

Dumfries Station Travel Plan

February 2019



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1 Executive Summary

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

1.1 Key Issues and Opportunities

The Dumfries 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 in **Figure 1**.

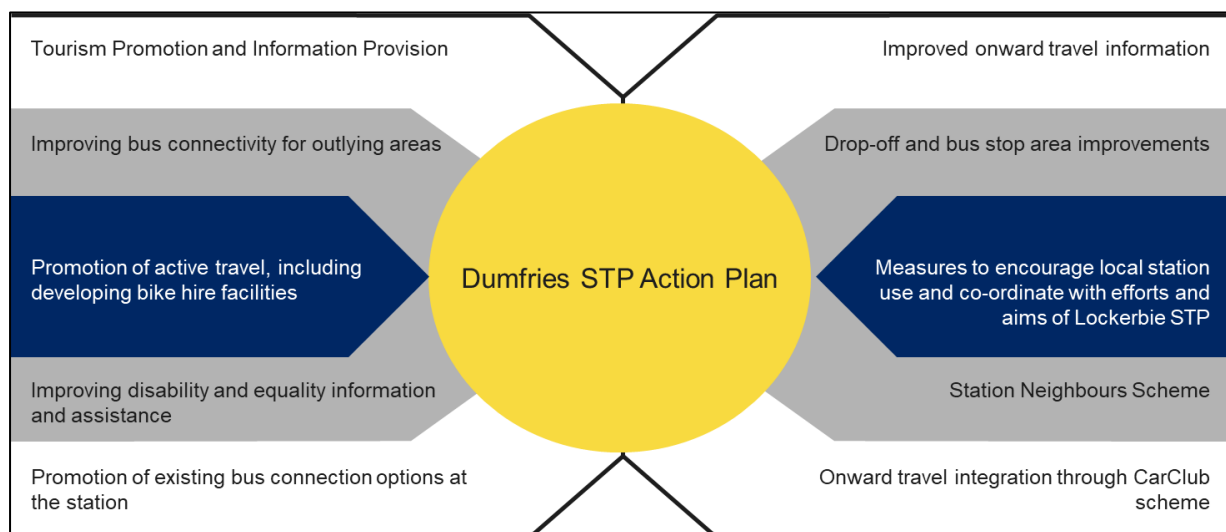
Figure 1: Key Issues, Opportunities and Quick Wins



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. 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 Dumfries Station Travel Plan Management Group 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 Dumfries 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 it serves, 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 Dumfries. The objectives were discussed, refined and agreed during the stakeholder workshop, as shown in **Figure 3**:

Figure 3: Dumfries STP Objectives



4 Strategic Context

4.1 Introduction

This chapter provides a brief overview of the local and strategic context of Dumfries 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

Dumfries is the main town in Dumfries and Galloway; it has a population of 49,000 (2011 Census). It lies within the Dumfries and Galloway Council area and is one of the most highly populated towns in the South of Scotland. It is a hub for business and residents and generates a significant volume of trips to Glasgow, Edinburgh and Carlisle. The rail station is located on the Glasgow to Carlisle Line, as shown in **Figure 4**, and is managed by ScotRail. Services stopping at the station are also operated by ScotRail and from December 2017 the station has benefitted from 5 additional trains in each direction to and from Carlisle, to give a near hourly service.

Figure 4: Station Location/Network Map



Interaction with Lockerbie

There is a perceived issue of railheading in the area, with passengers travelling to Lockerbie, which has a faster service to Glasgow and Edinburgh, instead of using Dumfries. Lockerbie station is managed by ScotRail, however the services stopping there are operated by TransPennine and Virgin.

Research has been undertaken both as part of the Dumfries STP, and as part of an ongoing STP for Lockerbie which is being undertaken by SWestrans. There is a need for co-ordination across the delivery of the Dumfries and Lockerbie STPs with a specific focus on measures which encourage local station use.

Developments

The development due across the region could have a significant impact on the population within the station's catchment area, which must be accounted for within the STP and presents an opportunity to increase patronage and station popularity. Development sites allocated for housing in the local development plan include a total of 2700 houses in Dumfries up to 2029. The most significant of these are the Marchfield masterplan (1000 units), located approximately 1.5 miles northeast of the station, Ladyfield (489 units) located 2 miles south of the station, and Catherinefield Farm (374 units) located approximately 3 miles northeast of the station.

The Dumfries town centre regeneration project is a comprehensive urban design study to transform the town centre and improve wayfinding. This project will tie in with the Whitesands masterplan, which aims to regenerate the area on the banks of the River Nith, adjacent to the town centre.

The Dumfries Learning Town project aims to bring together all schools across Dumfries together to deliver education on a 'whole town' basis. The focus on improving active travel routes between the schools and the new Learning Town sites as part of the project presents an opportunity for an increase in active travel throughout Dumfries, with the potential for attracting new trips to the rail station if infrastructure is improved, particularly for cyclists.

Tourism

There are several tourist destinations in the Dumfries area such as castles, museums, the Robert Burns House, and adventure farms. The new attraction of the Moat Brae Peter Pan house due to open in 2019 also has potential to boost rail travel and tourism within Dumfries.

