

Better Rail Stations - Consultation Response

January 2010

London TravelWatch Response to the Better Rail Stations Consultation



London TravelWatch is the official body set up by Parliament to provide a voice for London's travelling public.

Our role is to:

- Speak up for transport users in discussions with policy-makers and the media;
- Consult with the transport industry, its regulators and funders on matters affecting users;
- Investigate complaints users have been unable to resolve with service providers, and;
- Monitor trends in service quality.

Our aim is to press in all that we do for a better travel experience all those living, working or visiting London and its surrounding region.

Published by:

London TravelWatch
6 Middle Street
London EC1A 7JA

Phone: 020 7505 9000
Fax: 020 7505 9003

Contents

Executive Summary	1
1 Introduction	3
2 Consultation Questions	4
Question 1	4
Question 2	7
Question 3	9
Question 4	27
Question 5	28
Question 6	30
Question 7	31
Question 8	31
Question 9	32
Question 10	32
3 Conclusion	34
Appendix A – List of Stations covered by London TravelWatch	35
Appendix B – Glossary	61
Appendix C – References	62

Executive Summary

London TravelWatch welcomes the publication of the Better Rail Stations report. The report was commissioned by the Department for Transport (DfT) as an independent review of stations in England and Wales. London TravelWatch strongly supports the objectives of the report to provide advice to the Government on improving rail stations. We hope that the recommendations in the report are implemented as soon as is practically possible by the Secretary of State.

London TravelWatch's remit for National Rail covers 463 stations which is 18% of the national total. Nationally in 2007/08 these 463 stations account for 57% of all exits and entries from stations and 60% of all station interchanges¹. A list of these stations can be found in Appendix A – List of Stations covered by London TravelWatch.

We Support

Stations are central to the experience of rail passengers as they are the start and end of all rail journeys. Station facilities and standards have not been the focus of investment in the railways. As a result there has been a lack of coordination of efforts and the standards of stations have therefore in many cases been below the level of passengers' expectations. For this reason London TravelWatch supports all efforts to address this historic underinvestment and lack of coordination.

London TravelWatch is currently updating its previous report 'Whose Station are you? A Survey of Joint London Underground and National Rail Stations' to include all National Rail and London Underground stations. In the light of the Better Rail Stations report, we are reviewing the stations standards across Underground and National Rail.

We Welcome

London TravelWatch welcomes the minimum stations standards with a target level of customer satisfaction of 80% included in all future franchises. The proposed levels of investment and inclusion of coordinated targets in franchise agreements will improve the experience of rail users. London TravelWatch looks forward to the inclusion of these features in all future franchises starting with Essex Thameside and Greater Anglia in 2011. Money needs to be prioritised for investment in stations for both of these franchises, as well as the inclusion of the 80% target and associated penalty regime in the franchise agreements.

¹ Calculation based on the National Station Usage Report, 2007-08, Published by the ORR

We Recommend

London TravelWatch recommends the specific consideration for reclassification of the following stations:

- Ealing Broadway – ‘C1’ to ‘B’. Ealing Broadway is in urgent need of investment because current facilities are not sufficient for the volume of passengers. Prioritisation of funding and re-categorisation would bring the station into line with other comparable stations in London such as Richmond or Wimbledon.
- Farringdon – ‘E’ to ‘C1’. The number of London Underground passengers and Thameslink Programme investment means that this station should be reclassified to reflect its footfall.
- West Hampstead (Thameslink) – ‘E’ to ‘D’. This would be in line with its neighbour station West Hampstead which actually has fewer passengers.

We recommend the inclusion of all London Underground operated stations which also have National Rail services in the categories of Better Rail Stations report. Currently, some stations such as Rickmansworth and Greenford are omitted from the report.

London TravelWatch urges that the recommendation of this independent report are adopted and implemented as soon as possible. This means the implementation of the report in the Network Route Utilisation Study (RUS) Stations Working Group and all future franchises.

Network Rail's strategy for the railway network should address station facilities and services as a potential strategic gap for all routes. Options should then be appraised to address any gaps in provision that are found. The Network RUS Stations Working Group currently has a remit to look at station capacity and facilities. London TravelWatch recommends that the scope is aligned with the Better Rail Stations report. This would involve incorporating remit of the Better Rail Stations report remit into the RUS scope.

1 Introduction

London TravelWatch has responded to the consultation on the Better Rail Stations report for those 463 stations which fall within our remit in Greater London and the south east. We have reviewed the report in detail and answered the consultation response questions sent to us by the DfT.

We offer strong support for the aims of the Better Rail Stations report, hereafter referred to as the 'report'. In the main our comments focus on London specific issues for rail users and on the interface between National Rail and TfL.

2 Consultation Questions

Question 1

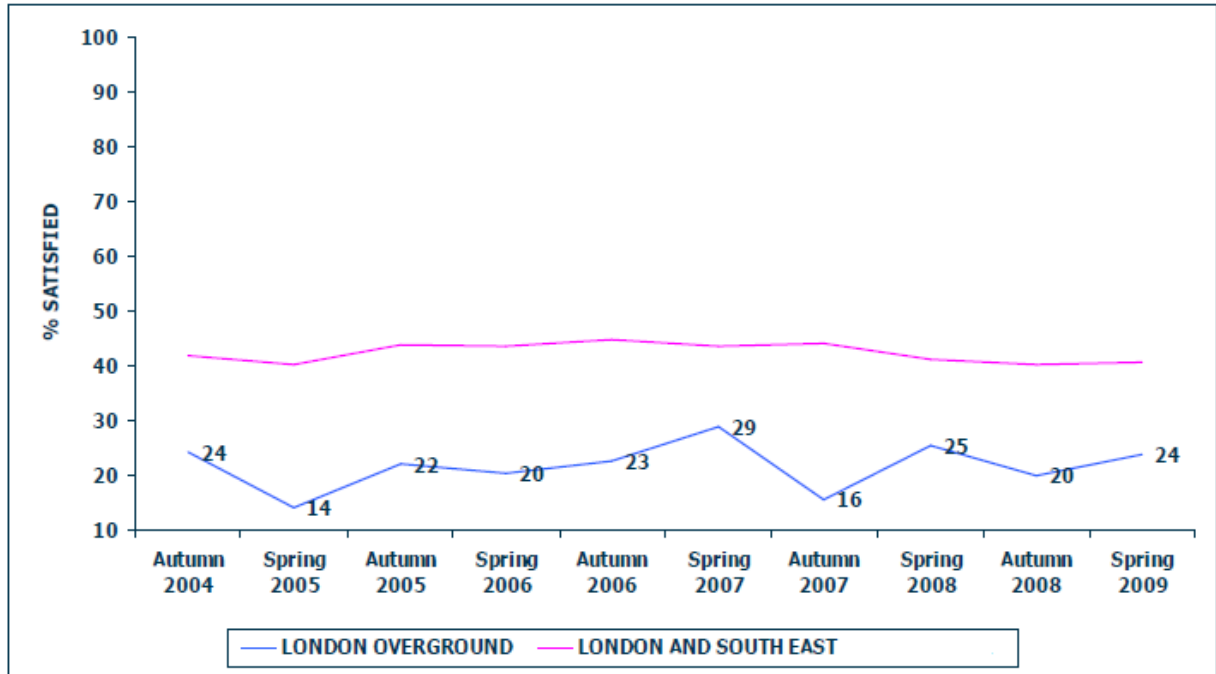
The report argues the need for improved passenger satisfaction with stations. The satisfaction rate is currently 65%. What do you target to be achieved within five years?

The Better Rail Stations report suggests a target of 80% customer satisfaction with stations. Recommendation 1 of the report is that this should be aspired to in five years. London TravelWatch believes that this is a realistic target and matches the re-franchising programme up to 2014. Given the scale of the challenge for some operators this may be a very challenging target. However, unless the issues are tackled aggressively the standards of stations will continue to lag behind other areas of the railway and the wider European transport system.

The report recommends that stations are progressively improved in the period up to 2024. Given the scale of investment and the number of stations London TravelWatch appreciates that it will take time to bring all stations in the UK up to the standards of modern train fleets. However, as the station is central to all railway journeys, London TravelWatch would hope that this process could be accelerated.

London TravelWatch supports, "Recommendation 3 – The National Passenger Survey (NPS) should provide a more detailed breakdown of 'Station Facilities' to help drive improvements". Currently the NPS has some deficiencies when it comes to stations. This is illustrated by London Overground National Passenger Survey score for stations of 54%. However, this value includes a 24% satisfaction rate with car parking, which is not relevant to a metro operation within a largely innercity environment. The graph overleaf shows the car parking satisfaction score for London Overground.

Graph 1 – London Overground National Passenger Survey – Stations Facilities for Car Parking 2004-2009²



Despite the report recognising the investment and quality of Transport for London’s (TfL’s) stations standards these investments do not seem to be reflected in the NPS score for satisfaction.

TfL, as the competent authority for the London Rail Concession, has a different set of Key Performance Indicators from other franchises let by the DfT or Transport Scotland. This needs to be factored into the minimum station standards to take account of this difference.

² NATIONAL PASSENGER SURVEY - WAVE 20 – Spring 2009

A second issue with the NPS is that while Chiltern Railways has a 77% satisfaction score with its stations there are substantial exceptions to this average. At its inner suburban stations facilities, information and maintenance standards are very low.

As an example, at South Ruislip, in contrast with the London Underground facilities in the station, the subway to the Chiltern platforms is very poorly lit, and damp as shown in the photograph below. The station has very few facilities and the poor lighting is a personal security concern.



Photograph 1 – South Ruislip Underpass

London TravelWatch recommends that in future franchise agreements an average for the whole franchise of 80% is not used. Instead each individual station should have a KPI to achieve an 80% satisfaction rating. In this way a high score for the majority of stations does not hide poor results at specific stations.

Question 2

(a) Do you agree with the changes which the report proposes to the way in which some stations are categorised?

London TravelWatch supports the minor changes that have been made to the system of categorising National Rail stations. The minor changes to the structure of the categories of 'C' and 'F', as well as the renaming of National Interchange Stations are logical and helpful.

Based on the 2007-08 National Stations Usage data and London Underground 2008 exit and entry data, London TravelWatch has conducted a review of the 463 stations which are covered by our remit (this list can be found in Appendix A – List of Stations covered by London TravelWatch). We focused particularly on jointly operated stations with both London Underground and National Rail services to ensure that the National Rail categorisation reflected the usage when considered alongside the Underground.

This review has in the vast majority of cases supported the categorisation proposed in the Better Rail Stations report. There are however three specific issues that the review highlighted mostly in relation to the interface between London Underground and the National Rail network:

1. Seven stations which are operated by London Underground but with National Rail services that have been omitted from the categorised list of stations. This is not consistent with the other 14 London Underground managed stations which have National Rail services which have been included in the Better Rail Stations report. The missing stations are:
 - Amersham
 - Chalfont & Latimer
 - Chorleywood
 - Greenford
 - Harrow-on-the-Hill
 - Rickmansworth
2. London TravelWatch has also reviewed the London Underground exit and entry data for 2008. Where stations fully share joint National Rail and London Underground facilities London TravelWatch recommends that the total number of passengers is included in the footfall of the station. We therefore suggest changes to categories for the following stations:
 - **Ealing Broadway ('C1')** – the station is shared between the Central line, District line and First Great Western services all use a single ticket hall and many of the platform facilities. The First Great Western footfall for the station in 2007/8 was 3.6 million exits,

entries and interchanges³. The London Underground exit and entry figure was 17.9 million⁴. Taken together the station has a footfall of 21.4 million. This is in excess of the 20 million footfall threshold for a National 'B' Interchange Station. London TravelWatch strongly recommends that Ealing Broadway's category is changed to 'B' to reflect the total footfall of the station and its interchange status between the National Rail network and London Underground. The photograph below shows the inadequate entrance area which all Ealing Broadway passengers entering or exiting must transit.



