

# COLCHESTER STATION TRAVEL PLAN



Essex County Council



Colchester

**national express**

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# 1. Summary of Progress

## Context

The station is a key gateway to the regional centre of Colchester. It is just over 1km north of the town centre, and in one of the most congested areas on Colchester's road network. The urban population of 105,000 is within the station's catchment, and it also serves the surrounding settlements across the Borough, with a total population of 176,000. The station accommodates over 4 million passenger movements per annum, with over 7,000 passengers using the station each day.

The station is 84km from London Liverpool Street. It is a junction with branches to Colchester Town, Clacton and Walton. Main line services from London continue to Clacton, Harwich, Norwich, Lowestoft and Peterborough. The basic service of 5 trains per hour in each direction on Mondays to Saturdays is strengthened in the peak periods. 3 trains per hour operate on Sundays.

As an origin for rail journeys, Colchester station serves the London commuter market and other principal towns on the Norwich to Liverpool Street route. The station is a destination for commuters, students, shoppers and visitors to Colchester, some of whom may change trains here for the local service to Colchester Town or Hythe stations. The University of Essex and Colchester Institute of Higher Education have nearly 3,000 employees and 20,000 students between them. The town centre, Colchester Garrison and the General Hospital are also major destinations for staff and visitors, all within easy reach of the town's stations.

## The Need for a Travel Plan

The partners in the Station Travel Plan (STP) project are Colchester Borough Council (CBC), Essex County Council (ECC) and National Express East Anglia (NXEA). We believe that a STP is an important first step in combating the worsening traffic congestion issues in the area, whilst at the same time encouraging more people to use the rail service as a more sustainable way to travel.

Colchester will continue to grow and its population is expected to reach 224,000 by 2021. Within the regional planning process the town has been identified as a Key Centre for Development and Change and a Regional Interchange Centre. The Regional Transport Strategy expects greater use of sustainable travel, to enable growth to take place without negatively impacting on the transport networks.

Over the years the demand for rail travel has increased, due to growth in the area and in London commuting. However, we believe that the traffic congestion that this growth is generating is now putting barriers in the way of additional use of the railway. The STP project is designed to establish what those barriers might be, and to determine a plan of action to remove them.

The potential of the STP is also very timely, as -

- the area around Colchester station is likely to attract a significant amount of inward investment during the next 10-15 years as part of the North Station Masterplanning for the area.
- Colchester is emerging as a priority location for investment through the National Stations Improvement Programme (NSIP).
- specific proposals are being developed which build on the outputs of the STP workshops.
- Colchester is designated as a Cycling Town, which brings a separate funding stream, and one of the priorities of the agreed 3-year programme is to improve cycle access to the station.

The STP will therefore help to set the context in which these separate programmes are delivered. Also the STP will not be a one-off project, but will need to be regularly refreshed with new targets and objectives adopted as needs be.

### **Description of the Process**

The project partners (CBC, ECC and NXEA) appointed consultants Steer Davies Gleave to assist in the development of the STP. Their first task was to establish the clients shared vision for the future of the station. This helped us to determine overall objectives for the project, which were later developed into SMART objectives and targets.

Our process built on the standard format adopted for the National Station Travel Plan Pilot Programme, initiated by the Department for Transport (DfT) and managed by the Association of Train Operating Companies (ATOC), and has been expanded to take account of the needs of the North Station Masterplanning for the area around Colchester station. For this reason, a supplementary series of surveys and counts were undertaken at the same time as the main surveys, to determine desire lines for access to the station, and the way that the surrounding highway network and the station itself impacts on general circulation and movement in the area.

With the results of these surveys available, two workshops were held with a wide range of local stakeholders. The first workshop was held to obtain buy-in to the objectives set for the project and to confirm that our thoughts on emerging issues were correct. The second workshop made progress on a prioritised list of interventions that formed the STP Action Plan. Delivery of the STP Action Plan and Objectives is subject to funding being available from the partners.

The project partners have agreed that the STP will be monitored, and the targets we have set will be measured in 2012, not 2011 as required by ATOC, due to significant NSIP work being carried out to the station at this time. If the station is required to be monitored in 2011 we are unsure if the targets will be met.

## Action Plan Highlights

- **Station function**  
Colchester station is important both as an origin for commuting to London and as a destination station in its own right. These two functions have different requirements in the STP Action Plan. A feature of the plan is the need to strike a balance between the two.
- **Improving the profile of cycling**  
Cycling Town status brings resources that we hope will allow innovation with the type and quality of cycle facilities offered at the station. This is against a background of limited space for expansion of facilities. The STP Action Plan and parallel programmes such as Cycling Town and NSIP need to focus on researching the needs of cyclists before stipulating what form the new facilities might take. This research stage is now under way.
- **Establishing strategies**  
The plan allows for development of two important strategies in the initial 6 months – Marketing and Signing – which will then inform the campaigns and improvements to take place in these areas over the following 18-24 months.
- **Improving the south side access**  
Surveys have shown that footfall is divided approximately equally between the north and south sides, yet the main ticket hall and forecourt facilities are on the north side only. Reinstating some of these facilities on the south side will be a major part of the STP Action Plan.
- **Integration with other programmes**  
The STP Action Plan confirms the importance of co-ordinating a range of parallel projects and programmes, notably NSIP, the Cycling Town programme and in the longer term the North Station Masterplan. The first two of these fall within the timescale for this STP, although NSIP is actually a 5-year programme and at the time of writing the content and timing of the work at Colchester have yet to be confirmed. We have therefore extended the term of our STP Action Plan, beyond the two years of the national pilot, to ensure that the benefits of programme integration are captured. Integration with the North Station Masterplan will be taken forward in a future version of this STP, post-2012.