Borderlands Partnership

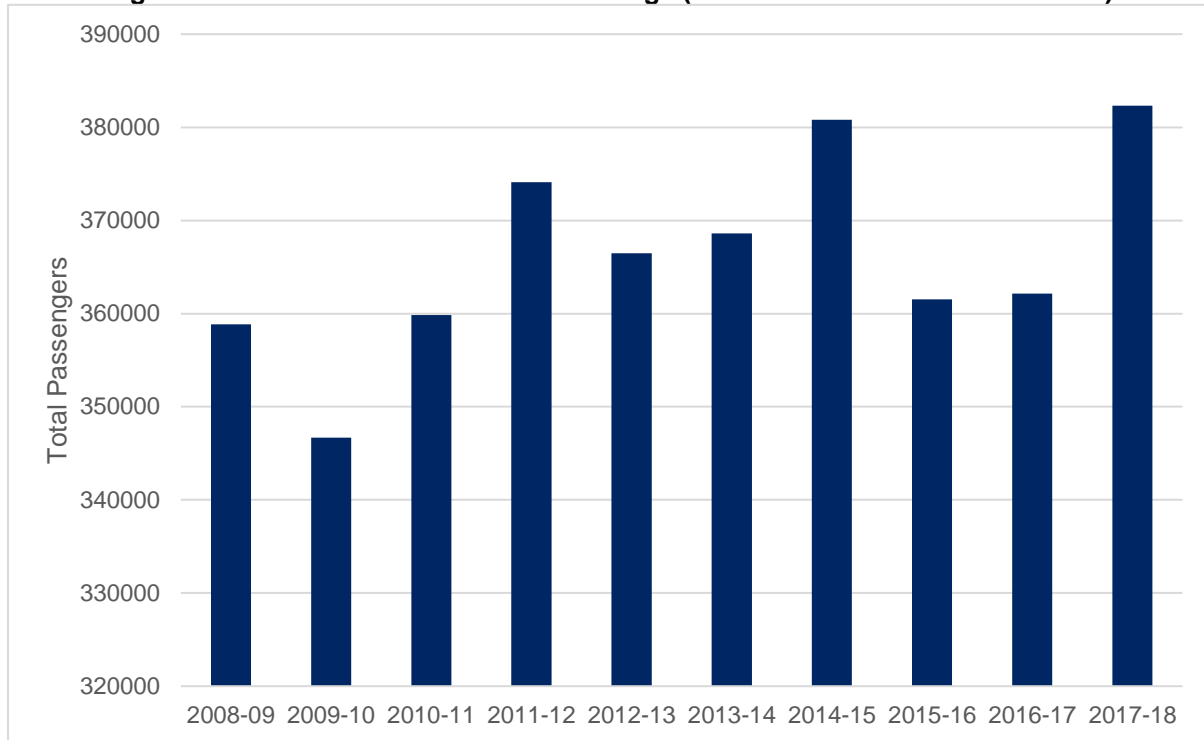
The Borderlands Partnership is a cross-borders group bringing together local authorities in the Scottish and English borders to promote sustainable economic growth in the area. As the major town in its local authority area, Dumfries and its rail station will be key to unlocking this aspiration for economic development. It is therefore essential that the STP supports this and maximises the connectivity to the station, and therefore between the five local authorities that are a part of the group. Within the Borderlands Partnership's strategy is a focus on supporting sustainable transport projects, such as rural bus services, electric car infrastructure and integrate/smart ticketing, which align closely with the aims of a Station Travel Plan, at a more strategic level.

In March 2019, it was announced that £345m of funding from the UK and Scottish governments would be granted as part of the Borderlands growth deal.

4.3 Patronage

Figure 5 shows the trend in patronage for Dumfries station from 2008 to 2018. The full data can be found in Appendix B. The data shows that the general trend at Dumfries has been an increase in patronage over the 10-year period. From 2008 to 2018 patronage increased by 7%, which is likely due in part to the service enhancements from December 2017.

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



4.4 Local Transport Network

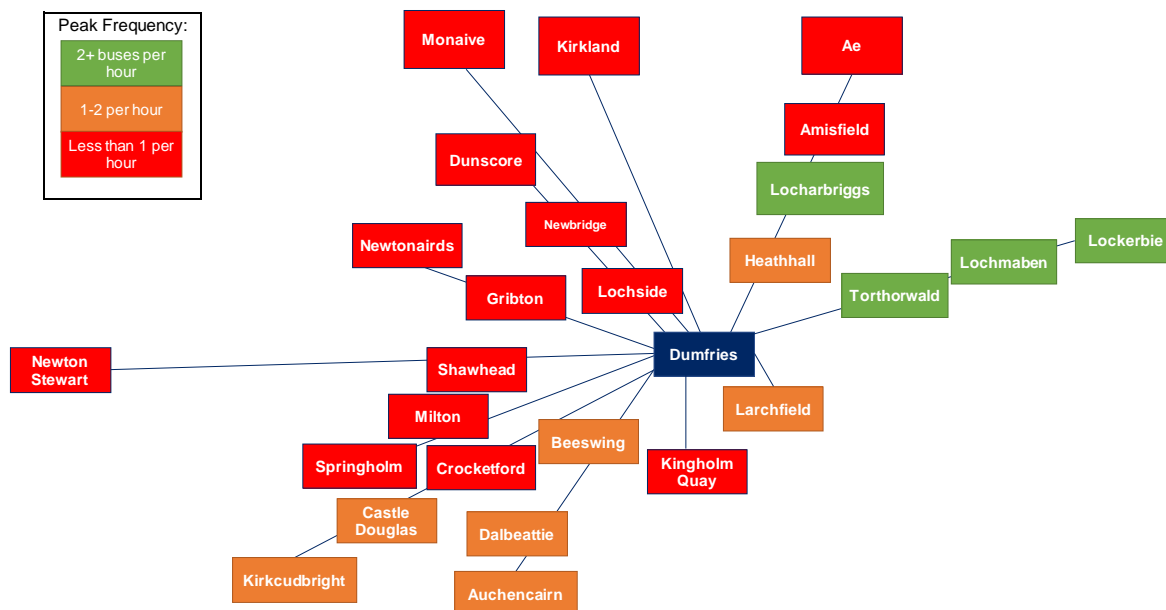
4.4.1 Walking and Cycling

There are multiple cycleways available for use around the station and Dumfries; however, cycling was not found to be a popular mode of transport to the station. Lockerbie Road, to the South-East of the station is very busy and could be considered dangerous for cycling along. The recent renovation of a disused viaduct for pedestrians and cyclists has improved station access from the North-West of the town; however, arrival from the North-West of the station involves passing through an industrial estate which is particularly unappealing for pedestrians. Further figures are included in **Appendix B**.

4.4.2 Bus

The nearest connections to bus routes at Dumfries station are located on Station Road outside the station building on Platform 1, with further services stopping at Lover's Walk, a short walk from the station. Services stopping here are predominantly local. The key local destinations reachable via these services are shown in **Figure 6**, along with an indication of the peak (0700-0900) frequency. This indicates that although service coverage may be considered good, there are issues with service frequency for connecting to the station, particularly from areas to the west of Dumfries.