Photograph 2 – the entrance to Ealing Broadway station, which is shared between London Underground and National Rail

London TravelWatch recommends that because of the inadequacies of the current facilities at Ealing Broadway combined with its large footfall mean that it should be included in the list of top ten 'B' priority stations for investment. The current station facilities suffer from significant overcrowding, accessibility is very poor as there are steps both into the ticket hall and down to all of the platforms. This would give Ealing Broadway the same

³ Calculation based on the National Station Usage Report, 2007-08, Published by the ORR

⁴ <http://www.tfl.gov.uk/assets/downloads/businessandpartners/passenger-numbers-at-underground-stations.pdf>

categorisation of the comparable stations of Richmond and Wimbledon which are both ranked as category 'B'.

- **Farringdon ('E')** – the station at Farringdon had a National Rail footfall of 2.3 million 2007/8. The Underground footfall in the same period was 18.8 million taking the total footfall to 21.1 million. As both service share much of the same facilities and the Thameslink Programme is set to considerably increase the number of passengers, London TravelWatch recommends that the station is categorised 'C1' in line with the nearby City Thameslink.
3. West Hampstead Thameslink ('E') – the station had a footfall of 4.3 million 2007/8 and yet it is a category below West Hampstead station which only had a footfall of 1.3 million in the same period. London TravelWatch recommends that West Hampstead Thameslink is therefore re-categorised as an important feeder station 'D'. This would be in line with its neighbour station West Hampstead.

(b) Do you agree with the changes of category they have proposed for some stations?

As has been commented in the previous answer London TravelWatch has reviewed all 463 stations within our area and the categories that have been assigned to them (this list can be found in Appendix A – List of Stations covered by London TravelWatch). This review agreed with all of the changes in category. The only changes that are recommended are to change the categories of the following stations:

- Ealing Broadway – 'C1' to 'B'
- Farringdon – 'E' to 'C1'
- West Hampstead Thameslink – 'E' to 'D'

The rationale for these changes is detailed in the answer to question 2(a).

Question 3

Do you have any amendments to suggest to the detail of the proposal for Minimum Station Standards, bearing in mind the need to balance provision for passengers with affordability and value for money?

London TravelWatch wholeheartedly supports the Minimum Station Standards that have been proposed in the Better Rail Stations report. We have commented in detail against the specific suggestions in the tables below for each of the category of station. London TravelWatch recommends that London-specific issues are given weight in the Minimum Station Standards because stations within Greater London accounted for 50% of the national total in 2007/8.

London TravelWatch has commented against each one of the proposed minimum standards for each station category.

A. National Hub Station

Item	Proposed Minimum Standard	London TravelWatch Response
Access	Access for All Full access to all trains & facilities and Assisted Travel buggy	We support this standard
	Street direction signs Comprehensive signing from main road(s) plus cycle/pedestrian routes	We support this standard
	Totem Pole Comprehensive external station signing & illuminated totem pole	We support this standard
	Internal station signing Standard signing in Brunel alphabet with emphasis on large pictograms	We support this standard
	Station Travel Plan Lead local authority in agreeing local access plan	We support this standard
	Cycle Hub Cycle Hub or Secure Store with combined storage for up to 5% of passengers	We support this standard
	Premium Parking Parking & Premium Parking for up to 15% of passengers outside London	Not relevant for London
	Plus Bus Through ticketing promoted to local public transport	Not relevant for most of London. Emphasis in London should be on the TfL and other modes of public transport in the form of Oyster retailing
	Modal interchange Bus/tram interchange where practical in or near forecourt	We support this standard

Item	Proposed Minimum Standard	London TravelWatch Response
	Bus information Displayed in or near station entrance (where practical)	We support this standard and believe that it should be always displayed in the station as well as at the bus stops
	Taxis Well-signed taxi rank outside station with Accessible taxis	We support this standard
Information	Real-time information Indicators with real-time information and summary screens including bus/tram	We support this standard, and recommend that passengers can see real time information at the point of ticket purchase for all rail modes including London Underground
	Train service Posters with current train services and engineering work advice	We support this standard
	Local / Useful information Mandatory local road map and useful information/telephone numbers	We support this standard
	Useful information Mandatory rail industry information including 'contacts' details	We support this standard – in London it should also include TfL numbers as well as National Rail enquiries
Facilities	Flagship Ticket Shop Full range tickets/information with plenty of ticket machines	We support this standard – TVMs should support the full range of ticket products and railcards discounts and Oyster (within London travel card zones)
	Flagship Help/Info Point All companies information – staffed for most of day	We support this standard

Item	Proposed Minimum Standard	London TravelWatch Response
	Flagship retailing Most of day	We support this standard
	Flagship catering Most of day – at least one unit first to last train	We support this standard
	Flagship toilets, Toilets staffed all day with high cleaning regime	
	Flagship Meeting Point For passengers requiring special assistance	We support this standard
	Flagship waiting rooms Quiet, secure area for any passenger to wait	We support this standard
	Flagship left luggage Screening and storage	We support this standard
	Assisted Travel Disabled buggies, wheelchairs and ramps readily available	We support this standard
	Interchange (major) Escalators and lifts for heavy flows of encumbered people	We support this standard
	Interchange (minor) Lifts and ramps for lesser flows	We support this standard
	Canopies Long enough to spread passengers along platform – at least half length	We support this standard
	Ticket gates As required by train companies. Staff able to give advice/help	We support this standard
	Luggage trolleys Good supply with system to re-balance regularly	We support this standard
	Clock Each platform with scheduled service	We support this standard
	Lighting Adequate to give security on approaches/platform	We support this standard
	Seating Plentiful with 50% under cover	We support this standard
	Staff accommodation Smart and well cared for	We support this standard
Environment	Security Control Room Visible security patrols	We support this standard

Item	Proposed Minimum Standard	London TravelWatch Response
	CCTV security Station, approaches and car / cycle parking	We support this standard
	Cleaning Station cleaned throughout the day & graffiti free: litter bins	We support this standard
	Secure Station Secure Station Accreditation	We support this standard
	Secure Car Park, Park Mark Accreditation	Not relevant for 'A' stations in London
	Maintenance Prompt repairs & kept well painted	We support this standard
	Smart Environment Station approaches look smart & buildings in use	We support this standard

B. National Interchange Station

Item	Proposed Minimum Standard	London TravelWatch Response
Access	Totem Pole Comprehensive external station signing & illuminated totem pole	We support this standard
	Access for All Full access from entrance to all platforms, including lifts if feasible	We support this standard
	Modal Interchange Bus / tram interchange where practical in or near forecourt	We support this standard
	Internal station signs Standard signing in Brunel alphabet with emphasis on large pictograms	We support this standard
	Cycle Hub Cycle Hub or secure store with combined storage for 5% passengers	We support this standard
	Street direction signs Comprehensive signing from main road(s) plus cycle/pedestrian routes	We support this standard

Item	Proposed Minimum Standard	London TravelWatch Response
	Station Travel Plan Lead local authority in agreeing local access plan	We support this standard
	Premium Parking, Parking & Premium Parking for up to 15% of joining passengers	This target is not relevant to most stations within the M25. London TravelWatch is also concerned about the equality of access to Premium Parking with a pricing differential
	Plus Bus Through ticketing promoted to local public transport	Within London this needs to be TfL Oyster retailing
	Bus Information Displayed in or near station entrance (where practical)	We support this standard
	Taxis Well-signed taxi rank outside station with Accessible taxis	We support this standard
Information	Real-time information Indicators with real-time information and summary screens inc bus/tram	We support this standard
	Help-Point Staffed facility in addition to an emergency button	We support this standard
	Train service Posters with current train services and engineering work advice	We support this standard
	Local information Mandatory local road map & useful information (e.g. bus/taxi phone numbers)	We support this standard, and suggest the inclusion of the TfL contact details.
	Useful information Mandatory rail industry information including 'contacts' details	We support this standard, and suggest the inclusion of the TfL contact details.
Facilities	Interchange (major) Escalators/lifts for heavy flows of encumbered people where feasible	We support this standard

Item	Proposed Minimum Standard	London TravelWatch Response
	Interchange (minor) Lifts and ramps for lesser flows	We support this standard
	Staffing First to last train (platforms and face-to-face ticket purchase)	We support this standard
	Canopies At least half length of heavily used platforms	We support this standard
	Catering Best possible choice with at least one unit open for agreed core times	We support this standard
	Waiting Room On well used platforms. Must be available from first to last trains	We support this standard
	Assisted Travel Wheelchairs and boarding ramps	We support this standard
	Luggage trolleys Good supply with system to re-balance regularly	We support this standard
	Ticket gates Supervised where installed and operational. Staff able to give advice/help	We support this standard
	Toilets Mandatory, open all day and well cleaned every hour	We support this standard
	Retailing Best possible choice – possibly combined with catering unit	We support this standard
	Clock Each platform with scheduled service	We support this standard
	Ticket machines More than one to provide reliability	We support this standard. The ticket machine should vend all ticket types and railcard discounts
	Lighting Adequate to give security on approaches/platform	We support this standard
	Seating Plentiful with 50% under cover	We support this standard
	Staff accommodation Smart and well cared for	We support this standard
Environment	Secure Station Secure Station Accreditation	We support this standard

Item	Proposed Minimum Standard	London TravelWatch Response
	Secure Car Park, Park Mark Accreditation	We support this standard
	CCTV security Station, approaches and car / cycle parking	We support this standard
	Cleaning Station cleaned throughout the day & graffiti free: litter bins	We support this standard
	Maintenance Prompt repairs & kept well painted	We support this standard
	Smart Environment Station approaches look smart & buildings in use	We support this standard

C. Important Feeder Station

Item	Proposed Minimum Standard	London TravelWatch Response
Access	Station Travel Plan Lead local authority/PTE in agreeing local access plan (C1)	We support this standard
	Cycle Parking Space/secure storage for up to 5% of joining passengers	We support this standard
	Premium Parking Premium Parking as well as parking for up to 15% of joining passengers	This target is not relevant to most stations within the M25. London TravelWatch is also concerned about the equality of access to Premium Parking with a pricing differential
	Plus Bus Through ticketing promoted to local public transport	The TfL ticketing should be available in stations in the form of Oyster
	Access for All Step-free access (with DDA surfacing) from entrance to platforms (C1)	We support this standard

