

# Bournemouth Strategic Station Plan



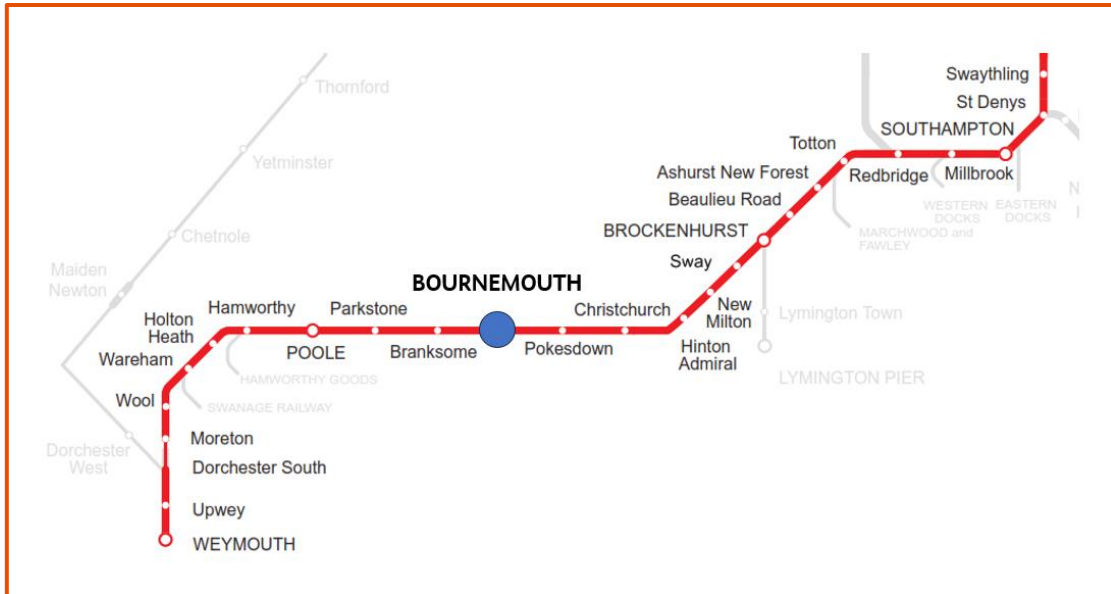
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# 1 Introduction

Bournemouth is a railway station situated along the South West Main Line (SWML), shown on the map below.



**FIGURE 1: LOCATION OF BOURNEMOUTH STATION ON THE SWML**

The purpose of this document is to produce a ‘Strategic Station Plan’ for Bournemouth station, looking to accommodate any future service provision uplifts. The strategic study driving the document, in this case, is the ‘Dorset Connectivity Study’, published in 2021.

The study looked at connectivity between communities and driving modal shift within the wider Dorset area. The study proposed a service increase of up to 2tph between Wareham and Brockenhurst (the Dorset Metro).

This document seeks to provide a view of what the current issues are at the station and how a service change such as this could be a catalyst for wider investment and station improvement.

This Strategic Station Plan will seek to understand factors impacting the station, including:

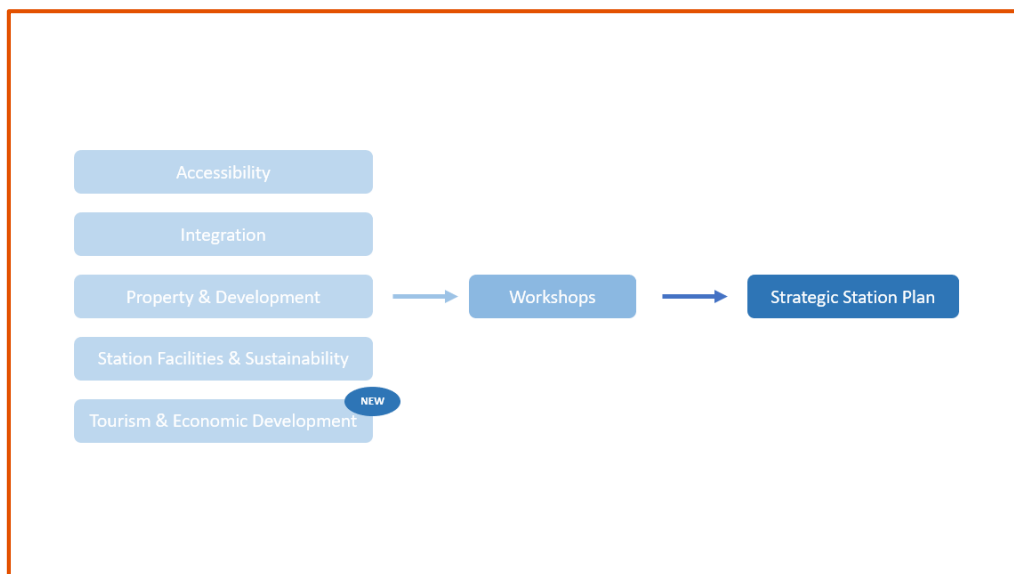
- Sustainability
- Accessibility
- Property and development
- Transport mode integration
- Station facilities
- Tourism
- Economic development

## 2 Background

### 2.1 Strategic Station Plans

Strategic Station Plans are a new strategic document established to study a station identified as recommended for service change in a separate strategy or policy, by either Network Rail or a third party (local authority vision etc.). The concept and its focus have emerged from the [Dorset Connectivity study](#) which recommended ‘masterplan’ documents be produced, focussing on key stations, particularly looking at the following areas:

- Integration of public and active transport modes
- Station accessibility
- Environmental issues and opportunities
- Community involvement and usage of the station
- Mobility hub options
- Station development opportunities
- Station facility improvements
- Connectivity to tourist and leisure destinations
- Third party funding opportunities
- Railway operations, renewals, and enhancement synergies



**FIGURE 2: PROCESSES FEEDING INTO THE DEVELOPMENT OF THIS STRATEGIC STATION PLAN**

Strategic Station Plans provide an opportunity for Network Rail to work alongside local partners and stakeholders to encourage conversations and the development of potential station and station area improvements. By focusing on upgrading facilities and optimising layouts, stations can become more than just transportation “hubs”, they might evolve into vibrant local centres with a range of amenities and services. This transformation can attract business, generate employment opportunities, and increase property value, driving economic growth in the surrounding area. The recommendations are therefore not exclusively for rail industry colleagues to take on board and many may be better adopted by third parties or local authorities with rail industry endorsement.

The plans will provide a number of recommendations for improvements; however, these are not costed, nor do they have timescales applied at this stage. It is recommended that, should any proposed recommendations be taken forward by any interested and appropriate party, sufficient development work is undertaken in order to fully understand operability, cost, and deliverability of any intervention highlighted.

## 2.2 Methodology

The strategy defined in this document was collected through a number of workshops hosted with key stakeholders. A cohort of key stakeholders were defined initially to form a ‘Steering Group’. The Steering Group helped form a remit and a focus for the document, being involved with workshops throughout the report. Workshops were split into relevant topics and catered to a tailored selection of relevant personnel. Workshops on integration, for example, required bus operators and active travel specialists from local authorities, whereas sustainability sessions needed the expertise of the Network Rail and South Western Railway environmental teams. Workshops were typically scheduled for one hour and occurred a couple of weeks apart to ensure better attendance and time for stakeholders to gather thoughts for each upcoming session.

## 2.3 Bournemouth

The scope of this plan covers the Bournemouth station location and its immediate surrounds. The station is situated approximately 1.1 miles north-east of the town centre and 107 miles along the South West Main Line from London Waterloo. A coastal resort, and the largest town in the county of Dorset, Bournemouth is closely linked with the neighbouring towns of Poole and Christchurch, with the trio forming the basis of the unitary authority governing the area.

With a population of 194,360 residents, and 89,000 of these currently in employment, the town is home to more than 8000 businesses with strong employment presence coming from the sectors of human health and social work (16.5 %), wholesale, retail, and repair (14.1 %) and accommodation and food services (11.8 %). Bournemouth’s coastal location has made it a popular destination for tourists, attracting more than five million visitors annually with its beaches and popular nightlife. The town is also a regional centre of business, home of the Bournemouth International Centre (BIC), and a financial sector that is worth more than £1 billion in gross value added (GVA).

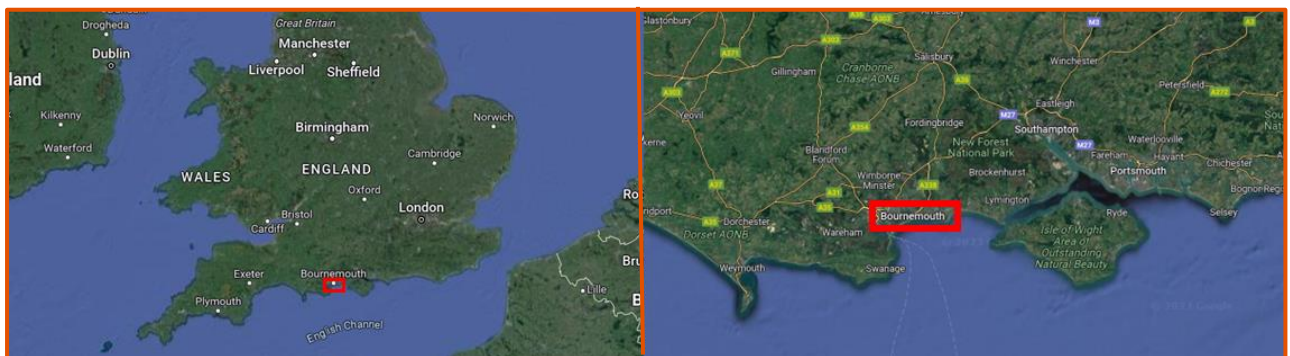


FIGURE 3: SATELLITE IMAGERY SHOWING LOCATION OF BOURNEMOUTH FROM ABOVE (GOOGLE MAPS)



**FIGURE 4: AERIAL VIEW OF BOURNEMOUTH RAILWAY STATION**

Bournemouth railway station opened on July 20, 1885, replacing an earlier station on the other side of Holdenhurst Road. Initially the station was named Bournemouth East but was renamed Bournemouth Central in 1899 and finally just Bournemouth in 1967 following the closure of Bournemouth West station.