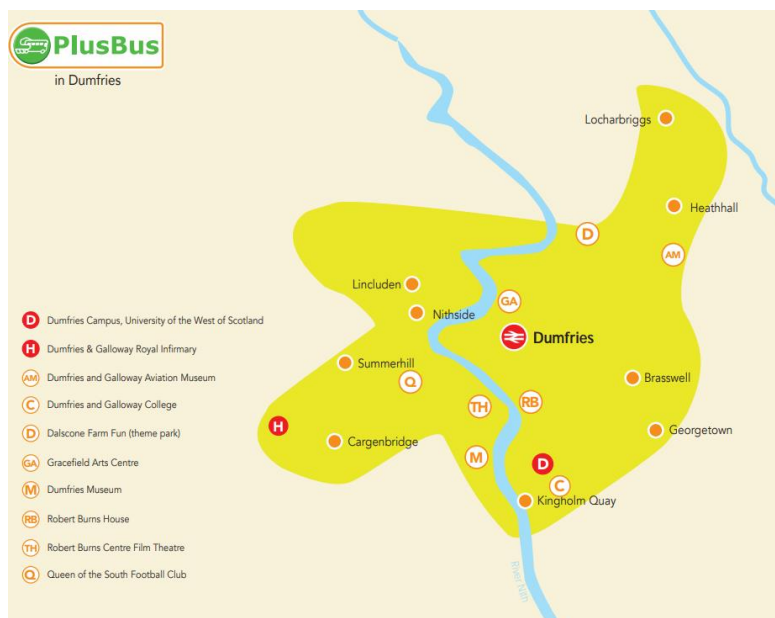
Figure 6: Bus connections from Dumfries



There are additional local services in Dumfries town centre which do not stop at or near the station. Longer distance services to Glasgow and Edinburgh can also be accessed from the town centre. Further information on the services in Dumfries are in **Appendix B**.

Feedback from the inception meeting suggested that, although there are several bus stops throughout Dumfries town centre, there is a downward trend in bus use in the region, with one issue being co-ordinating bus and train timetables. A key aim of the Dumfries STP should therefore be to improve integration between bus and rail services. The PlusBus ticket for multi-modal ticketing across rail and bus services is also available in Dumfries. The coverage map for PlusBus ticket acceptance is shown in **Figure 7**.

Figure 7: Dumfries PlusBus Map



4.4.3 Car Club

Enterprise Car Club have expressed an interest in providing vehicles at the station to create onward travel for rail customers.

4.4.4 Car Share

A car share scheme is available in Dumfries via DGtripshare, with dedicated groups for Dumfries and Galloway Council, Dumfries and Galloway College, and the NHS. DGtripshare currently has approximately 500 users.

4.5 Station Access and Facilities

A review of access and station facilities is provided in the station audit report (**Appendix C**). **Figure 8** shows a layout of basic station facilities at Dumfries Station.

Figure 8 : Dumfries Station Layout Plan (Source – National Rail)



Dumfries station is served by three car parks; the car park outside the main entrance, the car park adjacent to Platform 1 and the car park outside the Platform 2 station building. The facilities provided are shown in **Table 1**. The car parking facilities at the station charged at 50p per day for rail users, and £2 per day for non-rail users.

Table 1: Parking facilities at Dumfries Station

Parking Facility	Car Spaces	Accessible Spaces	Electric Vehicle Spaces	Bicycle Parking	Car Club
Main entrance	16	2	2	0	1
Platform 1	30	0	0	42	0
Platform 2	59	3	0	10	0
Total	105	5	2	52	1

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 Dumfries 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 9**.

Figure 9: 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 10 illustrates the local drivers for the Dumfries Station Travel Plan.

Figure 10: Local Station Travel Plan Drivers



6 Research and Emerging Themes

6.1 Overview

The evidence base for Dumfries 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 31st August 2018;
- Online public surveys published throughout November 2018;
- Stakeholder interviews undertaken over the period August 2018 to October 2018; and
- A stakeholder workshop undertaken on 26th November 2018.

