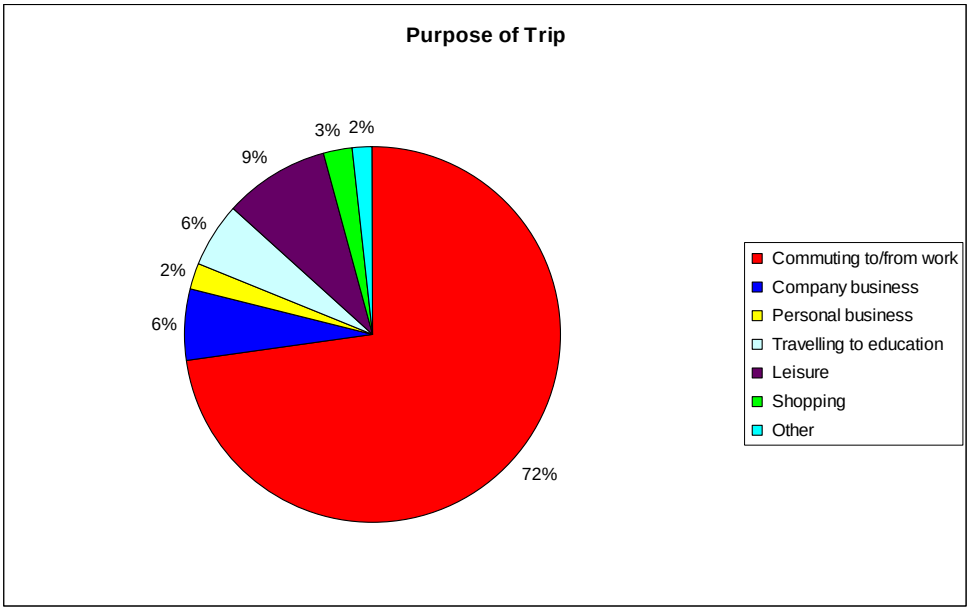


Figure 5.1 – Purpose of trip

The mode of access to the station is an important measure for the travel plan, as it demonstrates which modes are most attractive, and which are less popular.

The survey indicates that 54% of people walk to the station, a relatively high proportion, which is likely to be due to the fairly small catchment area, and the proximity of large residential areas, particularly to the south of the station. 78% of survey respondents providing a postcode were within a 2km (1.2 mile) radius of the station. At an average walking speed of 1.3 metres per second, this represents a maximum 25 minute walk for most people, although the local geography may increase this for some journeys. Within a 2km radius, 70% of people travelling to the station do so on foot.

Cycling represents 3% of trips to the station, although the number of cycles parked at the station at the time of the survey indicates that this may be an over-estimation. The relatively small catchment area of the station may mean that cycling is not a preferred option – walking is likely to be more convenient for shorter trips to the station.

Taken together, people driving alone, car sharing, or getting dropped off at the station constitutes 31% of journeys to the station, with drop-off constituting the most significant element. Drop-offs can include specific journeys to the station, or a drop off at the station as part of a longer car journey. 22% of journeys to the station originating from within 2km of the station are undertaken by car.

Bus users, including people using PlusBus tickets account for 9% of trips to the station. The proximity of the bus station to the rail station means that interchange between the two modes is relatively simple in terms of distance, but there are other factors such as the quality of the environment that means bus interchange may be lower than might be expected.

Taxi trips to the station represent 2% of responses. The relative expense of taxi travel compared to other modes of transport means that people are more likely to use taxis occasionally rather than every day.

