

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 provider and
- Monitor trends in service quality.

Our aim is to press in all that we do for a better travel experience for all those living and working in 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

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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 462 stations which is 18% of the national total. Nationally in 2007/08 these 462 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 our previous report 'Whose Station are you? A Survey of Joint London Underground and National Rail Stations' to include all National Rail and London Underground station. In the light of the Better Rail Stations report we are reviewing the stations standards across London 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 Intercity East Coast, Essex Thameside and Greater Anglia in 2011. Money needs to be prioritised for investment in stations for both of these franchises, as well as

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

the inclusion of the 80% target and associated penalty regime in the franchise agreements.

We Recommend

London TravelWatch recommends that there is a wider assessment of the classification of stations. As a result of the minimum standards, the categorisation will be very important to the specific future investment at each station and it is for this reason that we recommend a wider review. This is required because London TravelWatch's analysis suggests that there are inconsistencies in the categorisation of stations based on footfall.

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 into the RUS scope.

1 Introduction

London TravelWatch has responded to the consultation on the Better Rail Stations report for those 462 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, here after 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 difficult 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 there are some deficiencies in the NPS with regard to stations. The surveys of individual stations are relatively infrequent and the overall headline score hides variations from the mean. Chiltern Railways has a 77% satisfaction score with its stations but there are substantial exceptions to this average. At its inner stations facilities, information and maintenance standards are often low.

As an example, at South Ruislip 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 has some concerns about the system of categorising National Rail stations in the Better Rail Stations report. The categorisation has many anomalies which mean that there is a lack of consistent ranking of stations by category. This is an important problem because the Minimum Standards for stations are all predicated on the station category.

London TravelWatch does not question the structure of the categorisation of six categories A to F with the subdivision suggested by the report, but rather its consistency of application.

2.1.1 Passenger trips versus station revenue

London TravelWatch does not believe that revenue is an appropriate consideration for deciding upon the category of a station. The reason for this is that revenue is a proxy for passenger kilometres. The distance that a passenger travels is not of immediate relevance to most stations. For example, a station on a commuter route that is five kilometres further away from London will have greater revenue than its neighbour closer to London if the numbers of passengers are the same. The revenue in this context does not appear to be relevant to the station category and therefore the minimum standard of the station. The important factor is passenger trips and therefore the footfall at the station.

London TravelWatch recommends that the categorisation is solely determined by passenger footfall and not the revenue of a station.

2.1.2 Inconsistency categorisation of stations

London TravelWatch has reviewed the station categorisation in the Better Rail Stations report and recommends that the categorisation is revisited in a number of important respects.

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. However, because of the importance to future investment at stations that the categorisation will convey, we believe that a more detailed review of each categorisation is required in order to address any inconsistencies.

London TravelWatch performed a high level categorisation review against the footfall categories based on the 2007-08 National Stations Usage data and London Underground 2008 exit and entry data. As has been stated above we do not consider that the revenue of a station should affect its category. This is because passenger trips and not passenger kilometres are the primary measure of the usage of a station. The categories we considered were therefore:

- Over 2,000,000 trip A/B
- Between 2,000,000 and 500,000 trips C
- Between 500,000 and 250,000 trips D
- Less than 250,000 E/F

The comparison between the Better Rail Stations report and this exercise showed that 298 of the 462 London rail stations were in different categories. This review was only at a very high level but suggests that on this basis 64% of stations are in different categories to the ones in the report. The table of this analysis can be found in Appendix A – List of Stations covered by London TravelWatch.

An example of such inconsistencies is Elstree & Borehamwood compared to Mill Hill Broadway. These two stations are next to each other, but Elstree & Borehamwood is an 'E' and Mill Broadway is a 'D'. This is despite the former having in 2007/08 1.35 million more passenger journeys. In some senses these variances are small. However, if the report is implemented as it currently stands, these categorisations will be incorporated into franchise agreements. This will therefore dictate the minimum standards at stations for a considerable period.

London TravelWatch appreciates that some stations may have good reason to vary from the categories. For example, Moorgate has very high numbers of trips but is not, nor should it be, a higher category station. However, the level of discrepancy suggests that this is an issue which should be revisited.

We therefore recommend a detailed review of all stations categorisation in order to iron out these issues given their importance in facility provision.

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 interchanges². The London Underground exit and entry figure was 17.9 million³. Taken together the station has a footfall of 21.4 million. This is in excess of the 2 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

² Calculation based on the National Station Usage Report, 2007-08, Published by the ORR

³ <http://www.tfl.gov.uk/assets/downloads/businessandpartners/passenger-numbers-at-underground-stations.pdf>

platforms. This would give Ealing Broadway the same 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.

2.1.3 London Underground Stations

There are six 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 that have been included in the Better Rail Stations report. The missing stations are:

- Amersham
- Chalfont & Latimer
- Chorleywood
- Greenford
- Harrow-on-the-Hill
- Rickmansworth

2.1.4 The role of Network Rail

The relationship between Network Rail and train operating companies in relation to the annual updating of categorisation of stations may be problematic. The issue being, which party would be responsible for any investment in facilities that a change in category might require?