Item	Proposed Minimum Standard	London TravelWatch Response
	Street direction signs Comprehensive signing from main road(s) plus cycle/pedestrian routes	We support this standard
	Taxis Well-signed rank outside station if possible. 'Accessible Taxis' at C1	We support this standard
	Station signs Standard signing in Brunel alphabet and pictograms	We support this standard
	Totem Pole Rail symbol and station name (+ PTE/TfL symbol where required)	We support this standard
	Bus information Displayed in or near station entrance (where practical)	We support this standard
Information	Real-time information Indicators with summary screens and audible announcements	We support this standard
	Help-Point Both Emergency and Information buttons	We support this standard
	Train service Posters with current train services and engineering work advice	We support this standard
	Local information Mandatory local road map & useful information (e.g. bus/taxi phone numbers)	We support this standard and suggest the inclusion of TfL contact details
	Useful information Mandatory rail industry information including 'contacts' details	We support this standard and suggest the inclusion of TfL contact details
Facilities	Toilets Mandatory, open all day (C1) and well cleaned every 2 hours (hourly C1)	We support this standard
	Ticket Purchase Face-to-face purchase for most of service as agreed and published	We support this standard, and suggest the inclusion of Oyster in London
	Catering At least 1 staffed unit at agreed core times (C1) + vending machines	We support this standard

Item	Proposed Minimum Standard	London TravelWatch Response
	Retailing Best possible choice (C1) – possibly combined with catering unit (C2)	We support this standard
	Waiting Room On well used platforms	We support this standard
	Luggage trolleys Good supply with system to re-balance regularly (C1)	We support this standard
	Staffing Most of day (first to last train C1)	We support this standard
	Seating Plentiful with 50% under cover	We support this standard
	Ticket machines More than one machine to provide reliability	We support this standard, this should retail a full range of tickets, railcard discounts, and Oyster (in London)
	Assisted travel Wheelchairs and boarding ramps (if DDA accessible C2)	We support this standard
	Ticket gates Supervised where installed and operational. Staff able to give advice/help	We support this standard
	Clock Each platform with scheduled service	We support this standard
	Lighting Adequate to give security on approaches/platform	We support this standard
	Shelter or canopy On each platform with a scheduled service	We support this standard
	Staff accommodation Smart and well cared for	We support this standard
Environment	Secure Car Park, Park Mark Accreditation	We support this standard
	Secure Station Secure Station Accreditation	We support this standard
	CCTV security Station, approaches and car / cycle parking	We support this standard

Item	Proposed Minimum Standard	London TravelWatch Response
	Cleaning Station cleaned throughout the day & graffiti free: litter bins	We support this standard
	Maintenance Prompt repairs & kept well painted	We support this standard
	Smart Environment Station approaches look smart & buildings in use	We support this standard

D. Medium Staffed Station

Item	Proposed Minimum Standard	London TravelWatch Response
Access	Taxis Well-signed taxi rank outside station if possible	We support this standard
	Street direction signs Station signed from main road(s) and pedestrian/cyclist routes	We support this standard
	Station signs Standard signing in Brunel alphabet and pictograms	We support this standard
	Totem Pole Rail symbol and station name (+ PTE/TfL symbol where required)	We support this standard
	Cycle Parking Space for up to 5% of joining passengers	We support this standard
	Car Parking, parking for up to 15% of joining passengers (except inner city stations)	This target is not relevant to most stations within the M25. London TravelWatch is also concerned about the equality of access to Premium Parking with a pricing differential
	Bus information Displayed in or near station entrance (where practical)	We support this standard
Information	Real-time information Indicator(s) with real-time information	We support this standard
	Help-Point Both Emergency and Information buttons	We support this standard

Item	Proposed Minimum Standard	London TravelWatch Response
	Train service Poster(s) with current train services and engineering work advice	We support this standard
	Local information Mandatory local road map & useful information (e.g. bus/taxi phone numbers)	We support this standard, and suggest the inclusion of TfL details
	Useful information Mandatory rail industry information including 'contacts' details	We support this standard, and suggest the inclusion of TfL details
Facilities	Staffing Presence most of day with opening hours published for ticketing	We support this standard
	Assisted travel Wheelchair and boarding ramps if DDA accessible	We support this standard
	Ticket gates Supervised where installed and operational. Staff to give advice/help	We support this standard
	Toilets Appropriate for demand, smart & regularly cleaned to high standard	We support this standard
	Catering Vending machines for hot/cold drinks and cold snacks	We support this standard
	Clock Each platform with a scheduled service	We support this standard
	Ticket machine Unless derogation	The ticket machine should vend all ticket types, railcard discounts, and Oyster (in London)
	Lighting Adequate to give security on approaches/platform	We support this standard
	Shelter or canopy On each platform with a scheduled service	We support this standard
	Seating On each platform with a scheduled service minimum 12 seats	We support this standard
	Staff accommodation Smart and	We support this

Item	Proposed Minimum Standard	London TravelWatch Response
	well cared for	standard
Environment	CCTV security Station approaches and car / cycle parking	We support this standard
	Secure Station Secure Stations Accreditation	We support this standard
	Cleaning Station cleaned throughout the day & graffiti free: litter bins	We support this standard
	Maintenance Prompt repairs & kept well painted	We support this standard
	Smart Environment Station approaches look smart & buildings in use	We support this standard

E. Small Staffed Station

Item	Proposed Minimum Standard	London TravelWatch Response
Access	Cycle Parking Space for up to 5% of joining passengers	We support this standard
	Car Parking Space for up to 15% of joining passengers (except inner city stations)	This target is not relevant to most stations within the M25. London TravelWatch is also concerned about the equality of access to Premium Parking with a pricing differential
	Bus information Displayed in or near station entrance (where practical)	We support this standard
	Taxis If no taxi rank, phone number(s) prominently displayed	We support this standard
	Street direction signs Station signed from main road(s) and pedestrian/cycle routes	We support this standard
	Station signs Standard signing in Brunel alphabet and pictograms	We support this standard
	Totem Pole Rail symbol and station name (+ PTE/TfL symbol	We support this standard

Item	Proposed Minimum Standard	London TravelWatch Response
	where required)	
Information	Real-time information Indicator(s) with real-time information	We support this standard
	Help-Point Both Emergency and Information buttons	We support this standard
	Train service Poster(s) with current train services and engineering work advice	We support this standard
	Local information Mandatory local road map & useful information (e.g. bus/taxi phone numbers)	We support this standard
	Useful information Mandatory rail industry information including 'contacts' details	We support this standard
Facilities	Staffing Part-time presence with opening hours published for ticketing	We support this standard, but only if the standards of security, ticket, and information systems are sufficient during unstaffed hours
	Clock Each platform with scheduled service (discretionary if built into CIS)	We support this standard
	Seating On each platform with a scheduled service minimum 12 seats	We support this standard
	Staff accommodation Smart and well cared for	We support this standard
	Ticket machine Unless derogation	We support this standard, it should vend the full range of tickets, railcard discounts, and Oyster (in London)
	Lighting Adequate to give security on approaches/platform	We support this standard
	Shelter or canopy On each platform with a scheduled service	We support this standard
Environment	Cleaning Station regularly	We support this

Item	Proposed Minimum Standard	London TravelWatch Response
	cleaned & graffiti free: litter bins (at least daily)	standard
	CCTV Security Station platforms	We support this standard
	Maintenance Prompt repairs & kept well painted	We support this standard
	Smart Environment Station approaches look smart & buildings in use or demolished	We support this standard. Many stations are made unwelcoming by unused buildings. Where their repair or demolition would improve the general environment this would be welcome for passengers and the wider public

F. Unstaffed Station (<100,000 journeys per annum)

Item	Proposed Minimum Standard	London TravelWatch Response
Access	Street direction signs Station signed from main road(s) with local authority	We support this standard
	Station signs Standard signing in Brunel alphabet	We support this standard
	Totem Pole Rail symbol and station name (+ PTE/TfL symbol where required)	We support this standard
	Cycle Parking Where practical minimum 4 cycle racks at F1	We support this standard
	Car Parking Where practical small car park at F1	We support this standard
Information	Real-time information Indicator(s) with real-time information	We support this standard
	Help-Point Both Emergency and Information buttons	We support this standard
	Train service Poster with all	We support this

Item	Proposed Minimum Standard	London TravelWatch Response
	current train services and engineering work advice	standard
	Local information Local road map & useful information (e.g. bus/taxi phone numbers)	We support this standard, and suggest it should include TfL's details
	Useful information Mandatory rail industry information including 'contacts' details	We support this standard, and suggest it should include TfL's details
Facilities	Ticket machine At all FI stations unless derogation or PayTrain operation	The ticket machine should vend the full range of tickets, railcard discounts and Oyster (in London)
	Lighting Adequate to give security on approaches/platform	We support this standard
	Shelter or canopy On each platform with a scheduled service	We support this standard
	Seating On each platform with a scheduled service (minimum 8 seats F1)	We support this standard
Environment	Cleaning Station regularly cleaned & graffiti free: litter bins	We support this standard
	Maintenance Prompt repairs & kept well painted	We support this standard
	Smart Environment Station approaches look smart & buildings used or demolished	We support this standard

Minimum Standards Details

2.1.1 Consistent Station Branding

Consistent station branding and standards will hopefully reduce costs as well as give passengers a single set of standards. This should make using stations far simpler. London TravelWatch's only concern is the recommendation of the report to use white writing on a dark blue background. While this gives the greatest

contrast in day light, at night it makes it hard to read from within a lit carriage. The reflection of the internal lighting of the carriage on the windows and lack of contrast with the darkness surrounding the sign make it hard for passengers to see what station the train has stopped at. South Eastern Trains uses a sign format like the one proposed, and while in the daylight it has undoubted benefits, at night from a train carriage it can be difficult to see. For this reason London TravelWatch recommends a white background with black lettering. However, fundamentally we support the aim of standardised signage.

2.1.2 Transport for London

In the London Travelcard zones all the details and integrated ticketing should be available at stations. In practice this means providing:

- TfL contact details
- Timetables and service information of connecting TfL transport modes
- Oyster retailing

2.1.3 Street Directional Signage and Station Travel Plans

London TravelWatch strongly supports the report's recommendations on integrating stations in to their surrounding environment with both street signage and station travel plans.

2.1.4 Useful Information

For all useful information within London we would want to see TfL's details included.

2.1.5 Access for All

We believe that a coordinated incremental programme of improved accessibility could deliver significant benefits over time to a wide range of rail users. Substantial investment will be required and this should be targeted where it generates the greatest benefit and not simply where it is easy to achieve.

2.1.6 Interchange Major and Minor

London TravelWatch supports the recommendations to increase the provision of lifts and escalators at interchange locations. The main issues surrounding interchange are integrated signage and management of station facilities to assist the passenger in transiting the station.

2.1.7 Lighting

London TravelWatch supports the recommendations on lighting, but believes that they should consider being extended to the surrounding station environment.

2.1.8 Seating

While London TravelWatch appreciates that there may be practicality issues with the provision of seating at 'F' and 'E' stations, we would recommend that a wider range of seating is provided than the recommended perch seating. Perch seating is not suitable for all passengers and seating alternatives should be considered for the needs of children, the elderly and people with physical disabilities.

2.1.9 Staffing

London TravelWatch suggests that the report could consider recommending common standards of customer service at stations. These common standards could follow the example of London Underground. For example, the Underground standards set out patterns for announcements for service delays which give a consistent and comprehensible message to passengers.