## Key Lessons Learned

A number of important lessons have already been learned:

1. The need to establish from the outset a clear vision that is agreed by the clients or main sponsors of the STP. This includes local authority members who determine policy and budgets for future programmes. Once this is established, involvement of a wider stakeholder base becomes much easier.
2. It has been difficult to ensure continuity between the centrally commissioned surveys and those supplementary surveys and counts that we have commissioned. In some respects it could be argued that the need to be directly comparable with other stations in the pilot programme has hampered the production of an integrated survey and data package for Colchester. However, these problems can be solved.
3. Our STP Action Plan contains some large projects, in terms of commitment and funding from partners, which will contribute significantly to improved facilities for customers at Colchester, for example the NSIP proposal to open up a new south side access and ticket hall. The role of the STP is to support and encourage these projects, and to give them an overall context within the future vision of the station. However, delivery of these projects is outside the scope of the STP itself.

## 2. Objectives

OBJECTIVE	SMART OBJECTIVE	INDICATOR
1. To increase the proportion of passengers travelling to and from Colchester station by sustainable modes such as public transport, cycling, walking and car sharing.	[1] Increase walk mode share from 38% to 40% by 2012.	Passenger travel surveys: Proportion of respondents who report 'walk' as their main mode of travel.
	[2] Increase cycle mode share from 2% to 4% by 2012.	Passenger travel surveys: Proportion of respondents who report 'cycle' as their main mode of travel.
	[3] Increase bus mode share from 18% to 23% by 2012.	Passenger travel surveys: Proportion of respondents who report 'bus' as their main mode of travel.
	[4] Increase in car-share mode share from 4% to 6% by 2012.	Passenger travel surveys: Proportion of respondents who report 'car share' as their main mode of travel.
2. To increase the accessibility of Colchester station for pedestrians, cyclists and bus passengers.	[5] Provide step free quality routes, following desire lines, linking through to the road, cycle and pedestrian networks and bus stops by 2012.	Site audit showing step free access along desire lines achieved. Accession will be used to measure overall accessibility of Colchester station from surrounding areas.
3. To increase the number of passengers using Colchester station (beyond expected background growth).	[6] Increase footfall 3% above forecast growth.	Footfall figure calculated from LENNON data. Estimate of anticipated underlying growth produced by NXEA.
4. To make the experience of using Colchester station more pleasant.	[7] Increase passenger satisfaction from 68% to 75% of those who are satisfied with the ease of travelling to/ from Colchester station by 2012.	Passenger travel survey: Proportion of respondents who state they are satisfied or very satisfied with the ease of travelling to / from Colchester station. A question that gauges passenger perception with the amenity of Colchester station could be included in subsequent surveys.
5. To create synergies with initiatives including NSIP, Cycling Town and North Station Masterplan in order to increase the channelling of investment to Colchester station and surrounding area.	[8] Measured increase in the value of investment in the station and immediate area by 2012.	Assessment of budgeted spend of organisations including CBC, ECC, NXEA, Network Rail, Haven Gateway and developers.

*Note: Baseline data is taken from the passenger survey conducted October 2008.*

### 3. Action Plan

TYPE	INDEX NO.	DESCRIPTION	LINK TO SMART OBJECTIVE	FORECAST IMPACT	RESPONSIBLE OWNER	FUNDING SOURCE	ESTIMATED COST (£k)	DEAD LINE	DELIVERY RISK	PRIORITY STATUS
<b>SHORT TERM (12 Months)</b>										
<b>SOFT MEASURES</b>	<b>SS1</b>	<b>TRAVEL PLAN MANAGEMENT</b>								
	SS1.1	Achieve senior level endorsement of the STP from all funding partners	All	High	TPSG (CBC, ECC, NXEA)	TPSG	Internal Staff Time	May-09	Low	High
	SS1.2	Establish management and governance of the STP including implementation and monitoring	All	High	TPSG	TPSG	Internal Staff Time	Jul-09	Low	High
	SS1.3	Establish working relationships with all partners to help coordinate the STP measures with other initiatives including NSIP, Cycling Town and North Station Masterplan.	All	High	TPSG	TPSG	Internal Staff Time	Jul-09	Medium	High
	SS1.4	Detail and implement a communication strategy to explain content and progress on the STP to station users and others	All	Medium	TPSG	TPSG	5	Jul-09 ongoing	Low	High
	<b>SS2</b>	<b>MARKETING &amp; INFORMATION OF SUSTAINABLE MODES OF ACCESS</b>								
	SS2.1	Produce a marketing strategy for sustainable modes of travel to the station to be implemented over the life of the STP	1, 2, 3, 4, 6, 8	High	TPSG	TPSG	Internal Staff Time	Oct-09	Low	High
	SS2.2	Produce a 'how to get to the station' guide and distribute to local communities and station users	1, 2, 3, 4, 6	Medium	CBC	CBC	2	Oct-09	Low	Medium
	SS2.3	Produce an information and signage strategy for the station and surrounding area including information on bus, walking and cycling options	1, 2, 3	High	TPSG	TPSG	Internal Staff Time	Oct-09	Low	Medium

