

Dyce Station Travel Plan

March 2019



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1 Executive Summary

This document sets out the Station Travel Plan for Dyce, which is being delivered through ScotRail's Station Travel Plans programme. The programme aims to increase station patronage, deliver enhancements to rail station facilities, improve onward connectivity and facilitate the role of rail stations in driving forward economic development, supported by strong community involvement and local 'buy in' to help co-ordinate constructive change.

1.1 Key Issues and Opportunities

The Dyce Station Travel Plan is underpinned by a comprehensive evidence base that has been developed based on a station/site audit, passenger travel surveys, stakeholder engagement and desktop research. From the evidence examined, the key issues and opportunities that the Station Travel Plan can help to address have been identified. These are detailed in **Chapter 7** and are split into: key issues that the Station Travel Plan can help to address, key opportunities for the Station Travel Plan, and quick wins, as summarised below in **Figure 1**.

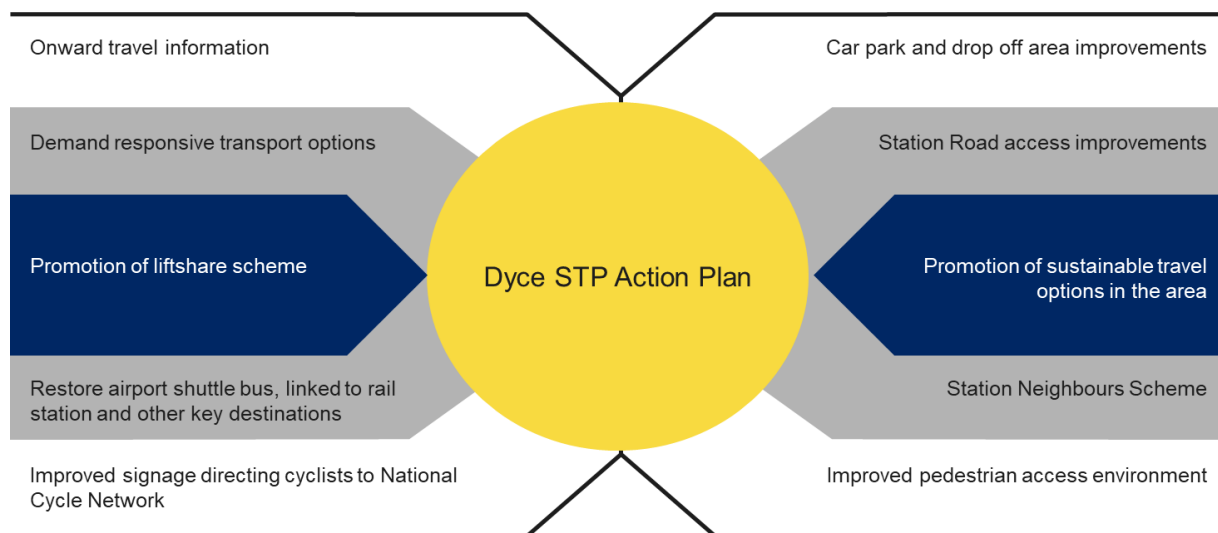
Figure 1: Key Issues, Opportunities and Quick Wins



1.2 Action Plan

A detailed Action Plan has been developed (details in **Chapter 8** and **Appendix H**), which sets out the measures that will be implemented through the Station Travel Plan to address the key issues and achieve its key objectives. The actions are listed below: An overview of some of the measures and key themes of the action plan are shown in **Figure 2**.

Figure 2: Action Plan Overview



For any Station Travel Plan to be effective, it is essential that a robust ongoing management and monitoring regime is put in place. The ScotRail Station Travel Plans programme places significant emphasis on stakeholder and wider community involvement and ownership, and it is intended that this document becomes a living plan that is implemented by a Dyce Station Travel Plan Management Group (STPMG) that takes responsibility for monitoring and refreshing the objectives and measures annually

2 Station Travel Plan Overview

2.1 What is a Station Travel Plan?

Station Travel Plans are a tool designed to improve connectivity to and from a rail station, setting out a package of behavioural, operational and infrastructure measures to promote and facilitate effective access, with a focus on sustainable modes such as walking, cycling and public transport. Importantly, they also perform a much wider role in recognising the importance of a rail station in driving forward sustainable economic and community development, particularly in areas where there is forecast growth in the residential, employment and visitor markets. More information can be found in **Appendix A**.

3 Strategic Objectives

A series of strategic objectives have been developed for the Dyce Station Travel Plan, which provide a basis for identifying the proposed measures. These have been developed based on consideration of the strategic context of the station, the passenger markets they serve, and wider development proposals in the town and other initiatives where there are opportunities to add value and enhance the role that the Travel Plan will play in the ongoing development of Dyce. The objectives were discussed, refined and agreed during the stakeholder workshop.

The objectives are set out in **Figure 3**:

Figure 3: Dyce STP Objectives

Maximise the potential for recovery of **sustained growth in patronage** through service enhancements

Ensure that the impacts of the **AWPR** create **opportunities** for travel to the station

Address car **parking management, capacity and safety issues** including vehicular flows and user conflict

To promote and facilitate **walking and cycling** as the 'modes of choice' for short trips to and from the station

To maximise the contribution made by **community and voluntary organisations**, with a strong sense of community 'ownership'

Work to restore viable **bus services at the station and airport**, linked to key trip attractors and workplace travel plans

4 Strategic Context

4.1 Introduction

This chapter provides a brief overview of the local and strategic context of Dyce station. Further information about the station location and services, patronage, local transport networks, station access and facilities, and the role of the station in the local area can be found in **Appendix B**

4.2 Location, Services and the Role of the Station in the Wider Area

Dyce is a town in north east Scotland, approximately 6 miles from the City of Aberdeen; it has a population of 5,950 (2011 Census) and lies within the Aberdeen Council area. Due to its location, it has many commuters travelling to Aberdeen, and is also located close to Aberdeen Airport.

Dyce station is located on the Aberdeen to Inverness Line, as shown in **Figure 4**. Services stopping at the station are operated by ScotRail. Connections to Edinburgh, Glasgow, Dundee and the Central Belt currently require an interchange at Aberdeen. On Mondays to Saturdays, there are regular services to Aberdeen and Inverurie (approximately one per hour), and services to Inverness (approximately one every 2 hours).

Upcoming service improvements include a planned half hourly service to Aberdeen from December 2019 (with further additional trains at peak times), exploiting the newly redoubled track from Aberdeen. In May 2020 the Aberdeen Crossrail service between Inverurie and Montrose will be introduced, creating new direct journey opportunities and removing the need to change trains in Aberdeen for connections to stations on this route. The increased demand for rail that these service enhancements could create is likely to put additional strain on existing facilities at Dyce, so the STP places a strong emphasis on developing measures to promote sustainable travel to the station.

Figure 4: Station Location/Network Map



The Aberdeen Western Peripheral Route (AWPR) opened in February 2019, and whilst its long-term impact is not yet known, journey times by car between areas north and south of Aberdeen will be reduced. This represents a potential threat to rail travel between Dyce, Aberdeen and further south, however the service improvements detailed above can mitigate against this.

