# London TravelWatch

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## Standards at London's Rail Stations

Tuesday 25<sup>th</sup> May 2010 City Hall



# Introduction

- 1. Purpose of conducting this report
- 2. Key Findings
- 3. Next Steps
  - Passenger Focus Research
  - London TravelWatch
- 4. Priorities/Feedback



## **Purpose**

"Influence the current attention on the issues surrounding stations resulting in both co-ordinated management and investment to the benefit of passengers"

## **Specific Focus**

➤ Originally an update of the 'Facilities at joint Underground and National Rail Stations' report published in 2004

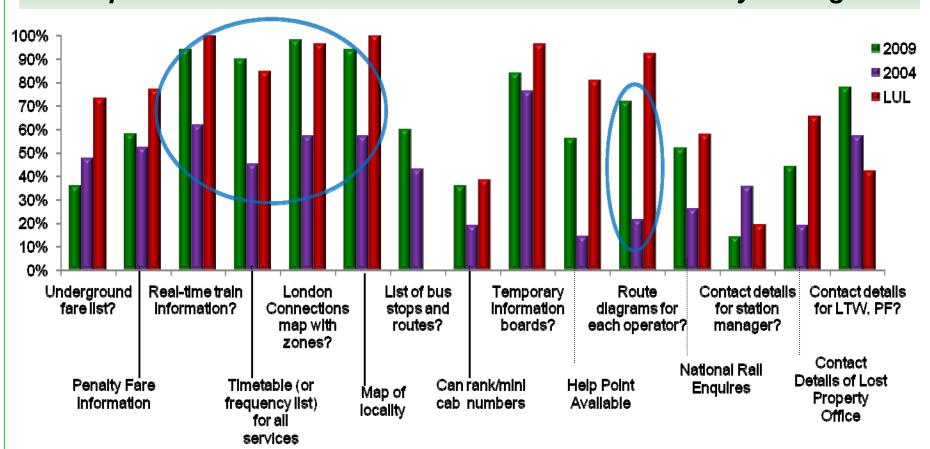
#### **General Focus**

- ➤ DfT's Better Rail Stations Publication
- > Passenger Focus: Station Improvement Research
- ➤ Network Rail Station Route Utilisation Strategy
- ➤ London Underground Upgrade



## **Key Findings**

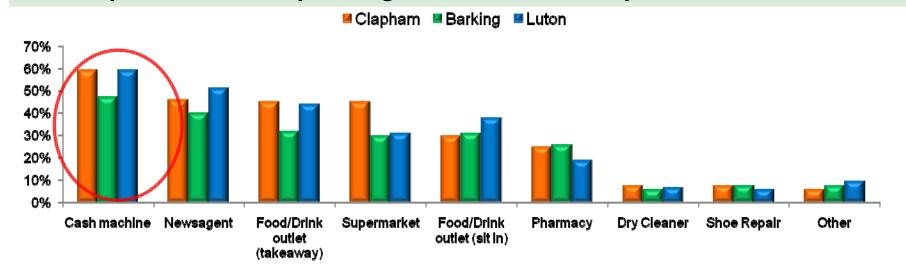
### Improvements of communication standards since 5 years ago



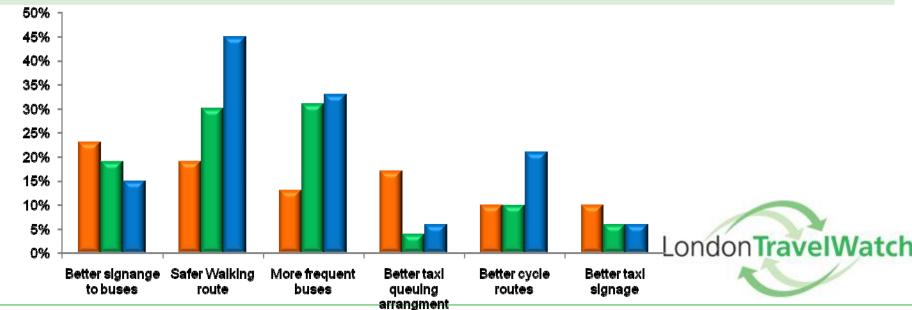


## **Research Highlights**

#### Top retail facilities passengers would like to be present at stations



## Passengers priorities for improvements at interchanges



## **Next steps**

Passenger Priorities for Improvements at Stations, joint London TravelWatch & Passenger Focus research

**Train Operating Companies** 

c2c

**Southwest Trains First Capital connect** 

**London Overground** 

Southern

**Local Authorities** 

Barking & Dagenham Wandsworth Luton

**Transport for London** 

London Underground Limited

Persuade the rail industry to address the key findings of this specific research

**Network Rail** 

Designing the scheme for the stations



## **Next steps**

London TravelWatch's London Station Standards report

#### **Network Rail**

Route Utilisation Strategies Network Rail consumer focus activities

**Actions Stations** 

# Train Operating Companies

**Generally influence** decision making

#### **DfT**

Implementation of the Better Rail Stations publications Franchise Process

Influence London specific key parties of the rail industry to address the key concerns for passengers

#### TfL

Monitoring the future of the tube upgrades



## **Priorities/Feedback**

# London TravelWatch's Top priorities Suggestions of next research which can follow on from this research?

High Priority

- Station travel plans
- Consistent standards for announcements and information
- Oyster retailing across National Rail station

Medium Term Priority

Consistent signage and branding

Long Term Priority

Step Free Access from street level to platform level



