



The voice of transport users

# A five star interchange



Passenger priorities for interchange

November 2014



London **TravelWatch** is the official body set up by Parliament to provide a voice for London's travelling public, including the users of all forms of public transport.

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
- monitor trends in service quality.

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

Published by:

London TravelWatch  
169 Union Street  
London SE1 0LL

Phone: 020 3176 2999  
ISBN: 978-0-9511432-5-4

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## Foreword

The need for good interchange is not just to make life a little easier for individual passengers. Good interchange is vital for London, particularly in the context of the capital's growth. Improving interchange helps to optimise the use of London's public transport network.



It is easy to imagine five star interchange: passengers change seamlessly from one mode of transport to another; there is level access from street to platform to train floor; navigation around the station is intuitive; and there is sufficient capacity for the busiest periods of the day.

Where signs are needed, they are of good quality, the right quantity, visible, and bespoke to the location. Good quality information for all transport services and local map-based wayfinding are available at appropriate locations in and around the interchange to enable passengers to easily continue with their onward journey. Travelling advice is available at a central location from staff that are well informed about all of the services provided at and around the interchange.

Passengers feel safe in and around the interchange. There is no graffiti or accumulations of litter, and the presence of staff provides reassurance. The facilities and amenities are accessible and useful, making the interchange a place where passengers feel comfortable spending their time.

There are interchanges where many of these elements can be found. Many more have a good number of these passenger requirements. However, in too many locations, including at London's major rail termini, interchange is not exceptional and passengers have a poor experience. Sometimes it won't be possible to provide for all aspects of a five star interchange due to conflicting demands, the historic context of the interchange and cost. This is particularly the case with providing lift access to platforms. However, there are also institutional reasons for a poor interchange experience for passengers. Sometimes it is because of the institutional structures or the priorities of the various industry operators that simple adaptations and facilities are not provided.

Thinking more broadly, accessible interchange is not just about step-free access, but applies more widely to embrace universal design that can accommodate and assist all in society.

London TravelWatch (and its previous incarnations) have always promoted and prioritised good interchange. We have undertaken research into many aspects of interchange and worked with the industry to promote improvements. There have been successes, but also disappointments. This

report brings together the many strands of work and research that we have undertaken previously together with new qualitative research that reaffirms what passengers priorities are for interchange.

Alongside the publication of the findings of this most recent research, we have developed an evaluation framework to rate interchanges on a scale of one to five stars. We hope to use this, in conjunction with the industry, to promote understanding of passenger priorities and develop more five star interchanges that will meet the needs of all passengers in the future.

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## Executive summary

Every weekday, well over a million passengers interchange during the morning peak period at one or more of London's interchanges. Ensuring interchange is as efficient and pleasant as it can be is important for the individual passenger, as well as for London and its economy. In a growing London, the need to optimise interchange is as important as the need to optimise capacity for rail, underground and bus services.

London boasts one of the most extensive public transportation networks in the world. Within such a vast and multi-modal network, effective interchange is crucial. The importance of effective interchange increases as we look ahead to new network services, including Crossrail1 and 2, HS2, and extensions to London Underground lines such as the Northern and Bakerloo.

London TravelWatch have a particular interest and expertise in interchange stations since, as they can be more complex to navigate – within and beyond – than single-service stations (and especially when more than one provider serves an interchange), passengers want the easiest possible transfer. Planning the journey, arriving at and navigating the interchange, accessing the train or bus, using the facilities and changing to the next mode are all essential elements of interchange. All these elements need to work both individually and within the wider network. If one link in this chain is poor, then journeys are extended or less attractive.

A linked trip is only as good as all of its parts. A good interchange:

- maximises the efficiency of the whole public transport network;
- is inclusive;
- improves the whole journey experience, as any journey is only as good as its weakest link;
- maximises journey opportunities;
- can reduce the pressure on central London termini if other routes become more attractive;
- reduces average journey times.

Collaboration between transport providers and modes is also a critical element of interchange across the London network. During the London 2012 Olympic and Paralympic Games, transport providers collaborated at an unprecedented level to shed the best light on London's public transportation network. Looking forward from the success of collaboration during the Games, we would like to see greater coordination in the services provided by the various transport providers throughout the network, and particularly at points of interchange.

Participants in London TravelWatch's most recent focus group research were clear that accessibility is the most important attribute of an interchange, including for its surroundings. They told us that access is important to them

not simply to assist those with disabilities, elderly passengers, or those travelling with luggage or children, but for **all** passengers. Thinking more broadly, London TravelWatch advocates that the industry should adopt universal design. It should not just simply focus on mobility impairment but, rather, think about the needs of all of its current and potential customers.

Passengers regard layout as a very important attribute and relate it to the accessibility of an interchange. It is widely accepted in the industry that the ideal layout is one that is intuitive, such that minimal signage is needed to support passengers navigating the interchange. Nevertheless, the balance between passenger requirements and Network Rail's commercial requirements to sell retail space has led to very poor layouts at some of London's major termini.

Information on services operating to and from an interchange, as well as to help passengers continue their journey, is a critical attribute to the successful functioning of an interchange. The priority for passengers is that information be of a high quality, quantity, and visibility (but quality is seen as more important than quantity). Nevertheless, even where high quality information is provided, passengers still expect to have the option to talk to staff at an information point.

Signage is seen as especially important in assisting passengers navigating the more complex interchanges. Transport for London (TfL) generally do this well. Network Rail, with much larger and more complicated stations, do this less well, in part because it has stricter controls over what signage it uses. The transport industry should work towards a single standard for information at all of London's interchanges.

London TravelWatch is a supporter of the Legible London wayfinding map system. The intention is for it to become a pan-London scheme, since much of the benefit will be derived from having a single scheme across London. All interchange stations should include a monolith-type sign at the main street entrances announcing the station entrance and describing all of the services available at the interchange.

Broadly, staff perform three functions at transport interchanges: they retail tickets; offer help and advice and; give a degree of passenger reassurance and personal security. Passengers assume that staff will be working in ticket offices, though most acknowledge that a more flexible role could be more beneficial to passengers in some situations. They also expect interchanges to be staffed at all hours of operation to provide reassurance and personal security. Passengers' personal security and their desire not to have to be confronted by anti-social behaviour on their journey is a fundamental requirement of using public transport. The size of the interchange is an important consideration since different security concerns need to be accounted for at a busy London termini compared with a smaller interchange in a quiet area of outer London.