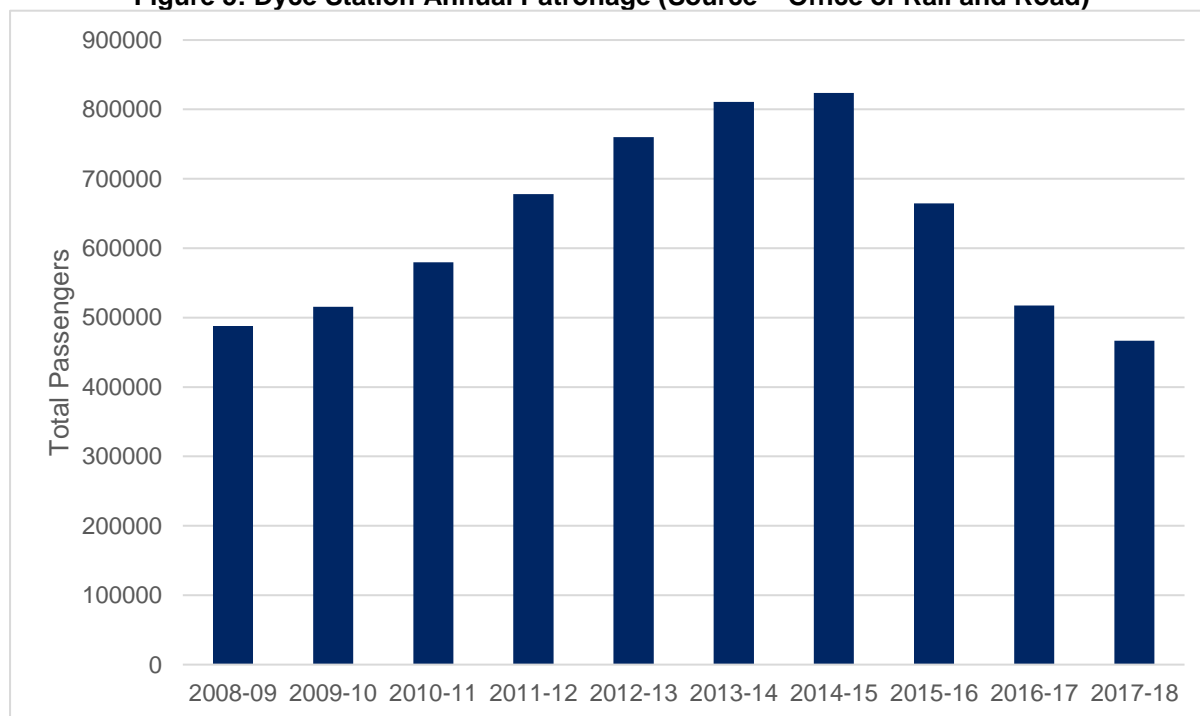
The Events Complex Aberdeen (TECA) will be opening in summer 2019. Located to the south of Dyce station, TECA will replace the Aberdeen Exhibition and Conference Centre (AECC) as the major events venue and arena for Aberdeen. It is expected that it will generate a large footfall for public transport and TECA have indicated that they will strongly encourage the use of public transport to attendees. They have also indicated that on some occasions, a shuttle bus service from the airport/rail station to TECA might be operated.

The development of TECA, links with the oil industry, and proximity to the airport, present opportunities to increase patronage and station popularity. However, as with the impact of the service enhancements, it is important that measures are in place to accommodate these increased demands through sustainable transport provision and facilities.

4.3 Patronage

Figure 5 shows the trend in patronage for Dyce station from 2008 to 2018. The full data can be found in **Appendix B**. The data shows that the general trend at Dyce has been a steady increase between 2008 and 2015 followed by a decrease in patronage between 2015 and 2018, which is likely linked to the well-publicised downturn in the oil sector. From 2008 to 2018, the patronage decreased by 4%, however it should be noted that the longer-term trend from 2004/5 to 2017/18 is a huge increase of 73%.

Figure 5: Dyce Station Annual Patronage (Source – Office of Rail and Road)



4.4 Local Transport Network

4.4.1 Walking and Cycling

There are multiple cycleways available for use around the station such as the National Cycle Network Route 1 (NCN1) which runs between Dover and Shetland, as well as connecting to a small number of local cycleways. There are facilities at the station for bike storage including lockers. Walking is a popular choice to the station for residents, although the pedestrian environment surrounding Dyce Station (particularly on Station Road) is challenging and not considered friendly for disabled users, given the lack of signage, narrow footways and requirement to cross the road to avoid parked cars.

Figure 6: Map of Cycling Routes in Dyce



4.4.2 Bus

The nearest bus connection to local bus routes is located on Victoria Street, just east of the station. Services from this bus stop connect to the following locations:

- 17 – Kincorth – every 30 minutes
- 18 – Altens/Dyce – every 20 minutes
- 35 – Aberdeen/Oldmeldrum – approximately every 60 minutes

There was previously a shuttle bus service to the airport, which ran from a dedicated and recently installed bus stop and turning circle to the west of the station. However, this was discontinued due to its lack of commercial viability. The potential for increased patronage as a result of the opening of TECA presents an opportunity to restore bus services linking to the rail station. There is an appetite among key stakeholders, such as Aberdeen Airport and TECA, to work achieve this.

4.4.3 Taxis

Although no official taxi rank exists at the station, the pick-up/drop-off area next to Platform 1 is often used by taxis as an unofficial rank. Vehicle manoeuvres can create conflict with other users of the station forecourt, and feedback from engagement with stakeholders and passengers has suggested that cycle lockers can sometimes be blocked by waiting taxis.

4.5 Station Access and Facilities

A review of access and station facilities is provided in the station audit report (Appendix C). Figure 7 shows a layout of basic station facilities at Dyce Station.

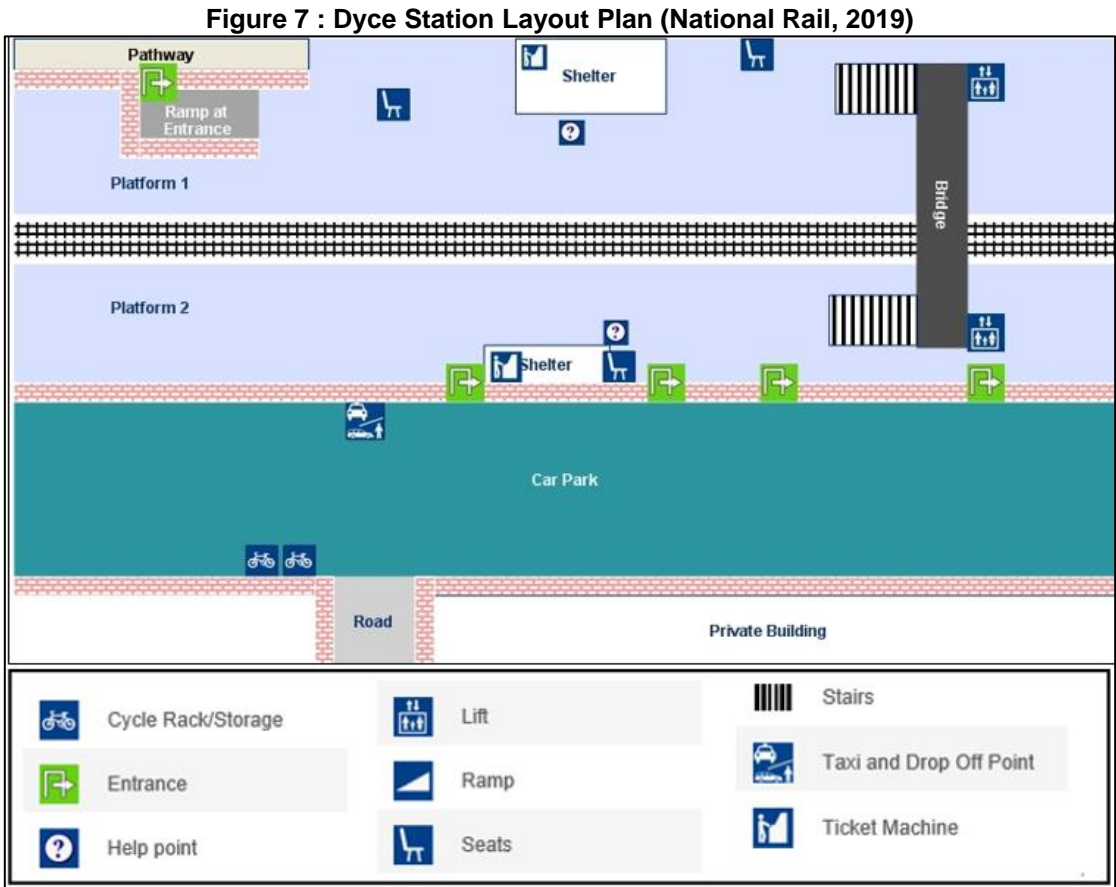


Table 1 shows the parking facilities at Dyce station. All car parking at Dyce is free. Car parking capacity and management has been highlighted as a major issue at the station, particularly with many non-station users' cars parked for several days at a time, which has been linked to offshore workers. The lack of parking for passengers could contribute towards suppressed demand for rail travel, however the most obvious consequence is over-spill onto surrounding streets. Parking issues are reflected and validated by results from stakeholder engagement and the passenger surveys. One of the key aims of the STP is therefore to attempt to address parking issues in a co-ordinated fashion across a 'zone of influence' within the locality.