The station saw electrification reach it in 1967, extending to Weymouth in 1988. Over the years, the station has undergone significant renovations, including repairs after the Great Storm of 1987 and a major refurbishment in 2000.

Today, the station serves as a major hub with four platforms, connecting Bournemouth to various destinations, including Weymouth, Southampton, Manchester, and London.

- Platforms 3 and 4, situated at the main entrance to the station opposite the ASDA site, offer services to Poole and Weymouth
- Platforms 1 and 2, on the opposite side, provide links to both Winchester, Southampton, and London.

Off-peak train services at Bournemouth Station (Monday – Friday)		
Destination	Service level	Notes
London Waterloo	2tph	1 of these is semi-fast to Southampton Central, 1 fast to Southampton Central, calling only at Brockenhurst, both fast after Southampton Central
Weymouth	2tph	1 of these runs non-stop to Poole, dividing here from the all-stations service to Poole, and one of these calls at all stations
Poole	1tph (stopping)	
Winchester	1tph (stopping)	
Manchester Piccadilly	1tph (fast)	

The station provides access to a variety of other locations, both within the Dorset area and beyond incorporating destinations of employment, leisure, tourism, education and more.

### 3 Integration & Interchange

#### 3.1 Bus Services

Bus services in the Bournemouth area are operated by Morebus, whose network in the wider BCP Council area is shown in the map on the right.

With the recent announcement in the Labour Government Budget that bus fares will continue to be subsidised, the cost of a journey on the bus network in Bournemouth will be £3 from January 2025 through to the end of the year.

This will provide residents with affordable bus travel throughout the wider Dorset area. This has the potential to provide a fully sustainable option and encourage the use of bus and rail for individual parts of a whole journey.



FIGURE 5: BUS NETWORK OPERATING IN BCP AREA

Bus services within the BCP conurbation offer access to a number of locations, see the following map, with the seafront responsible for a significant proportion of journeys particularly during the summer high-tourist season.

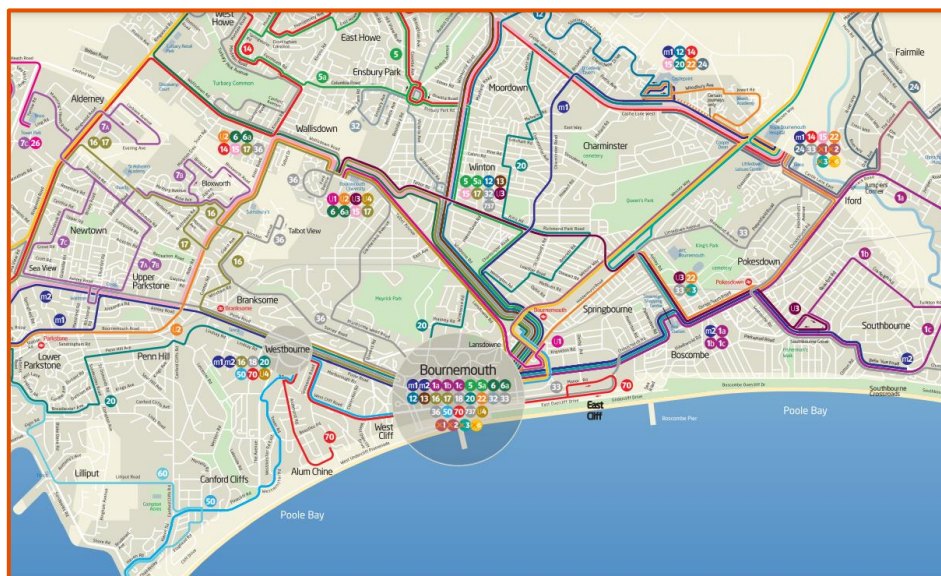


FIGURE 6: BUS NETWORK WITHIN THE BOURNEMOUTH AREA



Integrating bus and rail systems is essential for creating efficient, accessible, and sustainable public transportation networks. This integration allows for seamless transfers between buses and trains, reducing wait times and enhancing the overall travel experience for passengers.

By synchronising schedules and optimising the available routes, integrated bus and rail can minimize maximise the ability of passengers to travel sustainably, reducing congestion and minimising individual footprints.

Additionally, buses can provide last-mile connectivity to areas not directly served by rail, expanding the reach of the public transport network, and making it a more viable option for a broader range of people.

### 3.1.1 Destinations

Buses operating from the station provide onward or inward access from a number of destinations within the wider conurbation and region. Access from residential areas, tourist hotspots and leisure and education are available to reach from the train station.

Whilst the range of destinations accessible by bus is wide-reaching, challenges remain in reaching destination such as Bournemouth airport from the railway station. The 737 bus to the airport is cited as being irregular and unviable for many, with few services operating on a daily basis.

The following table shows the key destinations reachable from the station with their associated frequencies, at the time of writing:

From	To	Journey Time	Bus number	Frequency
Bournemouth Station	Bournemouth Pier	10-15 mins	12, 5, 5a, 6, 17, 13a, m1, 22, 50 (Purbeck Breezer)	13a (every 60 mins) 17 (every 30 mins) 12 (every 30 mins) 13a (every 60 mins) 5 (every 30 mins) 5a (every 30 mins) 6 (every 60 mins)
Bournemouth Station	Bournemouth University (Fern Barrow)	15 mins	6a, 6, 17	6a (every 30 mins) 6 (every 60 mins) 17 (every 30 mins)
Bournemouth Station	Bournemouth Airport	37 mins	737	737 (irregular)
Bournemouth Station	Bournemouth Town Centre	11-15 mins	m1, 5, 5a, 13, 13a, 6, 6a, 12, 17	13 (every 40 mins) 13a (every 60 mins) 17 (every 30 mins) 6a (every 30 mins) 6 (every 60 mins) 5 (every 30 mins) 5a (every 30 mins) m1 (every 7-8 mins)
Bournemouth Station	Wessex Fields	40 mins	22, m1	m1 (every 8 mins) 22 (every 30 mins)

With bus travel declining during the Covid pandemic, Morebus have confirmed that ridership has nearly fully recovered on their services, representing an encouraging sign for the wider transport network, and with plans to increase services in the short term. To fully capitalise on this recovery, bus connectivity and integration at Bournemouth must seek to continue to improve and do so in light of the prospect of further passengers using this connection where a potential one to two train per hour frequency increase may occur in the future.

Generally praised as providing a good bus service, with suitable facilities to match, stakeholders in the interchange and integration workshop identified a selection of factors where this could improve further.

Safety and security at the station was raised, both generally and with regards to bus integration. Where on-board CCTV is available, the bus stop locations are without such security. CCTV can act as a deterrent to anti-social behaviour and offer peace of mind to station users, encouraging uptake in the wider public transport system. Additional comments highlighted the need for not just safety improvement, but also greater availability of information surrounding bus services and destinations. With no waiting rooms offering real time bus information at the station, this is something that could improve both knowledge of and awareness of the onward bus connections available to passengers.

One perceived barrier to accessing the bus network that exists at Bournemouth station is the signage that directs and informs passengers of the services that run. A suggestion of clear signage to key destinations and maps in place upon exiting the station will help to make good use of the network of routes operated by Morebus from the station. In order to achieve a greater uptake of public transport for onward travel, it is imperative that passengers are able to interchange between rail and bus with ease and confidence. Stakeholders recognised the Morebus app to be really useful. The app offers route maps, real time bus information and ticketing. To aid uptake of the app, QR codes can be found within the station however users may not be aware of this.

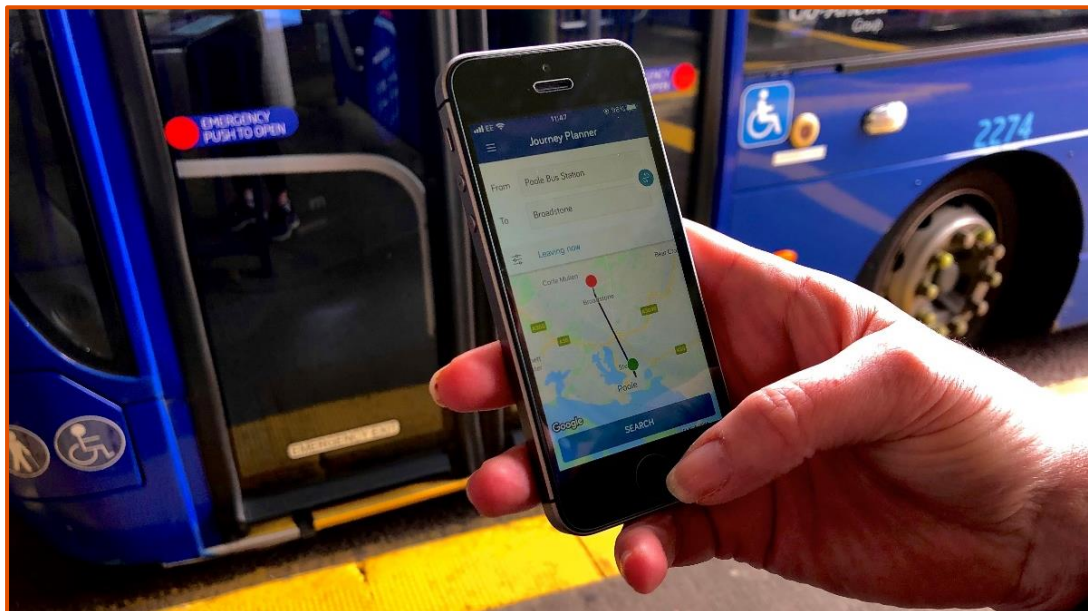


FIGURE 7: MOREBUS APP IN USE

The PlusBus scheme has been a success in promoting public transport in the BCP area. The ticket provides users with unlimited bus travel as an add-on to train tickets, around the whole urban area of Bournemouth, Poole & Wimborne. This includes bus travel to/from Bournemouth University. The map below depicts the destinations available for travel from using the Bournemouth & Poole PlusBus ticket. Anecdotal evidence suggests that PlusBus is particularly well used by the student population with queues often seen at the ticket office.