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

Figure 11: Evidence Base Summary



6.2 Station Audit

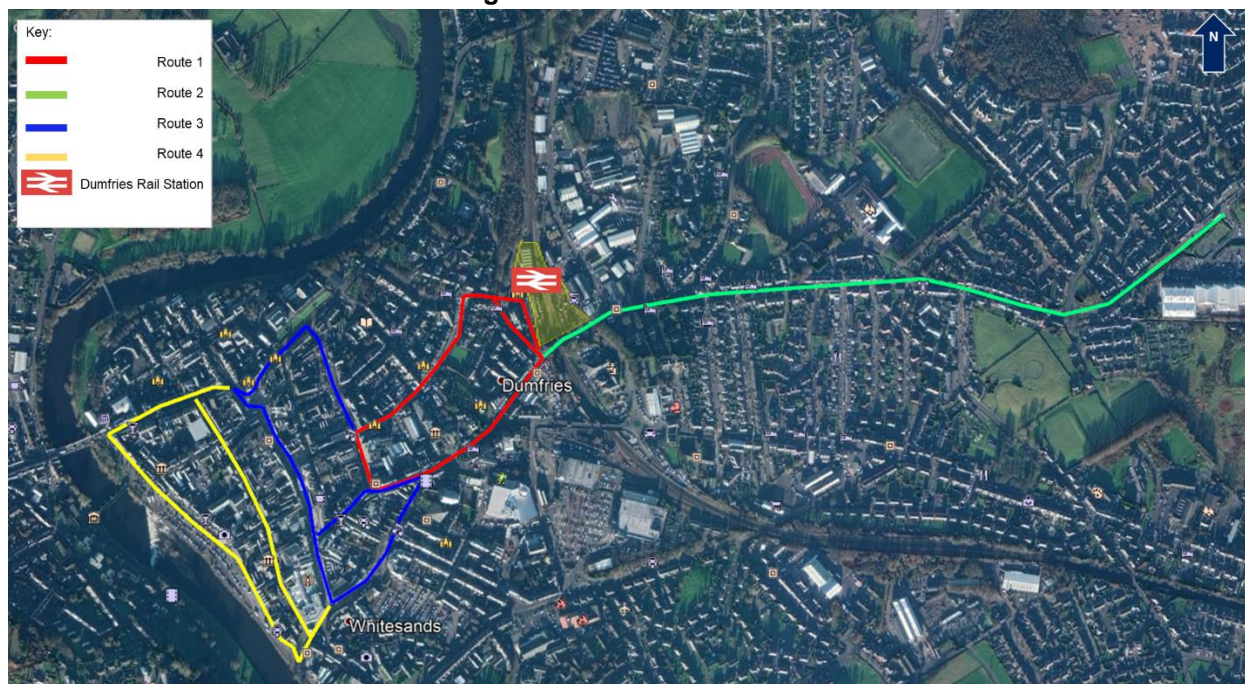
6.2.1 Purpose

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 area and key 'last mile' routes. **Figure 12** shows the routes assessed as part of the audit for the Dumfries Station.

Figure 12: Audit Routes



6.2.3 Audit Findings

Figure 13 and **Figure 14** 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 13: Audit Observations - Station Area



Figure 14: Audit Observations – Last Mile and Key Routes



6.3 Public Surveys

6.3.1 Purpose

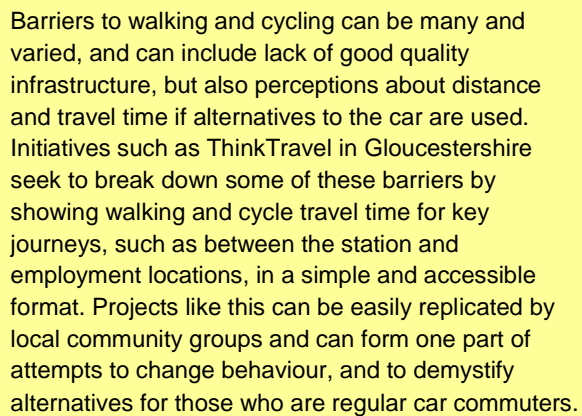
The purpose of the surveys was to gather data from users and non-users of the station about some of the reasons behind their travel choices, what could influence them to change them, and what improvements could be made to Dumfries Station. Quantitative passenger surveys were received from the South-West Scotland Transport Study undertaken by Aecom/Peter Brett and these were supplemented with more qualitative passenger surveys, which were published online and shared via the Dumfries and Galloway Council social media platform in November 2018. In total, the supplementary surveys generated **761 responses**, with approximately 90% of these from people who use Dumfries station. Getting input from people who do not use the station proved to be challenging and has therefore somewhat limited the conclusions to be drawn from the data.

6.3.2 Results

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

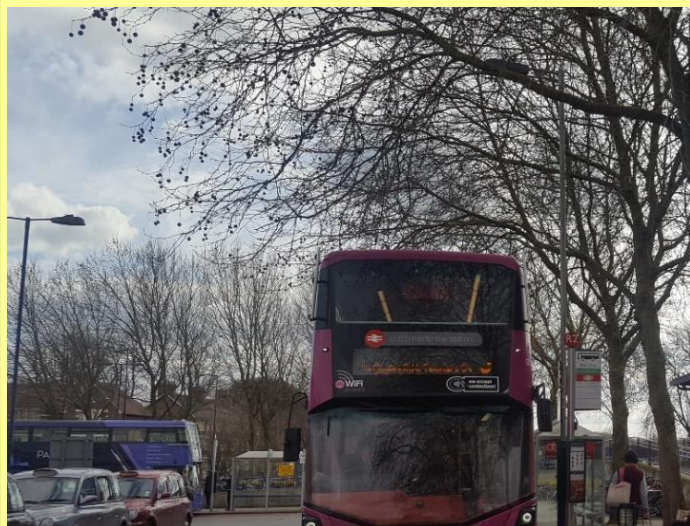
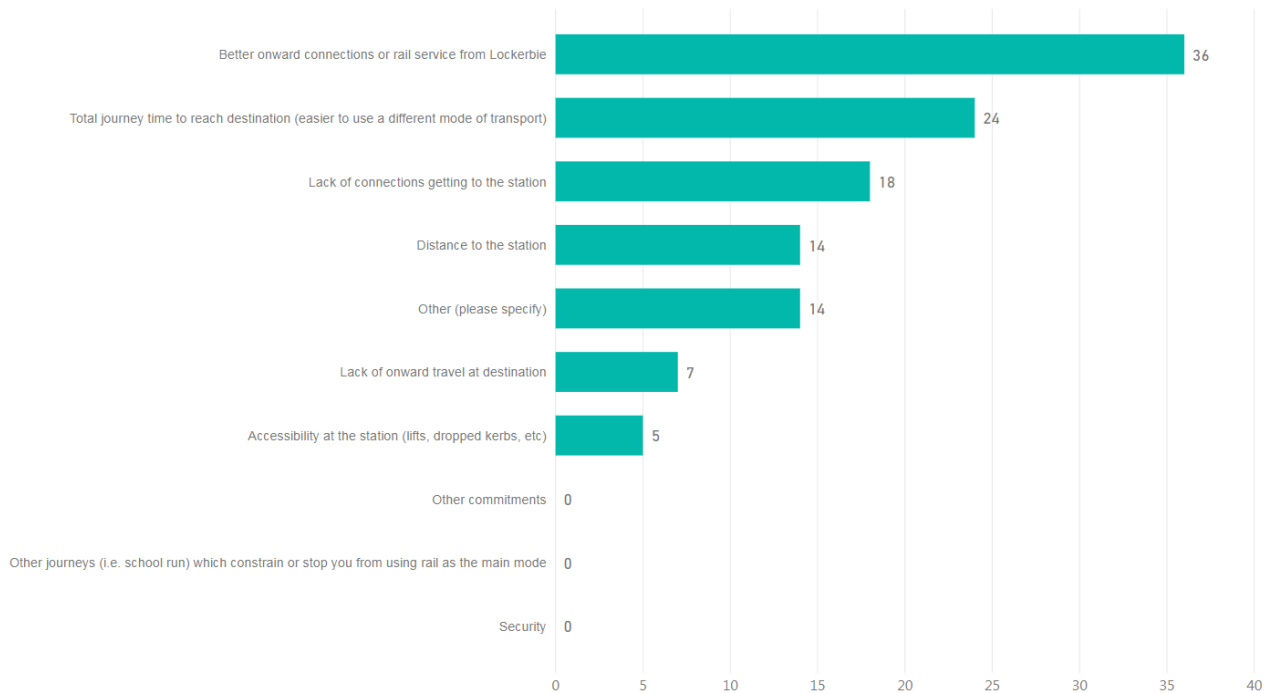
Figure 15 shows the mode share of the station users. The highest proportion of respondents indicated that they walk to the station. Whilst this is a positive indication, this has potential to be improved further with enhanced walking routes and promotion of active travel. The low mode share of bicycle travel to the station presents an issue that the STP should look to address by supporting measures to improve the accessibility of the station by bike. Better integration between bus and rail services should also be a key target of the STP, in order to increase the low mode share of bus for travel to and from the station.