Table 1: Parking Facilities at Dyce Station

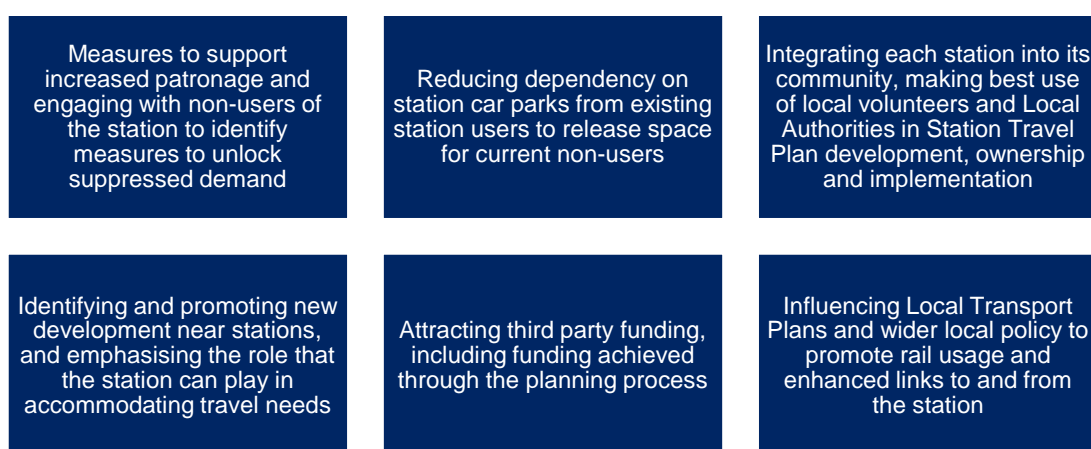
Parking Facility	Car Spaces	Accessible Spaces	Electric Vehicle Spaces	Bicycle Parking	Bicycle Lockers
Station Car Park	100	3	2	10	6

5 Station Travel Plan Drivers

5.1 ScotRail's Commitment to Station Travel Plans

As part of the ScotRail franchise awarded to Abellio in 2015, Abellio committed to the delivery of 20 Station Travel Plans over the period to March 2019. The Dyce Station Travel Plan is being brought forward in 2019 as part of a package of ten Station Travel Plans in accordance with a framework and toolkit developed through the preparation of pilot plans for Motherwell and Johnstone stations in 2016, and eight Station Travel Plans delivered throughout 2017. Rather than simply adopt a traditional Station Travel Plans approach which focuses on encouraging and facilitating sustainable travel to and from the station, the Abellio programme has a much wider focus on the role that a Station Travel Plan can play in supporting growth and development, and in helping local communities to take ownership of that development in a sustainable way. The drivers for the Station Travel Plans programme are shown in **Figure 8**.

Figure 8: Station Travel Plan Programme Drivers



5.2 Policy Drivers

It is vital that measures developed as part of the action plan for the Station Travel Plan adhere to transport and land use policy, in order to leverage funding and co-ordinate schemes. A review of the national, regional and local policy documents relevant to the Station Travel Plan has therefore been undertaken, and is summarised in **Appendix D**.

5.3 Local External Drivers

Figure 9 illustrates the local drivers for the Dyce Station Travel Plan.

Figure 9: Local Station Travel Plan Drivers



6 Research and Emerging Themes

6.1 Overview

The evidence base for Dyce Station Travel Plan has been developed based on the following key activities:

- Desktop research, comprising policy review, identification of wider development proposals and schemes and research into station patronage data;
- A station site and area audit undertaken on 18th December 2018;
- Online passenger surveys published throughout February 2019;
- Stakeholder interviews undertaken over the period November 2018 to February 2019; and
- A stakeholder workshop undertaken on 28th February 2019.

The full methodology and results of each of the data collection activities can be found in accompanying appendices.

Figure 10: Evidence Base Summary



6.2 Station Audit

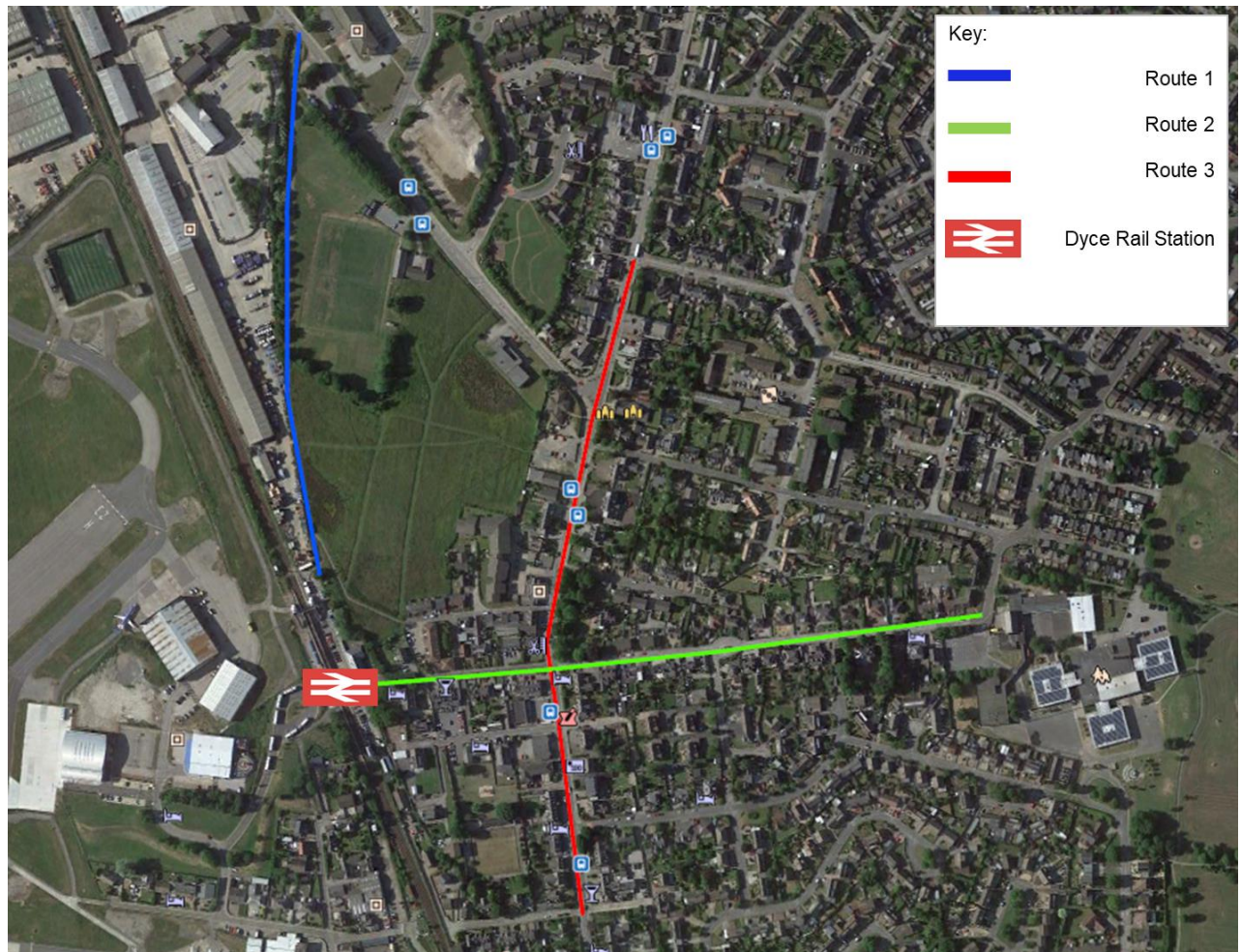
6.2.1 Purpose

The purpose of the station audits was to assess access to and from the station and last mile routes to identify gaps and barriers to access for people with mobility issues, and to consider other social, physical and psychological factors.