FIGURE 8: PLUSBUS SCHEME COVERAGE IN BCP AND SURROUNDING AREA

Signage at Bournemouth station relating to onward bus services has been identified as poor, with passengers regularly asking staff for help to determine where they should go to reach the bus stops. The positioning of the bus station stops are beyond the busy road that runs in front of the station and share the space with the taxi drop-off. The layout can both be challenging to reach and pose a safety risk at busy times with vehicle congestion occurring at peak times.



FIGURE 9: BOURNEMOUTH RAILWAY STATION FORECOURT (GOOGLE MAPS)

The combination of foot and vehicle traffic in this area of the south entrance to the station causes significant congestion and nuisance for buses trying to operate. The proximity of the parking bays to the bus stops often proves problematic, further compounding the issue.

The 20-minute parking bay area received attention during the stakeholder workshops as the potential site of a future mobility hub, incorporating multiple forms of public transport. This area can become a potential safety risk as the bays fill up, which can result in cars parking more dangerously and therefore increasing the risk for station ingress.

Another possibility for resolving the frequent congestion of vehicle traffic that occurs on this side of the station is to split private vehicle and taxi access, with one using the north side and another the south.

## 3.2 Active Travel

### 3.2.1 Walking

Walking to and from Bournemouth station represents a significant form of active travel for users, with the beach and town centre designated as two of the key destinations. Despite the popularity of these destinations, the route to the seafront is perceived as confusing and un-obvious due to the proximity of the ASDA site, which blocks the line of sight.

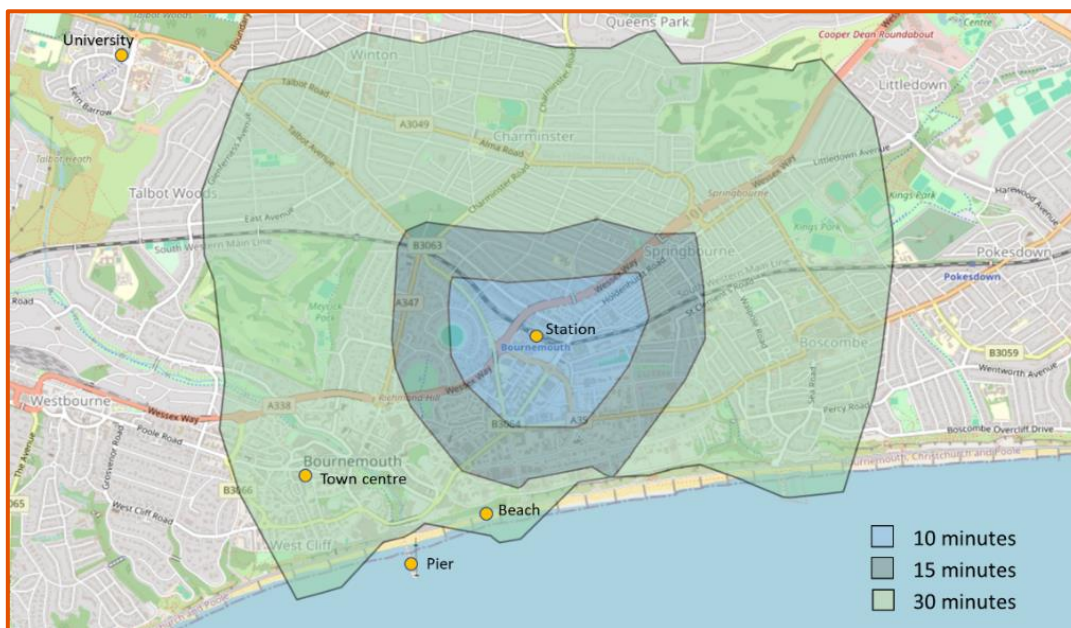


FIGURE 10: WALKING DISTANCE (WITHIN 'X' MINUTES) FROM BOURNEMOUTH STATION

Stakeholders consulted as part of the workshops involved in this Strategic Station Plan described the dangers of walking around the station as a key factor influencing the attractiveness of this type of travel.

The importance of walking safety in and around the station cannot be understated with problems arising in particular at St. Paul's roundabout and Holdenhurst Road. Plans are in place to resolve these issues with the staggered pedestrian crossing at Holdenhurst Road set to be modified to enable more user-friendly crossings and encourage active travel in and around the station area.



FIGURE 11: ST PAULS ROUNDABOUT EXIT TO THE STATION INTERCHANGE, GOOGLE MAPS

Users of the station will know that little seating can be found outside of the station, something that reduced mobility users may rely on following or preceding onward travel from the station. It was acknowledged however that outside seating brings the risk of an increase in loitering and anti-social behaviour, something which is already a cause for concern around the ASDA car park site.

The population of the station area is dense and growing. With significant residential developments planned, walking to/from the station is only likely to increase. This provides a greater incentive to focus on walking as active travel and schemes that will enable this mode to be enabled safely. Some improvements are already being made to aid walking routes to popular destinations. A crossing is due to be put in place over Christchurch Road to improve pedestrian access to the seafront as part of this push.

One method of improving active travel for Bournemouth station would be to improve the availability of information for station users wishing to access the beach or town centre through walking. One deterrent to users walking to and from the station is reported anti-social behaviour in the area. This often occurs in the surrounding subways, particularly late at night. Anti-social behaviour around the station extends beyond loitering, with reported damage occurring to Beryl Bike bays outside the station. One way to mitigate this problem would be to place the bays in a more visible location to increase their visibility and reduce the likelihood of damage occurring.

### 3.2.2 Cycling

Cycling around Bournemouth station faces the same difficulties as walking, with the ASDA site obscuring the line of sight. Safety and access to the station via cycling can often be obstructive and pose a potential safety risk.

Stakeholders and station users additionally questioned the capacity of the station to store cycles. In proposing an increase to the service level running through Bournemouth and between Wareham and Brockenhurst, it is likely that the demand for cycling and the emphasis on greater integrated travel will increase.

With 118 bike storage spaces at the station currently, station users reported not only the cycle space provision to be inadequate, but also the London side storage to be inconvenient due to the stacked nature – with requests for more Sheffield stands made. Cycle racks based outside of the station could be perceived by many as unsecure, remote, and lacking surveillance. How this acts to

potentially put off cycle users is at odds with both the desire to increase cycling and the anticipated increase expected from developments in the area. One policy which could be a catalyst for improving cycling storage is the 'BCP Cycle Parking Strategy'.

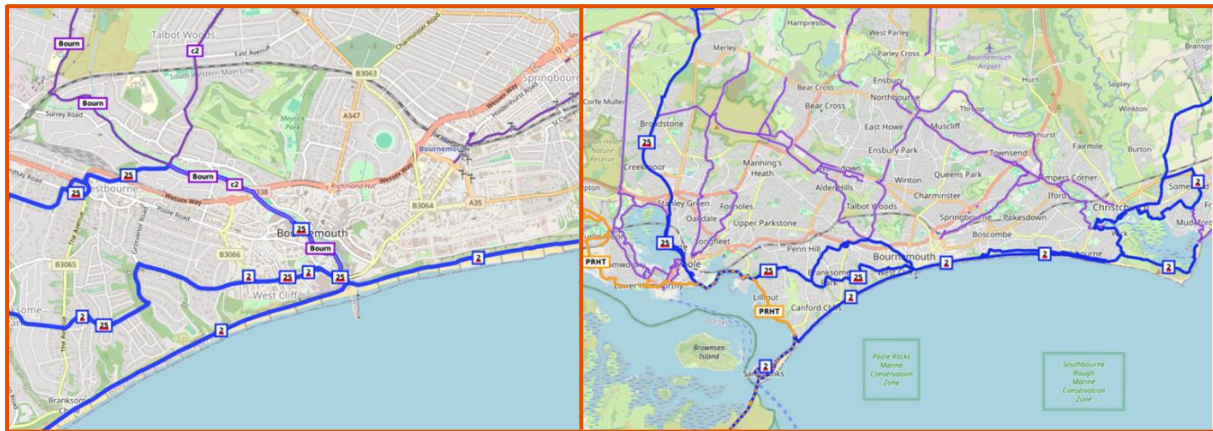


FIGURE 12: CYCLE TRAILS WITHIN BCP CONURBATION

The above map shows the network of cycle trails within the BCP conurbation. From Bournemouth it is possible to reach both Poole and Christchurch following either the 25 route or the 2 route.

Cycling access at Bournemouth can prove difficult at times, with a need for greater availability of safe routes to the station. The SWR Station Travel Plan summarises the situation:

**“There are no dedicated cycle routes from the eastern side of the station and so cyclists share the carriageway with motorised vehicles. Cycling on Holdenhurst Road is not attractive as the road is a dual carriageway and is busy throughout the day. Cyclists travelling from the north have to travel past the station to turn at the roundabout to the south before entering the station access road. Alternatively, they must dismount and walk across Holdenhurst Road using the pelican crossing.”**

The proximity with which cyclists must travel alongside cars around the station approaches increases the safety risk for cyclists and could act as a deterrent to increasing the uptake of this mode of active travel.

Cycleway improvements can be realised through the addition of segregated cycle lanes prioritising the ASDA side of the station and also Holdenhurst Road. The current approach to the station causes ambiguity, with the cluster of transport modes preventing easy and safe station access for cycle users.

Once in the station, cycle users find difficulty in getting bicycles through the gateline to Platform 3, widening of this as will be mentioned in other sections of this document could aid the use of cycling at Bournemouth. For cycle storage, the potential need for space for staff cycle storage, for both station staff and train crews based at the station, should also be noted.

Cycle hire is available at Bournemouth station through the 'Beryl Bike' scheme. Beryl Bikes, a cycle share program operating nationally, offer 650 bicycles, 180 e-bikes and 475 e-scooters in the BCP area. The scheme supports pay-as-you-go and subscription models allowing users to rent a bicycle picking up and dropping off at installed docking stations. The scheme has been a huge success so far in the BCP area with cycles available for hire on-site at Bournemouth station. In the last three

years alone, 32,000 trips have been taken from Bournemouth station, therefore rating the station as a high performer for the Dorset area.