	SS2.4	Implement initial phase of the signing strategy (subject to programme for delivery of on-station projects, e.g.NSIP)	1, 2, 3	High	TPSG	CBC, NXEA	10	Dec-09	Low	Medium
	SS2.5	Improve website information on access to the station.	1, 2, 3, 4, 6, 7	High	NXEA, ECC	TPSG	5	Dec-09	Low	Medium
	SS2.6	Implement revised campaign to promote PlusBus day and season tickets prior to January renewals	3, 6, 7	Medium	NXEA, Bus Ops	NXEA	5	Dec-09	Low	Medium
	<b>SS3</b>	<b>BUSES</b>								
	SS3.1	Promote accessibility and frequency of existing bus service network in Colchester, focusing on links to stations.	3, 6, 7	High	ECC and CBC	CBC, ECC	10	Dec-09	Low	Medium
	SS3.2	Carry out assessment of present network to identify gaps in service provision and routes to the station, as input to future service enhancements.	3, 6, 7	Medium	ECC and CBC	CBC, ECC	Internal Staff Time	Oct-09	Low	Medium
	<b>SS4</b>	<b>CARS AND TAXIS</b>								
	SS4.1	Agree a strategy to promote car sharing, car clubs and use of low emission vehicles	4	Low	TPSG	TPSG	Internal Staff Time	Dec-09	Low	Medium
<b>HARD MEASURES</b>	<b>SH1</b>	<b>WALKING</b>								
	SH1.1	Carry out minor improvements to pedestrian routes through the station, including designation of access routes for customers with mobility impairments (follows on from signing strategy SS2.3 and SS2.4)	1, 5, 7	Medium	NXEA with NR	NXEA	10	Mar-10	Low	Medium
	SH1.2	Investigate opportunities to improve walking routes along established and new desire lines outside the station, to input to medium and long term projects.	1, 5, 7, 8	Medium	ECC	CBC, ECC	Internal Staff Time	Mar-10	Medium	Medium



	<b>SH2</b>	<b>CYCLING</b>								
	SH2.1	Investigate opportunities to improve the southward cycle links from the south side of the station including consideration of creating the capacity to turn right onto Station Way.	2, 5, 7	High	Cycling Town	Cycling Town	Internal Staff Time	Mar-10	Low	High
	SH2.2	Increase capacity of cycle parking on north side of station	2, 6, 7,	High	Cycling Town, NXEA, NR (NSIP)	Cycling Town	60	Dec-09	Medium	High
	SH2.3	Clean and repair roof to existing cycle shelter on south side of station	2, 7	Low	NXEA, Cycling Town	Cycling Town	5	Oct-09	Low	High
	SH2.4	Implement cycle route enhancements on National Cycle Network Route 1, as part of the Cycling Town programme	2, 6, 7	Medium	Cycling Town	Cycling Town	TBC	Mar-10	Medium	Medium
	<b>SH3</b>	<b>BUSES</b>								
	SH3.1	Improve provision of customer information (timetable panels, maps and flags) at bus stops on the forecourt and on Station Way	5, 7	High	ECC, CBC	TPSG	15	Oct-09	Low	High
<b>TYPE</b>	<b>INDEX NO.</b>	<b>DESCRIPTION</b>	<b>LINK TO SMART OBJECTIVE</b>	<b>FORECAST IMPACT</b>	<b>RESPONSIBLE OWNER</b>	<b>FUNDING SOURCE</b>	<b>ESTIMATED COST (£k)</b>	<b>DEAD LINE</b>	<b>DELIVERY RISK</b>	<b>PRIORITY STATUS</b>
<b>MEDIUM TERM (12 - 24 Months)</b>										
<b>SOFT MEASURES</b>	<b>MS1</b>	<b>TRAVEL PLAN MANAGEMENT</b>								
	MS1.1	Revise the phased delivery plan based on findings of the studies conducted during the short term (above).	All	High	TPSG	TPSG	Internal Staff Time	May-10	Low	High
	<b>MS2</b>	<b>MARKETING &amp; INFORMATION OF SUSTAINABLE MODES OF ACCESS</b>								
	MS2.1	Implement Year 2 elements of marketing strategy	1, 2, 3, 4, 6, 8	Medium	TPSG	TPSG	20	Mar-11	Low	Medium

	<b>MS3</b>	<b>BUSES</b>								
	MS3.1	Implement improvements to bus service network determined under SS3.2	3, 6, 7	Medium	ECC, CBC	TBC	TBC	Mar-11	Medium	Medium
<b>HARD MEASURES</b>	<b>MH1</b>	<b>WALKING</b>								
	MH1.1	Formalise the pathway that extends from the south side of the station towards Westway behind Claremont Heights as a shared use walk and cycle route	1, 2, 5	Medium	CBC, Cycling Town	S106, Cycling Town	30	Mar-11	High	Medium
	<b>MH2</b>	<b>CYCLING</b>								
	MH2.1	Increased cycle parking capacity through provision of high quality facilities on north side of station	2, 5, 6, 7	High	Cycling Town NSIP	Cycling Town NSIP	220	Mar-11	High	High
	<b>MH3</b>	<b>BUSES</b>								
	MH3.1	Upgrade passenger shelters on north side forecourt and on Station Way	3, 7	Medium	TPSG	CBC (Shelter contract)	TBC	Oct-10	Low	Medium
	MH3.2	Upgrade real-time information provision at bus stops under new ECC contract	3, 6, 7	Medium	ECC	ECC	TBC	Oct-10	Medium	Medium
	<b>MH4</b>	<b>CARS &amp; TAXIS</b>								
	MH4.1	Implement first stage of strategy for car sharing, car clubs and low emission vehicles (SS4.1)	4	Low	TPSG	TPSG	TBC	Mar-11	Medium	High
<b>TYPE</b>	<b>INDEX NO.</b>	<b>DESCRIPTION</b>	<b>LINK TO SMART OBJECTIVE</b>	<b>FORECAST IMPACT</b>	<b>RESPONSIBLE OWNER</b>	<b>FUNDING SOURCE</b>	<b>ESTIMATED COST (£k)</b>	<b>DEAD LINE</b>	<b>DELIVERY RISK</b>	<b>PRIORITY STATUS</b>
<b>LONG TERM (24+ Months)</b>										
<b>SOFT MEASURES</b>	<b>LS1</b>	<b>TRAVEL PLAN MANAGEMENT</b>								
	LS1.1	Undertake final survey work and produce final monitoring report for submission to ATOC/DfT	All	Low	TPSG	TPSG, ATOC	TBC	Oct-12	Low	Medium
	LS1.2	Review STP project, refresh Objectives and rewrite Action Plan for 2013 onwards	All	High	TPSG	TPSG	10	Dec-12	Low	High