Beyond the routine tasks of retailing and offering advice, information and help to passengers, there are occasions when passengers have particular needs. During service disruption, passengers are much more in need of information to help them continue their journey. London TravelWatch recommends that staff at interchanges provide timely and useful information to passengers in relation to service disruption. Even when there is little information available to staff about the cause of a service disruption, passengers would still appreciate immediate and regular announcements that information on the incident is being sought.

Passengers recognise that different facilities would be available depending on the scale of an interchange. They expect to have shelter from the weather, a waiting room and cycle parking overlooked by passive surveillance. They also want to have refreshments and some retailing, but not to have the passenger concourse over-run by high street shopping outlets. However, the provision of toilets is the single most valued facility demanded by passengers. This is particularly important at interchanges due to the extended times passengers could be waiting there.

Participants in our recent research tended to support the industry's view that the issue of local environmental quality is of a lower order of importance for passengers than others, such as interchange functionality and journey time. However, participants did tell us that they want an interchange to be a place where they would feel comfortable to spend time in and around.

Research participants did not immediately recognise the quality and management of the surrounding area and streets as an issue directly related to the quality of an interchange, although they did express that the environs of the interchange should be pedestrian friendly and accessible. The transport industry should adopt 'station travel planning' to work in partnership with other relevant agencies, particularly the local highway authority, to make improvements in how passengers arrive at and depart from interchanges.

Passengers will think of an interchange as a single entity and expect it to be managed as such. They want the same high quality of service whether the Station Facilities Operator (SFO) managing the interchange is London Underground, a train operating company or Network Rail. The absence of common standards of operation between operators means that passengers using services other than those of the SFO are denied the full range of facilities that would be available to them if the station was operated by the operator they were travelling with. Interchange staff should know what is happening to the service of other operators (as well as they know about their own companies' services) in order to accurately present the choices available to passengers.

Disruption is not confined to interchanges, however interchanges can experience the impact of disruption most acutely because of the numbers of services and passengers that will feel the effect. In terms of planned disruptions, passengers want to know what is going on at their station. They feel the pain all too easily, but are often unaware of the future gain. Large

scale projects should include a work stream to inform passengers as to what works are being undertaken, the benefits from them, and the timescales. This information should be reviewed and updated regularly. For significant long term projects which change navigational routes around an interchange, there should be a bespoke signage system put in place.

London TravelWatch welcomes the post-Games legacy work stream being led by TfL under the banner of '*Travel Demand Management*' (TDM). The primary goals of TDM is to work collaboratively with transport providers to inform passengers about planned disruptions and major events, thereby enabling and encouraging passengers to alter their journeys. The industry should also work together to provide passengers with a better response to unplanned disruption at interchanges. Ideally, the TDM programme will develop a collaborative structure for unplanned disruption.

Information about Out-of-Station Interchanges (OSI) should be revealed by TfL since many passengers are unaware of the opportunity they could provide. However, designated OSI routes will need to be established and shown on maps visible within and between stations, where necessary. Routes will need to be clearly indicated, well-lit, step-free, safe and allotted a reasonable transfer time. Furthermore, information on walking routes between nearby stations that are not OSIs but that would provide a useful interchange for passengers should also be provided. Following our work on the walking route between Euston and St Pancras Stations, we have surveyed 21 other walking routes, both OSI and non-OSI, that can be made by a short walk and which offer particular benefits for interchange.

All of the issues for interchanges described above generally apply to services to and from airports - only to a greater degree. Interchanges should give particular attention to passengers travelling to and from airports in relation to accessibility, layout, information, staff and facilities, especially since these passengers may be unfamiliar with the public transport system, may be travelling with luggage or children, and/or may be vulnerable travelling during the hours of darkness. There is an opportunity for the industry to showcase London public transport as the best way of getting to and from the airport by improving interchange.

Passengers particularly value live bus-arrivals 'Countdown' information at bus stops and also want to see it at bus stations. London TravelWatch believes that the provision of live bus-arrivals 'Countdown' information at bus stations will help to better integrate buses and bus stations with London's wider transport infrastructure.

# 1 Introduction

Every weekday, well over a million passengers interchange during the morning peak period at one or more of London's interchanges. London boasts one of the most extensive public transportation networks in the world. Within such a vast and multi-modal network, effective interchange is crucial to its success.

The importance of effective interchange increases as we look ahead to new network services, including Crossrail 1 and 2, HS2, and extensions to London Underground lines such as the Northern and Bakerloo. Efforts to increase transport capacity for the network must be accompanied by an equal endeavour to improve the effectiveness of how each individual service interacts with others, particularly from the viewpoint of passengers navigating an interchange. The current debate about the optimal routing of, for example, Crossrail 2 and HS2, rests mainly upon how these new services will integrate with the existing network. However, we should not only be looking at the most effective placement for interchange, but equally to the quality of navigation within and beyond the interchange and, ultimately, passenger experience.

London TravelWatch have a particular interest and expertise in interchange stations since, as they can be more complex to navigate – within and beyond – than single-service stations (and especially when more than one provider serves an interchange), passengers want the easiest possible transfer. Interchange stations need to cater for vulnerable travellers, such as the visually- and mobility-impaired, the elderly, those travelling with luggage or children, as well as to those unaccustomed to either a particular station or the network, such as visitors from outside of or from different parts of London. As such, we want to ensure that the principles of universal design are implemented where possible and that attention is paid to (sometimes overlooked) details, such as layout, information and signage at interchanges.

Through this report and previous analyses of interchanges, London TravelWatch are concerned with, and would like to highlight, the difference in quality between interchanges. Stations in London are managed by either London Underground Limited (LUL), Network Rail, or other Train Operating Companies (TOCs), we have noticed that some station managers have performed better than others. The recommendations in this report, alongside the evaluation framework provided, aim to present ways in which poorly-managed interchanges may be improved.

Collaboration between transport providers and modes is also a critical element of interchange across the London network. During the London 2012 Olympic and Paralympic Games, transport providers collaborated at an unprecedented level to shed the best light on London's public transportation network. Under the banner *One Team Transport*, transport providers, led by TfL, strived to provide the best possible service to passengers during the

Games. London TravelWatch commends the efforts of the industry to cooperate more closely for the benefit of the passenger, and welcomes TfL's commitment to continuing similar forms of collaboration through its *Travel Demand Management* initiative for planned disruptions due to future upgrade work and major events affecting London's interchanges. Looking forward from the success of collaboration during the Games, we would like to see greater coordination in the service provided by the various transport providers throughout the network, and particularly at points of interchange.