London TravelWatch had hoped that the Better Rail Station report would have considered in more detail the roles and responsibilities of Network Rail and train operating companies in this respect. This is because as landlord of stations Network Rail can sometimes be a barrier to changes to facilities. The responsibility and processes for improving stations needs to be more clearly set out and Network Rail should more open and willing to facilitate improvement.

(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 462 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 highlighted some inconsistencies which mean that we recommend a detailed review of the categorisation of each station. This is because of the importance in investment in minimum facilities which is attached to the station categorisation.

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 whole heartedly 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 but only where we have a differing view from the Better Rail Stations report. 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 of passenger trips in 2007/8.

A. National Hub Station

Proposed Minimum Standard	London TravelWatch Response
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
Bus information – Displayed in or near station entrance (where practical)	We support this standard and believe that it should always be displayed in the station as well as at the bus stops
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

Proposed Minimum Standard	London TravelWatch Response
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
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)

B. National Interchange Station

Proposed Minimum Standard	London TravelWatch Response
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
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.
Ticket machines – More than one to provide reliability	We support this standard. The ticket machine should vend all ticket types and railcard discounts

C. Important Feeder Station

Proposed Minimum Standard	London TravelWatch Response
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
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
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
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)

D. Medium Staffed Station

Proposed Minimum Standard	London TravelWatch Response
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
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

Proposed Minimum Standard	London TravelWatch Response
Ticket machine – Unless derogation	The ticket machine should vend all ticket types, railcard discounts, and Oyster (in London)

E. Small Staffed Station

Proposed Minimum Standard	London TravelWatch Response
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
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
Ticket machine – Unless derogation	We support this standard, it should vend the full range of tickets, railcard discounts, and Oyster (in London)
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)

Proposed Minimum Standard	London TravelWatch Response
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

Proposed Minimum Standard	London TravelWatch Response
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)

Minimum Standards Details

2.1.5 Consistent Station Branding

Consistent station branding and standards will hopefully reduce costs as well as give passengers a single set high quality of standards. This should make using stations far simpler.

London TravelWatch's is concerned by the recommendation of the report to use white writing on a dark blue background. While this may give a greater 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 or is passing. For this reason London TravelWatch recommends a pale background with dark lettering. However, fundamentally we support the aim of standardised signage.

London TravelWatch has conducted extensive research into the issue of station name signage in our report, 'Where is this? An audit of station name signing' (<http://www.londontravelwatch.org.uk/document/1344/get>). London TravelWatch's research was concerned with the multiplicity of signage, the purpose of station name signage and the most legible form of signage. The purpose of a station name sign is primarily for passengers on trains to identify their location and it is for this reason that legibility at night from within the train is so important.

As well as the colour and format of station name signs, London TravelWatch also recommends that consideration is given to placing station name signs at an oblique angle to the train. This is to allow passengers on the train a better chance of being able to read the sign as they pass through the station. The main point of a station sign is to be read from passing trains to allow passengers to identify the station, angling the sign would make this easier as it would allow a greater length of time to read the sign.

2.1.6 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

2.1.7 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. London TravelWatch's reports, 'Getting to the Station', (<http://www.londontravelwatch.org.uk/document/2319/get>) and 'Where is this? An audit of station name signing' (<http://www.londontravelwatch.org.uk/document/1344/get>) illustrates these points further.

2.1.8 Useful Information

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

2.1.9 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.

2.1.10 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.

2.1.11 Lighting

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

2.1.12 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.

2.1.13 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.

2.1.14 Ticket Machines

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

2.1.15 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. For interchange stations and larger stations we concluded that toilets as part of the station as a whole. London TravelWatch recommend that they should be accessible (not behind barriers) to allow the access of all users of a station.

2.1.16 Waiting Room

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

2.1.17 Cleaning

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

2.1.18 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.

2.1.19 Facilities for passengers during disruption

For more major train stations, category B and above, London TravelWatch recommends that facilities should be available for passengers during major disruption to the train service. For example temporary seating could be provided for passengers if long delays occur.

2.1.20 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 5 years.

Of the stations within London TravelWatch's remit, we are particularly concerned by station standards of smaller stations within the M25. Stations such as South Ruislip have very poor facilities which discourage the use of the station. 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 hoarding.