6.2.2 Audit Scope

The audit focused on the station areas and key 'last mile' routes. **Figure 11** shows the routes assessed as part of the audit for the Dyce Station.

Figure 11: Audit Routes



6.2.3 Audit Findings

Figure 12 and **Figure 13** summarise some of the key observations of the audit for the station area and the last mile and key routes. The full audit report can be found in **Appendix C**. These key findings have helped form the focus of some of the measures developed as part of the action plan for the station, particularly looking at improving directional signage along popular routes, improving access and facilities available for users with mobility issues or impairments, and psychological factors associated with the routes to and from the station.

Figure 12: Audit Observations - Station Area



Figure 13: Audit Observations – Last Mile and Key Routes



6.3 Public Surveys

6.3.1 Purpose

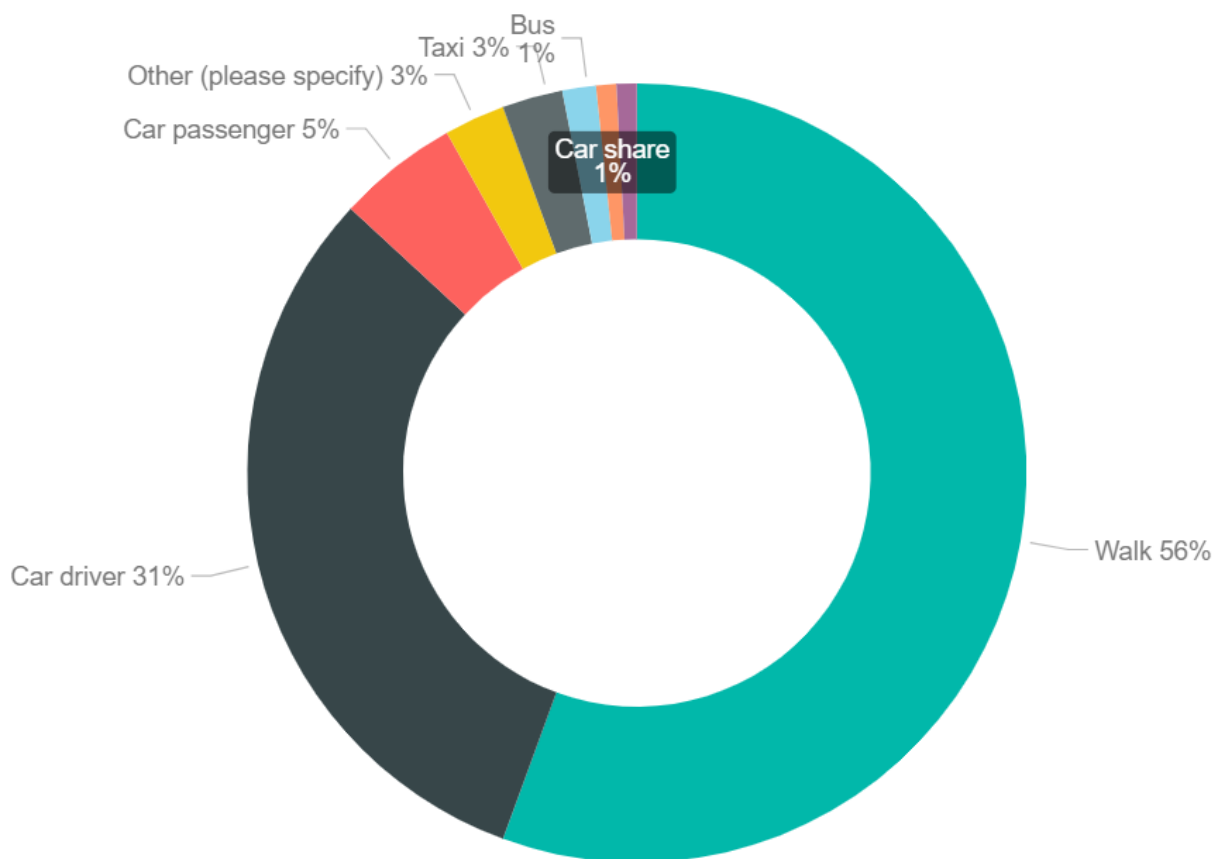
The purpose of the surveys was to gather data from users and non-users of the station about some of the reasons behind their travel choices, what could influence them to change them, and what improvements could be made to Dyce Station. Passenger surveys were published online and shared via the Aberdeen City Council social media platform in February. In total, the surveys generated **408 responses**, with approximately 90% of these from people who use Dyce station.

6.3.2 Results

The full survey report including results from each question can be found in **Appendix E**. Some key results from the surveys are analysed below.

Figure 14 shows the mode share of the station users. The mode share of walking is high (56%); however, this has potential to be improved further with enhanced walking routes and promotion of active travel. The mode share of cycling is particularly low (less than 1%) – despite the cycle facilities provided at the station and cycling signage around the station. The low mode share for bus (1%) highlights the need for improved connectivity to the station.

Figure 14: Survey Responses – Mode Share



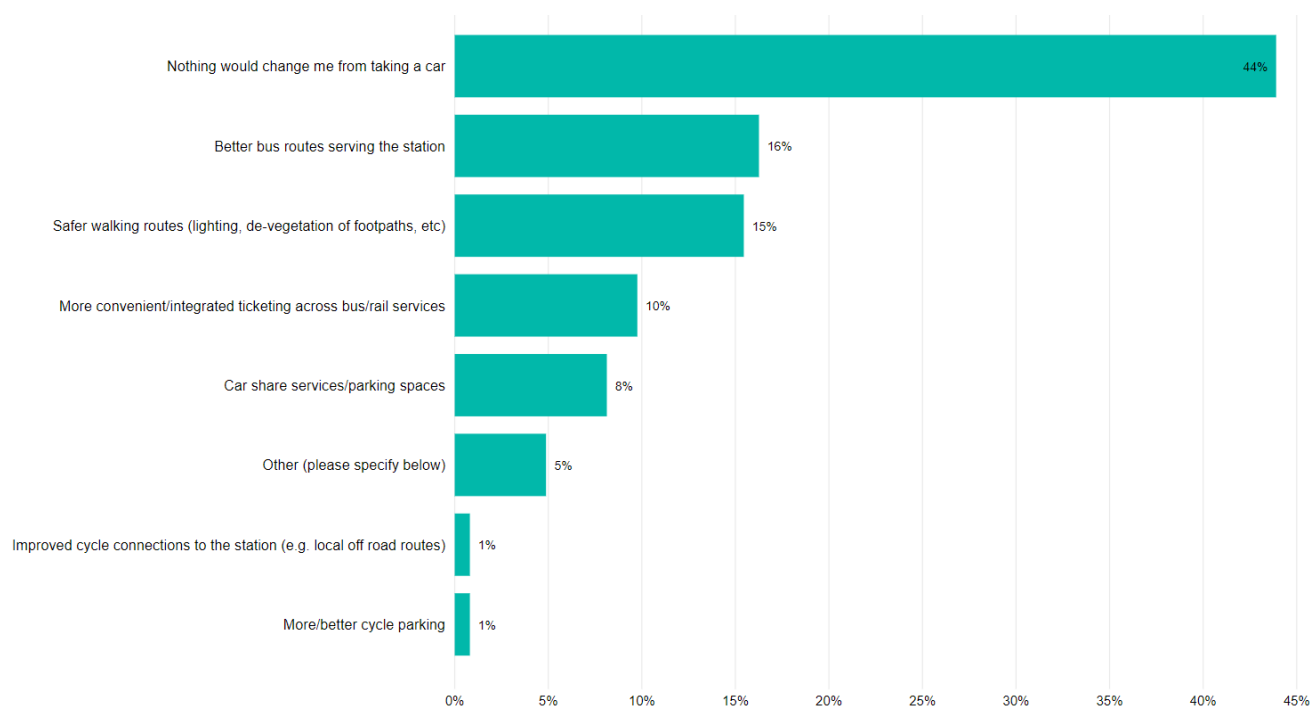
Case study: getting the message out on cycling



Local cycling organisations have worked in partnership with ScotRail to improve information about cycling, with the example shown being a poster created for Musselburgh station. SPOKES, the local cycling organisation, arranged for the content to be created and checked, while ScotRail arranged for printing and display. They provide valuable information for both leisure and commuting cyclists, as well as ideas and reassurance for those who are just starting to think about changing modes for their journey to the station. They are also a good example of local action, with local stakeholders taking the lead on promoting behaviour change.