Nevertheless, greater coordination between London's transport providers requires that all have a similar mandate to work in the interest of passengers, which is not the case for all providers. London TravelWatch believes that effective interchange between the services of different transport providers rests upon this unified focus on the needs of the passenger and that any discord in relation to this should be rectified.

Good interchange makes travel easier for all passengers. For some, it is the difference between being able to use London's transport system or not. At a strategic level, optimising interchange is crucial. It is as important as optimising the capacity of rail, underground and bus services in a growing London. A linked trip is only as good as all of its parts.

A good interchange:

- maximises the efficiency of the whole public transport network;
- is inclusive;
- improves the whole journey experience, as any journey is only as good as its weakest link;
- maximises journey opportunities;
- can reduce the pressure on central London termini if other routes become more attractive;
- reduces average journey times.

## 1.1 About this report

As London's multi-modal transport watchdog, London TravelWatch uniquely understands the importance of interchange and what makes a good interchange. *A five start interchange: Passenger priorities for interchange* aims to ensure that passenger experience is a lead driver in how interchanges are (re)designed. The approach is two-pronged: this report provides recommendations to achieve good interchange and helps to establish an evaluation criteria for anyone from industry to passengers to assess London's interchange stations.

The report draws on our most recent qualitative research, undertaken by AECOM, which asked passengers what their priorities are for a good interchange. However, it also takes from a variety of research previously conducted by London TravelWatch amongst London's transport users, from the experiences of passengers who have contacted us, from discussions with the industry, and the collective experience of the organisation as the transport consumer body for London.

*A five start interchange: Passenger priorities for interchange* looks at many aspects of interchange. The first eight are in the order of priority for the passengers who took part in our most recent research.

- i) Accessibility;
- ii) Layout;
- iii) Information and continuing your journey;
- iv) Availability of staff for assistance and information;
- v) Personal security;
- vi) Facilities;
- vii) Local environmental quality;
- viii) The quality and management of the surrounding area and streets;

Additionally, there are further aspects of a good interchange that London TravelWatch advocates for. These issues are addressed separately.

- ix) The management of interchanges;
- x) Major works and disruption at interchanges;
- xi) Unplanned disruption at interchanges;
- xii) Euston to St Pancras stations walking route and other walk interchanges
- xiii) Interchanges as gateways to and from London's airports;
- xiv) Bus stations

A bibliography of research that London TravelWatch has published over many years is appended (Appendix 1). The most recent qualitative research

London TravelWatch has undertaken to understand passenger needs at London's transport interchanges is summarised in Appendix 2.

Alongside the publication of the findings of this research, we have developed a scoring system to rate interchanges on a scale of one to five stars. We hope to use this, in collaboration with the industry, to promote understanding of passenger priorities and to develop more five star interchanges that will meet all passenger needs in the future.

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## 1.2 About the research

As part of the development of this report, London TravelWatch commissioned AECOM to conduct qualitative focus group research amongst a sample of passengers in order to understand their needs of an interchange and to provide guidance for the development of an evaluation framework to be used to assess individual interchanges. The specific research objectives were:

- To provide an understanding of primary interchange needs from a passenger perspective;
- To confirm the relevance and importance of the proposed evaluation criteria;
- To determine the key attributes within each of the interchange dimensions to be assessed; and
- To provide guidance for the development of the evaluation framework.

Further information about the research is appended.

## 2 Passenger priorities for interchange: research participant feedback

The following eight sections, ranked in order of importance, present the passenger priorities for interchange according to the research participants, as well as from research previously conducted by London TravelWatch.

### 2.1 From Accessible to Universal Design

Research participants were clear that accessibility is the most important attribute of an interchange, including for its surroundings. They told us that access is important to them not simply to assist those with disabilities, elderly passengers, or those encumbered with luggage or conveying children, but for **all** passengers.

Accessible design, particularly for the visually- and mobility-impaired, is well embedded in transport policy. Indeed, there is both specific prescriptive legislation and a general duty on public bodies to promote equality of access. It is widely recognised that access improvements to the transport system benefit not only those in particular target groups, but a much wider cross-section of the travelling public.

While accessible design focuses on addressing the needs of people with disabilities, universal design recognises the wider spectrum of human abilities.<sup>1</sup>

*“Everyone, even the most able-bodied person, passes through childhood, periods of temporary illness, injury and old age. By designing for this human diversity, we can create things that will be easier for all people to use.”<sup>2</sup>*

London TravelWatch believes that the industry should embrace design that is accessible for all, not just narrowly focussed on step-free access, and supports the tenets of universal design.

Accessibility is a particular priority at interchanges where there are additional complexities.

*“If any area of an interchange is difficult for any passenger to use for any reason, it can’t be considered to be truly accessible.”*

<sup>1</sup> universaldesign.com (2014). *What is Universal Design?* Retrieved 24/11/14 from: [www.universaldesign.com/about-universal-design.html](http://www.universaldesign.com/about-universal-design.html)

<sup>2</sup> Ibid.



A particularly important finding of London TravelWatch research [Aug. 2013] is that passengers without any mobility impairment regard accessibility as a priority even though they themselves might not directly benefit from it. Indeed, the value for money research showed that such investment was seen as adding value to their purchase even if they themselves were able-bodied and unencumbered.

*“The key issue in this respect should therefore be defined as ease of access rather than accessibility”*

Much progress has been made in recent years in improving accessibility at interchanges. For example, all new facilities and rolling stock have to be step-free. There have been major lift installations, while platform humps have been installed that bring the platform level with the train floor. Retrospective works have been carried out by all parts of the transport industry, including local highway authorities, to implement step-free schemes at interchanges. Particularly pleasing for London TravelWatch is the increase to the number of bus stops in London that are now accessible and, thereby, complement London’s fleet of low-floor buses.