Case Study: Walking Made Easy



The main reasons for respondents not using the station were identified by the online survey carried out by Arcadis, with the results breakdown displayed in **Figure 16**. The main reason stated for not using the station was 'better onward connections or rail service from Lockerbie'. This result aligns with existing data highlighting the railheading trend to Lockerbie. The second most common response was 'total journey time to reach destination', which could reflect the slower train service at Dumfries compared with Lockerbie for some journeys, or that the journey can be made more quickly by car or another mode. Lack of connections getting to the station and distance to the station were also found to be significant influences. This could again indicate potential for increased or re-routed bus services for access to Dumfries Station.

Figure 16: Survey Responses – Reasons for not using the station (Source: Arcadis Survey)



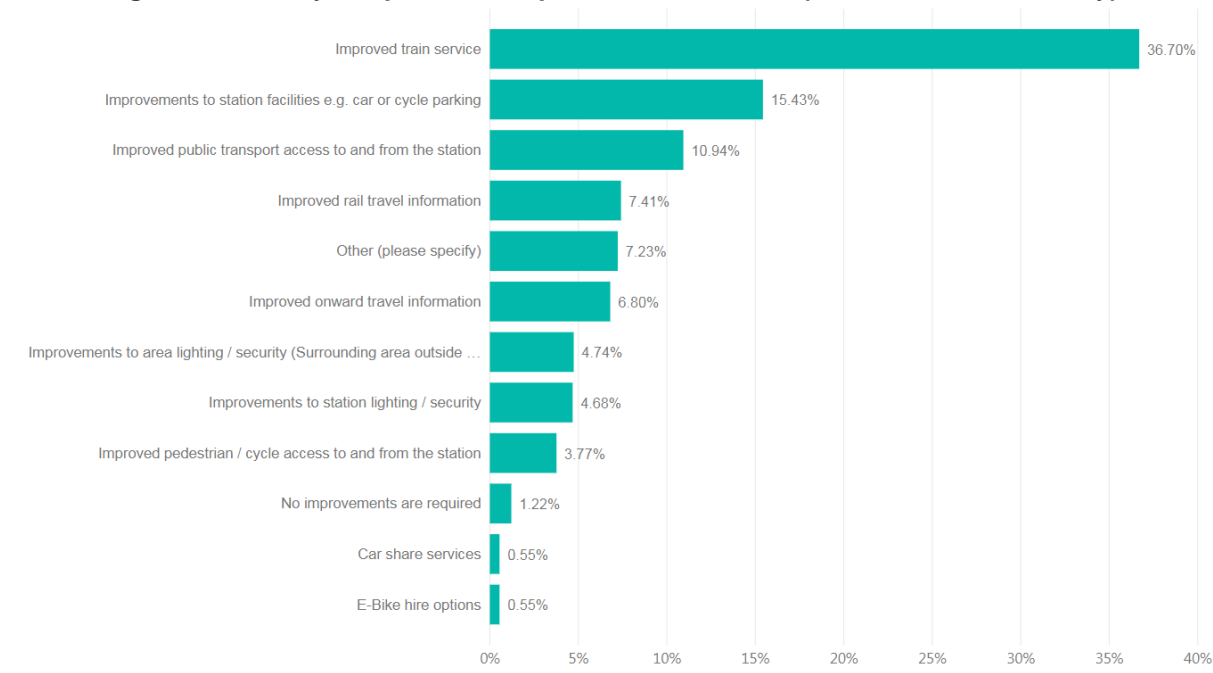
Case Study – Bus and rail working together

In some parts of the UK, serving the station is a key market for local bus operators and they are keen that this is widely known, and advertised on buses. The example below is in Oxford, showing a bus with National Rail vinyls and “catch me to the station” wording on the front above the main destination display. As well as promoting a key market for bus travel, these small measures can also help to reassure those who currently drive to the station, and who may see these buses every day on their commute. Crucially, they can help plant the seed that there are viable, high quality alternatives to the car for trips to the station.

Figure 17 shows the most desired improvements to the station. The most common response was 'Improvements to train service'. 'Improvements to station facilities' was next, specific examples cited including updating the toilet facilities, improving the heating in the waiting room and providing a parking ticket meter and ticket machine on both platforms.