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 should all be accessible by 2020
- Greater community involvement at smaller stations

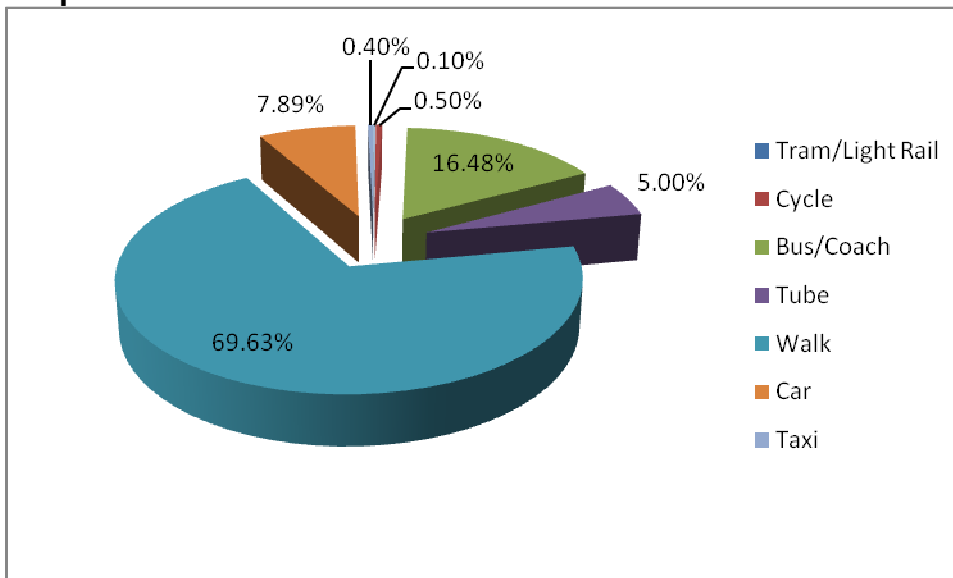
In London TravelWatch's report 'Getting to the Station' (<http://www.londontravelwatch.org.uk/document/2319/get>), we make recommendations about station land use. Within Zones 1-6 London TravelWatch does not support the expansion of car parking except for car parking for disabled people. London TravelWatch 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 1 – Modal Share of to and from stations⁴



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

⁴ 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 have 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. Of the existing National Rail franchises London TravelWatch believes that the Southern franchise does provide a minimum expected level of station standards. We therefore suggest

that as a starting point all franchises at least have this provision for investment in stations and station standards. The Southern franchise agreement provides for greater TfL involvement in London rail stations. This is achieved through TfL specifying station standards and also provided funding.

However, for the future London TravelWatch would hope to see even greater progress in station standards and staffing levels, of the kind seen on London Overground.

(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 support 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.

There is also the potential that, if at times when a station is not staffed, retail outlets on the station could sell tickets. In this way passengers can have a face-to-face transaction, but the cost of employing staff by train companies to resource a ticket office could be offset. This is not an alternative to station

staffing, but a cost effective way in which smaller stations can still have face-to-face ticket sales.

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 train operators station lease area is clear and the train operators 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 have a statutory duty to keep its trackbed within 100 metres of the platform end clear of litter, but the train operators (under and industry agreement) have to pay 75% of the costs. This can mean train operators 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 their statutory duty to keep their land clear of litter as a sideline to their 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 London councils (the enforcement agencies). A copy of this agreement can be found at -
http://www.londoncouncils.gov.uk/committees/agenda.htm?pk_agenda_items=3651
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 Intercity East Coast, 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.

London TravelWatch's only major concern about the contents of the report is the inconsistencies identified with the station categorisation. We recommend that station categories are reviewed because of the importance that category has to the minimum standards at stations.

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.

Station Name	2007/8 Total National Rail Passenger Exits, Entries and Interchanges	Category	London TravelWatch Comparison	Difference from the Better Rail Stations Categories
London Waterloo	105,116,926	A	A/B	
London Victoria	80,878,259	A	A/B	
London Bridge	61,361,472	A	A/B	
London Liverpool Street	59,268,532	A	A/B	
London Charing Cross	40,847,884	A	A/B	
Clapham Junction	36,522,487	B	A/B	
London Euston	30,856,035	A	A/B	
London Paddington	30,732,740	A	A/B	
East Croydon	29,230,124	B	A/B	
London Kings Cross	27,323,585	A	A/B	
London Cannon Street	22,401,057	A	A/B	
Wimbledon	16,901,003	B	A/B	
London Fenchurch Street	16,215,133	A	A/B	
Vauxhall	15,016,896	B	A/B	
Putney	13,980,442	C1	A/B	Difference
London Blackfriars	13,959,533	A	A/B	
Gatwick Airport	13,675,892	B	A/B	
London Marylebone	12,562,625	A	A/B	

Station Name	2007/8 Total National Rail Passenger Exits, Entries and Interchanges	Category	London TravelWatch Comparison	Difference from the Better Rail Stations Categories
Stratford (London)	12,060,100	B	A/B	
Moorgate	11,529,831	E	A/B	Difference
Kings Cross Thameslink (Services now moved to St Pancras International Low Level)	11,352,017	C1	A/B	Difference
Surbiton	11,047,638	B	A/B	
Lewisham	10,902,181	C2	A/B	Difference
Woking	8,935,885	B	A/B	
London St Pancras International	8,274,366	A	A/B	
London Waterloo East	8,083,429	B	A/B	
Richmond	7,717,400	B	A/B	
Romford	7,657,375	C2	A/B	Difference
Finsbury Park	7,603,523	C2	A/B	Difference
Sutton (Surrey)	7,270,065	C2	A/B	Difference
Bromley South	7,175,744	B	A/B	
City Thameslink	6,733,815	C1	A/B	Difference
St Albans	6,497,620	D	A/B	Difference
Slough	6,022,064	C1	A/B	Difference
Orpington	5,642,088	C2	A/B	Difference
Stansted Airport	5,531,846	B	A/B	
Herne Hill	5,468,576	C2	A/B	Difference
Kingston	5,413,895	C1	A/B	Difference
Earlsfield	5,385,289	D	A/B	Difference
Twickenham	5,310,852	C1	A/B	Difference
Ilford	5,041,652	C2	A/B	Difference