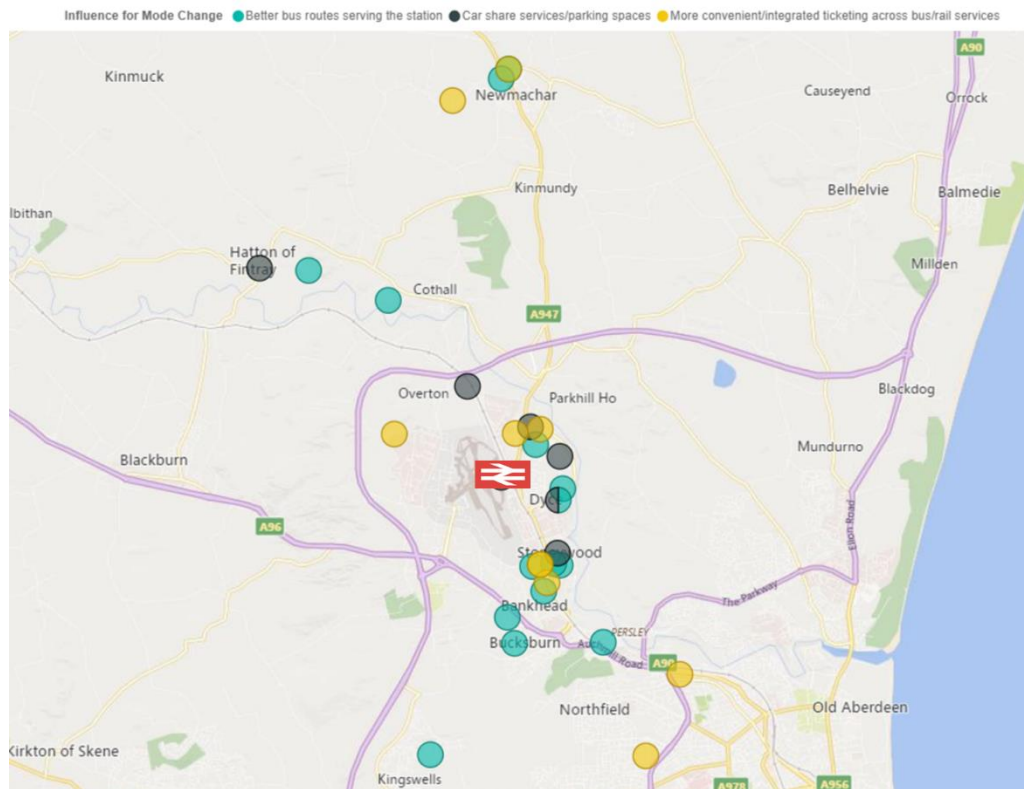
Respondents were asked what would persuade them to change mode share for the station (**Figure 15**). 'Nothing would change me from taking a car' was the highest selected response with 44% of responses, however more than half of respondents (56%) suggested a reason that could influence them to change their travel mode. These responses included 'Better bus routes serving the station' (16%) and 'safer walking routes' (13%), which is particularly the case for Station Road according to comments within the survey responses, and feedback from the stakeholder workshop.

Figure 15: Survey Responses – Mode Change



The location of respondents indicating that better bus routes, car share services or integrated ticketing could cause them to change modes is shown in **Figure 16**. This shows that the majority of these users come from the immediate locality, with some from further afield areas such as Newmachar. This indicates that some form of localised solution, for example demand responsive transport or lift-sharing, could be a way to overcome these users' barriers to changing modes from single occupancy car trips.

Figure 16: Mode Change Influence – Selected Respondents' Locations



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Look out for your station group by heading over to the site: scotrail.liftshare.com

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There are four very simple stages involved:

- 1. Sign Up**
Register online.
Make a start.
- 2. Search Matches**
Enter your trip.
Find a result.
- 3. Share Details**
Make contact.
Confirm the plan.
- 4. Support Trips**
Help friends.
Make friends.

For more information visit scotrail.liftshare.com

Case Study: Sharing the burden

Station Travel Plans elsewhere have also identified issues around car parks being oversubscribed. There are a number of ways to tackle this and no one solution solves the problem. However, one approach is to encourage people to share their car for the journey to and from the station, and this has been piloted through various schemes within ScotRail and at other train operators. Car sharing eases the pressure on car park capacity, shares the task of driving daily to the station and can free up space in the car park, potentially unlocking suppressed demand.

Respondents were asked why they did not use the station (**Figure 17**). 'Inconvenient train times or regularity' and 'Lack of suitable transport connection to the station' were the highest selected response with 41% of responses. Service improvements from December 2019 should go some way to addressing the train times/regularity issue. As with the respondents shown in **Figure 16**, a potential way to overcome the issue of transport connections for non-users of the station might be via a localised demand responsive transport service, or through promotion of a lift-share service.

Figure 17: Survey Responses – Reasons for not using the station

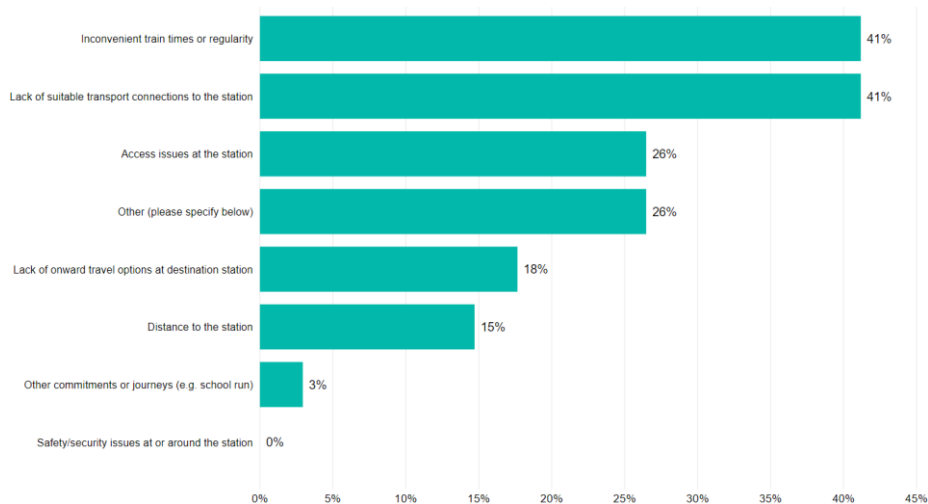


Figure 18 shows the most desired improvements to the station. The most popular response was 'Improvements to train service'. The survey shows that 'improvements to station facilities' was the next most desired change. This response could cover many options, however specific items commonly identified included waiting room with toilets, and tea and coffee facilities. Improved public transport access to and from the station was also found to be a popular option.

