

# **London TravelWatch**

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## **Standards at London's Rail Stations**

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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

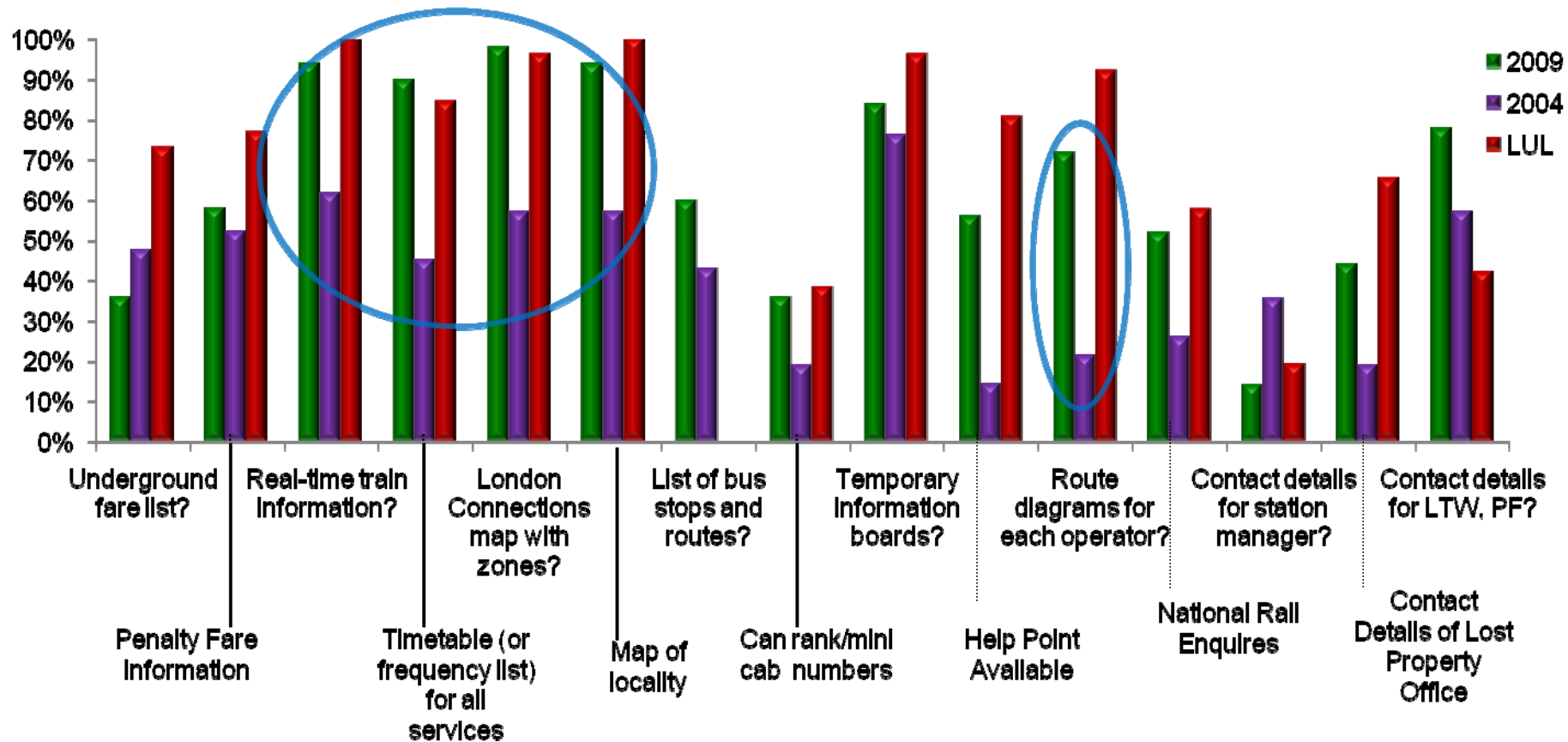
## General Focus

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



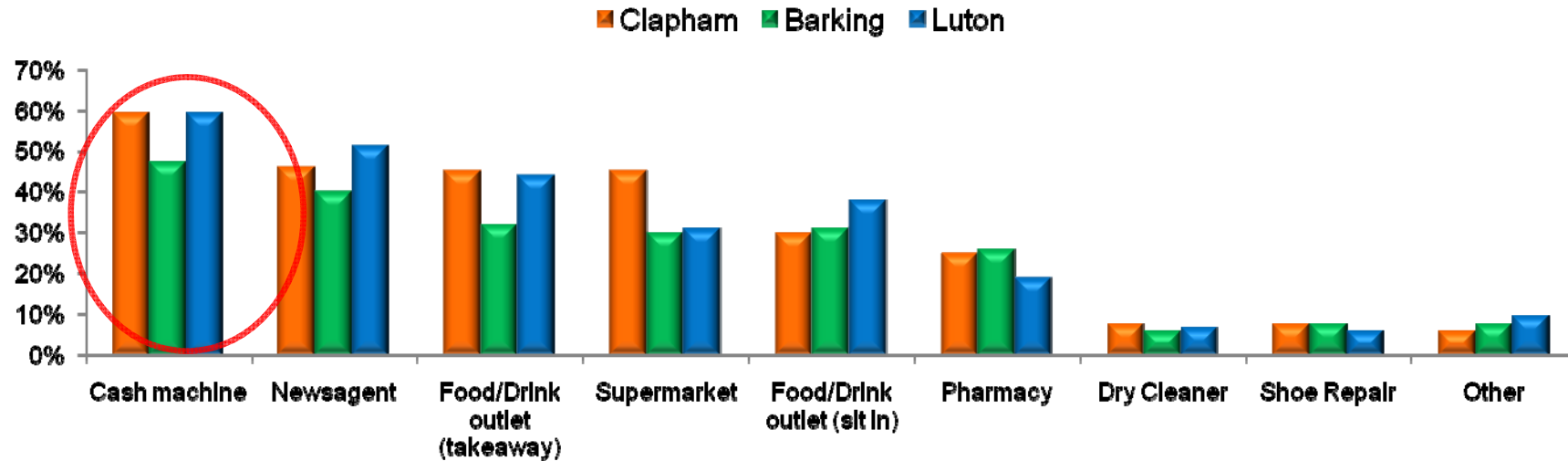
# Key Findings

*Improvements of communication standards since 5 years ago*