2.1.10 Ticket Machines

London TravelWatch supports the recommendation that ticket machines should retail a full range of tickets, railcard discounts and smartcard products.

2.1.11 Toilets

The National Station Improvement Survey published in January 2010 shows that toilets are a consistent priority for improvement. The standard, availability, accessibility and cleanliness of toilets at stations all need to improve markedly. London TravelWatch recommend that toilets should be accessible (not behind barriers) to allow the access of all users of a station.

2.1.12 Waiting Room

Security is vital to the provision of waiting room facilities, which without CCTV or adequate maintenance can be intimidating spaces.

2.1.13 Cleaning

London TravelWatch supports the recommendations on cleaning as the presentation of a station is vital to its atmosphere and environment.

2.1.14 Maintenance

As with cleaning, maintenance is central to the environment of a station. London TravelWatch supports the recommendation of the report. In particular we welcome the idea that derelict buildings at small stations should be progressively repaired or demolished.

Question 4

The report recommends that the new station standards form the basis of future franchise agreements. Over what time period do you think it reasonable for these standards to be met for the overwhelming majority of stations?

The Better Rail Stations report sets out a target period of ten years beyond 2014 to 2024 to catch-up to the 80% minimum standard across the country.

London TravelWatch believes that based on our response to question 1 that the majority of stations should achieve these standards within five years.

Of the stations within London TravelWatch's remit, we are particularly concerned by station standards at inner suburban locations. Stations such as South Ruislip have very poor facilities on the National Rail platforms. The poor state of repair, low levels of lighting and poor maintenance makes the station feel insecure to the passenger. The photograph below shows the minimal waiting facilities and graffiti covered advertising hording.



Photograph 3 – South Ruislip Waiting Facilities

Are there other steps which should be taken to meet these standards across the generality of stations?

Across the rail industry there needs to be a harmonisation of levels of staff training in customer service. This training could deliver a higher level of customer satisfaction in all areas of the rail industry. In addition the adoption of common standards in for areas like announcements of service delays could greatly improve the experience of rail stations.

London TravelWatch welcomes the report's comments on integration with other modes of transport and the wider planning environment. The station does not exist in isolation and planning and transport provision should reflect this. Integrated planning and the involvement of parties such as local authorities could effectively address concerns such as levels of lighting on the approaches to stations which can form a barrier to usage.

Question 5

Do you agree that there is a need for a substantial programme of additional car parking at stations

Better Rail Stations recommends the creation of 5,000 cycle parking spaces per annum and 10,000 car parking spaces per annum. The car-parking would be self-funded capital investments from car park ticket revenue.

London TravelWatch supports the Better Rail Stations report recommendation:

- that inner city car parking investment should be minimised
- cycle access should be doubled in the next five years
- public transport access should be improved
- A to D stations all accessible by 2020
- Greater community involvement at smaller stations

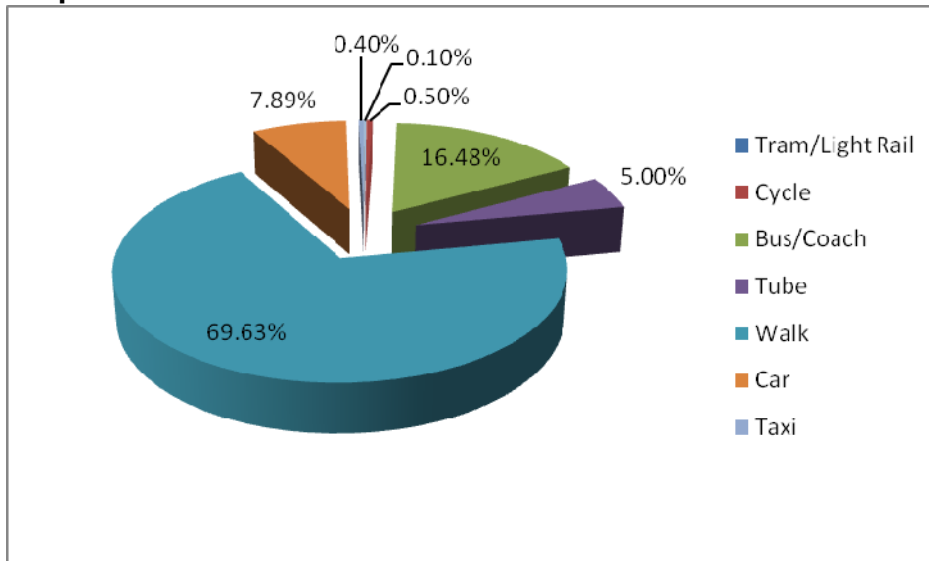
In London TravelWatch's report 'Getting to the Station', we make recommendations about station land use. Within Zones 1-6 London TravelWatch does not support the expansion of car parking except for car parking for disabled people. London TravelWatch would only support increased car parking beyond Zone 6 once the following criteria had been fulfilled:

- Is the location of the car park within easy access of the rail station? – Yes
- Does the train service have the capacity to carry the additional passenger to the various destinations on route? – Yes
- Will extra train service be required to cater for growth? – Yes
- Would providing a car park lead to abstraction from other rail services with a net reduction in rail passenger miles travelled? – No

- Would implementation of a travel plan for the station reduce or eliminate the need for the expansion of car parking? – No

In the National Stations Improvement Programme survey published in January 2010 respondents were asked how they had travelled to the station. For those stations within London TravelWatch’s remit, the breakdown of modal share travelling to or from the station is shown in the graph below. The car only had a 7.89% share, whereas walking accounted for 69.63% of respondents.

Graph 2 – Modal Share of to and from stations⁵



London TravelWatch therefore believes that it is more important to focus on non-car access to stations. To achieve the aims of maximising the usage of public transport and non-motor vehicle transport London TravelWatch recommends that along with the travel plans the wider realm of the station environment is improved to include for example lighting and footway access to the station itself. The barriers from the perspective of accessibility and safety and security are the most significant issues.

Car parking is an issue at stations outside of the M25 such as Luton which fall within the remit of London TravelWatch. However, London TravelWatch is still in favour of local travel plans and an integrated transport solution to allow travellers to reach the station without placing further demands on motor vehicles. Where car parking is inadequate due to historical constraints on land in urban environments, it may be appropriate to consider a decked car park arrangement as has been explored by London Midland and Chiltern Railways. These solutions

⁵ Data source: National Stations Improvement Plan, Final Report, Jan 2010

maximise the existing land take of the station and make the best usage of available space for car parking.

London TravelWatch therefore suggests that the answer is not a straight 'yes' or 'no' question. The solutions to transport users needs to access stations should firstly be explored which do not place greater demands on the road network by encouraging car usage. London TravelWatch firmly advocates that station travel plans develop an integrated transport solution first before considering car park expansion.

Do you believe it can be self-funded through additional parking revenue?

London TravelWatch believes that car parking expansion can be self-funded. The model of Chiltern Railway's double decking car parking shows how this can be achieved. However, in the case of Premium Car Parking, London TravelWatch has concerns that the disparity on pricing would decrease equality of access to stations.

Question 6

(a) Do you have any comments on the recommendations in the report concerning the need for improved bus and improved car, cycle and pedestrian access at stations?

London TravelWatch supports the recommendation of the report on improved station access. Overall we believe that an integrated approach in which the station is seen in the context of its surrounding environment is the correct one for improving station access. The main issues in relation access that we believe need to be considered are:

- Safety and access
- Signage
- Integration of the station into the wider environment
- Congestion
- Cycle Parking
- Step-free access
- Lighting
- Bus stop accessibility and security
- Information provision

In London the presence of the other TfL transport modes means that there are a specific set of issues in providing greater access. London TravelWatch believes that the model in the Southern franchise for greater TfL involvement in London rail stations is the best solution within the current rail industry structure.

(b) Is there a need for new Government guidance in this area?

In order to achieve a consistent level of services across modes, administrative boundaries, a Government guidance document is necessary. London TravelWatch supports Key Recommendation E that the 'Manual for Streets' should be revised to improve access for pedestrians, cyclists and public transport users.

Question 7

Do you have any comments on what the report says about the community use of stations?

London TravelWatch supports the involvement of the community in relation to rail stations. An example of a possible model of involvement is the Docklands Light Railway (DLR) Community Ambassadors scheme. Under the scheme members of the community are trained and paid on a part time basis to promote the DLR in the surrounding community. Such involvement could be considered more widely for stations and the National Rail network.

Question 8

Do you agree that there is scope for more retail facilities at many stations, potentially including combined retail and ticket sales, bearing in mind the balance between retail provision and operational convenience?

Yes – London TravelWatch agrees that there is more scope for retailing facilities. The provision of retailing could provide greater income to pay for station improvements, make the station space more attractive and give purpose to currently underutilised buildings.

What type and range of retail facilities would you expect to see in stations, taking into account relative size?

London TravelWatch supports the suggestions on retailing for 'C' and above stations. For smaller stations we suggest that community involvement in providing retailing at stations as well as exploring the provision of vending machines to supply basic goods to passengers.

Question 9

Do you have any comments on the vision for the future set out in the report, including the type and style of stations which will be required in 2030?

The vision for the UK railway station in 2030 is endorsed by London TravelWatch. We believe that it is vital for the railway station to be brought up to standard as the capacity and facilities at station will be put under considerable pressure by the growth in rail passengers which is forecast for that period. Terminal stations in London already form a constraint to growth of capacity. While the physical capacity of the railway system is part of the equation the facilities at the station also form a barrier to growth.

In the future if rail stations are not improved, they may form a barrier to the growth of the number of rail passengers generally. The importance of the integrated 'Hub' station is vital to make the best usage of rail and align with the other modes of transport and planning of its surrounding environment.

Question 10

Do you have any further comments on any aspect of the report?

The local environmental qualities of stations are important to passengers. London TravelWatch has campaigned on this issue for many years and has seen some demonstrable improvement, though litter is a continuing concern.

Unfortunately the present arrangements are opaque. Many in the rail industry are unaware of the complexities.

The TOC's station lease area is clear and the TOC's clean their stations on a regular basis. The guidance covers the publicly accessible areas such as station buildings, platforms and paths

However, the track bed between and beyond the platforms and areas of land (operational or otherwise) around the station that are under the control of Network Rail are less well maintained. Indeed they have often simply been abandoned by Network Rail and receive no maintenance or cleaning.

The problem is fourfold:

1. Network Rail has a statutory duty to keep their trackbed within 100 metres of the platform end clear of litter, but the TOC's (under and industry agreement) have to pay 75% of the costs. This can mean TOCs do not proactively manage the trackbed with respect to litter.

2. The enforcing agencies, the local authorities, do not prioritise enforcement of litter on railway land.
3. Network Rail regards its statutory duty to keep its land clear of litter as a sideline to its main activity of running the railway. That said there has been a recent breakthrough in London where a memorandum of understanding has been negotiated between Network Rail and the local authorities (the enforcement agencies).
4. There is no HLOS requirement on Network Rail to maintain the environmental quality of the railway and so there is no budget allocated to meet the scale of the task of keeping the railway clear of litter.

London TravelWatch would like to see this situation addressed in future franchise agreements to avoid this lack of responsibility for clearing litter on the railway.