Station Name	2007/8 Total National Rail Passenger Exits, Entries and Interchanges	Category	London TravelWatch Comparison	Difference from the Better Rail Stations Categories
Watford Junction	4,998,698	B	A/B	
Balham	4,953,297	C2	A/B	Difference
Redhill	4,581,814	C1	A/B	Difference
Stevenage	4,410,223	C1	A/B	Difference
West Hampstead Thameslink	4,349,580	E	A/B	Difference
Sevenoaks	4,330,690	B	A/B	
Raynes Park	4,243,205	C2	A/B	Difference
Elephant & Castle	4,170,845	E	A/B	Difference
Denmark Hill	3,969,610	D	A/B	Difference
Highbury & Islington	3,959,620	C2	A/B	Difference
Epsom	3,903,164	C1	A/B	Difference
Dartford	3,877,929	C1	A/B	Difference
Wandsworth Town	3,836,172	C2	A/B	Difference
Barking	3,770,783	B	A/B	
Luton	3,764,988	B	A/B	
Tottenham Hale	3,738,613	D	A/B	Difference
Ealing Broadway	3,567,373	C1	A/B	Difference
Grove Park	3,531,136	C2	A/B	Difference
Peckham Rye	3,494,157	D	A/B	Difference
Norwood Junction	3,477,608	C2	A/B	Difference
Elstree & Borehamwood	3,459,142	E	A/B	Difference
Greenwich	3,421,417	D	A/B	Difference
Bexleyheath	3,379,428	C2	A/B	Difference
Feltham	3,373,810	C2	A/B	Difference
Sidcup	3,312,085	C2	A/B	Difference

Station Name	2007/8 Total National Rail Passenger Exits, Entries and Interchanges	Category	London TravelWatch Comparison	Difference from the Better Rail Stations Categories
Bedford	3,229,196	C1	A/B	Difference
New Malden	3,206,831	C2	A/B	Difference
Abbey Wood	3,204,194	C2	A/B	Difference
Weybridge	3,169,635	C1	A/B	Difference
Hither Green	3,161,339	C2	A/B	Difference
Streatham Common	3,113,749	C2	A/B	Difference
Purley	3,064,669	C2	A/B	Difference
Upminster	3,012,205	C2	A/B	Difference
Forest Hill	2,987,068	C2	A/B	Difference
Harpenden	2,933,197	D	A/B	Difference
Blackheath	2,925,000	C2	A/B	Difference
Staines	2,919,342	C2	A/B	Difference
Harold Wood	2,919,269	C2	A/B	Difference
Tulse Hill	2,879,398	D	A/B	Difference
Beckenham Junction	2,801,643	C2	A/B	Difference
Gidea Park	2,796,941	C2	A/B	Difference
Streatham	2,746,403	D	A/B	Difference
Worcester Park	2,717,774	C2	A/B	Difference
West Croydon	2,711,285	C2	A/B	Difference
Luton Airport Parkway	2,693,908	D	A/B	Difference
Walton-On-Thames	2,612,224	C2	A/B	Difference
Teddington	2,611,699	C2	A/B	Difference
Welwyn Garden City	2,604,652	C1	A/B	Difference
Bishops Stortford	2,532,456	C2	A/B	Difference
Limehouse	2,480,014	E	A/B	Difference

Station Name	2007/8 Total National Rail Passenger Exits, Entries and Interchanges	Category	London TravelWatch Comparison	Difference from the Better Rail Stations Categories
Norbury	2,477,628	C2	A/B	Difference
New Eltham	2,471,319	C2	A/B	Difference
Thornton Heath	2,410,315	C2	A/B	Difference
Hampton Court	2,405,726	C2	A/B	Difference
Eltham	2,368,496	C2	A/B	Difference
Norbiton	2,351,202	C2	A/B	Difference
Farringdon	2,324,500	E	A/B	Difference
Hayes & Harlington	2,324,374	D	A/B	Difference
Woolwich Arsenal	2,312,923	C2	A/B	Difference
Welling	2,300,820	C2	A/B	Difference
Sydenham	2,211,353	D	A/B	Difference
Walthamstow Central	2,204,729	C2	A/B	Difference
Petts Wood	2,170,234	C2	A/B	Difference
High Wycombe	2,162,114	C1	A/B	Difference
Streatham Hill	2,143,966	C2	A/B	Difference
Seven Sisters	2,121,884	D	A/B	Difference
Mill Hill Broadway	2,103,459	D	A/B	Difference
Chadwell Heath	2,073,727	C2	A/B	Difference
New Cross	2,045,890	C2	A/B	Difference
Egham	2,023,075	C2	A/B	Difference
Brockley	2,008,237	D	A/B	Difference
Edmonton Green	2,005,577	C2	A/B	Difference
Mortlake	1,969,000	C2	C	
New Cross Gate	1,965,394	C1	C	
Wallington	1,961,314	C2	C	