<b>HARD MEASURES</b>	<b>LH1</b>	<b>NSIP STATION WORKS (timescales subject to wider NSIP priorities and programme)</b>								
	LH1.1	Remodel north side station building, including gateline improvements	6, 7, 8	Medium	NXEA, NR	NSIP	95	Mar-12	Medium	Medium
	LH1.2	Minor improvements to north side forecourt area and walking route from car and cycle parking	2, 4, 5, 6, 7	Low	NXEA, NR	NSIP	59	Mar-12	Medium	Medium
	LH1.3	Remodel south side station approach, premium parking, pedestrian and taxi access.	1, 5, 6, 7	Medium	NXEA, NR	NSIP	23	Mar-12	Medium	Medium
	LH1.4	External refurbishment of south side station buildings.	4	Low	NXEA, NR	NSIP	94	Mar-12	Medium	Low
	LH1.5	Relocate south side station entrance to former position in main building, with improved booking office, retail provision and access.	5, 6, 7, 8	High	NXEA, NR	NSIP	447	Mar-12	Medium	High
	LH1.6	Replace existing customer service facility on south side	7	Low	NXEA, NR	NSIP	75	Mar-12	Medium	Low
	<b>LH2</b>	<b>NORTH STATION MASTERPLAN (timescales subject to adoption of plan and development potential)</b>								
	LH2.1	Redesign north side forecourt to improve access for all transport modes	All	Medium	CBC	TBC	TBC	Post STP	High	High
	LH2.2	Redesign Station Way to improve access to bus stops, cycle routes and pedestrian routes to town centre	All	High	CBC	TBC	TBC	Post STP	High	High
	LH2.3	Improvements to North Station Road route to town centre for buses, cyclists and pedestrians	All	Low	CBC	TBC	TBC	Post STP	High	Medium
	LH2.4	Redesign of North Station roundabout, including improvements to bus priority and access to the station	All	High	CBC	TBC	TBC	Post STP	High	High

## List of Stakeholders

British Transport Police  
Bus Operators - Chambers  
Bus Operators - First Group  
Bus Operators - Hedingham  
Bus Operators - Network Colchester  
Bus User Group  
CBC - Regeneration  
CBC - Taxi Licensing  
CBC - Urban Design  
Colchester Access Group  
Colchester Disabled Access Group  
Colchester Rail Users Association  
Community Rail Partnership Colchester Station Adopter  
Colchester Cycling Campaign  
Sustrans

Cycling Town Project Manager  
ECC - Passenger Transport Group  
ECC – Highways and Transportation East Area Office  
Living Streets  
Local Strategic Partnership - Colchester2020  
Motorcycle Interest Group - Colchester MAG  
NXEA - Marketing  
NXEA - NCP Car Parks  
NXEA - Station Staff  
Network Rail - Enhancements Team  
Network Rail - Estates / Property  
Passenger Focus  
Private Hire Operators  
Taxi Operators

The site audit form has been modified to incorporate comments on the wider area.

Item	Comments	Response
General Information		
<b>Station Address</b>	Including postcode	Colchester railway station, North Station Road, Colchester, CO1 1XD
<b>Station manager</b>	Name and contact details	Paul Stannard ( <a href="mailto:paul.stannard@nationalexpress.com">paul.stannard@nationalexpress.com</a> )
<b>Location of station</b>	What is the nature of the area around station (e.g. residential, commercial, other etc). Describe local landmarks and destinations.	The station is located in north Colchester (Mile End) at a busy intersection. The northern forecourt (main entrance) is accessed from the Mile End roundabout to the east and Three Crowns Road (a short residential side street leading to Bergholt Road) to the north west. The southern forecourt, the original station frontage, is accessed from Station Way.
<b>Train services</b>	Locations served and frequency of trains	The station lies on the former Great Eastern Railway main line from London Liverpool Street to Norwich and is a junction for the line to Walton-on-the-Naze and Clacton-on-Sea.
<b>Number of platforms</b>	Include description of usage of each platform (e.g. hourly service, London bound)	There are 6 platforms in use.
<b>Number of entrances to station building</b>	Are they manned and do they have ticket barriers.	There are north and south entrances to the station, both of which have ticket barriers.
<b>Other facilities on site</b>	Shops, amenities etc	A number of retail sites are accessible from the platforms, dry cleaning and estate agent's office accessible from outside the gateline.
<b>Opening hours</b>	Include opening hours of ticket office and other facilities	The station is staffed 24 hours, 7 days a week. The ticket office, which is located on the north side of the station, is open from 04:30-23:15 on Monday-Friday; 04:30-22:30 on Saturday and 06:00-23:15 on Sunday. Ticket vending machines are available at both sides of the station.
<b>Other comments</b>		None
Vehicular Access		
<b>Roads near station</b>	List the roads in the vicinity of the station and study area including links to the wider	As noted above, the northern forecourt is accessed from the Mile End roundabout to the east and Three Crowns Road to the north west. The southern forecourt is