3 Conclusion

The Better Rail Stations report aims and succeeds in setting out a vision for bring National Rail stations up to a standard which passengers expect. The minimum standards set a threshold for the rail industry to aim at and London TravelWatch hopes that the Government, as well as industry players, implement the recommendations as soon as is practically possible.

London TravelWatch urges the Government to include the minimum standards in the two upcoming franchises for Essex Thameside and Greater Anglia in 2011. These two franchises provide the first opportunity to implement the Better Rail Stations report in a franchise agreement. With effective targets and vision the rail stations of the UK can be brought up to parity with high performing European railway networks and to the level of transport users' expectations.

Appendix A – List of Stations covered by London TravelWatch

The table below lists all of the stations covered by London TravelWatch and is based on the National Station Usage report 2007 to 2008 published by the Office of Rail Regulation and the London Underground 2008 station entry and exit data.

Station Name	Station Facility Owner	National Rail			LUL	2008 LUL and NR Total	Category
		2007-08 Entry/ Exit	2007-08 Inter-change	2007-08 Total	2008 Exit/Entry		
Abbey Wood	South Eastern	3,204,194		3,204,194		3,204,194	C2
Acton Central	London Overground	1,009,246		1,009,246		1,009,246	D
Acton Main Line	First Greater Western	364,265		364,265		364,265	E
Addlestone	South West Trains	387,906		387,906		387,906	E
Albany Park	South Eastern	1,012,762		1,012,762		1,012,762	D
Alexandra Palace	First Capital Connect	1,266,503	13,597	1,280,100		1,280,100	D
Amersham	London Underground	675,426		675,426	2,170,000	2,845,426	N/A
Anerley	Southern	396,996		396,996		396,996	E
Angel Road	National Express East Anglia	32,090		32,090		32,090	F2
Apsley	London Midland Trains	405,780		405,780		405,780	E
Arlesey	First Capital Connect	398,128		398,128		398,128	E
Ashford (Surrey)	South West Trains	928,868		928,868		928,868	C2
Ashted	Southern	1,035,665		1,035,665		1,035,665	E

Station Name	Station Facility Owner	National Rail			LUL	2008 LUL and NR Total	Category
		2007-08 Entry/ Exit	2007-08 Inter-change	2007-08 Total	2008 Exit/Entry		
Aylesbury	Chiltern Railways	1,129,973	2,055	1,132,028		1,132,028	D
Baldock	First Capital Connect	419,784		419,784		419,784	E
Balham	Southern	4,724,912	228,385	4,953,297		4,953,297	C2
Banstead	Southern	105,664		105,664		105,664	F1
Barbican	London Underground	52,477		52,477		52,477	N/A
Barking	C2C Rail	3,559,402	211,381	3,770,783	11,680,000	15,450,783	B
Barnehurst	South Eastern	1,692,901		1,692,901		1,692,901	C2
Barnes	South West Trains	1,686,077	8,727	1,694,804		1,694,804	C2
Barnes Bridge	South West Trains	467,295		467,295		467,295	F1
Battersea Park	Southern	1,668,236	17,784	1,686,020		1,686,020	D
Bayford	First Capital Connect	34,907		34,907		34,907	F2
Beaconsfield	Chiltern Railways	1,272,423		1,272,423		1,272,423	D
Beckenham Hill	South Eastern	291,351		291,351		291,351	E
Beckenham Junction	South Eastern	2,742,891	58,752	2,801,643		2,801,643	C2
Bedford	First Capital Connect	3,184,488	44,708	3,229,196		3,229,196	C1
Bellingham	South Eastern	644,620		644,620		644,620	E
Belmont	Southern	132,688		132,688		132,688	F1
Belvedere	South Eastern	710,163		710,163		710,163	E
Berkhamsted	London Midland Trains	1,422,662		1,422,662		1,422,662	C2

Station Name	Station Facility Owner	National Rail			LUL	2008 LUL and NR Total	Category
		2007-08 Entry/ Exit	2007-08 Inter-change	2007-08 Total	2008 Exit/Entry		
Berrylands	South West Trains	357,116		357,116		357,116	E
Bethnal Green	National Express East Anglia	563,696		563,696		563,696	F1
Bexley	South Eastern	1,234,010		1,234,010		1,234,010	D
Bexleyheath	South Eastern	3,379,428		3,379,428		3,379,428	C2
Bicester North	Chiltern Railways	910,506		910,506		910,506	D
Bickley	South Eastern	849,281	1,942	851,223		851,223	D
Birkbeck	Southern	33,409		33,409		33,409	F2
Bishops Stortford	National Express East Anglia	2,464,128	68,328	2,532,456		2,532,456	C2
Blackheath	South Eastern	2,893,474	31,526	2,925,000		2,925,000	C2
Blackhorse Road	London Underground	86,550		86,550	6,090,000	6,176,550	E
Bookham	South West Trains	248,785		248,785		248,785	E
Bowes Park	First Capital Connect	527,475		527,475		527,475	E
Boxhill & Westhumble	Southern	51,376		51,376		51,376	F2
Brentford	South West Trains	1,048,304		1,048,304		1,048,304	E
Bricket Wood	London Midland Trains	56,540		56,540		56,540	F2
Brimmsdown	National Express East Anglia	532,697		532,697		532,697	E
Brixton	South Eastern	669,271		669,271		669,271	E
Brockley	London Overground	2,008,237		2,008,237		2,008,237	D

Station Name	Station Facility Owner	National Rail			LUL	2008 LUL and NR Total	Category
		2007-08 Entry/ Exit	2007-08 Inter-change	2007-08 Total	2008 Exit/Entry		
Bromley North	South Eastern	661,536		661,536		661,536	D
Bromley South	South Eastern	6,286,468	889,276	7,175,744		7,175,744	B
Bromdesbury	London Overground	738,642		738,642		738,642	E
Bromdesbury Park	London Overground	528,708		528,708		528,708	E
Brookmans Park	First Capital Connect	185,759		185,759		185,759	E
Broxbourne	National Express East Anglia	1,495,519	248,594	1,744,113		1,744,113	C2
Bruce Grove	National Express East Anglia	324,936		324,936		324,936	E
Bush Hill Park	National Express East Anglia	697,913		697,913		697,913	D
Bushey	London Overground	723,486		723,486		723,486	E
Byfleet & New Haw	South West Trains	409,799		409,799		409,799	E
Caledonian Rd & Barnsbury	London Overground	397,964		397,964		397,964	E
Cambridge Heath	National Express East Anglia	137,617		137,617		137,617	F1
Camden Road	London Overground	1,356,317	11,454	1,367,771		1,367,771	D
Canonbury	London Overground	477,914		477,914		477,914	F1
Carpenders Park	London Overground	420,387		420,387		420,387	E
Carshalton	Southern	1,341,829		1,341,829		1,341,829	D
Carshalton Beeches	Southern	886,686		886,686		886,686	E

Station Name	Station Facility Owner	National Rail			LUL	2008 LUL and NR Total	Category
		2007-08 Entry/ Exit	2007-08 Inter-change	2007-08 Total	2008 Exit/Entry		
Castle Bar Park	First Greater Western	113,977		113,977		113,977	E
Caterham	Southern	833,810		833,810		833,810	D
Catford	South Eastern	969,422	107,400	1,076,822		1,076,822	D
Catford Bridge	South Eastern	1,708,891	94,231	1,803,122		1,803,122	D
Chadwell Heath	National Express East Anglia	2,073,727		2,073,727		2,073,727	C2
Chalfont & Latimer	London Underground	141,858		141,858	1,190,000	1,331,858	N/A
Charlton	South Eastern	1,490,715	227,585	1,718,300		1,718,300	D
Cheam	Southern	1,247,318		1,247,318		1,247,318	D
Chelsfield	South Eastern	953,906		953,906		953,906	D
Chertsey	South West Trains	587,986		587,986		587,986	D
Cheshunt	National Express East Anglia	1,692,201	187,508	1,879,709		1,879,709	C2
Chessington North	South West Trains	606,343		606,343		606,343	D
Chessington South	South West Trains	590,320		590,320		590,320	E
Chingford	National Express East Anglia	1,361,136		1,361,136		1,361,136	C2
Chipstead	Southern	164,955		164,955		164,955	E
Chislehurst	South Eastern	1,209,216		1,209,216		1,209,216	D
Chiswick	South West Trains	759,576		759,576		759,576	E
Chorleywood	London Underground	168,532		168,532	860,000	1,028,532	N/A

Station Name	Station Facility Owner	National Rail			LUL	2008 LUL and NR Total	Category
		2007-08 Entry/ Exit	2007-08 Inter-change	2007-08 Total	2008 Exit/Entry		
City Thameslink	First Capital Connect	6,733,713	102	6,733,815		6,733,815	C1
Clandon	South West Trains	178,203		178,203		178,203	E
Clapham High Street	Southern	226,771		226,771		226,771	F1
Clapham Junction	South West Trains	19,881,295	16,641,192	36,522,487		36,522,487	B
Clapton	National Express East Anglia	631,457	2	631,459		631,459	D
Claygate	South West Trains	589,341		589,341		589,341	D
Clock House	South Eastern	1,198,893	2,806	1,201,699		1,201,699	D
Cobham & Stoke d'Abernon	South West Trains	618,647		618,647		618,647	D
Coulsdon South	Southern	1,477,919		1,477,919		1,477,919	D
Crayford	South Eastern	1,360,088		1,360,088		1,360,088	D
Crews Hill	First Capital Connect	55,119		55,119		55,119	F2
Cricklewood	First Capital Connect	1,326,580		1,326,580		1,326,580	E
Crofton Park	South Eastern	621,846		621,846		621,846	E
Crouch Hill	London Overground	152,633		152,633		152,633	E
Crystal Palace	London Overground	1,580,347	123,622	1,703,969		1,703,969	D
Cuffley	First Capital Connect	616,894		616,894		616,894	D
Dagenham Dock	C2C Rail	640,585		640,585		640,585	E
Dalston Kingsland	London Overground	1,733,409		1,733,409		1,733,409	D
Dartford	South Eastern	3,311,472	566,457	3,877,929		3,877,929	C1

Station Name	Station Facility Owner	National Rail			LUL	2008 LUL and NR Total	Category
		2007-08 Entry/ Exit	2007-08 Inter-change	2007-08 Total	2008 Exit/Entry		
Datchet	South West Trains	319,733		319,733		319,733	E
Denham	Chiltern Railways	260,345		260,345		260,345	E
Denham Golf Club	Chiltern Railways	17,213		17,213		17,213	F1
Denmark Hill	South Eastern	3,921,594	48,016	3,969,610		3,969,610	D
Deptford	South Eastern	1,082,249		1,082,249		1,082,249	E
Dorking	Southern	1,078,443	68,631	1,147,074		1,147,074	C1
Drayton Green	First Greater Western	80,987		80,987		80,987	F2
Drayton Park	First Capital Connect	297,091		297,091		297,091	E
Dunton Green	South Eastern	107,654		107,654		107,654	F2
Ealing Broadway	First Greater Western	3,506,892	60,481	3,567,373	17,860,000	21,427,373	C1
Earlsfield	South West Trains	5,385,289		5,385,289		5,385,289	D
Earlswood (Surrey)	Southern	351,722		351,722		351,722	E
East Croydon	Southern	23,325,427	5,904,697	29,230,124		29,230,124	B
East Dulwich	Southern	1,510,169		1,510,169		1,510,169	E
Ebbsfleet International	South Eastern			0		0	B
Eden Park	South Eastern	512,832		512,832		512,832	E
Edenbridge	South Eastern	100,227	33,590	133,817		133,817	F1
Edmonton Green	National Express East Anglia	1,989,956	15,621	2,005,577		2,005,577	C2
Effingham Junction	South West Trains	301,515	12,474	313,989		313,989	D