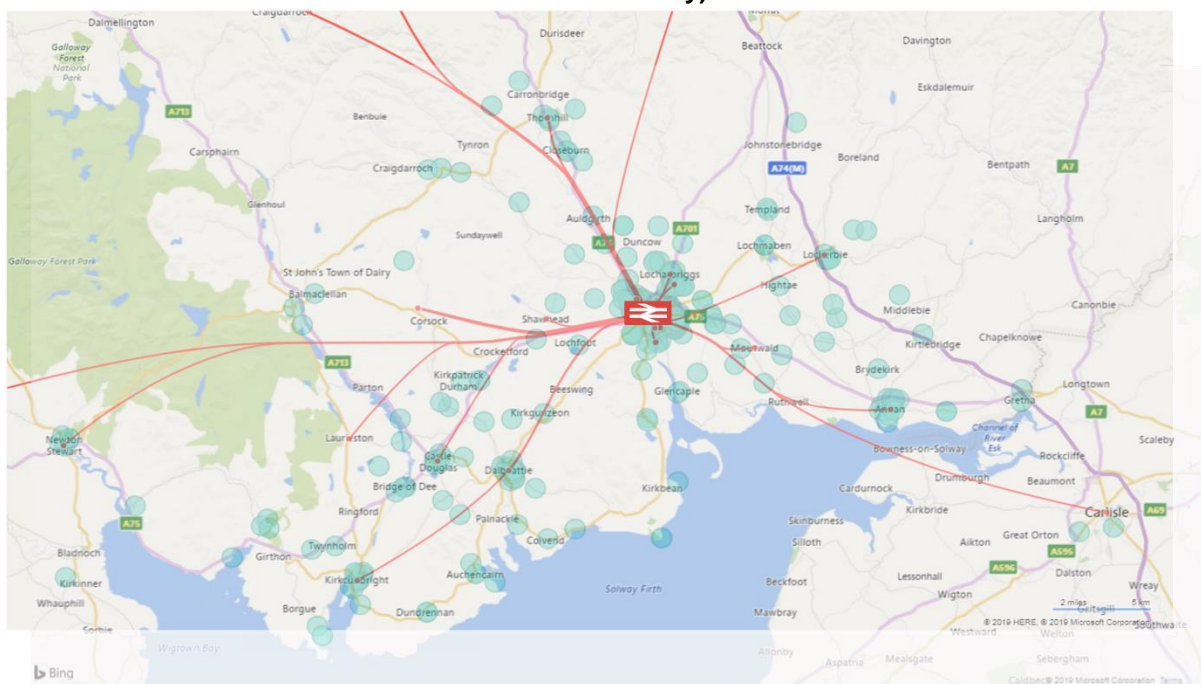
Improved public transport access to and from the station was also found to be a popular option. It was identified in the stakeholder workshop that access to the station via bus was associated with time-consuming detours which are often unattractive. Solutions to address this problem may be something considered by the Travel Plan Management Group and could involve, for example, crowd driven demand responsive transport.

Figure 17: Survey Responses – Improvements Needed (Source: Arcadis Survey)




The map in **Figure 18** shows the home location of the survey respondents (green circles), some who use Dumfries station, and including the 10% who did not use the station, as well as the key bus connections to/from Dumfries, shown by the red lines. This map includes bus connections from Dumfries town centre as well as at the station. As expected, there is a significant population of users from Dumfries, however there are also several smaller user hubs in Dalbeattie, Castle Douglas, Lochaberbriggs and Kirkcudbright amongst others. Many of these currently have bus services connecting to Dumfries, so a focus should be on maximising bus mode share for these journeys to the station and understanding what barriers might stand in the way of this.

Figure 18: Home post code map of station users and key local bus connections (Source: Arcadis Survey)



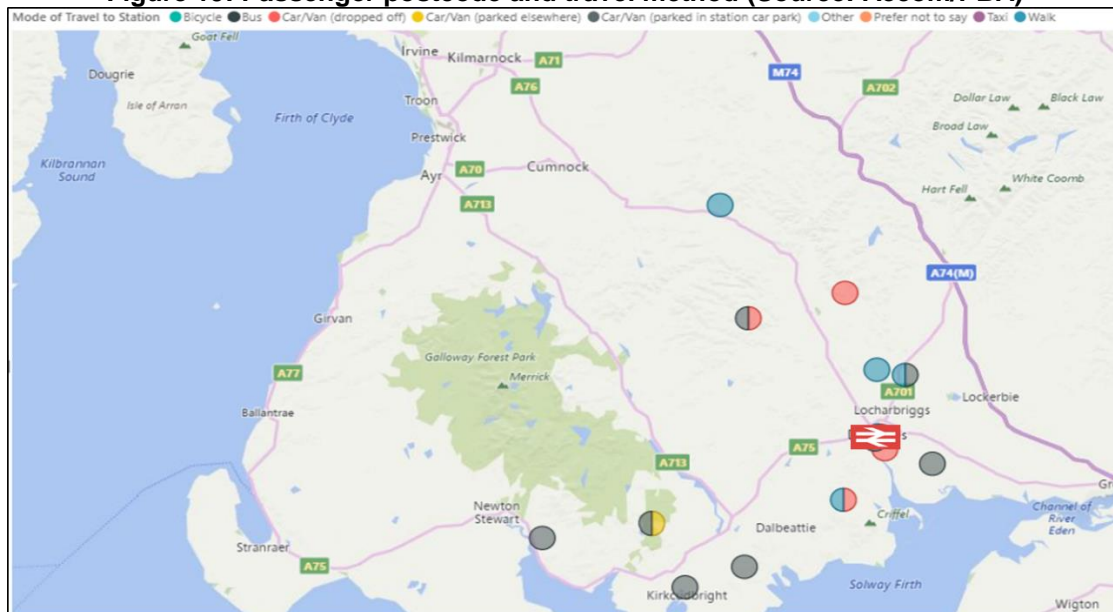
Considering this map in combination with the information received from the South-West Scotland Transport Study passenger survey, the grey areas (indicating car drivers) shown in **Figure 19** with multiple passengers identified in **Figure 18** may indicate the areas which would potentially benefit most from improved bus options or demand responsive community transport.



Case Study: Bus and Rail Working Together

In some cases, quite minor and low-cost interventions can improve the awareness of connections available between rail and other modes and provide customers and potential customers with reassurance. In the example shown, from Basingstoke station, the Traveline logo has been included on the bus stop flagpole, as well as the well-recognised National Rail logo. Minor interventions like this can raise the profile of bus-rail integration and reinforce the sense of both modes working together.

Figure 19: Passenger postcode and travel method (Source: Aecom/PBA)



6.4 Stakeholder Engagement Summary

6.4.1 Purpose

Stakeholders played a key role in the identification and validation of existing issues and opportunities at the station and will also be 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 27th July 2018, with more stakeholders engaged through subsequent interviews and at the stakeholder workshop. **Figure 20** shows the organisations that were involved in the engagement process. Full details of the engagement process and organisations consulted can be found in **Appendix F**.