Station Name	2007/8 Total National Rail Passenger Exits, Entries and Interchanges	Category	London TravelWatch Comparison	Difference from the Better Rail Stations Categories
Cheshunt	1,879,709	C2	C	
Harrow & Wealdstone	1,872,349	C1	C	
Leatherhead	1,862,040	C2	C	
Catford Bridge	1,803,122	D	C	Difference
Kensington Olympia	1,800,072	C2	C	
Hatfield	1,768,214	C2	C	
Gipsy Hill	1,762,673	E	C	Difference
Goodmayes	1,751,848	C2	C	
Broxbourne	1,744,113	C2	C	
Forest Gate	1,740,837	C2	C	
Dalston Kingsland	1,733,409	D	C	Difference
Hemel Hempstead	1,722,389	C2	C	
Charlton	1,718,300	D	C	Difference
Willesden Junction	1,717,885	C2	C	
Harlow Town	1,712,840	C1	C	
Crystal Palace	1,703,969	D	C	Difference
Barnes	1,694,804	C2	C	
Southall	1,693,659	D	C	Difference
Barnehurst	1,692,901	C2	C	
Battersea Park	1,686,020	D	C	Difference
Potters Bar	1,681,137	C2	C	
West Norwood	1,659,581	D	C	Difference
Leagrave	1,651,382	D	C	Difference
Highams Park	1,609,977	C2	C	
Palmers Green	1,608,412	C2	C	

Station Name	2007/8 Total National Rail Passenger Exits, Entries and Interchanges	Category	London TravelWatch Comparison	Difference from the Better Rail Stations Categories
Queenstown Road (Battersea)	1,586,897	F1	C	Difference
Queens Park (London)	1,564,018	C2	C	
St Margarets (Gr London)	1,546,360	C2	C	
St Mary Cray	1,545,380	C2	C	
Windsor & Eton Central	1,531,379	D	C	Difference
Seven Kings	1,517,666	C2	C	
Honor Oak Park	1,514,419	D	C	Difference
East Dulwich	1,510,169	E	C	Difference
Swanley	1,505,679	C2	C	
Lee	1,505,373	D	C	Difference
Wandsworth Common	1,491,918	D	C	Difference
Enfield Town	1,488,510	C2	C	
Hackney Downs	1,486,442	C2	C	
Coulsdon South	1,477,919	D	C	Difference
Oxted	1,450,619	C2	C	
Plumstead	1,442,660	D	C	Difference
Shortlands	1,423,180	D	C	Difference
Berkhamsted	1,422,662	C2	C	
Rainham (Essex)	1,408,761	C2	C	
Loughborough Junction	1,401,444	E	C	Difference
Camden Road	1,367,771	D	C	Difference
Chingford	1,361,136	C2	C	
Crayford	1,360,088	D	C	Difference
Whitton	1,351,965	C2	C	
Carshalton	1,341,829	D	C	Difference

Station Name	2007/8 Total National Rail Passenger Exits, Entries and Interchanges	Category	London TravelWatch Comparison	Difference from the Better Rail Stations Categories
Cricklewood	1,326,580	E	C	Difference
Winchmore Hill	1,325,757	D	C	Difference
Hackney Central	1,316,644	D	C	Difference
South Croydon	1,311,820	D	C	Difference
Windsor & Eton Riverside	1,300,864	C1	C	
West Drayton	1,284,139	E	C	Difference
Alexandra Palace	1,280,100	D	C	Difference
Beaconsfield	1,272,423	D	C	Difference
Manor Park	1,271,655	C2	C	
West Hampstead	1,268,105	D	C	Difference
Stoneleigh	1,266,859	C2	C	
Headstone Lane	1,256,142	E	C	Difference
Homerton	1,248,036	E	C	Difference
Flitwick	1,247,611	D	C	Difference
Cheam	1,247,318	D	C	Difference
Nunhead	1,244,557	E	C	Difference
Penge East	1,242,610	D	C	Difference
Bexley	1,234,010	D	C	Difference
Mottingham	1,233,259	D	C	Difference
Elmstead Woods	1,223,315	D	C	Difference
Hampton	1,214,106	C2	C	
Motspur Park	1,213,732	C2	C	
Chislehurst	1,209,216	D	C	Difference
Hertford North	1,203,283	C2	C	
Clock House	1,201,699	D	C	Difference