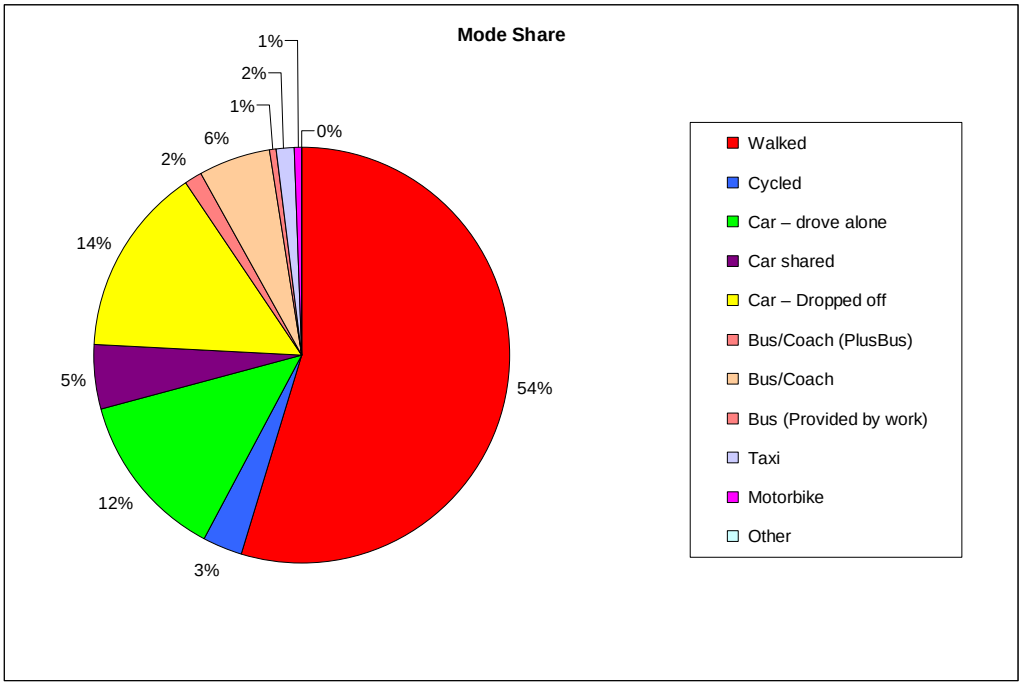


Figure 5.2 - Mode of Access

Figure 5.3 shows the reasons for people's choice of mode. Respondents were asked to indicate all factors that applied when they chose how to travel to the station. The responses to this question, particularly for people travelling by car, can indicate the advantages that people look for when travelling to the station.

The convenience of the mode choice is a primary reason for all modes of transport, particularly for people driving alone. The reliability of driving is indicated by less than 50% of people driving alone, and is even lower when people car share or get dropped off. Distance is considered to be a factor by just over 40% of people driving alone, indicating that many people who drive to the station could travel by other modes if they did not drive.