Item	Comments	Response
	highway network. Please state whether the roads are dual carriageway, access roads etc	<p>accessed from Station Way.</p> <p>Station Way and roads leading from the Mile End roundabout are dual carriageway. Three Crowns Road is a two way residential street.</p> <p>Station access roads link the south and north station precincts to Station Way and the Mile End roundabout respectively.</p>
<b>Traffic conditions</b>	Please include description of the types of vehicles using the roads (buses, HGVs cars etc) and the volume of traffic at peak and non-peak times (either observed or from traffic count information that may be available).	The Mile End roundabout and connecting roads are heavily trafficked throughout the day by private vehicles, freight, buses etc. Significant queuing was observed during both morning and evening peaks. The Mile End roundabout is a particularly complex junction, which is partially signalised.
<b>Passenger drop off/pick up points at station</b>	Describe 'kiss and ride' facilities (including location) at station and in surrounding area. Please consider informal kiss and ride locations (observation). Include details of pedestrian access from the in/formal kiss and ride sites to the station (e.g. steps or ramps) and waiting restrictions (e.g. penalties for exceeding and enforcement arrangements).	<p>Within the station precinct, there are 20 minute 'kiss and ride' zones at the south and north forecourts, each with capacity for 15-20 vehicles. Both sites incorporate a turning zone to enable easy exit of drop off /pick up vehicles without the need to enter the car park areas. The drop-off zones were well utilised at peak times, though no overcrowding was observed.</p> <p>Informal kiss and ride (outside of the designated zones but within the station precinct) was observed.</p> <p>At the southern entrance, the turning circle was used in the morning as a drop off point. Rather than park in the bays provided, cars continued up to the turning circle, stopping briefly to let passengers out before continuing out to the exit on Station Way. In the evening cars were observed stopped by the passenger entrance to the station building waiting to collect rail passengers exiting from the station.</p> <p>At the northern entrance, informal collections were made along the station access road.</p> <p>Whilst informal collections did not appear to disrupt the flow of traffic entering and exiting the station, they do pose an unnecessary risk to pedestrians and cyclists.</p> <p>Minimal kiss and ride activity outside of the station precinct on local roads was observed.</p>
<b>Other comments</b>		None
Car parks: Train operating company owned/operated		

Item	Comments	Response
<b>Name of car park</b>	Where known/applicable  For all comments below please differentiate between the main car park, premium car parking and any car parking provided for staff.	Car parks are located north and south of the station area.  The large pay and display car park on north side of the station, provides 1,493 spaces. This main car park contains a large area for surface parking, a small multi-storey section and approximately 30 bays reserved for premium parking.  On the south side of the station there is a small premium car park with around 30 spaces.
<b>Location</b>	Describe and mark on plan	See above
<b>Owner/operator</b>		Car parks are managed by NCP on behalf of National Express East Anglia.
<b>Opening hours</b>	Include comment on whether restricted parking. Evidence of enforcement?	Car parks open all hours and to all who pay specified fee, as listed below.  No evidence of enforcement was noted during site visit, although enforcement is carried out regularly by visits from the contractor (NCP).
<b>Access by all modes</b>	Are there any access restrictions or barriers for vehicles? For cyclists? For pedestrians? Are car parks barriered /manned?	The main car park is partitioned at the Three Crowns Road end, such that access to the small partition next to the Three Crowns Road entrance is two-way, but vehicles entering from Three Crowns Road cannot exit via Three Crowns Road if they pass through the partition. This movement is controlled by non-reversible barriers.  There are no barriers at station entrances and no car park staff were evident. Car park users are directed to contact a central phone number with any queries.
<b>Volume</b>	Specify number of car parking spaces including number of disabled, reserved, motorcycle and car share spaces.	There are 1493 parking bays in the north station car park including approximately 30 premium positions. The south park consists of approximately 30 premium parking bays.  A small number of disabled parking bays are located in the north station car park.  The motorcycle parking is on the ground floor of the multi-storey section of the main car park, surrounding the cycle parking (discussed below), and also along the adjoining Network Rail fenceline. There are designated bays (but not anchor points) for 52 motorcycles.  There are no designated car share parking bays
<b>Charges</b>	What are the charges for hourly, daily or season tickets? Are there any other	<b>Duration</b> <span style="float: right;"><b>Rate</b></span>