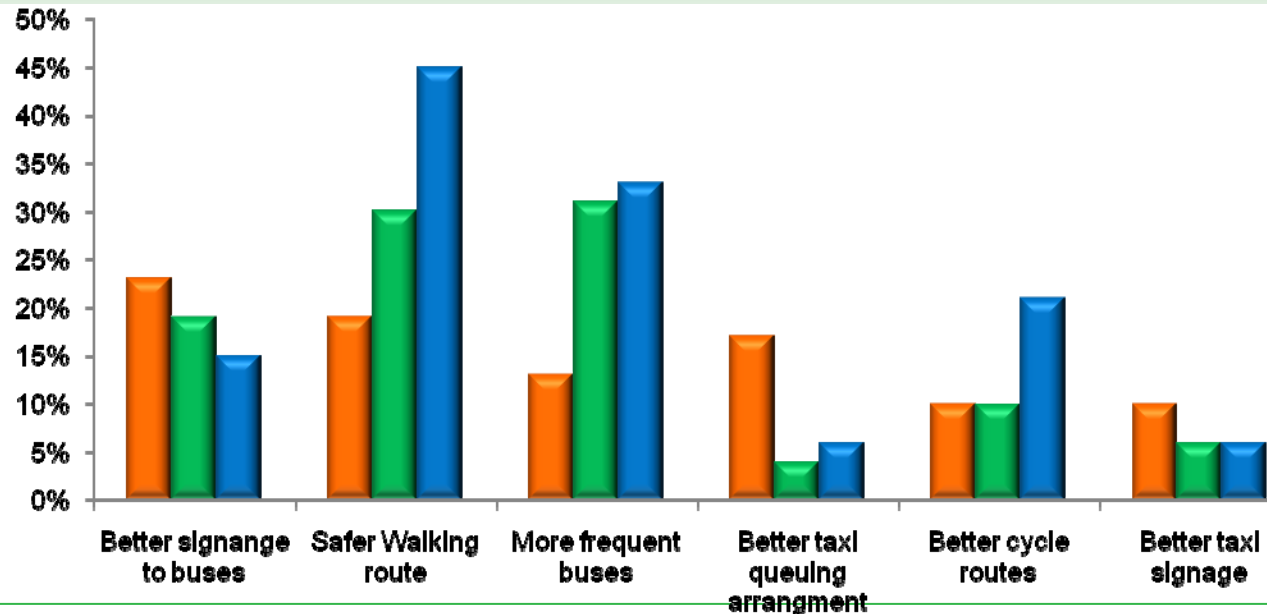


# Research Highlights

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

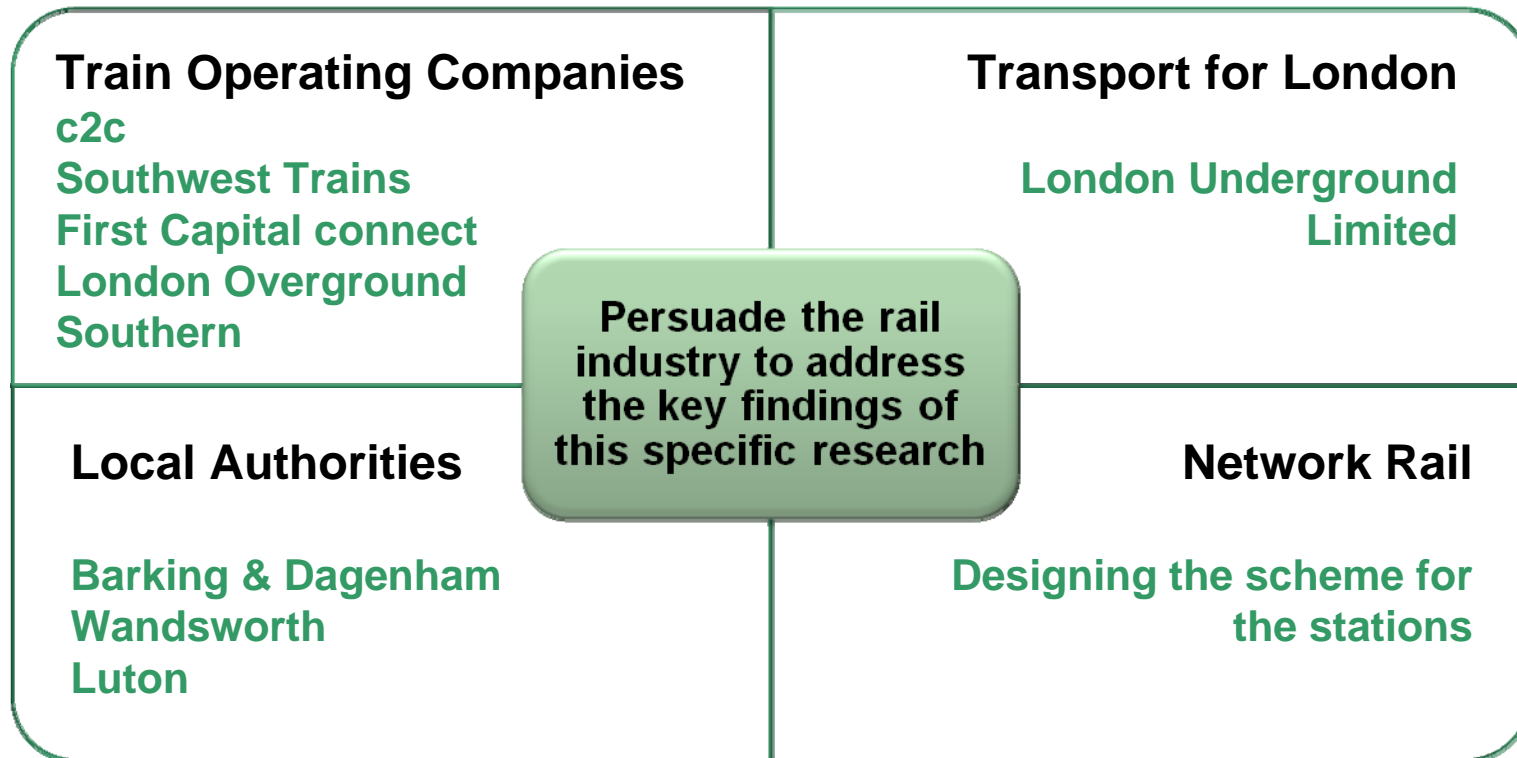


## Passengers priorities for improvements at interchanges



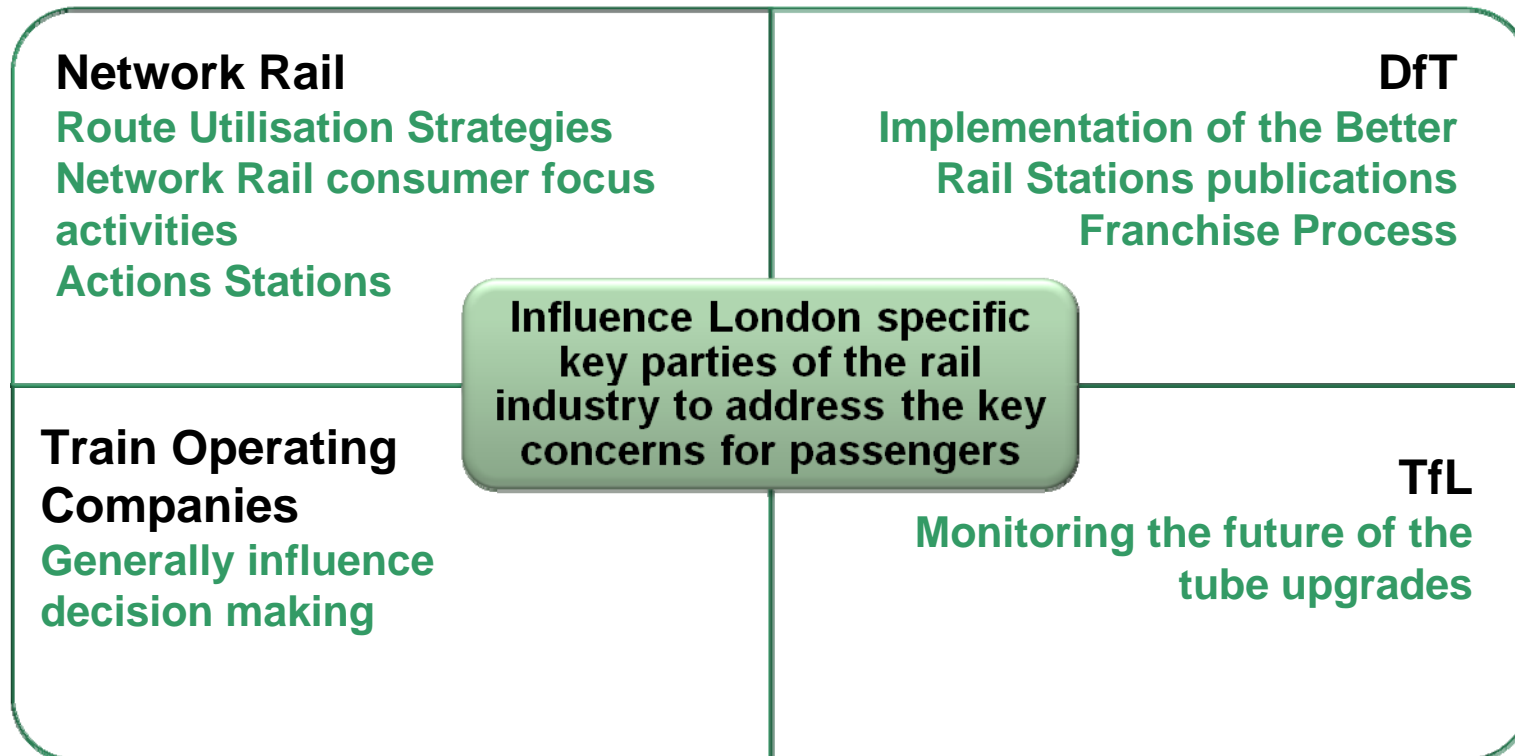
# Next steps

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



# Next steps

London TravelWatch's London Station Standards report



# 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



***Questions?***