Station Name	Station Facility Owner	National Rail			LUL	2008 LUL and NR Total	Category
		2007-08 Entry/ Exit	2007-08 Inter-change	2007-08 Total	2008 Exit/Entry		
Elephant & Castle	First Capital Connect	3,970,380	200,465	4,170,845		4,170,845	E
Elmers End	South Eastern	953,005		953,005		953,005	D
Elmstead Woods	South Eastern	1,223,315		1,223,315		1,223,315	D
Elstree & Borehamwood	First Capital Connect	3,459,142		3,459,142		3,459,142	E
Eltham	South Eastern	2,368,496		2,368,496		2,368,496	C2
Emerson Park	National Express East Anglia	56,141		56,141		56,141	F2
Enfield Chase	First Capital Connect	1,138,811	4,726	1,143,537		1,143,537	D
Enfield Lock	National Express East Anglia	857,351		857,351		857,351	E
Enfield Town	National Express East Anglia	1,488,510		1,488,510		1,488,510	C2
Epsom	Southern	3,720,782	182,382	3,903,164		3,903,164	C1
Epsom Downs	Southern	69,800		69,800		69,800	F1
Erith	South Eastern	713,034		713,034		713,034	E
Esher	South West Trains	1,089,774		1,089,774		1,089,774	C2
Essex Road	First Capital Connect	320,481		320,481		320,481	E
Ewell East	Southern	425,032		425,032		425,032	E
Ewell West	South West Trains	1,002,572		1,002,572		1,002,572	C2
Falconwood	South Eastern	994,581		994,581		994,581	D

Station Name	Station Facility Owner	National Rail			LUL	2008 LUL and NR Total	Category
		2007-08 Entry/ Exit	2007-08 Inter-change	2007-08 Total	2008 Exit/Entry		
Farringdon	London Underground	1,706,195	618,305	2,324,500	18,840,000	21,164,500	E
Feltham	South West Trains	3,373,810		3,373,810		3,373,810	C2
Finchley Road & Frognal	London Overground	552,282		552,282		552,282	E
Finsbury Park	First Capital Connect	5,165,946	2,437,577	7,603,523	26,300,000	33,903,523	C2
Flitwick	First Capital Connect	1,247,611		1,247,611		1,247,611	D
Forest Gate	National Express East Anglia	1,740,837		1,740,837		1,740,837	C2
Forest Hill	London Overground	2,987,068		2,987,068		2,987,068	C2
Fulwell	South West Trains	482,495		482,495		482,495	E
Garston (Hertfordshire)	London Midland Trains	93,079		93,079		93,079	F2
Gatwick Airport	Network Rail	12,729,627	946,265	13,675,892		13,675,892	B
Gerrards Cross	Chiltern Railways	1,115,291	18,833	1,134,124		1,134,124	D
Gidea Park	National Express East Anglia	2,790,404	6,537	2,796,941		2,796,941	C2
Gipsy Hill	Southern	1,762,673		1,762,673		1,762,673	E
Goodmayes	National Express East Anglia	1,751,848		1,751,848		1,751,848	C2
Gordon Hill	First Capital Connect	954,159		954,159		954,159	D
Gospel Oak	London Overground	922,699	115,758	1,038,457		1,038,457	D
Grange Park	First Capital Connect	277,001		277,001		277,001	E

Station Name	Station Facility Owner	National Rail			LUL	2008 LUL and NR Total	Category
		2007-08 Entry/ Exit	2007-08 Inter-change	2007-08 Total	2008 Exit/Entry		
Great Missenden	Chiltern Railways	530,999		530,999		530,999	E
Greenford	London Underground	82,751		82,751	3,530,000	3,612,751	N/A
Greenwich	South Eastern	3,421,417		3,421,417		3,421,417	D
Grove Park	South Eastern	2,053,334	1,477,802	3,531,136		3,531,136	C2
Gunnersbury	London Underground	881,386		881,386	3,670,000	4,551,386	D
Hackbridge	Southern	903,010		903,010		903,010	E
Hackney Central	London Overground	1,316,644		1,316,644		1,316,644	D
Hackney Downs	National Express East Anglia	1,367,110	119,332	1,486,442		1,486,442	C2
Hackney Wick	London Overground	283,067		283,067		283,067	E
Haddenham & Thame Parkway	Chiltern Railways	532,572		532,572		532,572	E
Hadley Wood	First Capital Connect	367,640		367,640		367,640	E
Hampstead Heath	London Overground	823,974		823,974		823,974	D
Hampton	South West Trains	1,214,106		1,214,106		1,214,106	C2
Hampton Court	South West Trains	2,405,726		2,405,726		2,405,726	C2
Hampton Wick	South West Trains	873,395		873,395		873,395	D
Hanwell	First Greater Western	365,340		365,340		365,340	E
Harlesden	London Underground	326,704		326,704	2,240,000	2,566,704	E
Harlington	First Capital Connect	329,257		329,257		329,257	D
Harlow Mill	National Express East Anglia	147,282		147,282		147,282	E

Station Name	Station Facility Owner	National Rail			LUL	2008 LUL and NR Total	Category
		2007-08 Entry/ Exit	2007-08 Inter-change	2007-08 Total	2008 Exit/Entry		
Harlow Town	National Express East Anglia	1,712,840		1,712,840		1,712,840	C1
Harold Wood	National Express East Anglia	2,919,269		2,919,269		2,919,269	C2
Harpenden	First Capital Connect	2,929,985	3,212	2,933,197		2,933,197	D
Harringay	First Capital Connect	988,657		988,657		988,657	D
Harringay Green Lanes	London Overground	228,338		228,338		228,338	E
Harrow & Wealdstone	London Underground	1,305,647	566,702	1,872,349	4,310,000	6,182,349	C1
Harrow-On-The-Hill	London Underground	653,131		653,131	9,360,000	10,013,131	N/A
Hatch End	London Overground	550,917		550,917		550,917	E
Hatfield	First Capital Connect	1,768,214		1,768,214		1,768,214	C2
Haydons Road	First Capital Connect	505,862		505,862		505,862	E
Hayes & Harlington	First Greater Western	2,209,949	114,425	2,324,374		2,324,374	D
Hayes (Kent)	South Eastern	1,122,309		1,122,309		1,122,309	D
Headstone Lane	London Overground	1,256,142		1,256,142		1,256,142	E
Hemel Hempstead	London Midland Trains	1,690,596	31,793	1,722,389		1,722,389	C2
Hendon	First Capital Connect	1,154,049		1,154,049		1,154,049	E
Herne Hill	South Eastern	4,061,777	1,406,799	5,468,576		5,468,576	C2
Hersham	South West Trains	675,132		675,132		675,132	D
Hertford East	National Express East Anglia	613,405		613,405		613,405	E

Station Name	Station Facility Owner	National Rail			LUL	2008 LUL and NR Total	Category
		2007-08 Entry/ Exit	2007-08 Inter-change	2007-08 Total	2008 Exit/Entry		
Hertford North	First Capital Connect	1,202,298	985	1,203,283		1,203,283	C2
High Wycombe	Chiltern Railways	2,114,744	47,370	2,162,114		2,162,114	C1
Highams Park	National Express East Anglia	1,609,977		1,609,977		1,609,977	C2
Highbury & Islington	First Capital Connect	3,838,769	120,851	3,959,620	13,730,000	17,689,620	C2
Hinchley Wood	South West Trains	328,078		328,078		328,078	E
Hither Green	South Eastern	2,901,002	260,337	3,161,339		3,161,339	C2
Homerton	London Overground	1,248,036		1,248,036		1,248,036	E
Honor Oak Park	London Overground	1,514,419		1,514,419		1,514,419	D
Horley	Southern	1,021,682		1,021,682		1,021,682	D
Hornsey	First Capital Connect	968,526		968,526		968,526	D
Horsley	South West Trains	365,342		365,342		365,342	D
Hounslow	South West Trains	1,101,010	416	1,101,426		1,101,426	D
How Wood	London Midland Trains	38,723		38,723		38,723	F2
Ilford	National Express East Anglia	5,025,170	16,482	5,041,652		5,041,652	C2
Imperial Wharf	London Overground	n/a	n/a	0		0	E
Isleworth	South West Trains	780,514		780,514		780,514	F1
Iver	First Greater Western	147,920		147,920		147,920	E
Kempton Park	South West Trains	45,648		45,648		45,648	F2
Kenley	Southern	514,172		514,172		514,172	E

Station Name	Station Facility Owner	National Rail			LUL	2008 LUL and NR Total	Category
		2007-08 Entry/ Exit	2007-08 Inter-change	2007-08 Total	2008 Exit/Entry		
Kensal Green	London Underground	482,883		482,883	2,630,000	3,112,883	E
Kensal Rise	London Overground	666,261		666,261		666,261	E
Kensington Olympia	London Overground	1,788,625	11,447	1,800,072	1,320,000	3,120,072	C2
Kent House	South Eastern	819,031	1	819,032		819,032	D
Kentish Town	First Capital Connect	1,110,875		1,110,875	7,100,000	8,210,875	F1
Kentish Town West	London Overground	512,346		512,346		512,346	E
Kenton	London Underground	318,257		318,257	1,470,000	1,788,257	E
Kew Bridge	South West Trains	754,798		754,798		754,798	F1
Kew Gardens	London Underground	567,061		567,061	3,170,000	3,737,061	D
Kidbrooke	South Eastern	947,231		947,231		947,231	D
Kilburn High Road	London Overground	916,456		916,456		916,456	E
Kings Cross Thameslink	First Capital Connect	11,352,017		11,352,017		11,352,017	C1
Kings Langley	London Midland Trains	595,820		595,820		595,820	E
Kingston	South West Trains	5,413,895		5,413,895		5,413,895	C1
Kingswood	Southern	289,266		289,266		289,266	E
Knebworth	First Capital Connect	457,813		457,813		457,813	E
Knockholt	South Eastern	270,226		270,226		270,226	E
Ladywell	South Eastern	924,616		924,616		924,616	E
Langley	First Greater Western	653,345		653,345		653,345	E
Leagrave	First Capital Connect	1,651,382		1,651,382		1,651,382	D