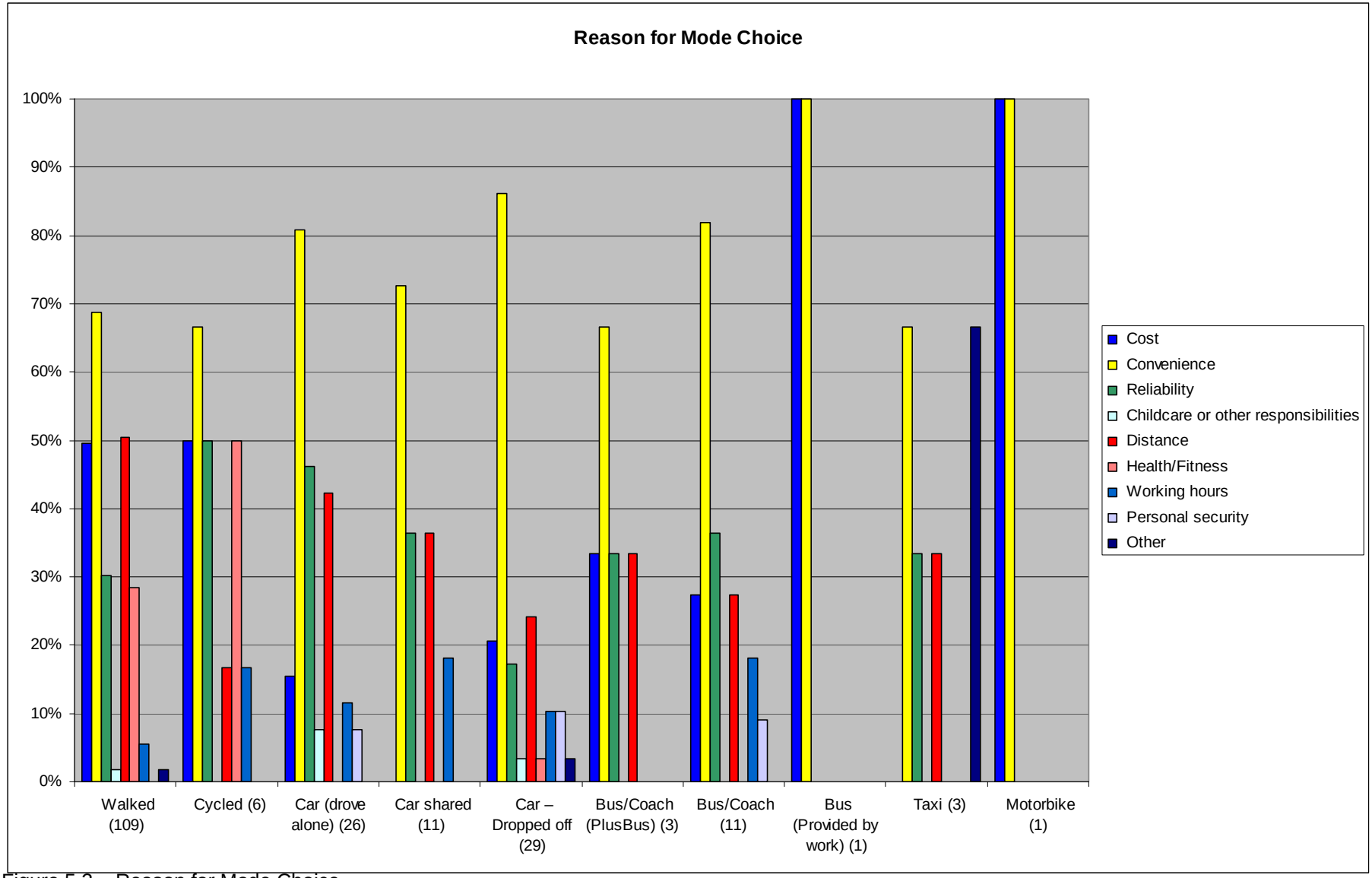


Figure 5.3 – Reason for Mode Choice

Appendix C shows the geographical distribution of the mode split with an indicative 2km radius from the station.

The plot indicates that the vast majority of people travelling a short distance already walk to the station, with very few walking from beyond 2km. People driving to the station tend to come from areas such as Hale, Weybourne or along Lower Farnham Road. People travelling to the station by car from around this 2km radius may be those who would benefit most from improved access to cycle facilities.

It is important to note that a good proportion of the Wellesley development to the north of the town centre will be within this 2km radius of the station.

Comments

The survey gives passengers the opportunity to provide comments on access to the station, and suggestions for improvement.

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

Category	Key Issues
Public Transport Routes/Frequency	o Bus frequency too low to be a reasonable alternative o No appropriate route from home to station
Lighting	o Poor lighting around station
Parking improvements	o Maintenance of car park area o Parking charges considered high
Staffing/Hours	o Frustration at queues at the ticket office at peak times
Ramp/Level Access	o Lack of step-free access within the station o No step free access over the railway
Bus/Rail integration	o Bus times do not coincide with train departures/arrivals
Footway quality	o Puddle near station entrance o Pavements in poor repair
Cycle parking	o More secure cycle parking
Integrated Ticketing	o Discount on bus travel for rail season ticket holders
CCTV/Security	o CCTV in car park
Signage	o Signage throughout the town
Motorcycle parking	o No motorcycle parking available

5.2 Stakeholder Workshop

A stakeholder workshop was held on 15th November 2012 at Aldershot Princes Hall. 12 people attended, representing;

- Grainger – Wellesley Development Partner
- WSP – Wellesley Transport Consultant
- Rushmoor Borough Council
- Cyclists' Touring Club (CTC)

- Hampshire County Council
- Rushmoor Pedestrian Forum
- Alton Line Users Association
- Stagecoach
- A1 Rushmoor Radio taxis
- Yellow Cabs

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, Cycle Access.

The main outcomes of the workshop are listed below:

Pedestrian Access

- Improved bridge with level access (ramp or lift)
- Wider pavements for pedestrians
- Improved pickup area for car/taxi
- Improved crossing facilities of Station Road
- Signage/wayfinding to key facilities/destinations to and from the station
- Lighting of the station forecourt
- Actively monitored CCTV
- Crossing of Station Road on desire line