Station Name	2007/8 Total National Rail Passenger Exits, Entries and Interchanges	Category	London TravelWatch Comparison	Difference from the Better Rail Stations Categories
West Ham	1,185,157	C1	C	
Selhurst	1,179,172	D	C	Difference
Tooting	1,177,145	E	C	Difference
Hendon	1,154,049	E	C	Difference
Dorking	1,147,074	C1	C	
Enfield Chase	1,143,537	D	C	Difference
West Byfleet	1,140,339	C2	C	
Gerrards Cross	1,134,124	D	C	Difference
Aylesbury	1,132,028	D	C	Difference
West Ealing	1,129,977	E	C	Difference
Hayes (Kent)	1,122,309	D	C	Difference
Kentish Town	1,110,875	F1	C	Difference
Hounslow	1,101,426	D	C	Difference
Esher	1,089,774	C2	C	
Deptford	1,082,249	E	C	Difference
Catford	1,076,822	D	C	Difference
Sanderstead	1,057,224	D	C	Difference
Radlett	1,053,143	D	C	Difference
Brentford	1,048,304	E	C	Difference
Gospel Oak	1,038,457	D	C	Difference
Ashted	1,035,665	E	C	Difference
Northolt Park	1,026,210	E	C	Difference
Horley	1,021,682	D	C	Difference
Albany Park	1,012,762	D	C	Difference
Acton Central	1,009,246	D	C	Difference

Station Name	2007/8 Total National Rail Passenger Exits, Entries and Interchanges	Category	London TravelWatch Comparison	Difference from the Better Rail Stations Categories
Strawberry Hill	1,007,380	C2	C	
Wembley Central	1,006,939	C2	C	
West Wickham	1,003,311	D	C	Difference
Ewell West	1,002,572	C2	C	
Falconwood	994,581	D	C	Difference
New Barnet	990,104	D	C	Difference
Harringay	988,657	D	C	Difference
Oakleigh Park	983,779	D	C	Difference
Hornsey	968,526	D	C	Difference
Gordon Hill	954,159	D	C	Difference
Chelsfield	953,906	D	C	Difference
Elmers End	953,005	D	C	Difference
Kidbrooke	947,231	D	C	Difference
St Johns	935,690	E	C	Difference
Ashford (Surrey)	928,868	C2	C	
Ladywell	924,616	E	C	Difference
Kilburn High Road	916,456	E	C	Difference
Westcombe Park	910,689	D	C	Difference
Bicester North	910,506	D	C	Difference
West Dulwich	908,877	E	C	Difference
New Beckenham	908,404	E	C	Difference
Ware	904,420	D	C	Difference
Old Street	903,461	E	C	Difference
Hackbridge	903,010	E	C	Difference
Thames Ditton	901,933	D	C	Difference

Station Name	2007/8 Total National Rail Passenger Exits, Entries and Interchanges	Category	London TravelWatch Comparison	Difference from the Better Rail Stations Categories
Carshalton Beeches	886,686	E	C	Difference
Gunnersbury	881,386	D	C	Difference
Hampton Wick	873,395	D	C	Difference
Enfield Lock	857,351	E	C	Difference
Bickley	851,223	D	C	Difference
Caterham	833,810	D	C	Difference
Maze Hill	831,113	D	C	Difference
Hampstead Heath	823,974	D	C	Difference
Kent House	819,032	D	C	Difference
North Dulwich	815,609	E	C	Difference
Isleworth	780,514	F1	C	Difference
Chiswick	759,576	E	C	Difference
Kew Bridge	754,798	F1	C	Difference
Brondesbury	738,642	E	C	Difference
Queens Road, Peckham	726,862	E	C	Difference
Bushey	723,486	E	C	Difference
Erith	713,034	E	C	Difference
Belvedere	710,163	E	C	Difference
Waltham Cross	704,582	E	C	Difference
Bush Hill Park	697,913	D	C	Difference
Wembley Stadium	677,845	F1	C	Difference
Amersham	675,426	Not Categorised	C	
Hersham	675,132	D	C	Difference
Brixton	669,271	E	C	Difference

Station Name	2007/8 Total National Rail Passenger Exits, Entries and Interchanges	Category	London TravelWatch Comparison	Difference from the Better Rail Stations Categories
Kensal Rise	666,261	E	C	Difference
Bromley North	661,536	D	C	Difference
Langley	653,345	E	C	Difference
Harrow-On-The-Hill	653,131	Not Categorised	C	
Syon Lane	652,716	F1	C	Difference
Wood Street	652,531	D	C	Difference
Bellingham	644,620	E	C	Difference
London Road (Guildford)	641,263	D	C	Difference
Dagenham Dock	640,585	E	C	Difference
Upper Warlingham	639,481	D	C	Difference
West Brompton	632,970	E	C	Difference
Clapton	631,459	D	C	Difference
Crofton Park	621,846	E	C	Difference
Cobham & Stoke d'Abernon	618,647	D	C	Difference
Cuffley	616,894	D	C	Difference
White Hart Lane	615,997	E	C	Difference
Hertford East	613,405	E	C	Difference
Merstham	610,118	D	C	Difference
Malden Manor	607,484	E	C	Difference
Chessington North	606,343	D	C	Difference
Waddon	603,501	D	C	Difference
St James Street	600,899	D	C	Difference
Virginia Water	596,533	D	C	Difference
Kings Langley	595,820	E	C	Difference