Figure 18: Survey Responses – Improvements Needed

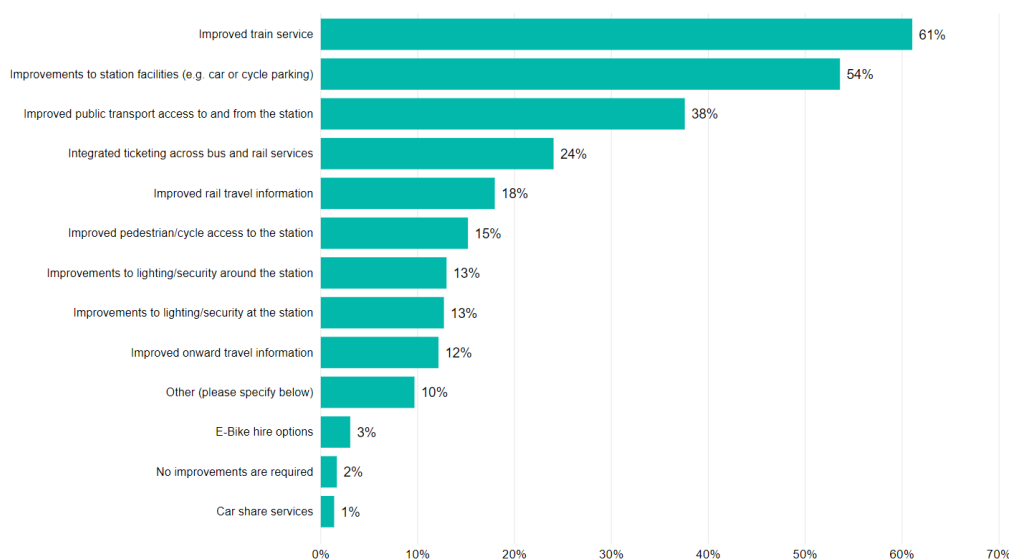


Figure 19 shows the location and travel mode of survey respondents, with **Figure 20** showing the same data at a more local level. On the wider scale, there are a number of car driver trips which could

potentially be targeted through better bus connections to and integration with the rail station. At a local level, the majority of people within walking distance of the station are already walking so a focus of the STP should be to improve the experience for these existing users.

Figure 19: Postcode and travel mode (wide area)

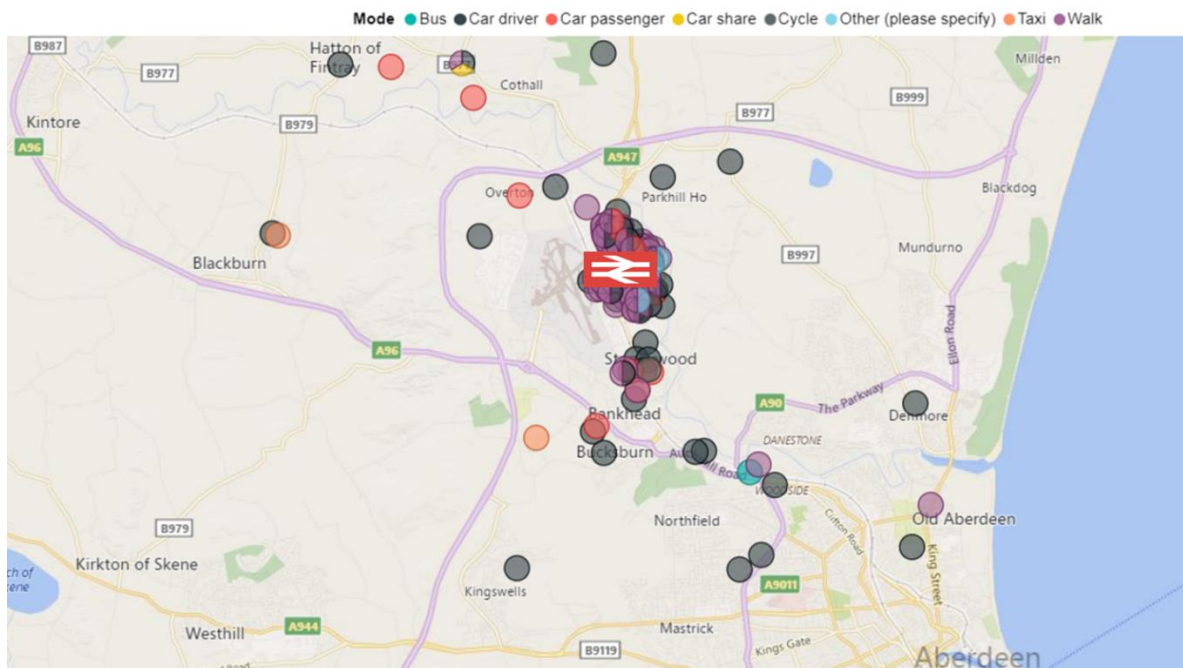
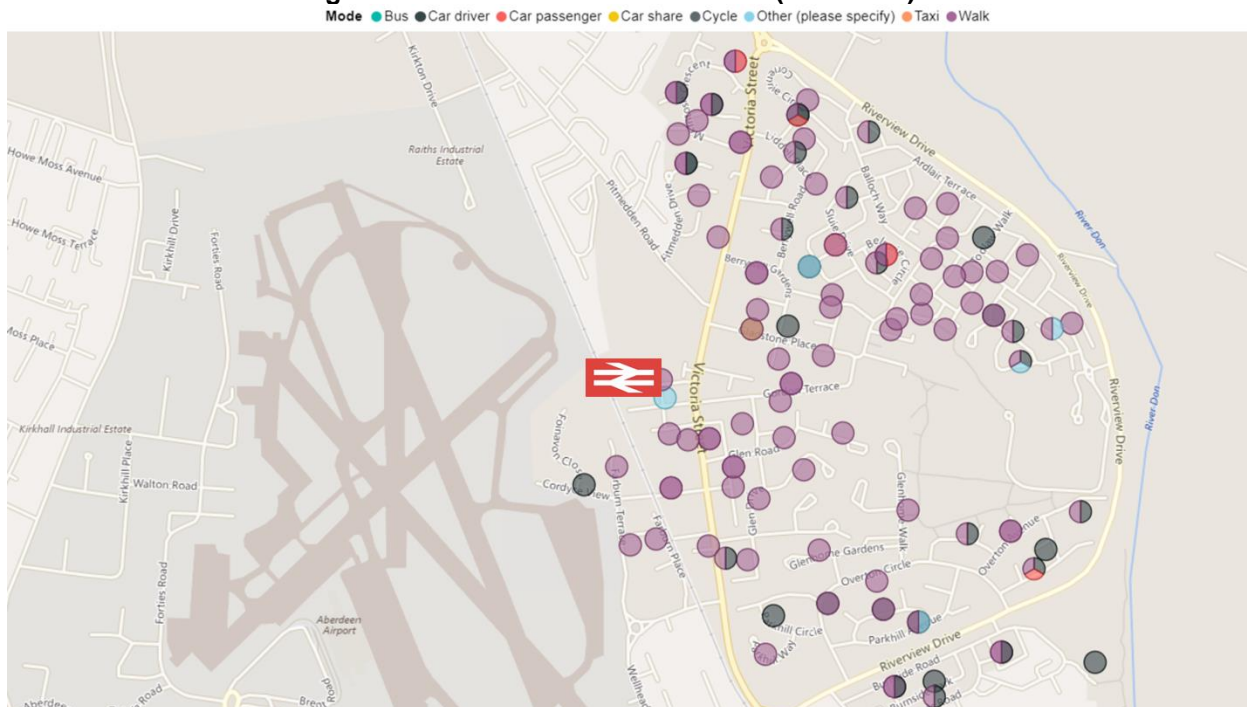


Figure 20: Postcode and travel mode (local area)



6.3.3 Survey Findings Summary

The summary findings of the public survey are follows:

- Low mode share for cycling (less than 1%) and bus (1%) indicates need for improvement through the provision of improved sustainable transport connectivity
- Among the top influences on respondents currently driving to the station to change modes, and reasons for non-use of the station, is the availability of suitable bus connections. Possible solutions to this could include demand responsive transport or lift-sharing services.

6.4 Stakeholder Engagement Summary

6.4.1 Purpose

Stakeholders played a key role in the identification of existing issues and opportunities at the station and will also play a vital part of the implementation and monitoring phase of the STP process. A wide variety of stakeholders were targeted as part of the engagement exercise, via telephone interviews, face to face meetings and emails, in order to gain vital local knowledge and appreciation of the issues facing different user groups.