**Figure 1: An inaccessible bus stop – the kerb height is too low for the bus ramp to deploy properly.**

However, some relatively simple improvements could still be implemented to make a great difference. For example, an important feature of staircases for the visually impaired is to have tactile paving at both the top and bottom of the stairs. Some Olympic and Paralympic Games venue stations had not had this facility installed when London TravelWatch surveyed them. The most disappointing aspect of our investigation of the Games venue stations was the lack of level and continuous footways on adjacent streets. Greenwich Station was a particular problem, with kerbs that had not been dropped and parking which obstructed pedestrian, and particularly wheelchair, movement. These are examples of the simple interventions that should be systematically addressed in and around all of London’s transport interchanges.

In addition, there are major capital works, such as lift installations that, whilst potentially very expensive, have benefits for **all** passengers. London TravelWatch welcomes the continuation of the Department for Transport's (DfT) *Railways for All* accessibility strategy and the recent additions to Transport for London's (TfL) programme to make its stations accessible. However, we strongly believe that government and the industry should recognise the value all passengers place on accessibility and include this in the business plans that justify capital works.



**Figure 2: Just around the corner from Paddington pedestrians have to walk in the carriageway.**



**Figure 3: At Shepherd's Bush the footway is level and continuous.**

Outside of these larger accessibility programmes, there are opportunities for minor works to improve accessibility. At Paddington station's Praed Street ramp, two very high kerbs made the southern pavement inaccessible. After interventions by London TravelWatch, four dropped kerbs were installed by Network Rail, greatly improving the station's accessibility to the benefit of all passengers. Despite this, just around the corner on the public highway are a series of kerbs that force passengers off the pavement to drag their luggage along the carriageway.

## Transport operators and highways authority coordination

Minor works to the streets adjacent to interchanges are strictly the responsibility of the local highway authority. However, London TravelWatch believes that the transport industry must, on behalf of its passengers, work in partnership with the local highway authority to implement minor improvements. There is sometimes good coordination between local highway authorities and the transport industry, but often there is not. We hope that the station travel planning process might make these connections.

*“If the station isn't accessible, it would be helpful to know how many steps there are and how easy they are to negotiate and whether anyone is available to help you “*

## Pavement obstructions

Accessibility is not just about physical changes to interchange. London TravelWatch's *Inclusive Streets* [Nov. 2013] highlighted the abysmal management of, and enforcement against, obstructions on London's pavements by local highway authorities with statutory duties to keep the pavements clear. Obstructions in the streets around transport interchanges are an inconvenience for passengers, especially for the blind and partially-sighted, mobility impaired and older people, as well as for those encumbered with luggage or conveying children.

In sum, accessibility is not just about creating level-access environments; there are many and various adaptations, facilities and assistance needed so that everyone can use London's interchanges.

## Summary of recommendations

In regards to interchange accessibility, London TravelWatch recommends that:

- the roll-out of accessibility at all of London's interchanges continues with its current progress
- station design adopts the principles of universal design in creating accessibility for all, and not simply focusing on step-free access
- the effort currently underway to create an ever greater number of accessible bus stops in London continues, especially to complement London's fleet of low-floor buses
- tactile paving be appropriately placed to help guide the blind and partially-sighted, especially at the top and bottom of staircases
- streets adjacent to interchange stations be made accessible, such as by dropping obstructing kerbs
- business plans include universal design when justifying capital works
- the transport industry and the local highway authority work in partnership to implement minor accessibility improvements
- obstruction on the pavement be removed

## 2.2 Layout

Participants in our focus group research [March 2014] confirm that passengers regard layout as a very important attribute and relate it to the accessibility of an interchange. It is widely accepted in the industry that the ideal layout is one that is intuitive, such that minimal signage is needed to support passengers navigating the interchange.

*“London Bridge would be rated poor, Victoria is better but the platforms are still in three sections and Waterloo would be best because there is one line of platforms”*

### Visibility and intuitive design

Many interchanges in London are generally small, with only one, or at most two, entrances, and where the ticket barriers are often immediately obvious and help guide passengers to the platforms. However, London’s larger interchanges, particularly the major rail termini, are both larger and more complex. The newly refurbished King’s Cross and St Pancras Stations are well laid out and, with a minimum of signage, passengers can easily understand how to get around them. For example, the ticket offices and other facilities are either in full view or clearly signposted. In contrast, both Paddington and London Bridge Stations are complex due to their historic development.



**Figure 4** Shepherd's Bush has an intuitive, uncluttered layout

### Commercial kiosks

The difficulties passengers generally have navigating around Paddington Station are compounded by commercial kiosks and advertising obstructing

the visibility of the platforms. The balance between passenger requirements and Network Rail's commercial requirements to sell retail space has led to very poor layouts at some of London's major termini.



**Figure 5: The platforms at Paddington Station cannot be seen from much of the concourse.**

London TravelWatch welcomes the work undertaken by Network Rail at Waterloo Station to relocate the retail kiosks away from the passenger concourse. Network Rail should regularly review the scale of retailing on its concourses with a view to improving the layout of their stations. London Underground should also ensure that any reconfiguration of its property, following the forthcoming review of the use of ticket offices, prioritises passenger and operational issues over commercial ones.

Euston Station, too, is poorly laid out insofar as views of the platforms are obstructed by retail kiosks for arriving passengers. Similarly, views of the exit and route to the street are hidden and lacking adequate signage.

## Signage

Signage is especially important in assisting passengers navigating the more complex interchanges. TfL generally do this well. Network Rail, with much larger and more complicated stations, do this less well, in part because it has stricter controls over what signage it uses. London TravelWatch believes that the major London termini, such as Paddington and London Bridge Stations, need signage that is specific to both the location and the station.

Where London's major termini are, in fact, two conjoined stations, we would like to see consideration given to distinct signage for each station section.

Paddington, London Bridge and Victoria Stations could adopt a signage scheme similar to the new scheme at St Pancras Station, which identifies the platforms served by the different train companies. For example, at London Bridge Station, signage to the through platforms at present simply indicates 'to Platforms 1-6', which is vague and unhelpful to passenger understanding of the station layout. These platforms could be designated with the logos of First Capital connect and Southeastern, for example.



Figure 6: At St Pancras (left), the operating companies logo assists passengers navigating the station. At London Bridge (right), the high-level signage is less helpful.

## Ticket barriers

A particularly important aspect of the layout of an interchange, raised by research participants, is the location of the ticket barriers. Ticket barriers have the potential to restrict movement and create bottlenecks, but may also act as a barrier between the facilities and information that is available on either side of the ticket barrier. London TravelWatch recommends that signage be placed to indicate the facilities available on either side of the ticket barrier.