Public Transport Access

- Address Station Rd congestion with alternative car park entrance off Windsor Way.
- Formalise drop-off/pick up arrangements away from forecourt
- Remove on-street parking on Station Rd (lack of enforcement)
- Improve relationship between bus and rail stations
- Measures to address personal safety in bus station and rail station forecourt
- Real time information in obvious places. Rail info in bus station and vice versa.
- Reconfiguration of one way system to separate through and station traffic
- Formalised Cab Share system on the model of the Air Show arrangement.
- Webcam of station forecourt – show taxi drivers when there is trade, avoid people being forced to wait.
- More formal taxi rank away from bus movements

Cycle Access

- Address stopping in cycle paths (enforcement)
- Cycle path segregation especially from buses (where possible) (2)
- Improved security for cycle equipment – Consultation exercise with cyclists prior to any improvements
- Cycle parking to the south east of the station
- General town wide cycle improvements – create a cycle network
- "World Class" cycle facilities –poorly implemented schemes are often worse than no scheme at all.
- More space for cycles on trains
- A cycle-friendly bridge.

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

- Some signs of progress and improvement.
- Security improvements
- Improved signage – coherent signage strategy

6 Key Issues

The station access survey and stakeholder workshop have helped identify several issues affecting access to the station by sustainable modes of transport, and identified potential areas for improvement.

Public Transport

The survey indicates that many people consider public transport to be the main alternative to car travel to the station. Several respondents identified frequency increases or new or altered routes as key improvements that would encourage them to consider switching from the car. It has to be acknowledged that in the short and medium term, new bus routes to existing areas are unlikely to find funding unless they are commercially viable. With the development of Wellesley however, new routes connecting the new development to the town centre and station are likely to be introduced through developer funding, as detailed in the Aldershot Urban Extension SPD. The planning application for Wellesley has now been submitted to Rushmoor Borough Council.

Despite public transport service improvements featuring prominently in the comments received via the survey, when the origin postcodes of people accessing the station were plotted on a map, 78% of respondents travelled from within 2km of the station – roughly equivalent to a 25min walk, or 10 minute cycle for most people. This suggests that most people could access the station without the need for public transport.

The survey suggests that most people rate convenience as a very important factor in their choice of transport when accessing the station. This is likely to be affected by the strong commuter profile – 72% of people responding to the survey were travelling to or

from work. Given that trains from Aldershot take between 47 minutes and 1 hour to get to London, commuters heading to London will have to be at the station relatively early to ensure an arrival at work before 9am – making the fastest mode of transport to the station the most appealing. The speed and convenience of more sustainable modes of transport should be promoted to appeal to these station users.

Forecourt layout

The stakeholder workshop identified the arrangement and layout of the station forecourt as a key area for improvement. The station approach road was identified as an area with conflicting uses, as it serves all modes of transport, from vehicle access to the car park, to a key pedestrian route from the town centre. The turning circle outside the station entrance serves a multi-purpose role as short stay parking, informal drop-off point, taxi rank and rail replacement bus stop.

It was noted by the workshop that the car park currently has two entrance/exit points virtually side by side, and that this arrangement could be used more efficiently. Taxi drivers using the station note that the taxi rank is poorly sited for their needs, and that the multi-modal use of the turning circle can hinder their operations. The lack of a formal drop-off point is a particular problem.

A possible solution that was discussed in the workshop would be to move the car park access from Station Road to Windsor Way near Albert Road. This would have the effect of removing some vehicle traffic from the front of the station, and allow improvements for pedestrians moving between the station and the town centre. At present, the desire line for pedestrians walking from Arthur St is straight over the turning circle towards the station entrance.

Benefits may also exist for bus movements in and out of the bus station through reduced traffic bound for the car parks, and reduced conflict. Any scheme incorporating this sort of change would have to be studied in more detail to understand the potential impacts on the road network as well as the internal movements within the car park and station forecourt. The study should incorporate safety issues around the station forecourt, in terms of user conflict, and personal security of people waiting for onward connections.

Some improvements to the forecourt area, particularly landscaping and public realm improvements were introduced by HCC a number of years ago, but have not been well maintained. Photo 6.1 shows the bollards, lamp posts and information stand that are in need of maintenance.

Photo 6.1 - Urban realm improvements outside the station have not been well maintained.

Bus station

The link between the bus station and the rail station is clear, but currently not of a good standard. The bus station is separated from the station approach road by a low wall. There is no central information board for passengers alighting trains, and although each bus stand has a digital display board, the information is not easily visible. The boards currently display timetable information, but there is an ambition to introduce real time information in the future, although timescales have not yet been set.