6.4.2 Stakeholders Engaged

Key individuals and organisations were engaged throughout the STP process, starting with the inception meeting on 5th December 2018, with more stakeholders engaged through subsequent interviews. **Figure 21** shows the organisations that were involved in the engagement process. Details of the engagement process and organisations consulted can be found in **Appendix F**.

Figure 21: Stakeholders Engaged



6.4.3 Key Feedback

The key feedback from the stakeholder engagement is summarised in **Table 2**.

Table 2 – Stakeholder Engagement Key Feedback

Bus/Rail Integration
The main issues for the airport are the lack of bus links from the station to the airport
There is more potential to promote routes north of Aberdeen to Aberdeen Royal Infirmary (ARI) connecting at Dyce.
FirstGroup would be happy to speak to the airport about introducing a service if this was desirable
FirstGroup have been speaking to the Aberdeen Exhibition and Conference Centre (AECC) / The Event Complex Aberdeen (TECA) about future services in the area. This could also be included in potential new routes
The road access into Dyce and the roads within Dyce are not great due to the width of the roads, on-street parking and other obstructions. This makes some routes difficult to operate bus services
New AECC (TECA) will potentially have a positive commercial impact on bus routes around the area due to the extra activity and demand in the area
The turning circle at Dyce station can accommodate around 12 buses so it is a good facility and would not require any work to start using it again. Sometimes rail replacement services use the turning circle for these services
The airport bus is now only from Aberdeen city centre rather than from Dyce
Wayfinding/ Information Provision
Promotion and signage to show that this is the station for Aberdeen Airport would be useful
Investigating whether passengers who use the station would want to travel to the airport would help to develop a business case for onwards travel
It would be useful to have real-time information displays for trains at Dyce within the airport terminal building. There are discussions about doing this for buses, and the airport could look at ways to fund this for rail
Directing people to bus routes from the station could be improved with better signage
Cycle Facilities
Dyce Station currently has sufficient cycle parking, including lockers
A two-tier cycle rack was recently installed
There is good cycle parking provision including 35 cycle lockers and 42 double-decker cycle rack spaces
Access
There is currently an over-reliance on car travel to the station
The AWPR opening makes access to Dyce easier, especially for people living in Peterhead
AWPR is also potential a threat in terms of people driving instead of using the train
Dyce station has a new overbridge and lifts, which improves accessibility of the station
There is a regional LiftShare scheme and a CoWheels car club in Aberdeen
Main access to station is via Station Road which is very narrow due to on street parking
Parking
Parking at the station is free. This contributes to it being at full capacity most of the time
Offshore workers are using the station car park to park for 2-3 weeks at a time. This is similar to the surrounding streets in Dyce and the general area
Aberdeen City Council have brought in parking restrictions in the surrounding area to prevent obstructions at junctions
The Craibstone park & ride site has a 36-hour limit stay. This prevents it becoming a satellite car park for the airport
Planning permission will be required for the proposals to extend the parking
Congestion in the general area caused by poor parking sometimes impacts on journey times and reliability

6.5 Stakeholder Workshop

6.5.1 Purpose

The purpose of the stakeholder workshop was to offer a chance for the STP evidence gathering process to be presented to key stakeholders, to seek feedback over the main issues and opportunities identified to date. The intended outcome of the workshop was to identify 'quick wins' that the STP can deliver through the action plan and to facilitate collaboration between stakeholders to be carried over to the implementation phase of the action plan.

6.5.2 Key Outcomes

The stakeholder workshop for Dyce station was held on Thursday 28th February at The Dyce Community Centre. Following a presentation on the issues and opportunities identified in the evidence gathering process, the following quick wins were identified (**Figure 22**):

Figure 22: Stakeholder Workshop Quick Wins

Station Neighbours

- Identify suitable businesses to be designated Station Neighbours, where passengers can go late at night to seek shelter or make phonecalls if needed. Sea Salt and Sole was suggested as a candidate

Onward travel information

- Provide more information at the station regarding onward travel and local active travel networks, such as information on links to the National Cycle Network to the north and south of the station

Pedestrian Access Routes

- Maintenance of pedestrian access routes to repair surfaces, clear litter and vegetation, remove obstructions

Bus Service Consultation

- Bring together key stakeholders such as the airport, TECA, local major employers and bus operators to investigate options to restore local bus services between the trip attractors

Equality Audit

- Equality audit of the station and surrounding area to be undertaken by Disability Equality Partnership, adding detail to the findings of the station and last mile audit undertaken in December 2018

7 Key Issues and Opportunities

7.1 SWOT Analysis

The key issues and opportunities we have identified through the research methods detailed above were collated into a SWOT (Strengths, Weaknesses, Opportunities, Threats) for the station and interchange facilities, and for the last mile and key routes to and from the station.

The SWOT analysis is shown in **Appendix G**.

7.2 Research Summary

Following the development of the SWOT analysis, and feedback at the stakeholder workshop, the top issues, opportunities and quick wins were determined. These are shown in **Figure 23** to **Figure 25**.

Figure 23: Top Issues



Figure 24: Top Opportunities

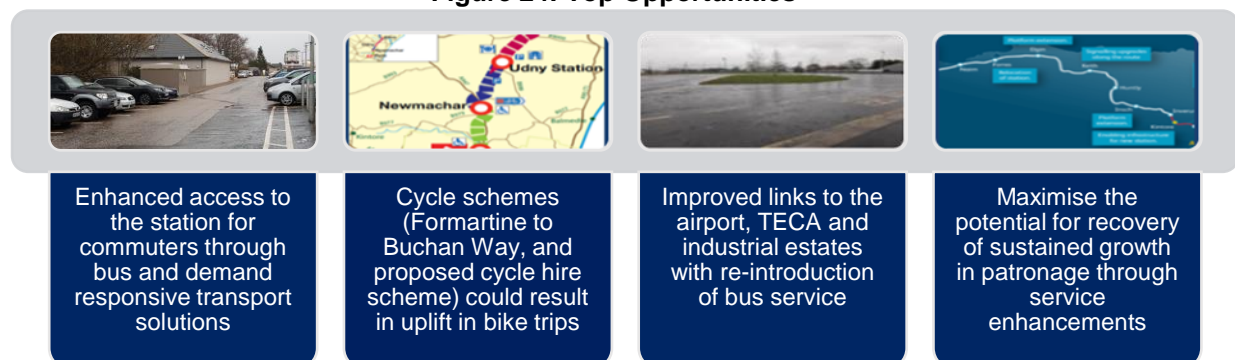


Figure 25: Top Quick Wins



8 Action Plan

8.1 Overview

An Action Plan has been developed on the basis of the key issues, opportunities and emerging themes identified during the evidence collection and research phase. It covers the current ScotRail franchise period, which runs until March 2022.

The Action Plan is a starting point and forms the basis for turning the Station Travel Plan into a living document. It is envisaged that stakeholders will, through the STPMG, wish to further assess and refine the actions and turn them into fully SMART objectives (specific, measurable, attainable, relevant and time-based).

The full Action Plan is provided in **Appendix H**, and a summary version is provided in **Table 3**.

Funding for a number of these measures could come from, where applicable, developer contributions through Section 75 agreements, Station Improvement Fund, Network Rail funding programmes such as Access for All, local Council funding as part of active travel strategy, community volunteer work and through Sustrans Community Links funding and other grant applications.