*“It would be good to know what facilities are on the concourse and the platforms so you know what is on either side of the barrier”*

## Summary of recommendations

In regards to interchange layout, London TravelWatch recommends that:

- passenger needs are prioritised over commercial ones, and that visibility and intuitive layout are prioritised over signage
- ticket offices and other facilities are clearly visible
- retail kiosks are not too numerous and do not obstruct any views and/or access to platforms, exits or other facilities
- signage is specific to both the location and the station, including when an interchange is, in fact, two conjoined stations

- **signage identifies the platforms served by specific train companies**
- **signage indicates the facilities available on either side of the ticket barrier.**

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## 2.3 Information on services and ‘continuing your journey’

Information on services operating to and from an interchange, as well as to help passengers continue their journey, is a critical attribute to the successful functioning of an interchange. The priority for passengers is that information be of a high quality, quantity, and visibility (but quality is seen as more important than quantity). Nevertheless, even where high quality information is provided, passengers still expect to have the option to talk to staff at an information point. Focus group research participants told us that there should be a particular focus on information and signage that is intended for passengers making connections and continuing their journey.

### Information within the interchange station

The first requirement is to provide clear guidance to help navigate within the interchange and clear indications about where to make a connection or which exit to use when there is more than one. Timetables, line of route maps, and information on service disruptions are also seen as essential. The transport industry should work towards a single standard for information at all of London’s interchanges.

*“It would be helpful if they could ensure a uniform presentation of information so no matter where you are you always know what you are looking for.”*

Research participants told us there has been an improvement over the last few years in the provision of information of all types across the transport industry. Over the last decade, TfL have been very proactive in establishing a good suite of the information wanted by passengers.

*“London Underground tend to be a bit ahead of the train companies in terms of providing information about their services. They usually have good updates and real-time running information so that should be used as the benchmark”*

London Underground stations are generally a model for good information. They almost all have the arrival and departure information passengers would want: real time departure screens; line status information for the Overground and Underground network; signage and directions towards local amenities and bus stops; pedestrian, bus, London Underground and National Rail mapping; first and last train information, and white boards for ad-hoc local information. These elements should be available at all interchanges and cover all modes. However, white boards need to be used with care as some passengers are sceptical of the relevance of the information hand-written on them.

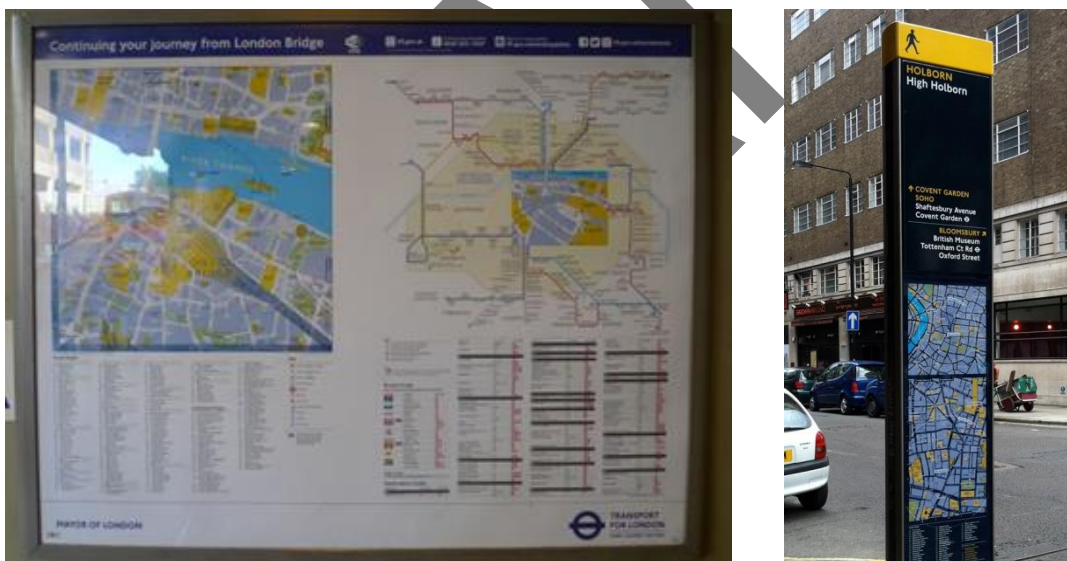


## Information on continuing your journey

Signage for passengers making onward journeys should show directional differences to avoid confusion. For example, rather than simply being designated 'exit to bus stop', signage should indicate particular directions of travel away from the interchange.

TfL has established its 'Continuing your journey' local pedestrian and bus mapping system, which is now commonplace at all London Underground stations and has been adopted by most London train operators. London Travel Watch understands this is to be rolled out across London, including Network Rail managed stations, using Legible London mapping. This is very welcome.

London TravelWatch is a supporter of the Legible London wayfinding map system. The intention is for it to become a pan-London scheme, since much of the benefit will be derived from having a single scheme across London. We want to see each London borough take up Legible London and prioritise interchange locations as part of its implementation plans, locating the wayfinding scheme both on-street and inside interchanges.



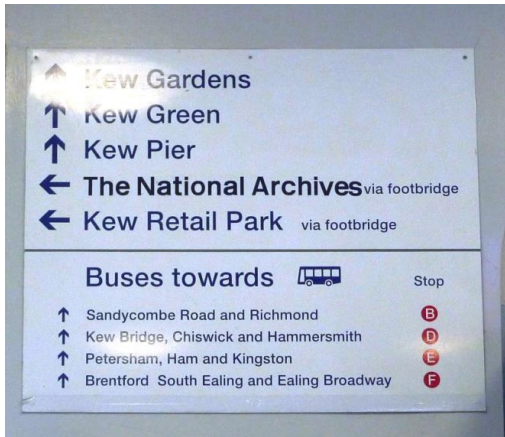
**Figure 9: Legible London mapping is emerging as the industry standard in London, but the train operators often accompany passenger information with distracting advertising.**

## Information on buses

The 'buses towards' signage at London Underground stations and many National Rail stations is useful in both guiding passengers, but also in marketing the fact that buses towards various destinations are available. This system should be reinforced at decision points in the surrounding streets as part of the Legible London wayfinding scheme. Network Rail signage should

be revised to include 'buses towards' signs instead of, as it does presently, treating buses like taxis with no associated directional information.