Item	Comments	Response
	charges?	Weekday (all day) £5.50 Weekday Off-Peak (after 10am) £3.50 Saturday All Day £2.00 Sunday All Day £1.00 Weekly £21.00 Monthly £80.70 Annual £840.00 Annual (direct debit rate per month) £76.00 Premium £1281.50 Disabled Free
<b>Enforcement</b>	Is parking enforced? Who manages this? Evidence of enforcement?	No evidence of enforcement was noted during site visit. Enforcement is carried out during regular visits to the site by NCP staff.
<b>Occupancy</b>	Describe occupancy at peak times (e.g. 7am, 8am, 9am and 12 noon) including details of how well disabled / reserved / car share spaces are utilised. Either through observation or car parking occupancy data that may exist.	Network Rail's 2007 Route Utilisation Strategy states that the car park is 87 per cent utilised by the end of the morning peak, suggesting there is significant capacity and drivers are unlikely to have difficulties finding a space.  Recent observations confirm this. There has been spare capacity in the north station car park on all occasions observed.
<b>Route/s from car park</b>	Are they signed? Well laid out? Are footways adequate (width/condition)? Is there lighting and / or other security measures? Any other barriers to movement?	Please see comments below on pedestrian access
<b>Other comments</b>		
Car parks: Non station owned/operated (within walking distance of station (e.g. 500m)) – on and off street		
<b>Name of car park(s)</b>	Where known/applicable	Name of nearby private car park not known.
<b>Location</b>	Describe and mark on plan.	There is a small, unpaved car park on car dealership land opposite the south entrance to the station, accessed from the southbound carriageway of Station



Item	Comments	Response
		Way. Parking prices are not shown on signs, but advertising hoarding reported 'competitive monthly rates' and gave a phone number – suggesting parking on this site is by arrangement only.
<b>Owner/operator</b>	Describe who owns and operates the facility	Not known
<b>Opening hours</b>	Include comment on whether parking is restricted. Evidence of enforcement?	Not known
<b>Enforcement</b>	Is parking enforced? Who manages this? Evidence of enforcement	Not known
<b>Volume</b>	Specify number of spaces including number of disabled, reserved, motorcycle and car share spaces.	As bays were not marked it is difficult to ascertain the number of car park places provided in this private car park. We estimate between 5 and 15 cars can be parked here.
<b>Charges</b>	What, if any, are the charges for parking on/off-street?	
<b>Occupancy</b>	Describe occupancy at peak times (e.g. 7am, 8am, 9am and 12 noon) including details of how well disabled / reserved / car share spaces are utilised. Either through observation or car parking occupancy data that may exist.	Between 5 and 8 cars were observed parked at the private car park site during the site audit. As this site is shared with a car dealership it was not clear whether these were parked by station users.
<b>Overspill car parking</b>	Is 'overspill' parking an issue? Is a controlled parking zone in existence? Please provide details.	There was no obvious evidence of overspill parking on roads immediately around the station.
<b>Route/s from car park</b>	Are they signed? Well laid out? Are footways adequate (width/condition)? Is there lighting and / or other security measures? Any other barriers to movement? What are the pedestrian access points? Describe routes to the station and into the wider surrounding area.	Please see comments below on pedestrian access
<b>Any other comments</b>	Are any car club parking spaces in existence?	None
Powered two-wheelers		

Item	Comments	Response
<b>Parking for powered two wheelers</b>	Mark on map and describe the nature and location of any parking facilities (including level of security, number of spaces and ease of access to/from station).	<p>The motorcycle parking is on the ground floor of the multi-storey section of the main car park, surrounding the cycle parking, and also along the adjoining Network Rail fenceline. There are designated bays (but not anchor points) for 52 motorcycles.</p> <p>The parking bays were not obviously covered by CCTV.</p> <p>There is no designated motorcycle parking at the south entrance of the station. Three motorcycles were however parked on the south side on the Thursday of the utilisation study.</p> <p>Motor cycle parking surrounding cycle parking (Sheffield stands) obstructs access to the stands.</p>
<b>Parking occupancy</b>	How well is it used? (Either from observation or count).	<p>An audit of motorcycle parking utilisation conducted on Thursday 23 and Saturday 25 October 2008 revealed that of a weekday more than 52 motorcycles were parked in the north station car park throughout the day making the area quite congested and cluttered.</p> <p>Motorcycles were also parked by the south station entrance where there are no designated bays.</p>
<b>Signing</b>	Are parking facilities well signed both from the station and from the highway?	Motorcycle parking is not well sign-posted from the station building, although there are signs at the designated parking sites.
<b>Route/s from powered two wheeler parking</b>		Please see comments below on pedestrian access and above regarding vehicle access.
<b>Other comments</b>		
<b>Taxis</b>		
<b>Taxi rank</b>	Description of location and size of taxi rank at station and within immediate vicinity.	The designated taxi rank is situated on the northern forecourt adjacent to the ticket office building. The rank accommodates up to 20 taxis. There is a small queuing area for customers awaiting a taxi.
<b>Occupancy</b>	How well is it used? How long do passengers have to wait for a taxi to arrive / in the queue?	Around 10 taxis were observed parked at the rank during off-peak periods. More than double this number of taxis were available during peak times. Customers were not observed queuing for taxis during either the peak or off-peak.