FIGURE 13: BERYL BIKES AT BOURNEMOUTH STATION (BOURNEMOUTH ECHO)

### 3.2.3 Other modes

Other opportunities for integration at Bournemouth station arise in the potential for express freight. With companies such as Varamis rail offering high speed rail logistics across the country, there is scope for Bournemouth station to be utilised as a hub for the south coast. This opportunity ties in with work being undertaken in the current BCP Local Plan, where sites are being sought out to reserve for this purpose. Any further development of such a proposal would require partnership working with the rail industry.

The taxi rank at Bournemouth is a significant amenity for passengers using the station. Located at the station main entrance, on the ASDA side, the facility provides convenient and immediate access to licensed taxis, making onward travel from the station straightforward and efficient.

The rank is capable of accommodating up to 14 cars during peak times, ensuring that even during busy periods, passengers have access to transportation without significant waiting times. The rank itself is well-used, providing Bournemouth’s number one taxi facility. Of station users, a reported 10 % use taxis for onward travel, representing an above average number of taxi users departing and arriving at the station. This is important to know as any plans for a mobility hub and subsequent deviation to the current forecourt layout, must ensure that the taxi rank is accounted for and readily available to the passengers who require such services.

Answer Choices	Manual Count Results - Percentage	Manual Count Results - Number
Car Driver – Drive Alone	9%	19
Car – Dropped Off	18%	38
Car Share	1%	2
Taxi	10%	21
Bus	12%	25
Motorcycle	0%	0
Walk	35%	72
Cycle	15%	31
Ferry	0%	0
Underground	0%	0
Other	0%	0

FIGURE 14: SWR STATION TRAVEL PLAN SURVEY: WHAT IS YOUR MAIN MODE OF TRAVEL TO THE STATION?

### 3.3 Recommendations

A series of recommendations can be found summarised below with possible next steps to follow.

Recommendation	Next Steps	Stakeholder
<b>Improve travel signage</b>	Improve and increase the provision of bus and active travel signage to enable easier navigation to onward and from inward integrated travel	SWR/BCP
<b>Dedicated walking and cycling routes</b>	Develop safer routes for dedicated walking and cycling on the approach to and within the station to avoid conflicts with vehicles.	SWR/BCP/NR
<b>Mobility hub</b>	Explore possibility of developing a mobility hub site at the station to promote active travel integration	NR/SWR/BCP



## 4 Accessibility

### 4.1 Baseline

Overall, Bournemouth station provides users with an accessible railway station and one that caters well to all diverse abilities. The station is generally operated by six staff members on duty at any one time, and an office available for the public to get assistance.

All key concourse shops within the station and services provide level access meaning railway users in wheelchairs are able to access the facilities on offer without issue. Level access is also available to both platforms and a long, steep ramp to connect the up and down platforms and accessible toilets and ticket machines on site.

### 4.2 Strategy

Whilst recognising that accessibility at Bournemouth is good, there are aspects of the station and its surrounds which could cater even more so to those requiring greater assistance.

#### 4.2.1 Between platform accessibility

The [Access for All fund](#) (AfA) is one way by which the railway industry funds accessibility improvements at stations. This fund is provided by central Government on a five year control period basis. An AfA bid for lifts to be retrofitted to the existing bridge at Bournemouth was submitted for the Control Period 7 (CP7: 2024-2029) round of funding. Unfortunately, the bid was unsuccessful, and no funding was made available for CP7 development.

This means that listed building consents would need to be sought to approve any works impacting the character and appearance of the station. This may limit the solutions available for accessibility improvements but will ensure that the station maintains its heritage and historical significance.

One of the core aspects of accessibility that was identified during preliminary stakeholder meetings was that of the ramps and subway connecting the two main platforms. The subway at Bournemouth station provides sloped access to both sides of the station. Difficulty in using the ramp arises from its steep gradient, making it an unattractive option for wheelchair users and an option that requires assistance.

With many users already needing to wait for staff assistance, and in light of the up to 2tph additional service level at Bournemouth, as proposed in the Dorset Connectivity Study, this could act to put pressure on staff resources during busy periods.

It is also possible many passengers are not aware of the subway's existence. Although signage is in place, it may not always be noticed, particularly considering that the bridge is so close to the entrances to the station. This may result in passengers opting to carry luggage and heavy bags over the bridge resulting in a slowdown of pedestrian flows and a potential increase in safety risk.

As already noted, one option to mitigate this problem and boost the accessibility of Bournemouth is for lifts to be retrofitted alongside the existing footbridge. This option would allow users unable to climb the stairs a convenient and safe alternative to the subway with additional benefits to staff resourcing. It is worth noting that there is an existing historic lift shaft which connects to the subway, which may also offer an opportunity, although further investigation of its suitability is required.

Despite the unsuccessful AFA bid for CP7, other funding options, such as via developer contributions, should be investigated when seeking to progress an accessibility scheme at Bournemouth station. The station's heritage must be considered when proposing accessibility changes or enhancements to any part of Bournemouth station. This is particularly a requirement at Bournemouth owing to its listed building status.

#### 4.2.2 Signage

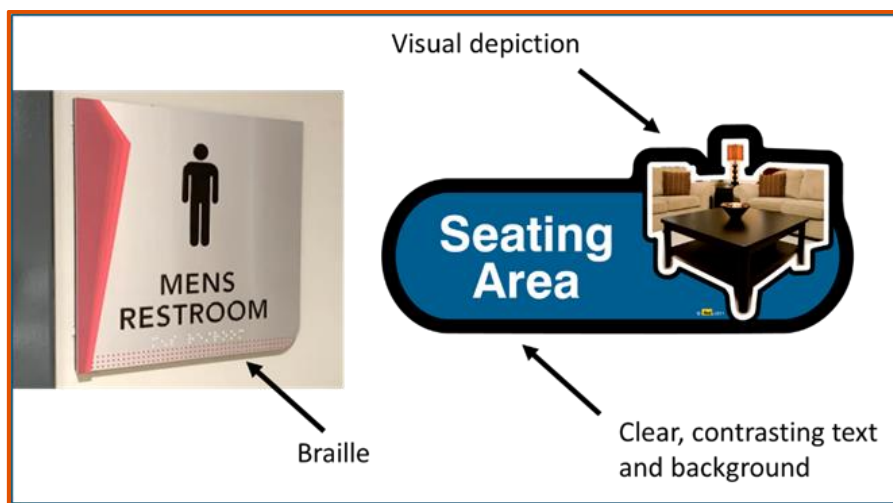
Workshops undertaken with Bournemouth based disability groups, '[Diverse Abilities](#)' and '[People First Forum](#)', provided a first-hand insight in to the challenges users face on the railway and where Bournemouth can improve. A recurring theme, brought up in this workshop, was the need for clearer signage at Bournemouth, suggesting colour coded signs with clearer backgrounds would make the station more accessible-friendly.

Signage at the station can be made more accessible friendly through the use of 'dementia-friendly' signage. Dementia-friendly signage can help orientate a person living with dementia and allow them to maintain their independence.

These signs can consist of text, images, or a combination of both, and any text should ideally contrast with the background to be easy to read.

Accessibility guidance from the Blind Foundation states that:

**“Most accessible sign is one which contains braille, large print, embossed (raised) print and embossed pictograms. Always accompany any pictogram with print and braille text.”**



**FIGURE 15: EXAMPLES OF DEMENTIA/ DISABILITY FRIENDLY SIGNAGE**

#### 4.2.3 Other issues

Discussions with the accessibility groups, in the workshops, highlighted concerns around vehicle congestion on the station forecourt and the risk that car movements pose, especially to wheelchair users.

Users also suggested the need for more space for accessible drop off, citing the possible need for ramp use to help wheelchair users to get in and out of a vehicle.

### 4.3 Recommendations

A series of recommendations can be found summarised below with possible next steps to follow.

Recommendation	Next Steps	Stakeholder
<b>Accessible signage</b>	Where possible, look to provide accessible-friendly signage throughout the station, offering clearer and more obvious directions and notices for all groups.	SWR
<b>Accessible footbridge</b>	Pursue further options for the installation of an accessible footbridge to enable safe access to all platforms	SWR/NR
<b>Reduce forecourt congestion</b>	Reduce the safety risk posed by congestion and traffic on the station forecourt	SWR

## 5 Station Facilities & Sustainability

### 5.1 Discussion

#### 5.1.1 Station Facilities

##### 5.1.1.1 Refreshment and retail

Refreshment and retail units at Bournemouth consist of the 'Little Green Coffee Box' and a Starbucks coffee shop based on the down side of the station.

Stakeholders and station users noted that the Starbucks was sufficient for its size, but only offers customers refreshments on the Up side of the station (Platforms 1 and 2), with suggestions that additional retail may be needed given the size of the station.

Other views described the current offering as appropriate with concern raised over adding competition, given the presence of the Little Green Coffee Box and the nearby ASDA site within proximity.

The Little Green Coffee Box, however, can be easy to miss according to station users as it is positioned on the far side of the station entrance. Refreshments at the station can also be purchased through one of the on-platform vending machines and water machine available on the outside of the down side.



**FIGURE 16: LITTLE GREEN COFFEE BOX, AS SEEN FROM THE STATION FORECOURT AT BOURNEMOUTH STATION (GOOGLE MAPS)**

##### 5.1.1.2 Toilet facilities

Toilet facilities at the station are located on both platforms with national key toilets also available on each platform. These toilets are operated by a radar key available from station staff upon request. Toilet provision has been earmarked as a top priority for future station refurbishment works with concerns arising over both capacity and condition of the facilities.

Toilet refurbishment formed a key part of the feasibility work undertaken by SWR with options discussed in more detail within the property and development section of this work. In addition to

recommending upgraded toilet facilities, Bournemouth could also benefit from the provision of baby changing facilities – something that the station currently lacks.

### 5.1.1.3 Car parking

Bournemouth's main car park holds 362 spaces with six spaces reserved for accessible parking. SWR audits found that premium parking, close to the station, was mostly full and the remaining car park, for non-premium users, was at 50 % of capacity.