The bus station does not currently display rail departure information, and although the two stations are very close, this sort of information would enhance the public transport offering.

There is a Travel Office on the bus station, providing information on bus services and destinations served. The office is not open every day, but there is some route information displayed outside for when the office is not manned. There is a toilet facility on the bus station, but it is in poor repair.

Lighting and Security

The area around the station, including the forecourt, can be threatening when it is dark, especially later in the evenings. Some attendees at the workshop noted that crowds of people hanging around the area can be disturbing, particularly for vulnerable station users, or people emerging from the station alone. The out of hours station access route is via a door on platform 1, which emerges close to the bus station via an unappealing passageway near some soon to be redundant bike lockers. The lockers and nearby bins create secluded corners which make the area feel less safe for station users.

The lighting of the station platforms and forecourt is currently being upgraded by South West Trains, and the new lighting should improve visibility and security for pedestrians at

night. The lighting of the public bridge over the railway is not due to be included in the upgrade.

Waiting accommodation in the bus station consists of a large glass shelter with seating, but many people were observed sitting on the low wall between the bus and rail stations. The area is not particularly well lit, but the upgrade of the station forecourt lighting will help address this.

A study looking at the operations of the forecourt should include safety considerations, particularly once the lighting of the area has been upgraded.

Step-free access

A recurring theme across both the survey and workshop was the lack of step-free access at the station. In February 2013, Network Rail commenced the construction of a new accessible footbridge with lifts within the station. When completed in the summer of 2013, this will provide independent level access to all platforms for all railway station users. The bridge will not replace the existing external access over the railway. Several parties expressed frustration at the 'missed opportunity' to provide step-free access over the railway for all pedestrians and cyclists.

The existing bridge is seen by many users as unsightly and of poor function, with criticisms of the maintenance of the structure – particularly lighting and collection of litter. The bridge is open to the elements, and reportedly becomes icy in winter.

Signage

Pedestrian and cycle signage and wayfinding throughout Aldershot were agreed by most to be generally of a poor standard, with the workshop identifying improvements to signage as a key priority for improvement. Although the station is a key hub, there was enthusiasm for a town-wide signage strategy to highlight routes to key destinations within Aldershot.

Cycle Access

The cycle network around Aldershot is limited, with few designated cycle routes signposted around the town centre, and no complete routes to the station. Station Road does have a cycle lane with advance stop lines, but this provision does not continue beyond the junction with Birchett Road.

The provision of a cycle network was identified by the workshop and some survey responses as a key improvement that could encourage people to cycle to the station. It was noted that if on street facilities are to be installed, they should be of a high quality, and extend to the station to allow complete journeys. Trip-end facilities are in place at the station, with a secure cycle compound available for station users. The request of secure cycle parking by some survey respondents suggests that awareness of the availability of this facility is not as high as it might be. South West Trains, who run the facility, report that it is oversubscribed at present, although observations suggest that it is not used by all users every day.

A suggestion of providing cycle parking to the south of the railway bridge has been made to improve facilities for cyclists accessing the station from this direction. This would mean that cyclists would not need to take their bikes over the pedestrian bridge. However, concerns were raised about cycle security in this area as it is not well overlooked.

7 Objectives and Aims

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

Objectives

The objectives are high level goals, indicating what the plan is trying to achieve within the HSTT programme.

The High Level Objectives for Aldershot Station are:

1. Improve access to the station by sustainable travel modes and increase station patronage,
2. Improve the forecourt and car park for all users, particularly with regard to safety
3. Improve wayfinding between the station and key destinations in the town
4. Improve physical and information links between the bus and rail stations

Specific Aims

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

The reason for using SMART aims is to enable the monitoring of the travel plan measures, and see how successful they have been. 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.

All the aims in this travel plan are for a two year time horizon, and will mainly affect people arriving at the station between 7am and 1pm, with some actions also affecting travel in the evenings and at weekends. A repeat survey will be carried out two years after the adoption of the travel plan to monitor the impact of the measures and check progress against the SMART aims.

The SMART aims for Aldershot Station are to:

1. Increase numbers of new rail passengers using the station
2. Increase the proportion of people walking to the station from 54% to 57%
3. Increase the proportion of people cycling to the station from 3% to 5%
4. Increase the proportion of all users taking public buses to the station from 7% to 8%
5. Reduce the numbers of people driving alone to the station from 12% to 10%
6. Improve satisfaction of users accessing the station by sustainable modes.