Station Name	2007/8 Total National Rail Passenger Exits, Entries and Interchanges	Category	London TravelWatch Comparison	Difference from the Better Rail Stations Categories
Princes Risborough	591,100	D	C	Difference
Chessington South	590,320	E	C	Difference
Claygate	589,341	D	C	Difference
Purley Oaks	588,816	D	C	Difference
Tring	588,290	C2	C	
Chertsey	587,986	D	C	Difference
Kew Gardens	567,061	D	C	Difference
Bethnal Green	563,696	F1	C	Difference
Sydenham Hill	561,501	E	C	Difference
Finchley Road & Frognal	552,282	E	C	Difference
Hatch End	550,917	E	C	Difference
South Bermondsey	547,371	E	C	Difference
New Southgate	546,016	E	C	Difference
Brimmsdown	532,697	E	C	Difference
Haddenham & Thame Parkway	532,572	E	C	Difference
Great Missenden	530,999	E	C	Difference
Brondebury Park	528,708	E	C	Difference
Bowes Park	527,475	E	C	Difference
Silver Street	520,664	D	C	Difference
Kenley	514,172	E	C	Difference
Eden Park	512,832	E	C	Difference
Kentish Town West	512,346	E	C	Difference
Haydons Road	505,862	E	C	Difference
Tolworth	489,142	E	D	Difference
Slade Green	483,697	E	D	Difference

Station Name	2007/8 Total National Rail Passenger Exits, Entries and Interchanges	Category	London TravelWatch Comparison	Difference from the Better Rail Stations Categories
Stonebridge Park	483,538	D	D	
Kensal Green	482,883	E	D	Difference
Fulwell	482,495	E	D	Difference
Canonbury	477,914	F1	D	Difference
Otford	468,386	D	D	
Barnes Bridge	467,295	F1	D	Difference
Sunbury	458,341	D	D	
Turkey Street	457,977	E	D	Difference
Knebworth	457,813	E	D	Difference
Welwyn North	455,322	E	D	Difference
Oxshott	451,842	D	D	
Sawbridgeworth	451,004	E	D	Difference
Watford High Street	446,040	D	D	
Shepperton	442,807	D	D	
Lower Sydenham	435,428	E	D	Difference
Purfleet	433,480	D	D	
Ewell East	425,032	E	D	Difference
Carpenders Park	420,387	E	D	Difference
Woolwich Dockyard	418,072	E	D	Difference
Byfleet & New Haw	409,799	E	D	Difference
Maryland	407,857	D	D	
Apsley	405,780	E	D	Difference
Caledonian Rd & Barnsbury	397,964	E	D	Difference
Anerley	396,996	E	D	Difference
Stoke Newington	396,108	E	D	Difference

Station Name	2007/8 Total National Rail Passenger Exits, Entries and Interchanges	Category	London TravelWatch Comparison	Difference from the Better Rail Stations Categories
Addlestone	387,906	E	D	Difference
South Hampstead	382,574	E	D	Difference
Hadley Wood	367,640	E	D	Difference
Sundridge Park	366,104	E	D	Difference
Horsley	365,342	D	D	
Hanwell	365,340	E	D	Difference
Acton Main Line	364,265	E	D	Difference
Sudbury Hill Harrow	362,079	F2	D	Difference
Southbury	360,815	E	D	Difference
Berrylands	357,116	E	D	Difference
Earlswood (Surrey)	351,722	E	D	Difference
Rectory Road	347,604	E	D	Difference
Riddlesdown	344,779	E	D	Difference
North Sheen	337,431	E	D	Difference
Woodmansterne	337,330	E	D	Difference
Rye House	336,314	E	D	Difference
Wimbledon Chase	334,691	F1	D	Difference
Whyteleafe	331,764	E	D	Difference
Harlington	329,257	D	D	
Hinchley Wood	328,078	E	D	Difference
Harlesden	326,704	E	D	Difference
Bruce Grove	324,936	E	D	Difference
Mitcham Junction	324,634	E	D	Difference
Essex Road	320,481	E	D	Difference
Datchet	319,733	E	D	Difference