TfL's on-street fingerpost interchange signs (e.g. designating 'towards bus stop A', etc.) are of limited utility and often defunct as, over time, bus stops become re-designated and re-labelled. Defunct signs should be removed and the system revised to a 'buses towards....' System, and reviewed regularly thereafter.



**Figure 7: 'Buses towards....' signing is useful and promotes bus services**



**Figure 8 Network Rail signing system treats buses like taxis with no directional indication.**

## Information quality and placement

The quality and location of information is also important. TfL provides quality information at the locations one would probably expect to see it. The train operators and Network Rail's can be of a lower quality and can sometimes be poorly located or provided in only a single location in large and complex stations. Some of the train operators use mapping designed for motorists, rather than pedestrians. Furthermore, Network Rail and Transport Operating Companies mapping can be swamped by the surrounding advertising.

## Station entrance

All interchange stations should include a monolith-type sign at the main street entrances announcing the station entrance and describing all of the services available at the interchange.



**Figure 10: All interchanges should have a monolith such as this describing the services operating from it. This gives the station a presence on the street at Shepherd's Bush Station which Paddington Station doesn't have.**

## Engineering works information

As part of the suite of information passengers require, there should be a consistent location or locations for engineering posters. Instead, we have found the practice of installing engineering posters in random locations as space becomes available when advertising posters are changed.

## Joint London Underground, Network Rail and National Rail stations

Many interchanges combine the services of London Underground and one or more National Rail operators. However, these interchanges are not jointly-operated but, rather, some are operated by London Underground, some by a National Rail operator, and others by Network Rail.

London TravelWatch has previously undertaken research [June 2004] looking at those stations that are operated by either London Underground, Network Rail or a train operating company (TOC), but that also have the other's services using the station. We found that stations operated by London Underground and serving a TOC service would not necessarily have all the information that a TOC operated station would have. Similarly, information at stations operated by a TOC may not have all the information London Underground passengers would expect. London TravelWatch recommends that station operators be able to provide all necessary information pertaining to the service of all services running in and around their station and, ideally, in a standardised format.

## Line of route mapping

London TravelWatch campaigned to secure a line of route map at Chiswick Station, where there are particular complexities due to a circular route. Subsequently, line of route mapping was adopted as part of the Strategic

Rail Authority's Overground Network initiative and, thereafter, TfL's London Overground. London TravelWatch promotes the use of line of route mapping at all London stations, and particularly at interchange stations.



Figure 11 Line of route signing for platforms is becoming more prevalent.

## Wi-fi provision

The continued development of mobile technology, such as Wi-Fi, is also a key element of improving information within interchanges. Previous London TravelWatch research suggests that operators should offer Wi-Fi, as it is an important component of exceeding passenger expectations for service provision.

*“The aspiration should be to have the type and quality of information that was available during the Olympics for all forms of public transport that is available from all stations.”*

## Summary of recommendations

In regards to information on services and ‘Continuing your journey’, London TravelWatch recommends that:

- **All interchanges should have, for all of its services, good quality connections and continuing your journey information that is appropriately located and to a single industry standard. This includes:**
  - **A station layout plan**
  - **Real-time departure and arrival screens**

- **First and last train information**
- **Line of route mapping at platforms**
- **Line status information for the whole network**
- **A specific location for engineering posters**
- **A monolith at the station entrance announcing the entrance and identifying the services available**
- **Pedestrian (Legible London), bus, Underground and National Rail mapping**
- **Signage and directions for local amenities and bus stops (including the direction of travel for buses)**
- **Available Wi-Fi**

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## 2.4 Availability of staff for assistance and information

There are a number of models for staffing London's interchanges. Docklands Light Railway stations have never been staffed and there are no calls for them to be so. In contrast, the launch of London Overground was accompanied by a commitment to staff the stations for all of their operational hours. Staff at stations is welcomed by passengers, especially since many stations were previously unstaffed and often located at a distance from a busy thoroughfare.

Some interchange stations are staffed by London Underground, others by the train operators or Network Rail, and there are local agreements whereby a train operator supplements the station operator's staff. Broadly, staff perform three functions at transport interchanges: they retail tickets; offer help and advice and; give a degree of passenger reassurance and personal security.

This section presents London TravelWatch's views on the first two, while personal security is dealt with separately below.

*"It would be useful to know whether staff have knowledge and information available on the surrounding area as well as the services that run from the station".*

### Retailing of tickets

Whilst there have been huge changes in the way passengers pay for their journeys with the introduction of internet sales and smart ticketing, passengers regard the retailing of tickets as the primary function of staff at stations and want this role to be fulfilled throughout the time that timetabled services are operating. Passengers assume that staff will be working in ticket offices, though most acknowledge that a more flexible role could be more beneficial to passengers in some situations. Rather than being 'confined' to a ticket office, passengers accept that a wider role for 'floating' staff, selling tickets from a portable machine or from behind a counter, may be able to meet a wider variety of customer needs, especially at smaller stations. This is the approach London TravelWatch took to TfL's proposals to close ticket offices and any proposals that the train operators might propose.

### Help and advice

The second role passengers see for staff is to provide help and advice. In this role, passengers have told us that staff perform generally well and, indeed, they highlight an improvement in recent times. The issue for

passengers is not the availability of staff, but their willingness or ability to provide help and advice. This is particularly important at interchanges due to the potential complexities of making connections.

*“The emphasis in this section should be on the helpfulness rather than the availability of staff because it’s variable. London Underground staff tend to be more clued up and have a good attitude. Some staff are anoraks with specialist knowledge, but that’s what you want as a passenger”.*

Beyond the routine tasks of retailing and offering advice, information and help to passengers, there are occasions when passengers have particular needs. During service disruption, passengers are much more in need of information to help them continue their journey. Despite this, passengers recognise that the emergence of real-time information and social media satisfies some of these needs during disruption. They also recognise that when services become disrupted, so too can the quality of the information. London TravelWatch recommends that staff at interchanges provide timely and useful information to passengers in relation to service disruption – even when there is little information available to staff about the cause of a service disruption, passengers would still appreciate immediate and regular announcements that information on the incident is being sought.