Figure 20: 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
Adding bus stops to allow some routes closer to the station is impractical due to the associated increase in journey time from navigating through the area
Expanding the bus route to the hospital to directly link with the station has been previously considered but currently has insufficient demand
Opportunity to introduce bus stances/a bus station opposite the train station for improved transport connectivity, but difficult to implement
Bus service timetabling dependent on other factors such as school hours therefore not always compatible with rail service times
Wayfinding/ Information Provision
Signage between the station and the town centre/attractions is considered poor and confusing for visitors, relies heavily on local knowledge of the area
Travel map in station previously useful but now in need of updating
Cycle Facilities
Some cycle routes are not well lit, discouraging their use in the early morning or evenings
Lockerbie road, the main access route from North-East of the station is not believed safe for cyclists
Lack of cycle provisions between station and colleges
Access
The re-opening of a dis-used viaduct for pedestrian and cycle traffic has improved station access for some parts of town
Car club currently set up at Dumfries station due to be withdrawn due to insufficient demand
Confusing signage for car and pedestrian access outside Platform 1
Social/Psychological Factors
Some users reported 'feeling unsafe' at the station - possibly due to unstaffed platform after arrival of the late train, or neighbouring industrial areas
Some users choosing to drive due to poorly lit, or 'unsafe' walking routes through certain parts of town
General perceptions of the Dumfries line being slow and out-dated

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 Dumfries station was held on Monday 26th November at The Station Hotel in Dumfries.

Following a presentation on the issues and opportunities identified in the evidence gathering process, the following quick wins were identified (**Figure 21**):

Figure 21: 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

Green Routes Map

- A map showing different routes between the station and the town centre/attractions based on physical and cognitive considerations

Tourism Map

- Maps showing connections/services from the station to local tourist attractions

Tourist Signage

- Improved signage provision along popular routes to and from the station e.g. town centre, colleges, tourist attractions, with walking distances included

Car Park Signage

- Improved road painting to highlight where cars are permitted and define a clear pedestrian crossing point

Joint promotion of rail-bus interchange

- Work with local bus service providers to promote rail-bus interchange- rail station provide bus service information, buses serving station advertise rail connection

Promotion partnerships with local attractions

- Work with local attractions to encourage rail as the method of travel- advertise attractions in Dumfries station, include rail travel and walking route from station on attraction website's 'how to get there'

Dementia-friendly station

- Seek advice from experts in how to achieve a dementia-friendly station at Dumfries

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. See **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 22** to **Figure 24**.

Figure 22: Top Issues



Figure 23: Top Opportunities

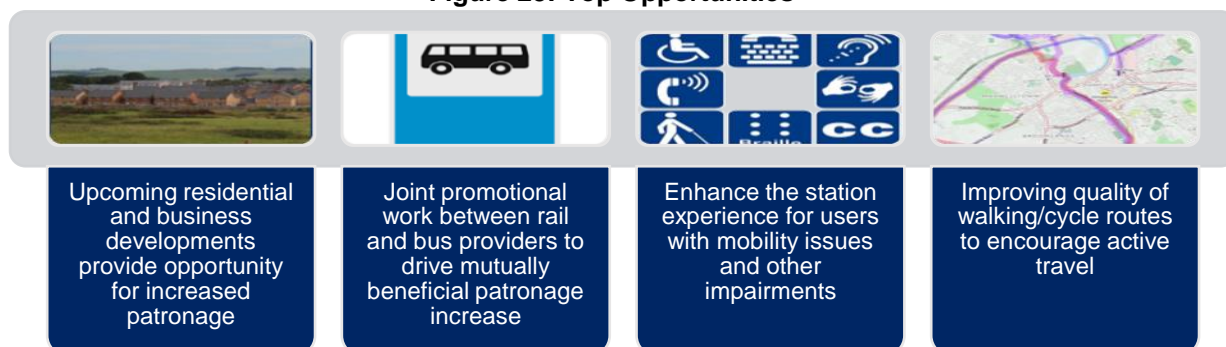
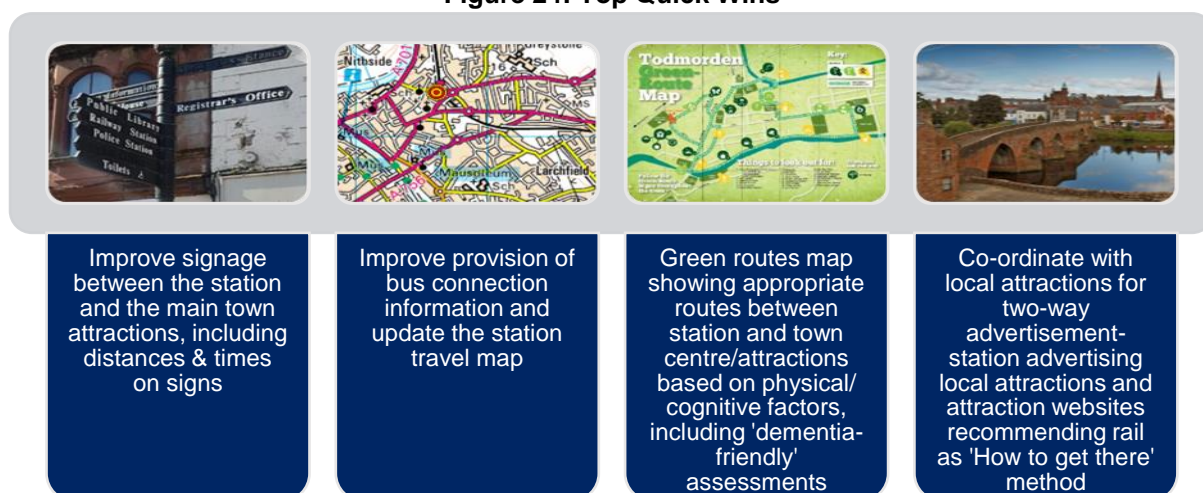