## 5.1.2 Safety

Safety at Bournemouth station was a recurring topic throughout the workshops spanning the course of this Strategic Station Plan. Described as generally safe and with a lack of incidents, stakeholders reported some antisocial behaviour with higher rates occurring during summer nights.

Whilst the station environment itself feels safe, the ASDA car park offers a source of undesirable behaviours. With a BTP office based at the station, their jurisdiction does not extend beyond the station lease, however their presence alone was described as helpful with suggestions of greater presence needed to further combat and deter unsafe activities.

Stakeholders described the occurrence of unsafe behaviour acting as a deterrent for residents using the station, particularly when dark or late and so this presents a challenge that warrants consideration as part of any future enhancements or changes to the station.

## 5.1.3 Sustainability

### 5.1.3.1 Pollution

For railway stations, air quality is an especially important issue and one that is of particular significance at Bournemouth. Elevated concentrations of nitrogen oxides (NOx) and particulate matter (PM) are found at stations for a number of reasons, such as internal pollution sources like idling diesel engines and poor air flow and ventilation.

Retail units and external pollution sources such as vehicles outside the station also contribute to the higher levels. CrossCountry diesel trains idling in the platforms contribute to excess NOx pollutants within the station. Work at Birmingham New Street to combat air pollution associated with diesel rolling stock has led to the installation of a combined monitoring and ventilation system, so this is something that could be considered for Bournemouth as well.

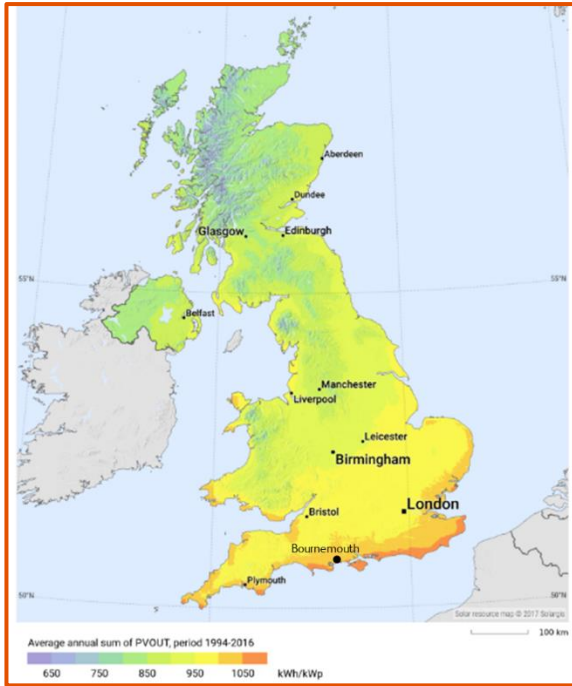
The technology monitors real time emissions and intelligent ventilation adjusts to remove pollutants from the atmosphere. Initial data outputs have suggested this technology, alongside behavioural and operational changes, have had a significant impact on reducing NOx levels at platform level.

Outside of the station, anti-idling signage would offer a reminder for drivers to turn engines off once stationary and act to reduce vehicle emissions in the station surrounds.

### 5.1.3.2 Energy generation

On-site energy generation offers an opportunity for Bournemouth to embrace sustainable, affordable energy production.

The map below depicts the photovoltaic power potential or desirability of location for solar power installation in the UK. The map shows Bournemouth to be within a band of high-power potential on the south coast of England. This map depicts Bournemouth as a more than suitable candidate for solar power generation.



**FIGURE 17: PHOTOVOLTAIC POWER POTENTIAL OF THE UNITED KINGDOM (SOURCE: SOLARGIS)**

Solar panels can be placed on roof areas, as car park canopies or simply ground mounted. Payback time can vary but is typically around 12 years (based on 2020 figures) with the correct orientation.

Beyond that point should any excess power be generated; this could potentially be sold offering an opportunity to generate revenue in the medium to long term.

South Western Railway are currently considering the options for implementing such technology at Bournemouth with opportunities for solar to be placed on waiting shelters and the potential for retrofitting panels to the station building – of which the buildings listed status must be considered.

Embracing modern iterations of solar panels can mitigate the impact of solar on the building character.

Denmark Hill station, in south London, became the first train station in Europe to install thin solar film technology, representing an advanced version of traditional glass panels and offering less of an eyesore.



**FIGURE 18: SOLAR FILM AT DENMARK HILL (SOURCE: BIPVCO)**

### 5.1.3.3 Other opportunities

Other sustainability schemes that could be considered at Bournemouth include EV charging and biodiversity gain. EV charging is currently being investigated by South Western Railways with a scheme to develop stations to accommodate EV charging underway across the network. EV charging at Bournemouth could tie into proposed service changes and an expected increase in EV vehicles using the station, as forecast demand for traditional combustion engine vehicles reduces.

Biodiversity improvements have already been implemented at Bournemouth station. The “world’s first” green vending machines were installed in 2023 and consumes nearly 5kg of carbon and produces 2.4kg of oxygen, combatting air pollution and increasing biodiversity.

A suggestion that combines improved sustainability and passenger experience would be the implementation of living walls or columns to act as a windbreak for the platforms, although this will have to be considered alongside safety and railway operations.

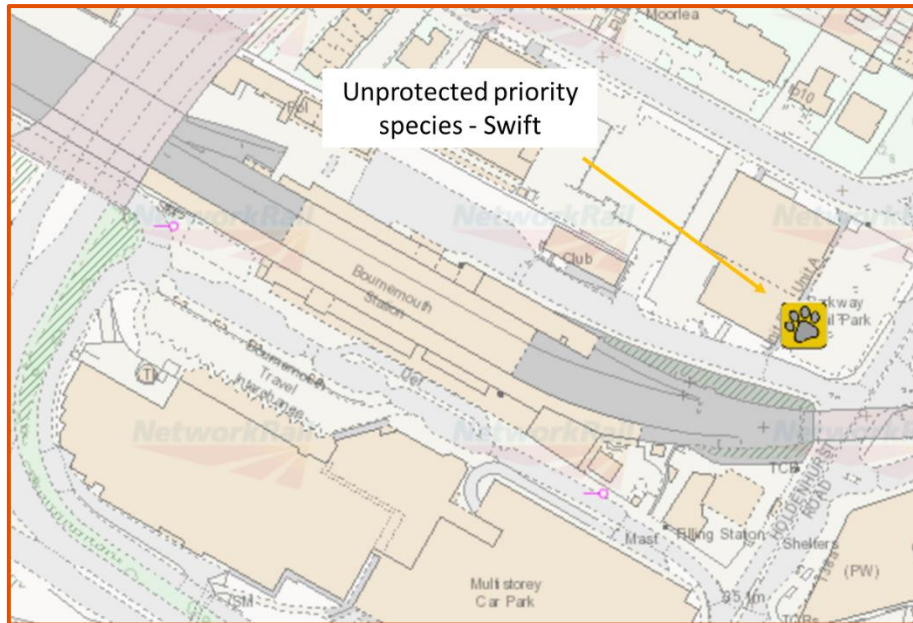


**FIGURE 19: LIVING WALL VENDING MACHINES AT BOURNEMOUTH STATION (SOURCE: HOTELIER AND HOSPITALITY DESIGN MAGAZINE)**

This type of smaller-scale improvement offers passengers both an enhanced air quality and a more aesthetically pleasing station design. Building upon this, stakeholders identified greater provision of living walls and native plants and vegetation as an opportunity for biodiversity gain. Increased plant life and vegetation may act to increase the range of biodiversity found at the station with current levels limited.

What must be noted, again, is the listed building status as well as the need for routine maintenance and cost associated with living walls and the feasibility of implementing this type of improvement.

The presence of Swifts, the unprotected, but priority bird species, outside of the station limits should be considered by any surrounding property or development work, yet intensive monitoring and the movement of the species will be unnecessary at present, see the following map.



**FIGURE 20: PROTECTED OR PRIORITY SPECIES MAPPING AT BOURNEMOUTH STATION (NETWORK RAIL)**

## 5.2 Recommendations

A series of recommendations can be found summarised below with possible next steps to follow.

Recommendation	Next Steps	Stakeholder
<b>Improve station sustainability</b>	Further evaluate sustainability practices and opportunities to embrace solutions such as EV charging, solar production, and emission reduction at the station.	NR/SWR
<b>Greater provision of station facilities</b>	Understand the need for and ability to provide greater facilities for station users, such as baby changing facilities and improved toilet provision.	SWR
<b>Improve station safety</b>	Collaborate with BTP to mitigate anti-social behaviour. Where possible understand how perception of safety can be improved to encourage use of the railway.	SWR/BTP



## 6 Tourism & Economic Development

A regional centre for the south-west and with a financial sector worth over £1bn, Bournemouth’s economy, though heavily reliant on tourism, offers multiple strengths and opportunities. The town is home to a number of major employers including JPMorgan, Nationwide Building Society, Liverpool Victoria, Tata Consultancy Services and more.

### 6.1 Discussion

#### 6.1.1 Tourism

The Community of European Railway and Infrastructure Companies (CER) undertook a study looking at the railways and tourism. It identified how the railway has the opportunity to provide a key link to all aspects of tourism, as shown in the diagram below.



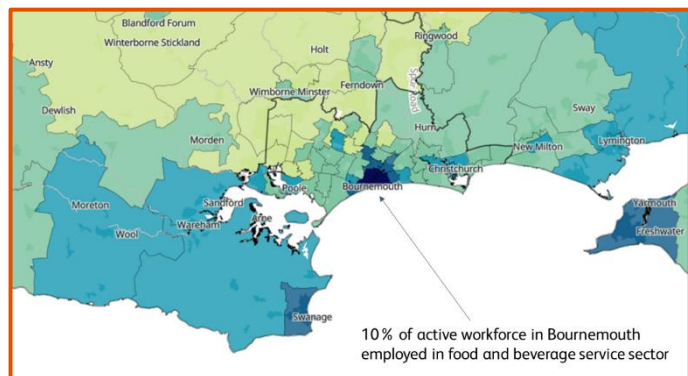
**FIGURE 21: TOURISM PRODUCTS LINKED TO RAILWAY (SOURCE: RAILWAYS AND SUSTAINABLE TOURISM, CER)**

The study suggests that in the future, flexible pricing, the expansion of discounts and the promotion of tourist packages are increasingly important.