**Figure 12: Staff availability is especially important at interchanges.**

The rail industry, generally, have systems in place for those passengers that need additional help from staff to physically navigate the interchange and to board the train or bus. London Underground and London Overground provide a ‘turn-up-and-go’ service for disabled and other passengers needing assistance. However, there can be difficulties at the boundaries of an interchange. The rail industry is generally good at providing interchange

between different train operators, but other interfaces, such as at airports, can be more problematic because the systems of handing over passengers are less established. We would like to see improvements on the ways in which passengers needing assistance are 'handed-over' to staff at service interfaces, such as at airports.

Disabled passengers crossing the capital from one major termini to another has been a significant source of casework for London TravelWatch. The involvement of London Underground in the Passenger Assistance Reservation System (now called Passenger Assist) would be welcomed by disabled passengers.

## Summary of recommendations

In regards to availability of staff for assistance and information, London TravelWatch recommends that:

- **staff are available for the retailing of tickets throughout the time that timetabled services are operating**
- **staff, whether 'floating' or at a ticket office, not only be visible and available, but willing and able to provide help and advice to passengers**
- **staff at interchanges provide timely and useful information to passengers in relation to service disruption, even when there is little information available to staff**
- **improvements be made on the ways in which passengers needing assistance are 'handed-over' to staff at service interfaces, such as from rail stations to airports**
- **London Underground become involved in the Passenger Assistance Reservation System (now called Passenger Assist)**



## 2.5 Staff and personal security

Crime on the public transport system is relatively low, however, the issues of anti-social behaviour and the fear of crime remain a concern for passengers. Research conducted by London TravelWatch [Jan. 2014] reveals that personal security is an area of high concern among many using public transport in the London area. Passengers' personal security and their desire not to have to be confronted by anti-social behaviour on their journey is a fundamental requirement of using public transport. Concerns about personal security are a disincentive to the use of public transport.

A key priority for London TravelWatch is that the rules for all London's transport systems should be enforced. We are a partner of the London Transport Community Safety Partnership, a partnership between TfL, all of London's policing services and transport operators. We liaise regularly with the British Transport Police (BTP).

London TravelWatch were supportive of the BTP's *Safer Transport Teams* located at stations, which was discontinued. We thought they were valuable and particularly wanted them to work with the Metropolitan Police Service's local *Safer Neighbourhoods* teams. We are disappointed that the *Safer Transport Teams* were disbanded, as we believe there is a role for them in increasing passenger security.

It is worth noting that the Docklands Light Rail (DLR) is a generally successful train service, despite the fact that it is operated without any station staff to provide customer reassurance. The DLR was designed to be staff-free and there have been minimal complaints about its safety.

### Staffing hours

The reassurance that staff provide is ancillary to their other functions of ticket retailing and offering advice and help. This latest passenger research highlights personal security concerns at certain London Underground and National Rail stations to a greater degree than at bus or tram stops. This was especially true for women and for those making journeys at night. Passengers expect interchanges to be staffed at all hours of operation to provide reassurance and personal security.

### Interchange surroundings, lighting and CCTV

Often, security issues are as much about the local area around the interchange as they are about the interchange itself, particularly if it is in an isolated location or accessed via passageways, subways or car parks. Our research participants told us that it would be helpful to know whether exits are onto streets rather than a car park or a vulnerable location. Information

about the local area should be provided for passengers to plan the safest possible journey.

Passengers also want to know about the extent of lighting in all areas inside and outside of the interchange, and whether subways or alleys need to be used for access purposes.

CCTV is an important element of reassurance, though there is scepticism amongst research participants of the value of CCTV in preventing incidents as opposed to assisting in the investigation of them. London TravelWatch recommends that CCTV is installed and monitored to prevent security incidents as much as possible.

## Station size

The size of the interchange is an important consideration since different security concerns need to be accounted for at a busy London termini compared with a smaller interchange in a quiet area of outer London. We recommend that the size of an interchange be considered when assessing security needs.

## Ticket gates

Controlled access to an interchange and the wider rail network by the means of ticket gates is an important element in providing a secure environment. The operation of ticket gates also requires a staff presence and protects revenues. For these reasons, London TravelWatch is supportive of ticket gates at interchange stations.

## Summary of recommendations

**In regards to staff and personal security, London TravelWatch recommends that:**

- **interchanges be staffed at all hours of operation in order to enforce transport system rules**
- **Information about the local area, including about subways, alleys and lighting, be provided for passengers to plan the safest possible journey from an interchange station**
- **CCTV is installed and monitored to prevent security incidents as much as possible**
- **the size of an interchange be considered when assessing security needs**
- **interchange stations are controlled by ticket gates**

## 2.6 Facilities

The provision of toilets is the single most valued facility demanded by passengers. This is particularly important at interchanges due to the extended times passengers could be waiting there.

Research by London TravelWatch [Jan. 2003] concluded that there was a reasonable chance that an able-bodied passenger coming into London by rail would be able to find a useable toilet. However, there was a need for more accessible facilities, provided that these were available for all users of the interchange, including outside of the ticket barriers. The toilet facilities at Shepherd's Bush Station are exemplary; they are good quality facilities available for all the users of the interchange.



**Figure 13: The public toilets at Shepherd's Bush Station are genuinely shared by all users of the interchange.**

There is reluctance on the part of transport authorities to provide toilet facilities; indeed some have been closed down. At the same time, local authority-provided facilities have also been closed. Some successful schemes have made toilet facilities provided by private businesses available to the public, however there are no guarantees that such private business-provided facilities will be available or accessible.

All passengers expect assistance to be provided to disabled passengers and for all the facilities that are provided to be accessible.

Passengers recognise that many different facilities would be available depending on the scale of an interchange. They expect to have shelter from the weather, a waiting room and cycle parking overlooked by passive surveillance. They also want to have refreshments and some retailing, but not to have the passenger concourse over-run by high street shopping outlets.

## Charging for toilets

Research participants tell us that they understand the rationale for charging for the use of toilet facilities at an interchange, but they strongly object to having paid, often considerable amounts of money, for a ticket and then being charged further or being prevented from using the toilets because they lacked the change. The provision of free toilet facilities for ticket holders was identified by participants in our research as a factor that would enhance value for money scores for passengers.