Figure 24: Top Quick Wins



8 Action Plan

8.1 Overview

An Action Plan has been developed based on 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. There is also the need to co-ordinate across Dumfries and Lockerbie STPs	All Station Travel Plan Stakeholders, led by ScotRail
2	Onward Travel Information	Provision of enhanced onward travel information at the exit to the station, comprising a route map and accompanying information on walking, cycling, car hire, public transport, and taxis, including designated walk/cycle routes and how to reach key locations such as the town centre and nearest bus stop	ScotRail / D&G Council / SWestrans
3	Tourist/visitor signage	With reference to Transport Scotland brand guidelines for station signage, consider installing 'Welcome to Dumfries - Alight here for Robert Burns House' and include historical display board signage at station to complement the enhanced onward travel information. Clearer signage for tourists to town centre	ScotRail / Network Rail
4	Station Neighbours Scheme	Identify businesses 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
5	Promotion of Dumfries as tourist destination	Promotion of Dumfries as a tourist destination, with information in the station informing visitors about the tourist attractions in Dumfries. Also promote day trips from Glasgow, Edinburgh, Carlisle, via an online campaign and on-train advertising, as well as cross promotion at Carlisle, due to the major passenger flow between Carlisle and Dumfries	ScotRail / D&G Council

No.	Name	Detailed Intervention	Lead Stakeholder(s)
6	Bus and Community Transport Connectivity	Work with bus operators and other stakeholders to identify options to improve the connectivity to the station for outlying areas, including existing services which pass through Dumfries without stopping at the station and options for demand responsive community transport	D&G Council / Stagecoach/SWestrans/Community Transport Providers
7	Public Transport Promotion	Undertake promotion of public transport focused on highlighting benefits and new features available. 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 station and other locations to encourage more travel to the station by bus; include consideration for users of reduced mobility	ScotRail/D&G Council/Stagecoach
8	Bike hire promotion and E-bike station	Cycle hire facility at the station, particularly for tourists. Consider opportunity to introduce E-bike scheme as part of the facility	ScotRail / SWestrans / D&G Council
9	Bus/ Rail Timetable Coordination	Examine the feasibility of better coordinating bus and rail timetables to allow better connection times for inter-modal trips, as part of a coordinated effort between operators	ScotRail / Stagecoach
10	Bus Stop and Drop-off area Improvements	Traffic zones to be marked and defined clearly to assist desire lines and avoid crossing road at random points. Zones for bus, drop off area, bike lanes, and taxis. Establish clear hierarchy for modes and put paint on the road to help define zones	D&G Council, ScotRail, Stagecoach, Local taxi firms
11	Green Routes Map	Produce 'Green Routes' map showing appropriate routes from the station to the town centre and around Dumfries itself for users of differing mobility/cognitive needs	ScotRail / D&G Council (Health and Social Work) / Local access panel
12	Cycling infrastructure	Promote NCN Route 7 & 10 proximity and integrate upgrades in line with SWestrans plans. Prioritise key routes. Address safety fears around station and on key routes, by prioritising cycle lanes.	D&G Council, SWestrans, ScotRail
13	Dementia 'friendly' assessment	Work with Health and Social Work Partnership to establish if Dumfries Station dementia 'friendly' through a variety of (dementia-friendly) environmental assessments	Health & Social Work Partnership / ScotRail
14	Enterprise Car Club	Work with Enterprise to deliver onward travel integration through possible designated parking spaces at the station. Co-operative cross promotion of rail/Car Club services	Enterprise Car Club / ScotRail / D&G Council
15	Investment in network/route to increase tourism	Investment in network to increase tourism, similar to Borders Railway, opening up area, increasing patronage, and options for days out in the area	Visit Scotland, D&G Council, SWestrans, External investors, Stagecoach
16	Car park markings	Improved road painting to highlight where cars are permitted and define a clear pedestrian crossing point	D&G Council / ScotRail

No.	Name	Detailed Intervention	Lead Stakeholder(s)
17	Encouraging Local Station Use	Working in combination with the Lockerbie STPMG, identify ways to encourage local station use through, for example, adjusting ticket options to create equivalence between tickets for both stations	ScotRail / TransPennine / Dumfries and Lockerbie STMPG's

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 Dumfries Station Travel Plan Management Group (STPMG) is created that is responsible for the implementation, development and monitoring of the Travel Plan. This should include representatives from ScotRail, Dumfries and Galloway Council, South West Scotland community rail partnership, SWestrans and Network Rail, supported by transport organisations such as Sustrans and other groups such as Capability Scotland and Stagecoach West Scotland.

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, particularly in the case of the Lockerbie Station Travel Plan where there will be an overlap in the individuals and organisations in the STPMG for both stations.

Table 4 illustrates the main stakeholders or 'owners' of the Station Travel Plan, who have responsibilities for its continued development, implementation and management.

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
D&G Council	Local	Owner	Will have a key role in progressing many of the measures

Stakeholder	Strategic/Local	Owner/Consultee	Role Comments
SWestrans	Strategic	Owner	As the Regional Transport Partnership, will have a key role in progressing many of the measures.
Visit Scotland	Strategic	Owner	Will play a key role in measures aimed at increasing the tourism market in Dumfries
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
NHS Borders	Local	Consultee	Major employer for whom the role of the station can play a key role for its staff and patients
Sustrans	Strategic	Consultee	Already actively involved in promoting, designing and funding active travel schemes and promotion of National Cycle Network and links to rail.
Stagecoach	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
South West Scotland Community Rail Partnership	Local	Consultee	Key consultee in connecting communities to the station and delivering social benefit
Borderlands Partnership	Strategic	Consultee	As D&G Council are a member, the link between the STP and wider economic growth plans should be considered at council and partnership level

The progress of each measure, as identified in the Action Plan, will 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 could put pressure on current travel services in the local area.

Effective monitoring and management of the Dumfries 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 Dumfries 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: Dumfries 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	Green
7.	The Last Mile	Amber
8.	Active Travel	Green
9.	Economic Growth & Development	Amber
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 on sustainable travel options in the area.