Item	Comments	Response
<b>Free phone</b>	Is there a free phone at the station for passengers to call a taxi?	Not observed
<b>Other comments</b>		
<b>Public Transport</b>		
<b>Bus stops</b>	Describe locations of bus stops within 500m of the station. Are they visible from the station? How well used are bus stops (either from observation or counts)?	Bus stops are located at lay-bys on the north and southbound carriageways of Station Way (the road running under the railway bridge to the east of the station); along a bus only lane within the northern forecourt; and on Bergholt Road to the north east of the station.
<b>Bus Services</b>	Describe locations served by these bus stops, and frequency of services during peak times.	The station is served by a number of bus routes running into Colchester and nearby towns including Wivenhoe and Brightlingsea. However, only about a third of local bus services actually serve the northern station forecourt, All buses serve the stops on Station Way.  A Stansted Airport express coach also runs from Colchester station forecourt.
<b>Bus stop facilities</b>	Are there shelters, lighting, seats and / or information? Are they clean?	Covered passenger waiting area with some seating is provided at stops on Station Way and within the station precinct. During peak times facilities are not sufficient.  Passenger waiting areas are located on footpaths. At peak times pathways can become very crowded leading to conflict between waiting passengers and passing cyclists and pedestrians.  It is not immediately clear to users which services use each stop. There is no information within the station building relating to available bus services, though this would be of great value to passengers as many services do not enter the station precinct.  Timetables are provided at each stop, and real time information is available at bus stops along Station Way, although this is not universal. Some buses generate scheduled departure times on the display, instead of real time.
<b>Route/s from bus stops to the station and other key destinations</b>		See comments below on pedestrian access.
<b>Other comments</b>		

Item	Comments	Response
Cycling		
<b>Cycle parking</b>	Describe and mark on a plan location of cycle parking. Where applicable indicate where parking is 'on station' or 'on highway'. How many stands are provided?	<p>Formal, covered cycle parking is provided at three locations within the Colchester station precinct.</p> <ul style="list-style-type: none"> <li>▪ 28 covered Sheffield cycle stands are located in a stand-alone shelter next to the southern entrance (space for 56 cycles);</li> <li>▪ 10 are opposite the taxi rank at the north entrance (space for 20 cycles); and</li> <li>▪ 56 stands are on the ground floor of the multi-storey section of the main car park (space for 112 cycles).</li> </ul> <p>This last cycle parking area is surrounded on three sides by parked motorcycles and on a fourth by car park bays.</p> <p>The car park areas are covered by CCTV but there was no evidence that cameras specifically cover the cycle parking areas.</p>
<b>Cycle parking facilities</b>	Describe number and type of stands. Are they sheltered? Covered by CCTV? General observation on their quality.	See above
<b>Occupancy</b>	How well are the stands used? Describe occupancy at peak times (either through observation or from actual counts).	<p>The number of parked cycles currently <i>appears</i> to exceed capacity at all the parking locations as parking areas are cluttered and bicycles are frequently attached to structures other than designated stands see below).</p> <p>An occupancy survey of cycle parks on Thursday 23 and Saturday 25 October 2008 revealed that whilst the parking areas by the southern entrance and taxi rank in the north are fully occupied by 8:00am on a weekday, the larger cycle park area within the multi-storey car park was never at capacity on the days of survey (refer appendix A1), where capacity is defined as two cycles secured to each stand.</p> <p>It is not the case that the cycle parking area is not popular with cyclists - 83 cycles were secured to the 56 stands by 10:00am. Rather, many stands in the centre of this large cycle park area were occupied by one rather than two cycles. The large volume of cycles (and stands) and also the motorcycles parked adjacent obscure and make it difficult to manoeuvre a bicycle to any 'free' cycle parks.</p>
<b>Fly-parking</b>	Are bicycles regularly chained to railings, posts etc? How many?	A large number of cycles were observed secured to structures (such as nearby fences) near but not within any of the three designated cycle parking areas, even when cycle stands were available. This suggests perhaps that capacity issues are

Item	Comments	Response
		well known (i.e. cyclists do not expect stands to be available) and / or that the current parking is inconvenient for some to use. Whilst there are signs prohibiting this 'informal' cycle parking, the £50 fine does not appear to be enforced.
<b>Other facilities</b>	Describe any other facilities available on-station for cyclists such as lockers and showers.	None
<b>Cycle access</b>		Barriers run along the centre of Station Way dual carriageway prohibiting those exiting the southern station entrance from turning right to travel south along Station Way and towards the town centre. Cyclists (and vehicles) are thus required to travel north to turn around at the Mile End roundabout. Not surprisingly, in a bid to avoid additional travel, cyclists were observed exiting from the station and heading directly south. Most cyclists observed, walked or rode along the narrow footpath manoeuvring past the crowds of passengers waiting by the nearby bus stop. Alarming a small number exited onto the roadway in conflict with the northbound traffic including the buses that frequently pull out from the Station Way lay-by. These cyclists crossed to the correct side of the road at the signalled pedestrian crossing located some 20 to 30 metres south of the station entrance / exit.
<b>Cycle paths</b>	Describe any cycle paths/ASLs close to the station? Are they well maintained? Which locations do they serve? Are they well signed? Please include any informal paths through green open space and other locations.	The 'cycleability' of the area around the station is mixed. The dual-carriageways and large roundabouts to the east and south of the station would be suitable only for more confident and experienced cyclists. There are mandatory cycle lanes marked on Station Way (paint fading). There are no advanced stop boxes at junctions to allow cyclists to filter safely to the front of queuing motor vehicles.  There is provision for cycles on pavements connecting to the station, but the surface is of mixed quality and continuity of routes is limited.  An off-road pedestrian and cycle path from the northwest of the station precinct provides an alternative route to Bergholt Road. This route, which links to residential development northwest of the station, appeared to be well lit with closely placed street lights.
<b>General road conditions</b>	How well suited to cycling are the surrounding roads? Are there any toucan crossings for cyclists? If so, where are located (please mark on map).	See above
<b>How well signed is the station and cycle facilities.</b>	Consider signing from the surrounding area into the station and from the station to key attractors in the area.	The station and cycle parking is poorly signed from the road network and station building.