How the railway markets itself as the mode of choice for those wishing to visit holiday destinations, such as Bournemouth, will be key.

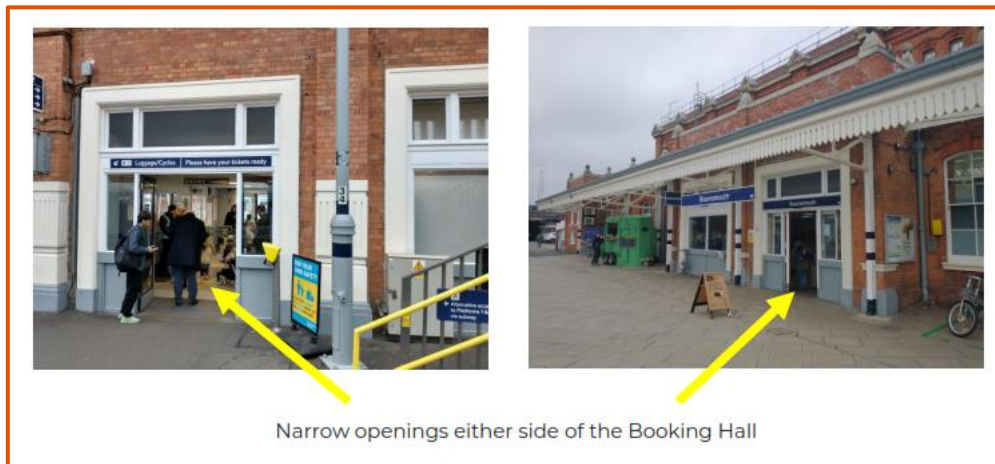
The impact of tourism on the economy is undoubted, with 1 in 3 town centre businesses in the leisure industry and 11.7m visitors between June 2021 and May 2022.

The seasonal variance in passenger usage means that the station faces unique challenges when compared to other nearby main line railway stations. Volatility in peak passenger usage can exacerbate bottlenecks within the station that would otherwise be manageable.



**FIGURE 22: PERCENTAGE OF ACTIVE WORKFORCE EMPLOYED IN FOOD AND BEVERAGE SERVICE SECTOR (UK Gov)**

Areas of the station that face particular pressure under seasonal demand are the gateline and booking hall areas. The photo below shows the narrow openings from Platform 3 into the booking hall and out on to the station forecourt. When passenger numbers are high, like during the summer period, these areas can get congested with queuing on the platform and the associated journey time impacts this can have for passengers. Options for improving these facilities are explored in more detail later in this document, where a summarised version of the SWR Feasibility Study work can be found.



**FIGURE 23: SWR FEASIBILITY STUDY - BOURNEMOUTH, SWR/INVVU**

Some of Bournemouth’s key tourism destinations can be reached from the station, such as Bournemouth Beach and Pier, tying in with other aspects of this study such as active travel and integration. For tourists to have the best chance of reaching these destinations, it is imperative that station signage can direct users to the quickest and safest onward travel routes.



**FIGURE 24: BOURNEMOUTH BEACH AND PIER (WWW.BOURNEMOUTH.CO.UK)**

The first impression of the town is key; users of the station involved in the workshops suggested improvements could be made to signage not only at the station but in the wider Bournemouth area.

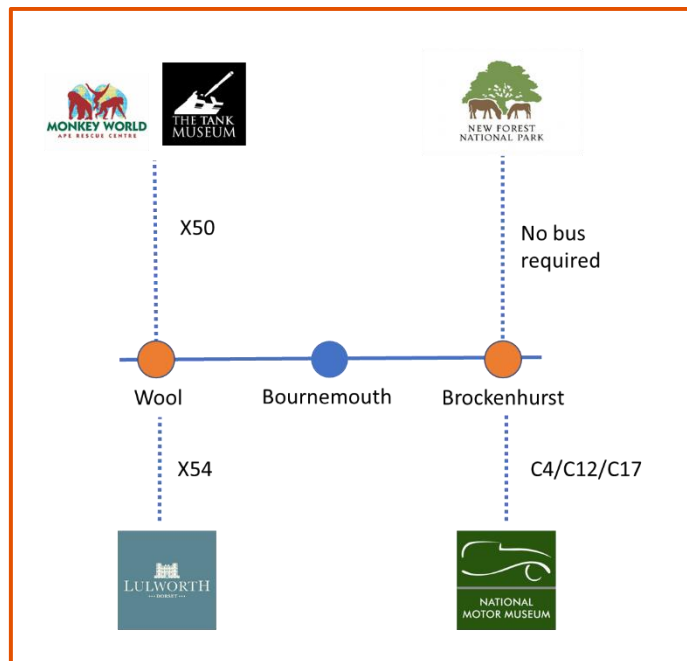
Castle Cary was cited as an example of a station providing clear signage and maps for how rail users can get to the town, offering safe and direct routes, and one in which Bournemouth might look to for inspiration.

For Bournemouth to capitalise on the tourist population during the summer months, the station must provide clear directions to destinations such as the beach and the town centre, as well as provide safe and clear walking and cycling routes to do so.

The ability to combine ticketing would take advantage of Bournemouth stations proximity to various tourist destinations. With a variety of locations available via train and bus, this presents a chance to develop specific combined bus/rail tickets, promoting integrated public transport use and acting as a catalyst for modal shift.

Many tourist destinations can be reached from Bournemouth offering residents the use of rail and bus to reach leisure destinations with ease. This includes Monkey World and the Tank Museum, to the west, and the National Motor Museum and New Forest National Park, to the east. Not only do these destinations attract local residents but also those from across the country representing the pull of both BCP and the wider Dorset area nationally.

The diagram below details the ability of tourists to use Bournemouth station as a starting point for reaching some of these key tourism destinations.

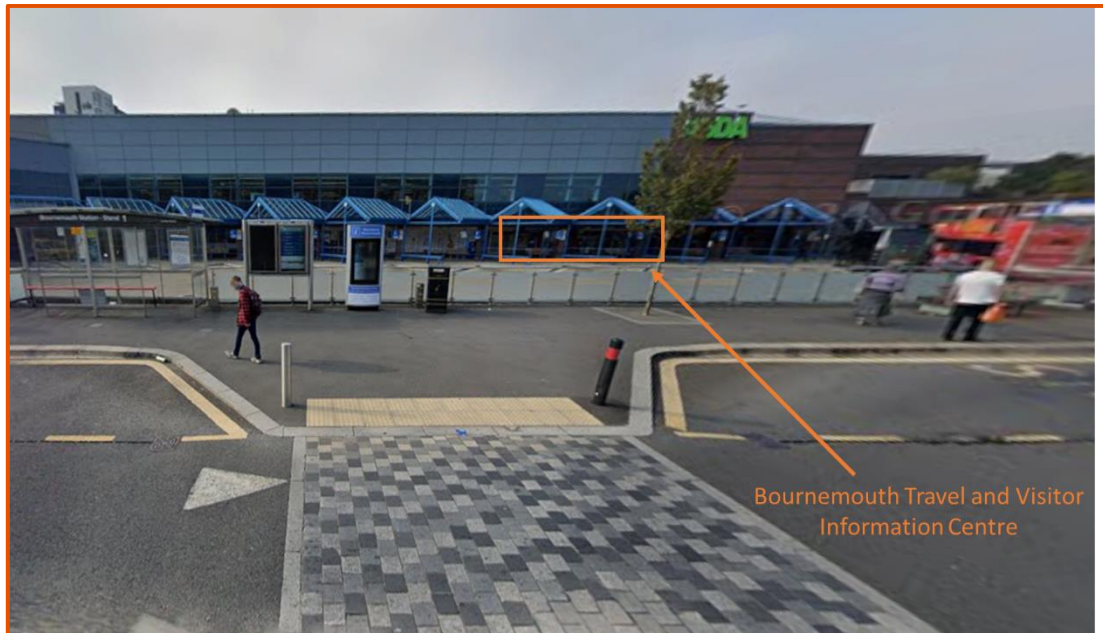


**FIGURE 25: RAIL AND BUS CONNECTIONS TO LOCAL POPULAR TOURIST ATTRACTIONS**

Promoting rail use under the umbrella of ‘sustainable tourism’ provides an opportunity for Bournemouth to encourage rail (plus onward) travel to the variety of tourism destinations within proximity. With the pull of Bournemouth as a destination wide and far-reaching, the town has the potential to further harness the railway and the station as a hub for tourism.

At present, BCP Council already have a ‘Local Travel and Visitor Information’ office on-site at the station, however it is obscured in vision upon exiting the ASDA side station exit by the bus shelters and vegetation as well as being across multiple road lanes.

Unless passengers are aware of the office, it is unlikely they would know of its existence and thus a significant source of information for tourists and visitors is being missed.



**FIGURE 26: VIEW OF TRAVEL AND VISITOR CENTRE UPON LEAVING BOURNEMOUTH STATION**

### 6.1.2 Bournemouth Airport

Opportunities arising at Bournemouth Airport have emerged following the announcement of Jet2’s expansion in the south-west. The airport will become Jet2’s 12<sup>th</sup> and newest base in the UK marking Bournemouth as the location of a potential new integrated transport hub, and an airport that could experience future heightened demand.

This will initially generate as many as 100-plus jobs, but also attract traffic from the wider Dorset area, with many utilising the railway for part of their journey to the airport rather than using bus or taxi for the whole journey to reach the airport.

The decision will provide up to 27 extra flights a week and will see an additional 300,000 passengers using the local airport.



**FIGURE 27: BOURNEMOUTH AIRPORT (WWW.BOURNEMOUTH.CO.UK)**

This move presents an opportunity to encourage rail travel to the airport and must be supported by adequate information and onwards travel options.

Members of this strategic station plan’s working groups suggested the airport could incorporate QR codes for local information and signage, and work with bus companies to offer a greater service level to and from the airport and train station.