Station Name	Station Facility Owner	National Rail			LUL	2008 LUL and NR Total	Category
		2007-08 Entry/ Exit	2007-08 Inter-change	2007-08 Total	2008 Exit/Entry		
Leatherhead	Southern	1,824,572	37,468	1,862,040		1,862,040	C2
Lee	South Eastern	1,505,373		1,505,373		1,505,373	D
Lewisham	South Eastern	8,247,628	2,654,553	10,902,181		10,902,181	C2
Leyton Midland Road	London Overground	224,047		224,047		224,047	E
Leytonstone High Road	London Overground	196,728		196,728		196,728	E
Limehouse	C2C Rail	2,480,014		2,480,014		2,480,014	E
Little Kimble	Chiltern Railways	6,334		6,334		6,334	F2
London Blackfriars	First Capital Connect	13,341,602	617,931	13,959,533		13,959,533	A
London Bridge	Network Rail	54,124,745	7,236,727	61,361,472		61,361,472	A
London Cannon Street	Network Rail	22,177,065	223,992	22,401,057		22,401,057	A
London Charing Cross	Network Rail	39,063,680	1,784,204	40,847,884		40,847,884	A
London Euston	Network Rail	29,341,182	1,514,853	30,856,035		30,856,035	A
London Fenchurch Street	Network Rail	15,976,407	238,726	16,215,133		16,215,133	A
London Fields	National Express East Anglia	231,513		231,513		231,513	F1

Station Name	Station Facility Owner	National Rail			LUL	2008 LUL and NR Total	Category
		2007-08 Entry/ Exit	2007-08 Inter-change	2007-08 Total	2008 Exit/Entry		
London Kings Cross	Network Rail	24,629,269	2,694,316	27,323,585		27,323,585	A
London Liverpool Street	Network Rail	57,789,977	1,478,555	59,268,532		59,268,532	A
London Marylebone	Chiltern Railways	12,190,364	372,261	12,562,625		12,562,625	A
London Paddington	Network Rail	29,224,722	1,508,018	30,732,740		30,732,740	A
London Road (Guildford)	South West Trains	641,263		641,263		641,263	D
London St Pancras International	Network Rail	6,623,900	1,650,466	8,274,366		8,274,366	A
London St Pancras MML	Network Rail			0		0	A
London Victoria	Network Rail	77,462,118	3,416,141	80,878,259		80,878,259	A
London Waterloo	Network Rail	100,306,690	4,810,236	105,116,926		105,116,926	A
London Waterloo East	South Eastern	7,046,020	1,037,409	8,083,429		8,083,429	B
Loughborough Junction	First Capital Connect	1,401,444		1,401,444		1,401,444	E
Lower Sydenham	South Eastern	435,428		435,428		435,428	E
Luton	First Capital Connect	3,548,183	216,805	3,764,988		3,764,988	B
Luton Airport Parkway	First Capital Connect	2,628,187	65,721	2,693,908		2,693,908	D
Malden Manor	South West Trains	607,484		607,484		607,484	E

Station Name	Station Facility Owner	National Rail			LUL	2008 LUL and NR Total	Category
		2007-08 Entry/ Exit	2007-08 Inter-change	2007-08 Total	2008 Exit/Entry		
Manor Park	National Express East Anglia	1,271,655		1,271,655		1,271,655	C2
Maryland	National Express East Anglia	407,857		407,857		407,857	D
Maze Hill	South Eastern	831,113		831,113		831,113	D
Merstham	Southern	610,118		610,118		610,118	D
Mill Hill Broadway	First Capital Connect	2,103,459		2,103,459		2,103,459	D
Mitcham Eastfields	Southern			0		0	E
Mitcham Junction	Southern	323,875	759	324,634		324,634	E
Monks Risborough	Chiltern Railways	24,384		24,384		24,384	F2
Moorgate	First Capital Connect	10,151,649	1,378,182	11,529,831	22,220,000	33,749,831	E
Morden South	First Capital Connect	63,152		63,152		63,152	F2
Mortlake	South West Trains	1,969,000		1,969,000		1,969,000	C2
Motspur Park	South West Trains	1,188,173	25,559	1,213,732		1,213,732	C2
Mottingham	South Eastern	1,233,259		1,233,259		1,233,259	D
New Barnet	First Capital Connect	990,104		990,104		990,104	D
New Beckenham	South Eastern	906,566	1,838	908,404		908,404	E
New Cross	South Eastern	2,035,480	10,410	2,045,890		2,045,890	C2
New Cross Gate	London Overground	1,954,687	10,707	1,965,394		1,965,394	C1
New Eltham	South Eastern	2,471,319		2,471,319		2,471,319	C2

Station Name	Station Facility Owner	National Rail			LUL	2008 LUL and NR Total	Category
		2007-08 Entry/ Exit	2007-08 Inter-change	2007-08 Total	2008 Exit/Entry		
New Malden	South West Trains	3,169,937	36,894	3,206,831		3,206,831	C2
New Southgate	First Capital Connect	546,016		546,016		546,016	E
Norbiton	South West Trains	2,351,202		2,351,202		2,351,202	C2
Norbury	Southern	2,477,628		2,477,628		2,477,628	C2
North Dulwich	Southern	815,609		815,609		815,609	E
North Sheen	South West Trains	337,431		337,431		337,431	E
North Wembley	London Underground	229,706		229,706	1,400,000	1,629,706	E
Northolt Park	Chiltern Railways	1,026,210		1,026,210		1,026,210	E
Northumberland Park	National Express East Anglia	154,211		154,211		154,211	E
Norwood Junction	London Overground	2,810,444	667,164	3,477,608		3,477,608	C2
Nunhead	South Eastern	1,244,557		1,244,557		1,244,557	E
Oakleigh Park	First Capital Connect	983,779		983,779		983,779	D
Old Street	First Capital Connect	903,461		903,461	19,240,000	20,143,461	E
Orpington	South Eastern	5,193,259	448,829	5,642,088		5,642,088	C2
Oxshott	South West Trains	451,842		451,842		451,842	D
Oxted	Southern	1,450,619		1,450,619		1,450,619	C2
Palmers Green	First Capital Connect	1,608,412		1,608,412		1,608,412	C2
Park Street	London Midland Trains	32,817		32,817		32,817	F2
Peckham Rye	Southern	2,811,004	683,153	3,494,157		3,494,157	D
Penge East	South Eastern	1,242,601	9	1,242,610		1,242,610	D

Station Name	Station Facility Owner	National Rail			LUL	2008 LUL and NR Total	Category
		2007-08 Entry/ Exit	2007-08 Inter-change	2007-08 Total	2008 Exit/Entry		
Penge West	London Overground	271,241	43	271,284		271,284	E
Petts Wood	South Eastern	2,170,234		2,170,234		2,170,234	C2
Plumstead	South Eastern	1,442,660		1,442,660		1,442,660	D
Ponders End	National Express East Anglia	246,924		246,924		246,924	C2
Potters Bar	First Capital Connect	1,681,137		1,681,137		1,681,137	C2
Princes Risborough	Chiltern Railways	501,080	90,020	591,100		591,100	D
Purfleet	C2C Rail	433,480		433,480		433,480	D
Purley	Southern	2,565,613	499,056	3,064,669		3,064,669	C2
Purley Oaks	Southern	588,816		588,816		588,816	D
Putney	South West Trains	13,980,442		13,980,442		13,980,442	C1
Queens Park (London)	London Underground	1,564,018		1,564,018	5,660,000	7,224,018	C2
Queens Road, Peckham	Southern	726,862		726,862		726,862	E
Queenstown Road (Battersea)	South West Trains	1,586,897		1,586,897		1,586,897	F1
Radlett	First Capital Connect	1,053,143		1,053,143		1,053,143	D
Rainham (Essex)	C2C Rail	1,408,761		1,408,761		1,408,761	C2
Ravensbourne	South Eastern	179,016		179,016		179,016	E
Raynes Park	South West Trains	3,998,558	244,647	4,243,205		4,243,205	C2
Rectory Road	National Express East Anglia	347,604		347,604		347,604	E

Station Name	Station Facility Owner	National Rail			LUL	2008 LUL and NR Total	Category
		2007-08 Entry/ Exit	2007-08 Inter-change	2007-08 Total	2008 Exit/Entry		
Redhill	Southern	3,565,089	1,016,725	4,581,814		4,581,814	C1
Reedham (Surrey)	Southern	281,990		281,990		281,990	E
Richmond	South West Trains	6,664,179	1,053,221	7,717,400	7,300,000	15,017,400	B
Rickmansworth	London Underground	100,085		100,085	1,900,000	2,000,085	N/A
Riddlesdown	Southern	344,779		344,779		344,779	E
Romford	National Express East Anglia	7,355,240	302,135	7,657,375		7,657,375	C2
Roydon	National Express East Anglia	100,351		100,351		100,351	D
Rye House	National Express East Anglia	336,314		336,314		336,314	E
Salfords	Southern	116,602		116,602		116,602	E
Sanderstead	Southern	1,057,224		1,057,224		1,057,224	D
Saunderton	Chiltern Railways	59,514		59,514		59,514	F2
Sawbridgeworth	National Express East Anglia	451,004		451,004		451,004	E
Seer Green & Jordans	Chiltern Railways	134,825		134,825		134,825	E
Selhurst	Southern	1,171,780	7,392	1,179,172		1,179,172	D
Seven Kings	National Express East Anglia	1,517,666		1,517,666		1,517,666	C2
Seven Sisters	National Express East Anglia	2,117,210	4,674	2,121,884	13,340,000	15,461,884	D

Station Name	Station Facility Owner	National Rail			LUL	2008 LUL and NR Total	Category
		2007-08 Entry/ Exit	2007-08 Inter-change	2007-08 Total	2008 Exit/Entry		
Sevenoaks	South Eastern	4,004,789	325,901	4,330,690		4,330,690	B
Shepherds Bush	London Overground	2,675		2,675		2,675	D
Shepperton	South West Trains	442,807		442,807		442,807	D
Shortlands	South Eastern	1,401,592	21,588	1,423,180		1,423,180	D
Sidcup	South Eastern	3,312,085		3,312,085		3,312,085	C2
Silver Street	National Express East Anglia	520,664		520,664		520,664	D
Slade Green	South Eastern	468,714	14,983	483,697		483,697	E
Slough	First Greater Western	4,879,229	1,142,835	6,022,064		6,022,064	C1
Smitham	Southern	282,089		282,089		282,089	E
South Acton	London Overground	278,194		278,194		278,194	E
South Bermondsey	Southern	547,371		547,371		547,371	E
South Croydon	Southern	1,311,820		1,311,820		1,311,820	D
South Greenford	First Greater Western	15,363		15,363		15,363	F2
South Hampstead	London Overground	382,574		382,574		382,574	E
South Kenton	London Underground	57,108		57,108	820,000	877,108	E
South Merton	First Capital Connect	140,560		140,560		140,560	F2
South Ruislip	Chiltern Railways	126,768		126,768	1,610,000	1,736,768	F1
South Tottenham	London Overground	183,840		183,840		183,840	E
Southall	First Greater Western	1,693,659		1,693,659		1,693,659	D
Southbury	National Express East	360,815		360,815		360,815	E