8 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 TAP has already established an action for an issue raised by the station travel plan consultation process. In these cases, the TAP action is restated here for clarity, and to reinforce support for the action.

The final table, while not directly related to the SMART aims of the travel plan, provides details of the planned step-free access to platforms.

The table contains the following elements:

- **Aim** - Which aim the action contributes to
- **Action** - Description of the action
- **Type** - The type of action
- **TAP Ref** - Town Access Plan 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 if specified in TAP or Transport Statement, or High/Medium/Low relative to other measures

Aim	Action Ref	Action	Type	TAP Ref	Owner	Timescale	Impact	Cost
Increase the proportion of people walking to the station from 54% to 57%	A1	Development of a Wayfinding Strategy building on the current work being undertaken by ThinkingPlace. The strategy should incorporate signage between the station and key destinations in Aldershot. Include removal of redundant signs.	TAP	PD2	RBC/HCC	Short Term	Medium	Medium
	A2	Replacement pedestrian & cycle bridge over railway – aimed at reducing severance between the north and south of the railway.	TAP	PD4	SWT/NR	Long Term	High	Est. £1m
	A3	Pedestrian and cycle access to rail station – improvements to pedestrian footways, dropped kerbs, cycle parking, signage and connection between the bus and rail station. Improve provision for pedestrian desire lines. Interim improvements pending study in action A4.	TAP	PD7	RBC/SWT/ Stagecoach/HCC/ Network Rail	Short Term	Medium	Medium
	A4	Conduct a more detailed study of potential options for re-modelling of the station forecourt to manage use for all modes, and improve pedestrian access routes and make the area safer and more appealing. Include consultation with local Crime Prevention Officers.	Forecourt		RBC/SWT/ Stagecoach/HCC/ Network Rail	Medium Term	High	Medium
	A5	Removal of old cycle lockers near out of hours station	Forecourt		SWT	Short Term	Low	Low

		entrance/exit to improve sight lines and security for station users. Improve ambience of this area once lockers are removed.						
	A6	Improve links between station and town centre CCTV systems to provide a more co-ordinated system of coverage.	Forecourt		SWT/RBC	Medium Term	Medium	Low
	A7	Review of lighting provision on existing pedestrian footbridge and through East Station Road Car Park.	Bridge		SWT/RBC	Short Term	Medium	Medium
	A8	Package of interim improvements to pedestrian bridge over railway, including painting, non-slip surface and litter removal. To be implemented alongside action B2.	Bridge		SWT/RBC	Medium Term	Medium	Medium

Aim	Action Ref	Action	Type	TAP Ref	Owner	Timescale	Impact	Cost
Increase the proportion of people cycling to the station from 3% to 5%	B1	Cycle parking at rail station - additional secure cycle parking	TAP	CY2	SWT/NR	Medium Term	High	£50,000
	B2	Cycle ramps on rail bridge stairs allowing cycles to be taken over the bridge more easily. To be implemented alongside action A8.	TAP	CY3	SWT/NR/HCC/RBC	Medium Term	Medium	£20,000
	B3	Develop a network of cycle routes based on the Cycle Routes Study of 2010 - Expect about 7 routes east-west and north-south as detailed in the TAP.	TAP	CY4	HCC	Long Term	High	High
	B4	Investigate segregation of cycle lanes from bus traffic close to bus station as part of action B3. This will be linked to the re-design of the car park access.	Infrastructure		HCC	Long Term	High	high
	B5	As part of the wayfinding and signage strategy, incorporate cycle signage of key destinations (including residential and employment areas) showing distances and cycle times.	Wayfinding		HCC/RBC	Medium Term	Medium	Medium
	B6	Improved use of existing secure cycle compound through issue of	Cycle Facilities		SWT	Short Term	Low	Low

		additional smartcards and promotion						
	B7	Investigate commercial viability of a BromptonDock in the location of the redundant cycle lockers.	Cycle Facilities		SWT	Medium Term	High	Medium
	B8	Conduct a regular 'Dr Bike' cycle maintenance session at the station for cycle users. Use this event to gather informal feedback from cyclists on what else might be improved at the station	Cycle Facilities		SWT/HCC	Short Term	Medium	Low
	B9	Provide copies of the Rushmoor and Fleet cycle map at the station.	Information		SWT/HCC	Short Term	Low	Low
	B10	Promote Hampshire CC cycle training and led rides at the station.	Information		HCC	Short Term	Low	Low