Station Name	2007/8 Total National Rail Passenger Exits, Entries and Interchanges	Category	London TravelWatch Comparison	Difference from the Better Rail Stations Categories
Kenton	318,257	E	D	Difference
Effingham Junction	313,989	D	D	
St Margarets (Herts)	313,656	E	D	Difference
Stoke Mandeville	309,449	E	D	Difference
Drayton Park	297,091	E	D	Difference
Beckenham Hill	291,351	E	D	Difference
Kingswood	289,266	E	D	Difference
Hackney Wick	283,067	E	D	Difference
Smitham	282,089	E	D	Difference
Reedham (Surrey)	281,990	E	D	Difference
West Sutton	281,788	E	D	Difference
South Acton	278,194	E	D	Difference
Grange Park	277,001	E	D	Difference
Penge West	271,284	E	D	Difference
Knockholt	270,226	E	D	Difference
Sutton Common	266,412	F1	D	Difference
Stamford Hill	263,962	E	D	Difference
Denham	260,345	E	D	Difference
Bookham	248,785	E	E/F	
Ponders End	246,924	C2	E/F	Difference
Woldingham	244,813	E	E/F	
Tadworth	244,276	E	E/F	
London Fields	231,513	F1	E/F	
North Wembley	229,706	E	E/F	
Tattenham Corner	229,638	E	E/F	

Station Name	2007/8 Total National Rail Passenger Exits, Entries and Interchanges	Category	London TravelWatch Comparison	Difference from the Better Rail Stations Categories
Harringay Green Lanes	228,338	E	E/F	
Clapham High Street	226,771	F1	E/F	
Leyton Midland Road	224,047	E	E/F	
St Albans Abbey	222,482	F1	E/F	
Theobalds Grove	222,252	D	E/F	Difference
Upper Holloway	204,715	E	E/F	
Leytonstone High Road	196,728	E	E/F	
Worpleston	191,359	E	E/F	
Brookmans Park	185,759	E	E/F	
South Tottenham	183,840	E	E/F	
Wandsworth Road	182,059	F1	E/F	
Ravensbourne	179,016	E	E/F	
Clandon	178,203	E	E/F	
Upper Halliford	168,789	E	E/F	
Chorleywood	168,532	Not Categorised	E/F	
Chipstead	164,955	E	E/F	
Northumberland Park	154,211	E	E/F	
Eynsford	153,102	E	E/F	
Crouch Hill	152,633	E	E/F	
St Helier	148,657	F1	E/F	
Iver	147,920	E	E/F	
Welham Green	147,553	E	E/F	
Wanstead Park	147,521	E	E/F	
Harlow Mill	147,282	E	E/F	

Station Name	2007/8 Total National Rail Passenger Exits, Entries and Interchanges	Category	London TravelWatch Comparison	Difference from the Better Rail Stations Categories
Chalfont & Latimer	141,858	Not Categorised	E/F	
West Ruislip	141,035	F1	E/F	
South Merton	140,560	F2	E/F	
Cambridge Heath	137,617	F1	E/F	
Seer Green & Jordans	134,825	E	E/F	
Belmont	132,688	F1	E/F	
South Ruislip	126,768	F1	E/F	
Watton-At-Stone	124,202	E	E/F	
Whyteleafe South	118,523	E	E/F	
Salfords	116,602	E	E/F	
Woodgrange Park	115,969	E	E/F	
Castle Bar Park	113,977	E	E/F	
Bat & Ball	107,680	F2	E/F	
Dunton Green	107,654	F2	E/F	
Banstead	105,664	F1	E/F	
Roydon	100,351	D	E/F	Difference
Rickmansworth	100,085	Not Categorised	E/F	
Watford North	98,875	F2	E/F	
Garston (Hertfordshire)	93,079	F2	E/F	
Blackhorse Road	86,550	E	E/F	
Greenford	82,751	Not Categorised	E/F	
Drayton Green	80,987	F2	E/F	
Wraysbury	71,915	F2	E/F	

Station Name	2007/8 Total National Rail Passenger Exits, Entries and Interchanges	Category	London TravelWatch Comparison	Difference from the Better Rail Stations Categories
Epsom Downs	69,800	F1	E/F	
Walthamstow Queens Road	68,681	E	E/F	
Morden South	63,152	F2	E/F	
Saunderton	59,514	F2	E/F	
South Kenton	57,108	E	E/F	
Bricket Wood	56,540	F2	E/F	
Emerson Park	56,141	F2	E/F	
Crews Hill	55,119	F2	E/F	
Boxhill & Westhumble	51,376	F2	E/F	
Kempton Park	45,648	F2	E/F	
Sudbury & Harrow Road	40,431	F1	E/F	
How Wood	38,723	F2	E/F	
Bayford	34,907	F2	E/F	
Birkbeck	33,409	F2	E/F	
Park Street	32,817	F2	E/F	
Angel Road	32,090	F2	E/F	
Shoreham (Kent)	32,053	F1	E/F	
Monks Risborough	24,384	F2	E/F	
Sunnymeads	22,936	F2	E/F	
Denham Golf Club	17,213	F1	E/F	
South Greenford	15,363	F2	E/F	
Little Kimble	6,334	F2	E/F	
Shepherds Bush	2,675	D	E/F	Difference
London St Pancras MML	0	A	Blank	
Imperial Wharf	0	E	Blank	

Station Name	2007/8 Total National Rail Passenger Exits, Entries and Interchanges	Category	London TravelWatch Comparison	Difference from the Better Rail Stations Categories
Mitcham Eastfields	0	E	Blank	

Appendix B – Glossary

Term	Definition
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

Appendix C – References

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

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