Station Name	Station Facility Owner	National Rail			LUL	2008 LUL and NR Total	Category
		2007-08 Entry/ Exit	2007-08 Inter-change	2007-08 Total	2008 Exit/Entry		
	Anglia						
St Albans	First Capital Connect	6,337,837	159,783	6,497,620		6,497,620	D
St Albans Abbey	London Midland Trains	222,482		222,482		222,482	F1
St Helier	First Capital Connect	148,657		148,657		148,657	F1
St James Street	National Express East Anglia	600,899		600,899		600,899	D
St Johns	South Eastern	935,690		935,690		935,690	E
St Margarets (Gr London)	South West Trains	1,546,360		1,546,360		1,546,360	C2
St Margarets (Herts)	National Express East Anglia	313,656		313,656		313,656	E
St Mary Cray	South Eastern	1,545,380		1,545,380		1,545,380	C2
Staines	South West Trains	2,629,739	289,603	2,919,342		2,919,342	C2
Stamford Hill	National Express East Anglia	263,962		263,962		263,962	E
Stansted Airport	National Express East Anglia	5,521,687	10,159	5,531,846		5,531,846	B
Stevenage	First Capital Connect	4,206,418	203,805	4,410,223		4,410,223	C1
Stoke Mandeville	Chiltern Railways	309,449		309,449		309,449	E
Stoke Newington	National Express East Anglia	396,108		396,108		396,108	E
Stonebridge Park	London Underground	483,538		483,538	2,130,000	2,613,538	D

Station Name	Station Facility Owner	National Rail			LUL	2008 LUL and NR Total	Category
		2007-08 Entry/ Exit	2007-08 Inter-change	2007-08 Total	2008 Exit/Entry		
Stoneleigh	South West Trains	1,266,859		1,266,859		1,266,859	C2
Stratford (London)	National Express East Anglia	11,242,151	817,949	12,060,100	27,230,000	39,290,100	B
Strawberry Hill	South West Trains	1,007,356	24	1,007,380		1,007,380	C2
Streatham	Southern	2,407,173	339,230	2,746,403		2,746,403	D
Streatham Common	Southern	3,008,626	105,123	3,113,749		3,113,749	C2
Streatham Hill	Southern	2,143,966		2,143,966		2,143,966	C2
Sudbury & Harrow Road	Chiltern Railways	40,431		40,431		40,431	F1
Sudbury Hill Harrow	Chiltern Railways	362,079		362,079		362,079	F2
Sunbury	South West Trains	458,341		458,341		458,341	D
Sundridge Park	South Eastern	366,104		366,104		366,104	E
Sunnymeads	South West Trains	22,936		22,936		22,936	F2
Surbiton	South West Trains	9,660,885	1,386,753	11,047,638		11,047,638	B
Sutton (Surrey)	Southern	6,612,922	657,143	7,270,065		7,270,065	C2
Sutton Common	First Capital Connect	266,412		266,412		266,412	F1
Swanley	South Eastern	1,350,373	155,306	1,505,679		1,505,679	C2
Sydenham	London Overground	2,211,353		2,211,353		2,211,353	D
Sydenham Hill	South Eastern	561,501		561,501		561,501	E
Syon Lane	South West Trains	652,716		652,716		652,716	F1
Tadworth	Southern	244,276		244,276		244,276	E

Station Name	Station Facility Owner	National Rail			LUL	2008 LUL and NR Total	Category
		2007-08 Entry/ Exit	2007-08 Inter-change	2007-08 Total	2008 Exit/Entry		
Tattenham Corner	Southern	229,638		229,638		229,638	E
Teddington	South West Trains	2,497,909	113,790	2,611,699		2,611,699	C2
Thames Ditton	South West Trains	901,933		901,933		901,933	D
Theobalds Grove	National Express East Anglia	222,252		222,252		222,252	D
Thornton Heath	Southern	2,410,315		2,410,315		2,410,315	C2
Tolworth	South West Trains	489,142		489,142		489,142	E
Tooting	First Capital Connect	1,177,145		1,177,145		1,177,145	E
Tottenham Hale	National Express East Anglia	3,588,183	150,430	3,738,613	8,350,000	12,088,613	D
Tring	London Midland Trains	587,473	817	588,290		588,290	C2
Tulse Hill	Southern	1,967,901	911,497	2,879,398		2,879,398	D
Turkey Street	National Express East Anglia	457,977		457,977		457,977	E
Twickenham	South West Trains	4,943,798	367,054	5,310,852		5,310,852	C1
Upminster	C2C Rail	2,616,561	395,644	3,012,205	4,390,000	7,402,205	C2
Upper Halliford	South West Trains	168,789		168,789		168,789	E
Upper Holloway	London Overground	204,715		204,715		204,715	E
Upper Warlingham	Southern	639,477	4	639,481		639,481	D
Vauxhall	South West Trains	15,016,896		15,016,896		15,016,896	B

Station Name	Station Facility Owner	National Rail			LUL	2008 LUL and NR Total	Category
		2007-08 Entry/ Exit	2007-08 Inter-change	2007-08 Total	2008 Exit/Entry		
Virginia Water	South West Trains	520,911	75,622	596,533		596,533	D
Waddon	Southern	603,501		603,501		603,501	D
Wallington	Southern	1,961,314		1,961,314		1,961,314	C2
Waltham Cross	National Express East Anglia	704,582		704,582		704,582	E
Walthamstow Central	National Express East Anglia	2,204,729		2,204,729	14,160,000	16,364,729	C2
Walthamstow Queens Road	London Overground	68,681		68,681		68,681	E
Walton-On-Thames	South West Trains	2,612,224		2,612,224		2,612,224	C2
Wandsworth Common	Southern	1,491,918		1,491,918		1,491,918	D
Wandsworth Road	Southern	182,059		182,059		182,059	F1
Wandsworth Town	South West Trains	3,836,172		3,836,172		3,836,172	C2
Wanstead Park	London Overground	147,521		147,521		147,521	E
Ware	National Express East Anglia	904,420		904,420		904,420	D
Watford High Street	London Overground	446,040		446,040		446,040	D
Watford Junction	London Midland Trains	4,445,087	553,611	4,998,698		4,998,698	B
Watford North	London Midland Trains	98,875		98,875		98,875	F2
Watton-At-Stone	First Capital Connect	124,202		124,202		124,202	E
Welham Green	First Capital Connect	147,553		147,553		147,553	E
Welling	South Eastern	2,300,820		2,300,820		2,300,820	C2

Station Name	Station Facility Owner	National Rail			LUL	2008 LUL and NR Total	Category
		2007-08 Entry/ Exit	2007-08 Inter-change	2007-08 Total	2008 Exit/Entry		
Welwyn North	First Capital Connect	455,322		455,322		455,322	E
Wembley Central	London Underground	1,006,939		1,006,939	3,500,000	4,506,939	C2
Wembley Stadium	Chiltern Railways	677,845		677,845		677,845	F1
West Brompton	London Underground	632,970		632,970	3,710,000	4,342,970	E
West Byfleet	South West Trains	1,140,339		1,140,339		1,140,339	C2
West Croydon	London Overground	2,610,492	100,793	2,711,285		2,711,285	C2
West Drayton	First Greater Western	1,284,139		1,284,139		1,284,139	E
West Dulwich	South Eastern	908,877		908,877		908,877	E
West Ealing	First Greater Western	1,129,455	522	1,129,977		1,129,977	E
West Ham	C2C Rail	1,176,240	8,917	1,185,157	3,050,000	4,235,157	C1
West Hampstead	London Overground	1,152,472	115,633	1,268,105		1,268,105	D
West Hampstead Thameslink	First Capital Connect	4,141,931	207,649	4,349,580		4,349,580	E
West Norwood	Southern	1,638,122	21,459	1,659,581		1,659,581	D
West Ruislip	Chiltern Railways	140,849	186	141,035	1,300,000	1,441,035	F1
West Sutton	First Capital Connect	281,716	72	281,788		281,788	E
West Wickham	South Eastern	1,003,311		1,003,311		1,003,311	D
Westcombe Park	South Eastern	910,689		910,689		910,689	D
Weybridge	South West Trains	2,697,472	472,163	3,169,635		3,169,635	C1
White Hart Lane	National Express East Anglia	615,997		615,997		615,997	E

Station Name	Station Facility Owner	National Rail			LUL	2008 LUL and NR Total	Category
		2007-08 Entry/ Exit	2007-08 Inter-change	2007-08 Total	2008 Exit/Entry		
Whitton	South West Trains	1,351,965		1,351,965		1,351,965	C2
Whyteleafe	Southern	331,764		331,764		331,764	E
Whyteleafe South	Southern	118,523		118,523		118,523	E
Willesden Junction	London Overground	1,350,707	367,178	1,717,885	3,500,000	5,217,885	C2
Wimbledon	South West Trains	15,783,913	1,117,090	16,901,003	15,060,000	31,961,003	B
Wimbledon Chase	First Capital Connect	334,691		334,691		334,691	F1
Winchmore Hill	First Capital Connect	1,325,757		1,325,757		1,325,757	D
Windsor & Eton Central	First Greater Western	1,508,501	22,878	1,531,379		1,531,379	D
Windsor & Eton Riverside	South West Trains	1,257,388	43,476	1,300,864		1,300,864	C1
Woking	South West Trains	7,509,561	1,426,324	8,935,885		8,935,885	B
Woldingham	Southern	244,813		244,813		244,813	E
Wood Street	National Express East Anglia	652,531		652,531		652,531	D
Woodgrange Park	London Overground	115,969		115,969		115,969	E
Woodmansterne	Southern	337,330		337,330		337,330	E
Woolwich Arsenal	South Eastern	2,312,923		2,312,923		2,312,923	C2
Woolwich Dockyard	South Eastern	418,072		418,072		418,072	E
Worcester Park	South West Trains	2,717,774		2,717,774		2,717,774	C2
Worpleston	South West Trains	191,359		191,359		191,359	E
Wraysbury	South West Trains	71,915		71,915		71,915	F2

Appendix B – Glossary

Term	Definition
ATOC	Association of Train Operating Companies
CCTV	Closed Circuit Television
CIS	Customer Information System
DDA	Disability Discrimination Act
DfT	Department for Transport
DLR	Docklands Light Railway
HLOS	High Level Output Statement
LA	Local Authority
LUL	London Underground Limited
NPS	National Passenger Survey
NR	National Rail
PTE	Passenger Transport Executive
TfL	Transport for London
TOC	Train Operating Company

Appendix C – References

Department for Transport

- Better Rail Stations – <http://www.dft.gov.uk/pgr/rail/passenger/stations/beterrailstations/pdf/report.pdf>

London TravelWatch

- Getting to the Station - <http://www.londontravelwatch.org.uk/document/2319/get>
- London on the Move, Transport Policies for a Liveable London – <http://www.londontravelwatch.org.uk/document/391/get>
- Whose Station are you? A Survey of Joint London Underground and National Rail Stations – <http://www.londontravelwatch.org.uk/document/1513/get>

London Underground

- London Underground 2008 Station Usage – <http://www.tfl.gov.uk/assets/downloads/businessandpartners/passenger-numbers-at-underground-stations.pdf>

Network Rail

- Network Route Utilisation Strategy, Stations Working Group Remit – <http://www.networkrail.co.uk/browse%20documents/rus%20documents/route%20utilisation%20strategies/network/working%20group%202%20-%20stations/wg2%20final%20remit.pdf>

Office of Rail Regulation

- 2007/08 Station Usage Statistics – http://www.rail-reg.gov.uk/upload/xls/station_usage_0708.xls

Passenger Focus

- National Stations Improvement Plan, Final Report, Jan 2010 – <http://www.passengerfocus.org.uk/news-and-publications/document-search/document.asp?dsid=3470>
- National Passenger Survey, Spring 2009 – <http://www.passengerfocus.org.uk/news-and-publications/document-search/document.asp?dsid=2911>