Aim	Action Ref	Action	Type	TAP Ref	Owner	Timescale	Impact	Cost
Increase the proportion of all users taking public buses to the station from 7% to 8%	C1	Interim Bus Station Upgrade – including replacement of shelters and refurbishment. Removal of low wall behind bus shelters to improve link between rail and bus stations, and discourage loitering.	TAP	PT3	Stagecoach/HCC/ Bus Station Owner	Short Term	High	£140,000
	C2	Real time information upgrade – town wide	TAP	PT4	Stagecoach/HCC	Short Term	Medium	£100,000
	C3	Bus & Rail information Board displaying real time information in place of existing board outside the station.	TAP	PT5	Stagecoach/HCC/ SWT	Short Term	Medium	£40,000
	C4	Major improvement of rail station, possibly linked to reworking of station approach	TAP	PT8	SWT/NR/HCC/RBC	Long Term	High	£2-4m
	C5	Major Bus interchange improvements - requires design input from Stagecoach	TAP	PT9	Stagecoach/HCC/ Bus Station Owner	Long Term	High	£1-2m
	C6	Improvements to bus station lighting – assessment of lighting requirement following station lighting upgrade	Forecourt		Stagecoach	Medium Term	Low	Medium
	C7	Investigate the introduction of a formal taxi-share scheme from the station to cater for off-peak public transport demand.	Operations		RBC Licensing/ Taxi Firms	Medium Term	Medium	Medium

	C8	Introduction of bus departure information in the rail station, and rail departure information in bus station. Consider the model at Basingstoke bus station.	Information		Stagecoach/SWT	Medium Term	Medium	Medium
	C9	Promotion of journey planning kiosk at bus station – especially for when travel office is closed.	Information		Stagecoach/HCC	Short Term	Low	Low
	C10	Enforcement of parking restrictions on roads accessing the station to enable free-flow of bus and taxi movements.	Enforcement		RBC	Short Term	Low	Low
	C11	Maintenance of bus station infrastructure, including painting of bollards and lamp stands and refurbishment of public toilets.	Forecourt		Stagecoach/SWT/ RBC	Medium Term	Medium	Medium
	C12	Look into innovative promotional and integrated bus/rail ticket options, including incentives to visit local shops/attractions.	Ticketing		Stagecoach/HCC/ RBC/SWT			

Aim	Action Ref	Action	Type	TAP Ref	Owner	Timescale	Impact	Cost
Reduce the numbers of people driving alone to the station from 12% to 10%	D1	Promotion of Hantscarshare.com for trips to the station	Promotion		HCC	Medium	Low	Low
	D2	Allocate some priority car-share parking spaces	Infrastructure		SWT	Medium	Medium	Low

Aim	Action Ref	Action	Type	TAP Ref	Owner	Timescale	Impact	Cost
Provide step-free access to all platforms	E1	Introduce to provide step free access over the railway, either via the existing subway or a new bridge	Access	PT6	SWT	Short	High	£1.7m

9 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, particularly as development at Wellesley is rolled out and step-free access is introduced.

9.1 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.