Item	Comments	Response
<b>Other comments</b>		
<b>Walking</b>		
<b>Access points</b>	Describe primary and secondary pedestrian entrances to the station site and building.	As noted above the north entrance is the primary station entrance providing direct access to the station car park and some interchange facilities. However the south entrance provides direct access for pedestrians coming from the town centre and the popular bus stops along Station Way. Counts suggest that the split in footfall between north and south sides is around 50/50.
<b>Description of pedestrian routes</b>	Are pavements in local area in good condition? Are they well lit? Are they sign posted? Are they step free? How attractive is the environment for walking?	<p><u>North access</u></p> <p>Pedestrians approaching the station precinct from the northwest can do so via Bergholt Road and Three Crowns Road or use the off-road path across parkland, shared with cycles. Pedestrians accessing from the northwest must cross the main station car park, which presents potential for conflict with vehicles. One notable conflict point is the access ramp to the multi-storey section of the car park, which is very narrow and has no marked walkways, though it is along the most direct route to the station entrance. Steps from the multi-storey car park and also from a raised section of the north car park by the Network Rail yards empty pedestrians onto the roadway. There is almost no space for pedestrians to wait out of the way of oncoming vehicles and signage for both pedestrians and motorists is poor. Personal safety on the bridge also appears to be an issue.</p> <p>Approaching from the north east and east, pedestrians must negotiate the Mile End roundabout, which can be time consuming, although safe, due to signalisation. The pedestrian bridge across Station Way and parallel to the railway bridge did not appear to be well utilised, though it eliminates the need for pedestrians to wait at some traffic lights. It is not clear that this bridge meets pedestrian needs well. The east side of the bridge (away from the station) for example is located some way from the traffic lights pedestrians must use to access the northern residential area.</p> <p>Provision for pedestrians (and cyclists) entering the north station precinct from the east is poor. Footpaths along the access road are narrow and can become crowded with passengers waiting for buses.</p> <p><u>South access</u></p> <p>Access from the south (towards the town centre) is via Station Way and along a short access road leading from the road network to the station building. The</p>

Item	Comments	Response
		<p>access road carries a high volume of people at peak time, yet pavements are narrow. Most pedestrians appear to walk on the roadway, sharing space with vehicles accessing the car park and those dropping off / picking up passengers. The junction between the access road and Station Way is wide allowing vehicles to enter and leave at relatively high speeds posing a risk to pedestrians. It can also be difficult for pedestrians to see approaching traffic when crossing here.</p>
<b>Description of pedestrian access to the station</b>		<p>See above</p>
<b>Safety and security</b>	<p>Are there any personal safety concerns for pedestrians? Is there any CCTV?</p>	<p>As noted above, pedestrian access to the north station entrance through the car park is problematic. Steps from the multi-storey car park and also from a raised section of the north car park by the Network Rail yards empty pedestrians onto the roadway. There is almost no space for pedestrians to wait out of the way of oncoming vehicles and signage for both pedestrians and motorists is poor.</p> <p>Provision for pedestrians (and cyclists) entering the north side forecourt from the east is poor. Footpaths across the forecourt are narrow and can become crowded with passengers waiting for buses.</p>
<b>Access for the mobility impaired</b>	<p>Does the station have step free access? Have any provisions been made for people in wheelchairs or with prams and pushchairs? Are there dropped kerbs on roads near to the station?</p>	<p>Step free access is available to all parts of the station from the south side, with lifts available to access the down island platform. Access from the north side is more difficult, as there is no direct access by lift to the subway. There is however a stair lift from the down side booking hall to the subway. Use of this involves closing off one side of the staircase, which causes problems during busy periods.</p>
<b>Is pedestrian signing between the station and surrounding area appropriate?</b>	<p>Are key local attractors/destinations clearly and appropriately signed?</p>	<p>Signage from / to the station to the town centre and other local destinations is very poor. Similarly approaches to the station are not signed from any direction, though there are signs, partially obscured, very close to the station. Finding one's way to the station from the town centre (and other local destinations such as the education institutions and hospital) would be extremely difficult were one not familiar with the route. There is some directional signage for vehicles by the nearby Albert, Colne Bank and Essex Hall roundabouts sometimes referred to as the 'golden triangle', however it directs one on a circuitous route, which may aid traffic management but certainly does not help access for cyclists or pedestrians.</p>
<b>Other comments</b>		

Item	Comments	Response
Travel Information		
<b>Signing</b>	Consolidate comments made elsewhere as part of the audit here.	Please see comments above regarding pedestrian signing (previous page)
<b>Travel information at-station</b>	Are there any notice boards with information displayed? Is there any real time information for buses?	Travel information notice boards are located outside the station's north entrance. There are real-time displays of train running information throughout the station, but a number of these are old cabinet mounted screens that need updating. There are no real-time bus displays within the station itself (see notes above on real-time displays at bus stops).
<b>Leaflets / Maps</b>	Are there any displays for cycle maps or bus timetables? Is there a map of local amenities? Are these prominent?	There is a map of central Colchester, including local amenities, on the display boards outside of the north station entrance. The notice boards do not include information about cycling or walking routes nor any information on the bus routes and timetables or bus stops.
<b>On-line information</b>	Is there any web based information concerning facilities at and access to the station?	The Essex County Council website contains public transport information but no further information about the station and station access. The National Rail website carries information on times of opening and facilities available at the station.
<b>Other comments</b>		
Other		
<b>Please add any other comments</b>		