Table 3: Action Plan Overview

No.	Name	Detailed Intervention	Lead Stakeholder(s)
1	Strategic Communications	Building on the stakeholder workshop, ensure strategic communications between travel plan stakeholders and the development of strong partnerships to drive efficiency and collaboration across all proposed improvements.	All Station Travel Plan Stakeholders, led by ScotRail
2	Onward Travel Information	Provision of enhanced onward travel information at the exit to the stations, comprising a route map and accompanying information on walking, cycling, car hire, public transport, and taxis, included designated walk/cycle routes and how to reach key locations such as the town centre and nearest bus stop	ScotRail / ACC / Nestrans
3	Station Neighbours Scheme	Approach Sea Salt and Sole to join the Station Neighbours Scheme to offer a place of refuge for passengers who need a place of shelter or somewhere to contact someone to assist/pick them up	ScotRail / Local businesses
4	Bus promotion	Make clearer which buses serve the station and where nearest bus stop is located, awareness of contactless option on buses, clear maps and displays for services and routes stopping at the station, and information on travel time to airport, helipad and TECA; include consideration for users of reduced mobility	ScotRail / ACC / Bus operators
5	Bike hire and E-bike stations	Cycle hire facility at the station. Consider opportunity to introduce E-bike scheme as part of the facility.	ScotRail / Nestrans / ACC

6	Car Park and drop off area improvements	Traffic zones to be marked and defined clearly to assist desire lines and avoid crossing road at random points and collision between cars and other users. Zones for drop off area, bike lanes, and taxis. Establish clear hierarchy for modes and provide road markings to help define zones; include provision for disabled users	ACC, ScotRail, Local taxi firms, Disability and Equality Group
7	Demand Responsive Transport	Investigate provision of demand responsive transport in the local area to connect existing drivers and non-users to the station	Aberdeen City Council / Nestrans / ScotRail
8	Liftshare promotion	Promotion of existing Liftshare scheme targeting passengers in local area who currently drive to the station	Aberdeen City Council / Nestrans / ScotRail / LiftShare
9	Station Road Access Improvements	Improve access from Station road with clear hierarchy for modes and provision for disabled users. Assess facilities and adequate provision; assess parking on Station Road	ACC / Disability & Equality Group / Cycle Forum
10	Cycling infrastructure	Promote NCN proximity. Prioritise key routes (including Formartine to Buchan Way). Address safety fears around station and on key routes, by prioritising cycle lane.	ACC, Nestrans, Dyce Cycle Forum, ScotRail
11	Equality audit recommendations	Review the recommendations of the equality audit undertaken by the Disability Equality Partnership, including high visibility markings on assistance telephones, re-location of disabled parking bays, painting of stair boundary steps, and additional signage, and consider which of these merit further investigation and/or implementation	ScotRail, Disability Equality Partnership
12	Car parking management	Investigate improvement options for car park with limiting the time of stay	ACC / ScotRail
13	Platform facilities	Safe, accessible, sheltered ticket machines on both platforms; tea and coffee facilities (operated by a local business)	ScotRail
14	Pedestrian access maintenance	Maintenance of pedestrian access routes to the station	ACC / ScotRail
15	Work to restore shuttle bus service	Bring together key stakeholders such as the airport, TECA, local major employers and bus operators to investigate options to restore local bus services between the trip attractors	Bus Operators, Aberdeen Airport, TECA, ScotRail

8.2 Monitoring & Management

It is essential that the Station Travel Plan is implemented effectively and continually managed and monitored to ensure it maintains its effectiveness and achieves the objectives set. One of the key challenges with any Travel Plan is to embed legacy into the process, to ensure that the Travel Plan continues to remain relevant and effective over the longer term.

To that effect, it is proposed that a Dyce Station Travel Plan Management Group (STPMG) is formed, which is responsible for the implementation, development and monitoring of the Travel Plan. It is proposed that the main stakeholders involved in the STP process to date, plus further organisations and groups involved in local initiatives, as well as other key stakeholders, should form the core of the STPMG. This will include representatives from ScotRail, Aberdeen City Council, Nestrans and Network Rail, supported by transport organisations such as Sustrans and other groups such as Disability and Equality Partnership Scotland, Aberdeen International Airport and local bus operators.

Local community groups in particular have a key role to play in ensuring that the Station Travel Plan remains current and responsive to the needs of the local community, helping to lobby for funding and undertaking future audit work in partnership with organisations such as Living Streets.

As well as using the Station Travel Plan as one of the inputs to the wider station and area master planning process, the STPMG should actively identify and capture opportunities to add value to wider travel planning activity; for example, holding joint initiatives, campaigns and events with local public and private sector partners. Such coordinated working will not only help each partner to achieve their own objectives, but also to achieve wider transport, economic and social objectives in Dyce, to support sustainable development.

Table 4 illustrates the main stakeholders or ‘owners’ of the Station Travel Plan, who have responsibilities for its continued development, implementation and management. It shows the level of involvement and responsibility held by each owner, based on the actions set out in the Action Plan.

Table 4: Station Travel Plan ‘Owners’

Stakeholder	Strategic/ Local	Owner/ Consultee	Role Comments
ScotRail	Strategic	Owner	As commissioner of the STP and operator of the station, will be actively involved in measures which directly impact upon the station
Aberdeen City Council	Local	Owner	Will have a key role in progressing many of the measures
Nestrans	Strategic	Owner	As the Regional Transport Partnership, will have a key role in progressing many of the measures
Network Rail	Strategic	Consultee	Will require consultation/co-operation for any measures that require access to or alterations to NR controlled land or building or operational matters
Aberdeen International Airport	Local	Owner	Will require consultation/co-operation for any measures that require connections with the adjacent airport
Sustrans	Strategic	Consultee	Already actively involved in promoting, designing and funding active travel schemes and promotion of National Cycle Network and links to rail.
Disability Equality Scotland	Local	Owner	Building on the audit work they have already undertaken, will have a key role in providing inputs from the disability and equality perspective
First Buses	Strategic	Consultee	Major bus operator in the region and will be a key element of measures aimed at improving bus and rail integration, and connectivity from outlying areas
Aberdeen Cycle Forum	Local	Consultee	Will require consultation/co-operation for any measures that require cycling infrastructure, access or connectivity

The progress of each measure, as identified in the Action Plan, should be monitored and assessed against predicted timescales, costs, key measurable outputs and impacts. Where appropriate, measures should be refined and amended in line with new sources of information and funding, and to reflect any new residential developments and population increase, which will put pressure on current travel services in the local area.

Effective monitoring and management of the Dyce Station Travel Plan will help achieve a legacy arising from the implementation of the proposed measures and set a precedent for the development and implementation of similar Travel Plan schemes.

8.3 Indicators

Table 5 sets out the ten main indicators against which the implementation of the Dyce Station Travel Plan will be monitored. These indicators are standard across each of the ten Station Travel Plans being prepared during the current phase of ScotRail's Station Travel Plan programme and have been developed to capture each of the main aims and objectives of the programme.

It is recognised that the focus of each Station Travel Plan will differ; for example, for some stations the main issues and opportunities identified may focus on the station itself and associated facilities, whereas for others the focus may be on the last mile and supporting links to and from the station. Each Station Travel Plan will contribute to all ten indicators in some way; and a rating system has been developed to indicate where the focus areas lie. The rating system is as follows:

- Green – highest priority area
- Amber – medium priority area
- Grey – low priority area (however, the Station Travel Plan will still support the indicator to some extent)

The priority ranking has been derived based on the evidence collected on the key issues and opportunities and the actions set out in the Action Plan.

Table 5: Dyce Station Travel Plan Indicators

1.	Mode Shift	Green
2.	Peak Spreading / Re-Timing Journeys	Grey
3.	Overall Passenger Experience	Amber
4.	Interchange Experience	Grey
5.	Improving Patronage	Green
6.	Local Station Usage	Amber
7.	The Last Mile	Green
8.	Active Travel	Green
9.	Economic Growth & Development	Green
10.	Access for All	Green

8.4 Legacy

The Station Travel Plan document should serve as a means of providing a robust evidence base to pursue funding opportunities to implement each of the proposed measures. A simple way to progress this is through a funding matrix, identifying possible funding requirements and sources which will help drive an appropriate application process and identify the need for any further evidence gathering and analysis.

The continued involvement of stakeholders identified in **Table 4** is essential in maintaining momentum in the STP process and maximising the chances that measures will be implemented, to ensure that the legacy of the STP is a positive one, which leads to genuine improvements in the station and a positive impact upon sustainable travel options in the area.