### 6.1.3 Bournemouth International Centre

Alongside positive changes happening at Bournemouth Airport are long-term aspirations to reinvigorate the conference sector and the Bournemouth International Centre (BIC) site.



FIGURE 28: BOURNEMOUTH INTERNATIONAL CENTRE (WWW.BOURNEMOUTH.CO.UK)

Options to renovate this site include the possibilities of re-building the venue or a separation of conference and events arenas, with the events arena based elsewhere. The likelihood of this being closer to the railway station is low, with difficulties in procuring a site. However, this presents an opportunity to offer nationally recognised conference facilities on the south coast and position rail as an important travel mode for accessing the site.

### 6.1.4 Lansdowne Development

The re-development of the Lansdowne area ties in with the Strategic Station Plan as the proposed changes could lead directly to greater uptake of rail travel from Bournemouth station.

There is the potential for tall buildings to be located in the vicinity of the station. The impact of this will be to increase the need for active travel access to the railway station as residential and commercial developments take place in the area.



FIGURE 29: LANSDOWNE AREA (DORSET LEP)

This in turn provides additional emphasis on the need for greater station permeability, improved accessibility, as well as a need to monitor the future impact any developments may have on the station.

## 6.2 Recommendations

A series of recommendations can be found summarised below with possible next steps to follow.

Recommendation	Next Steps	Stakeholder
<b>Combined ticketing for tourist destinations</b>	Explore the opportunities for combined ticketing between rail, bus, and tourist destinations. This could mean offering a reduced price to encourage use of public transport to reach these areas.	SWR/Morebus/BCP
<b>Increased tourist information</b>	Increase availability of tourist information at and around the station, offering routes to key destinations such as the town centre and beachfront.	SWR/BCP
<b>Consideration of Lansdowne Design Code</b>	Align future station improvements with Lansdowne Design Code proposals, ensuring an integrated approach to the station and its surrounding area.	NR/SWR/BCP

## 7 Property & Development

### 7.1 Discussion

#### 7.1.1 Transport Orientated Development

The development of railway station property and its surrounds can be complex and be a multifaceted effort between a wide range of interested parties, owing to the significant importance it can have economic, social, environmental, and urban planning.

By enhancing Bournemouth, the station can contribute to the overall growth and sustainability of the local area and beyond. In terms of urban planning, railway stations are integral to transport-oriented development (TOD).

TOD promotes high-density, mixed-use development around transit hubs, encouraging sustainable urban growth and reducing urban sprawl. This approach seeks to integrate residential, commercial, and recreational spaces within walking distance of transport services, enhancing the connectivity of urban areas.

The diagram below depicts the positive impact redevelopment changes can have on the wider economy.

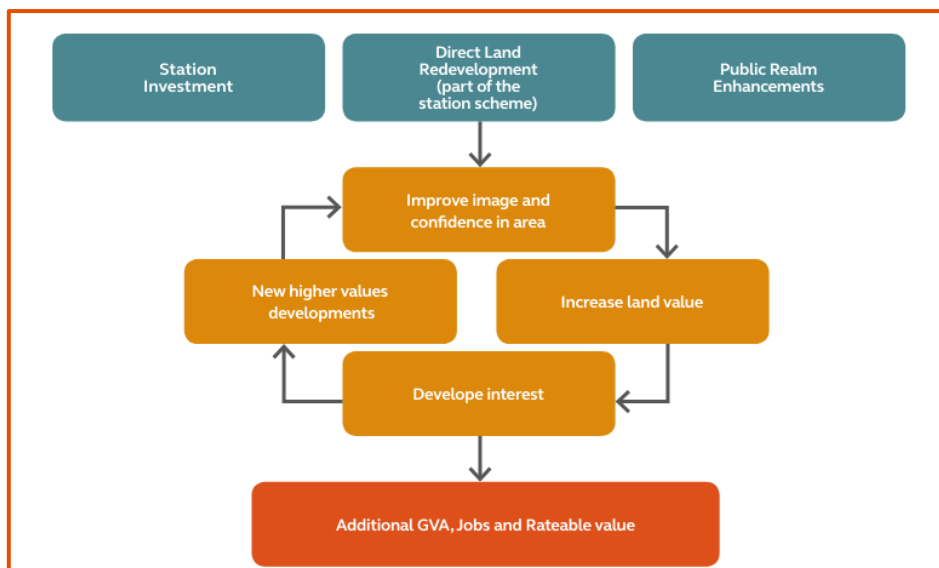


FIGURE 30: THE 'VIRTUOUS CIRCLE' AND RIPPLE EFFECT OF STATION DEVELOPMENT, AS DESCRIBED IN RDG'S 2017 'REGENERATING BRITAIN'S RAILWAY STATIONS PLAN'

#### 7.1.2 Development opportunities

##### 7.1.2.1 Lansdowne and ASDA

The ASDA site is an allocation in the BCP Local Plan, consulted on in Spring 2024. This allocation could lead to opportunities to develop and improve the connections linking the station to the Lansdowne area.

The Lansdowne redevelopment and proposed station property refurbishments discussed in this section of the document, offer an opportunity to improve Bournemouth's position as a transport

hub for south-east Dorset. The knock-on effect of such transformations in and around the station can have a ‘ripple-effect’ driving growth across the wider BCP area.

With the Lansdowne area identified as key to the town’s development, and more housing and population growth expected, it presents a real opportunity to connect up property and development proposals and maximise the active travel links that are currently restricted by the position of the ASDA site.

### 7.1.2.2 The station

Feasibility work undertaken by SWR and INVVU in the Spring of 2024 looked to assess the property challenges faced by Bournemouth station and understand the possible options for overcoming and resolving them. The work focussed on four particular areas of the station, including:

1. Station access/egress – passenger congestion slowing down egress at busy times and creating potential safety risks on the platform
2. Toilet facilities – insufficient capacity at busy times, particularly for females. Issues with vandalism and cleanliness.
3. Customer waiting facilities and tenancy space – lack of waiting room provision particularly on the up side. Issues arising from use of Starbucks as a waiting room.
4. Office provision – office space within station buildings under-utilised

This document will look to incorporate the themes and ideas explored in the study, using the identified challenges and possible solutions as a guide to improving station facilities at Bournemouth for passengers in light of a prospective future service change.

#### Station access/egress

The station access and egress challenges centre largely around the Platform 3 side of the station and the heavy usage that the side experiences, particularly in the summer months.

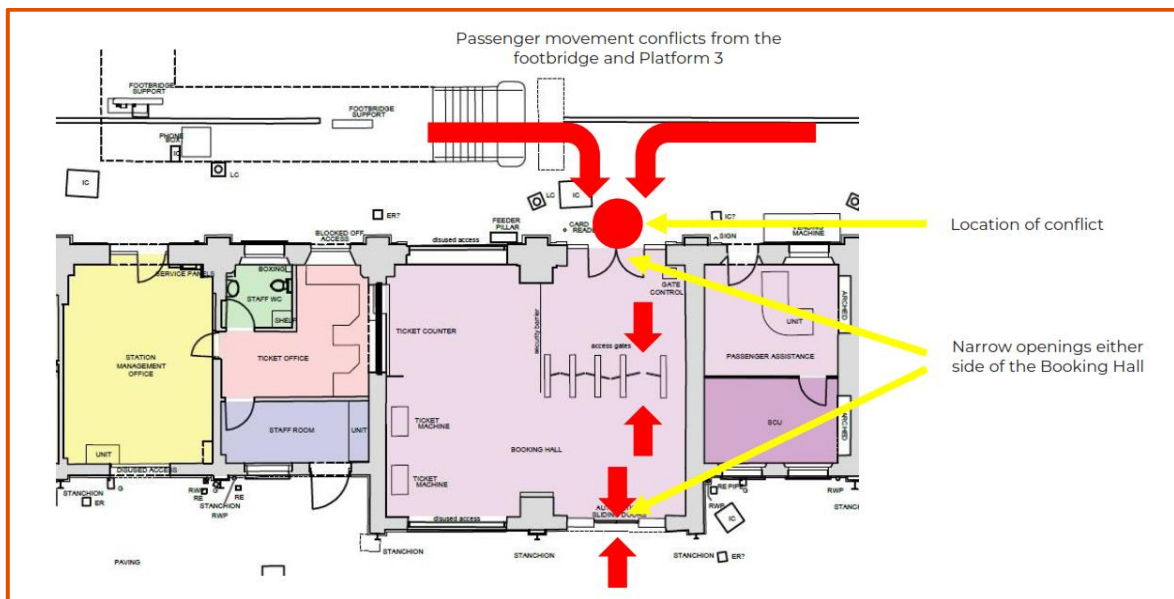


FIGURE 31: PEDESTRIAN FLOW CONFLICTS AROUND PLATFORM 3 ENTRANCE/EXIT (SWR/INVVU)



The above diagram shows how the booking hall and gateline are entered and exited through a narrow door from the platform and a similarly narrow door from the station forecourt. This produces a bottleneck for passengers and then becomes congested, particularly on the platform side. This is further exacerbated at the bottom of the footbridge, with queuing on to the bridge on some occasions. This impacts both a passenger’s journey time as well as representing a potential safety hazard.

The build-up of passengers on the platform can lead to both the obstruction of those wishing to enter the station and also the ability of staff to use passenger assistance ramps to enable passengers to get on or off the train.

