

# London TravelWatch

Rufus Impey –  
Senior Policy Officer

**Better Rail Stations –  
Consultation Response**

# Introduction

- **What is the Better Rail Stations Report?**
  - An independent report commissioned by the DfT into rail stations in Britain
- **What are its key recommendations:**
  - Minimum station standards
  - Investment priorities
  - Funding levels
  - Better management
  - Long term vision

# Our Response



## **We Support**

- The reports objectives and believe if implemented it will deliver great benefit to passengers

## **We Recommend**

- A review of all station categories because of some inconsistencies
- There are some points of detail of the minimum standards we suggest are revised
- The NPS may need some revision
- We urge that the report is implemented as soon as possible by the DfT in all franchise agreements

# **London TravelWatch**

**Poonam Tamana–  
Policy Officer**

**London Station  
Standards – Report**

# Purpose of the Report



- **To evaluate the standards and facilities mainly focussing at London Underground stations and National Rail stations from the perspective of the passenger.**
- **We will assess the levels of services and facilities that passengers need in London.**
  - *Compare London Underground and National Rail to identify any inconsistencies and deficiencies*

# Station Check List Survey



- **London Underground Stations**
  - London Underground stations have been selected based on usage with a variation of geographical coverage.



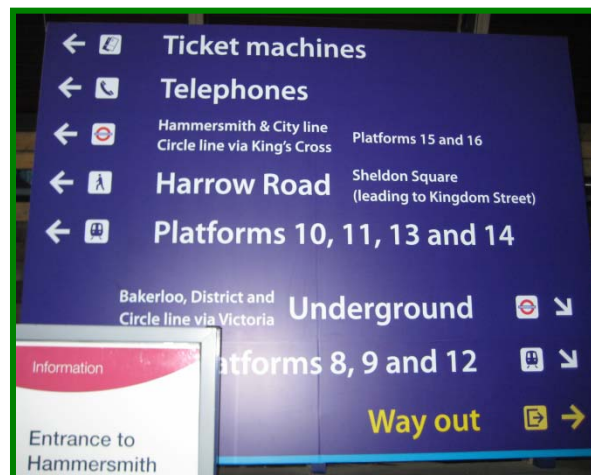
- **National Rail Stations**
  - Joint National Rail Stations which were assessed in our previous 'Whose station are you' report have been examined to identify if certain facilities/services have been improved and updated in the last 5 years.



# Report Categories



- **Signage and Branding**
  - *Way finding signage*
  - *Maps*
  - *Integration of signage with other modes of transport*
- **Customer service**
  - *Staffing levels*
  - *Station Opening Hours*
  - *Announcements*
  - *Customer Service Training*



# Report Categories



- **Station Facilities**

- *Waiting rooms & shelters*
- *Seating*
- *Lighting*
- *Canopies*
- *Toilets*
- *Litter bins*
- *Cycle parking*



- **Communication**

- *Help Points*
- *Information Points*
- *Live Travel Information*
- *Posters for Information*
- *Staff/Assistance/Help Points*





# Report Categories



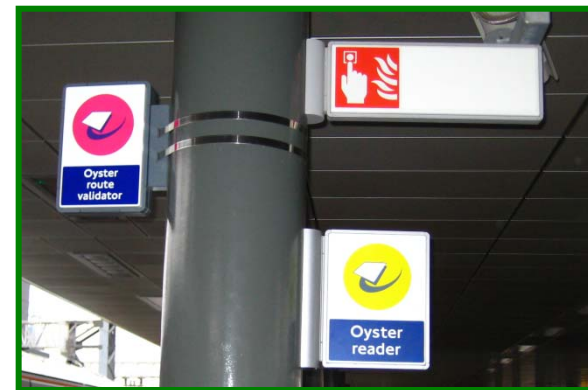
- **Accessibility**

- **Mobility Impairment**
  - Lifts
  - Step Free Access
- **Audio Impairment**
  - Audio announcements
- **Visual Impairment**
  - Visual announcements
  - Seating



- **Ticketing**

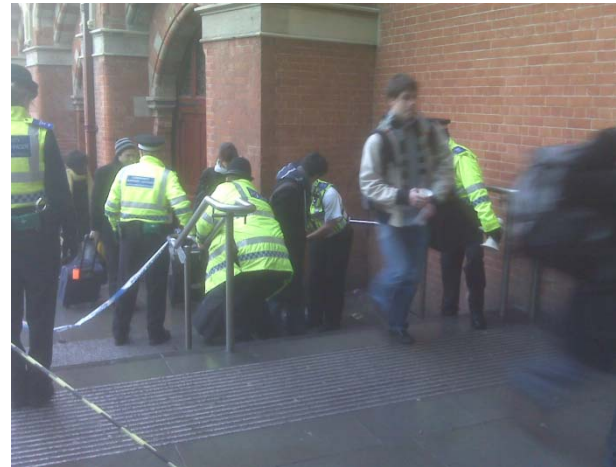
- **Retailing**
  - Ticket purchasing – TVMs/Oyster
  - Ticket Availability
  - Ticket office hours
  - Inter-availability of tickets
- **Gate lines**
- **Oyster**



# Report Categories



- **Safety and Security**
  - **Staffing**
    - *Station opening hours*
  - **Policing**
    - *Connection with BTP*
    - *Neighbourhood*
    - *BTP relationship with MPS*
    - *Policing areas around station*
  - **Security**
    - *CCTV*
    - *Lighting*
    - *Emergency Points*



# Comments?