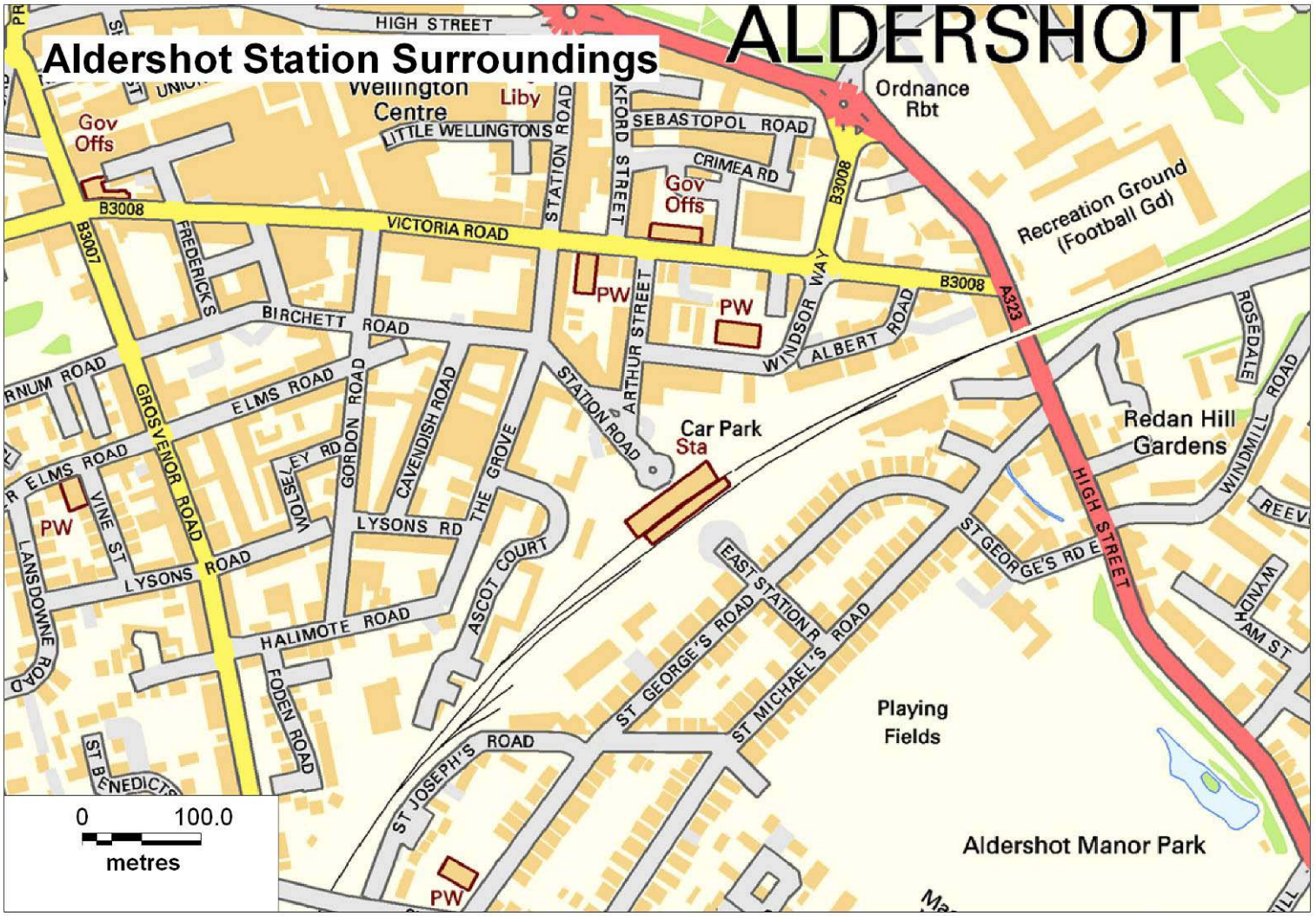
While HCC will take overall responsibility for leading the plan, each action's owner should take responsibility for monitoring that action. Ad-hoc and informal monitoring should be undertaken and reported back to the steering group either via the monitoring email, or the annual steering group meeting.

9.2 Review

The main review of the travel plan will take place in Autumn 2014, 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.

Appendices

Appendix A Surrounding Area



Aldershot Station Surroundings

Appendix B Passenger Survey

SOUTH WEST TRAINS | Halcrow A CH2M HILL COMPANY | my Journey | Hampshire County Council

Station Access Survey

As part of the Hampshire Sustainable Transport Towns 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/HantsSTP2**

Complete and return the questionnaire by **2nd November 2012** to be entered into a **Prize Draw** to win one of six £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?
☐ Aldershot ☐ Andover
☐ Basingstoke

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
- ☐ 16 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54
- ☐ 55 to 64
- ☐ 65 and over

Q13) What is you 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 2nd November 2012.

Employees of 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 jacksone@halcrow.com

The Hampshire Sustainable Transport Towns project seeks to improve travel choice and promote the use of sustainable forms of transport in the towns of Andover, Aldershot, Basingstoke, Farnborough, Fleet and Winchester. For more information about the project, please visit: http://www3.hants.gov.uk/transport-schemes-index.htm

Alternatively, you can contact James Silvester on 01962 846835 or ltp3@hants.gov.uk

Appendix C Station User Origins by Mode