Suitable options, as assessed in the feasibility work, can be found in the table below:

Option	Option No.	Description	Pros	Cons	Heritage impact
<b>Platform 2 booking hall</b>	1	Increase gateline capacity within booking hall	Increase capacity and reduce conflicts	Cost and disruption of relocating ticket office Cost of installing additional gateline	Can address previous damage to existing platform Reopening of heritage platform entrance
	2	Create new exit adjacent to Platform 1	Reduce congestion within booking hall	Cost of installing additional gateline Possible additional staffing costs	Minimal impact to overall aesthetic of station facades
<b>Platform 3 booking hall</b>	1	Extend gateline within the existing booking hall	Increase capacity and reduce conflict	Cost and disruption in relocating the ticket office Cost in installing the additional gateline	Minimal impact to overall aesthetic of station facades with the removal and replacement of non-heritage doors and windows
	2	Alternative gateline location mid-section Platform 3	Reduce congestion within booking hall Remove non-heritage extension that creates locker rooms	Cost of additional gateline Possible additional staffing costs Consideration to relocation of lockers	Removes non-heritage extension Glazed installation preserves heritage view

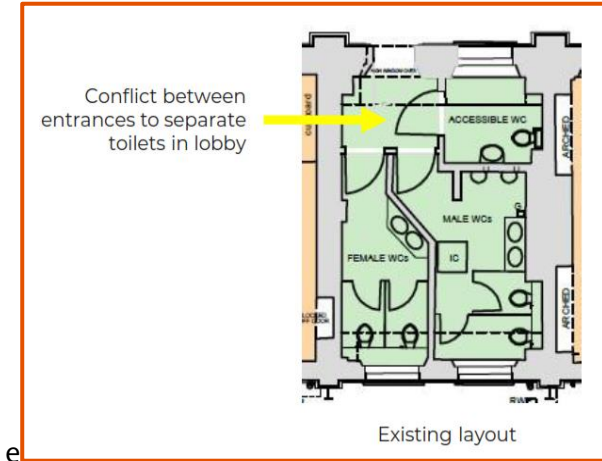
Option	Option No.	Description	Pros	Cons	Heritage impact
<b>Platform 3 booking hall</b>	3	Alternative gateline location London end Platform 3	Reduce congestion within booking hall	Cost of additional gateline Possible additional staffing costs Location may be too far along platform Location further from buses and taxi rank	Limited impact on heritage features of the building
	4	Footbridge alterations Platform 3 option 1	Separation between in/out passenger movements and formalised queue system	Footbridge will still create a barrier to passenger flows	None
	5	Footbridge alterations Platform 3 option 2	Creates larger space in front of platform exit	Footbridge may still create a barrier to passenger flows Consideration needed for interface with existing platform canopy and bottom of staircase will be exposed to weather conditions	None
	6	Footbridge alterations Platform 3 option 3 – relocation of footbridge – new footbridge with lifts	Create larger space in front of platform exit Creation of step-free access to both ends	Limited space for new footbridge Cost Disruption during construction	Possible impact requiring removal of heritage wall Possible detriment to siting of listed elements and platform canopy

**Toilet facilities**

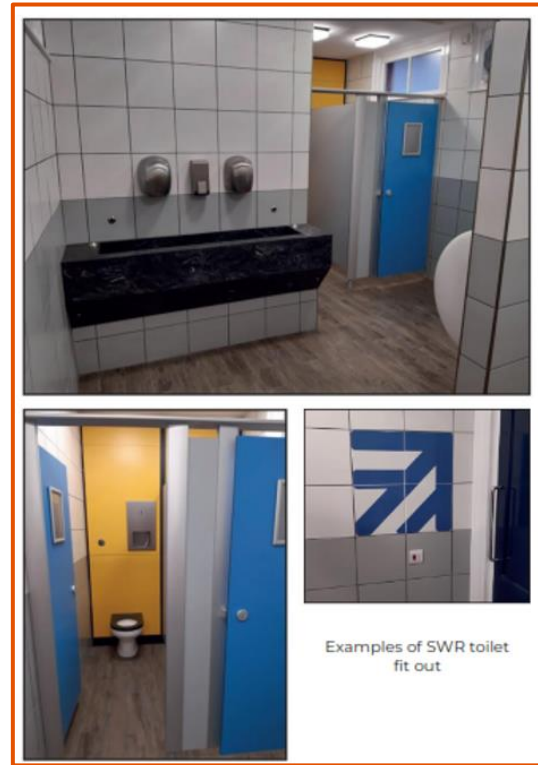
Toilet facilities at Bournemouth station were highlighted as a source of potential improvement.

Facilities on Platform 3 specifically offer limited availability, pedestrian flow conflicts in the lobby area, see below.

During peak hours queues can form, presenting another platform bottleneck.



**FIGURE 32: PLATFORM 3 TOILET CONFLICTS (SWR/INVVU)**



**FIGURE 33: EXAMPLE OF POTENTIAL SWR TOILET FIT OUT (SWR/INVVU)**

With consistent use, staff are unable to access the toilets for cleaning and maintenance, leading to a potentially less than desirable experience for passengers.

Suitable options, as assessed in the feasibility work, can be found in the table below:

Option	Option No.	Description	Pros	Cons	Heritage impact
<b>Platform 2</b>	1	Removal of store and adjacent wall to create toilet access from waiting area Refurbishment of existing toilet provision	Improved access to toilets	Removal of store	Opening formed in masonry wall, can be reversed in future without detrimental effect
<b>Platform 3</b>	2	Creation of new toilets within existing store room Reconfigure access to accessible toilet New and altered signage	Additional toilet provision can be provided Improved access to the toilets created	Removal of store	Removal of heritage window, window sill and masonry

### Customer waiting facilities and tenancy space

The waiting facilities provided on Platform 2 are predominantly bench seats located on the platform itself with a Starbucks café currently occupying the café tenancy space.

Platform 3 waiting facilities are bench seats located on the platform. With no tenancy space on this side of the station, a coffee cart is located outside on the forecourt by the main entrance. With most seating being situated on the platforms, poor weather conditions and wind in particular can make sitting here uncomfortable and lessen the passenger experience.

Option	Option No.	Description	Pros	Cons	Heritage impact
<b>Platform 2 (waiting room)</b>	1	Creation of new waiting room and full refurbishment Installation of CIS	Additional internal waiting provision can be provided	Option only feasible if the gateline is relocated	Improvements to lost heritage features can be made
<b>Platform 3 (waiting room)</b>	2	Creation of new waiting room including a full refurbishment Installation of CIS	Additional internal waiting provision	Option only feasible depending on the chosen use of other platform rooms	Minimal impact
<b>Platform 3 (tenancy space)</b>	3	Creation of new tenancy shell	Additional tenancy space can be provided	Option only feasible depending on the chosen use of other platform rooms May compromise the existing coffee cart tenancy	Minimal impact

### Office provision

The provision of office space will depend largely on the options chosen for congestion relief, toilets, waiting rooms and tenancy spaces. Where different configurations apply, there are a variety of opportunities for implementing new office space.

The preferred option for the station management team is to locate the office accommodation in adjacent rooms to form an operational hub in order to streamline their work.

An assumption of any proposed office space is that each area will require full refurbishment works with appropriate electrics, lighting, and power. As part of this refurbishment, consideration should be made to insulation, glazing and the impact this may have on any heritage features.

### Catering building

Located in the north car park of the station is the now unused catering building. The SWR feasibility work considered options for making use of this space and what that would enable for the station.

With a layout and design orientated towards food preparation, significant works would be required to repurpose the structure and so the study proposes demolition as a primary option. The available land could then give way to a number of new uses, including the potential for the provision of a car hire facility, an office space for rental, train crew accommodation or a new cycle/mobility hub.

## 7.2 Recommendations

A series of recommendations can be found summarised below with possible next steps to follow.

Recommendation	Next Steps	Stakeholder
<b>Improved access/egress</b>	Further scrutinise and appraise options identified in SWR feasibility work, and explore streams of funding to enable works to take place	SWR/NR
<b>Improve toilet facilities</b>	Further scrutinise and appraise options identified in SWR feasibility work, and explore streams of funding to enable works to take place	SWR/NR
<b>Greater provision of waiting facilities</b>	Further scrutinise and appraise options identified in SWR feasibility work, and explore streams of funding to enable works to take place	SWR/NR
<b>Optimised office space</b>	Further scrutinise and appraise options identified in SWR feasibility work, and explore streams of funding to enable works to take place	SWR/NR

## 8 Recommendations & Next Steps

### 8.1 Recommendations

In prioritising a selection of recommendations stemming from this Strategic Station Plan, this list is not diminishing or minimising the importance of all the outputs but rather producing a hierarchy and an order of urgency to those chosen below.

The first priority on this list focusses on integration with active travel, and the ability of individuals to seamlessly travel between bicycle or foot and rail. Dedicated routes to enable this, and bring about a safer active travel environment, will push others to take up this form of travel reaping wider benefits for Bournemouth.

Another priority for this Strategic Station Plan, and a topic of frequent discussion throughout the stakeholder engagement, is the improvement of, and additional provision of, signage and information at the station. This can help direct users to the appropriate bus stop, tourists to the quickest town centre route or provide information on nearby leisure destinations and businesses.

The final priority recommendation being made is to progress the work undertaken by SWR to form their Feasibility Report. The report identifies a number of station areas that can be developed in order to benefit station users. Despite the potentially larger cost associated with these works, it is possible that they will have the biggest impact on how the station is perceived and as such forms a priority recommendation.

#	Recommendation	Benefit / crossover
1	Prioritise active travel access	Can convert Bournemouth in to an active travel hub and encourage the further uptake of sustainable station access such as walking and cycling.
2	Increase and improve signage and information available for	Greater availability of information and signage will allow Bournemouth to support both the tourism flows that occur during Summer and those in need of accessible signposting. Doing so will allow for a more seamless travel experience for the station users.
3	Explore further opportunities for developing the station as per the feasibility report	Pursuing this recommendation will enable significant change to occur at the station reaping huge benefits for passengers. An improved provision of facilities will boost passenger satisfaction and transform the station.

## 8.2 Next Steps

The Strategic Station Plan is simply the first step in delivering the recommendations detailed within it. As this document has been produced in collaboration with local authority, transport operators and various other stakeholders, the recommendations are the responsibilities of all parties to deliver.

Where possible, funding should be secured for the development of and production of business cases for these recommendations, as and when appropriate.

In the case of this document, its focus centres predominantly on the impact of a proposed service level change being introduced, however it is recognised that many of the issues and solutions discussed are relevant now.

Where possible it is important that conversations and discussion remain ongoing in order to address these issues with a collaborative effort amongst all stakeholders involved in this process. In doing so, it is possible for all stakeholders to work towards implementing solutions both in the short and long-term, enabling an improved passenger experience, greater modal shift and an enhanced station for all users.



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