*“Toilets are the most important thing. You need to know whether they are available, what condition they are in and whether they are free or not”.*

## Summary of recommendations

In regards to the provision of facilities at interchanges, London TravelWatch recommends that:

- **accessible facilities are available to all users of the interchange, ideally located outside of the ticket barriers**
- **all toilet facilities, including those provided by private businesses, are accessible for the mobility-impaired**
- **assistance be provided to disabled people when necessary**
- **where available, facilities include shelter from the weather, a waiting room, cycle parking overlooked by passive surveillance, refreshments and some retailing**
- **toilet facilities are free of charge to transport ticket holders**

## 2.7 Local environmental quality

For several years, London TravelWatch has recognised that the issue of local environmental quality is important for passengers. Passengers have told us they don't like to see railway track-beds and embankments (which is primarily Network Rail land) despoiled with litter and graffiti.

Discussing the issue of environmental quality, participants in our recent research tended to support the industry's view that the issue of local environmental quality is of a lower order of importance for passengers than others, such as interchange functionality and journey time. However, participants did tell us that they want an interchange to be a place where they would feel comfortable to spend time in and around.

*"I want to know whether it's a nice place to wait because I often travel with my kids and I would prefer them to be in a nice environment."*

We published research in 2003 to raise the issue of litter on railway land and to persuade Network Rail to undertake its legal duty to keep its land clear of litter and waste. Following the issuing of a summons to Network Rail's then Chief Executive by the Luton magistrates' court, we were invited to engage with Network Rail directors. Network Rail has since improved their clearing of the track-bed of litter, particularly within 100 metres of the platform ends.



**Figure 14: Following recommendations from London TravelWatch, Network Rail now clears the litter from the track-bed more systematically.**

London TravelWatch has raised the issue of local environmental quality with the Department for Transport (DfT), Office of Rail Regulation (ORR), and the British Transport Police (BTP). The BTP recognise the issue and that poor local environmental quality promotes poor behaviours and further anti-social behaviour. All agree that it is a problem akin to the ‘broken window syndrome’<sup>3</sup>, but neither the DfT nor the ORR consider it a significant enough issue to tackle. Both have rejected our request to include local environmental quality in Network Rail’s *High Level Output Specification* (HLOS). Without this being part of the HLOS framework, there will not be a significant budget to tackle these issues.

London TravelWatch provided the BTP with a statement regarding the sense of insecurity that graffiti engenders. This statement has been successfully used in court as part of BTP prosecutions.

*“The reason why graffiti is important is because it affects your sense of security when you are at the station, especially if there are subways you need to use.”*

## Summary of recommendations

In regards to local environmental quality at interchanges, London TravelWatch recommends that:

- **local environmental quality be included in Network Rail’s *High Level Output Specification***
- **all track-bed and embankment land owners clear litter and graffiti**

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<sup>3</sup> The broken window syndrome suggests that if areas are seen as not being properly managed then that, in itself, encourages further deterioration through vandalism because it seems nobody cares



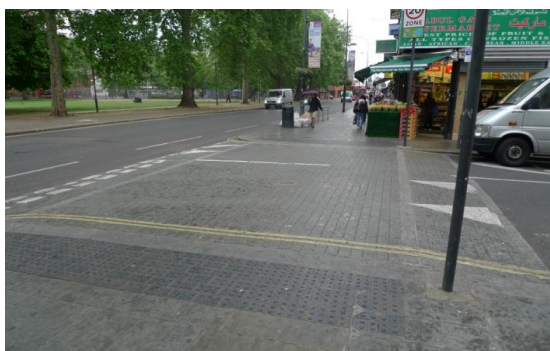
**Figure 15: Passengers want interchanges to be the kind of places they want to spend time at.**

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## 2.8 The quality and management of the surrounding area and streets

With millions of passengers a year using London's transport interchanges, the quality of the surrounding area and streets ought to be a matter of interest to both the transport operators and the local authority. It is important to note that the boundary of an interchange may be difficult to define. However, London TravelWatch advocates that the routes to nearby bus stops should be regarded as part of the interchange and so should the wayfinding to local amenities such as a nearby town centre or another station within the vicinity.

London TravelWatch met with Crossrail's Urban Design team to discuss their efforts to improve the quality of areas and streets surrounding interchanges. It is pleasing to see that the industry is thinking about these issues and we wish to continue our involvement in their development



**Figure 16: At Shepherd's Bush Station area wide improvements have included side road entry treatments to improve the walking environment.**



**Figure 17: Streets around Paddington Station need a makeover including the removal of clutter.**

Research participants did not immediately recognise the quality and management of the surrounding area and streets as an issue directly related to the quality of an interchange, although they did express that the environs of the interchange should be pedestrian friendly. Passengers want a continuous, clear, wide, level and clean footway, and road crossings that align with their direct route. These issues are important for all pedestrians, but particularly for disabled and elderly pedestrians, as well as those encumbered with luggage or conveying children.

### Stakeholder coordination

Whilst London TravelWatch recognises that some of the above conditions may lie beyond the direct control of interchange operators, we, nevertheless, advocate that the transport industry should work in partnership with other



relevant agencies, particularly the local highway authority, to make improvements in how passengers arrive at and depart from interchanges.

'Travel Plans' are used by a variety of organisations to manage the travel they generate, covering all potential modes of travel used and with an aim to reduce the environmental impact of that travel. Specific to stations, a Station Travel Plan considers aspects such as car parking, bus – rail integration, cycle facilities, and pedestrian routes<sup>4</sup>. Ideally, all relevant stakeholders are brought together to make Station Travel plans as comprehensive as possible. Network Rail and Southern are amongst those currently using and developing Station Travel Plans. London TravelWatch advocates for the use of Station Travel Plans, particularly for interchange stations.

## Summary of recommendations

**In regards to the quality and management of the area and streets surrounding interchanges, London TravelWatch recommends that:**

- **routes to nearby bus stops and so should the wayfinding to local amenities such as a nearby town centre or another station within the vicinity be regarded as part of the interchange**
- **there be continuous, clear, wide, level and clean footways, and road crossings that align with direct routes**
- **the transport industry works in partnership with other relevant agencies to improve how passengers arrive at and depart from interchanges, especially through the use of Station Travel Plans**

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<sup>4</sup> Association of Train Operating Companies (2014). What are STPs?. Retrieved from: <http://www.stationtravelplans.com/what-are-stps>

## 3 Passenger priorities for interchange: London

### TravelWatch suggestions

The following six sections present additional aspects of a good interchange that London TravelWatch advocates for.

#### 3.1 The management of interchanges

Interchanges are often served by different transport providers and modes, yet they are not all managed by the 'Station Facilities Operator' (SFO); some are operated by London Underground, some by Network Rail, and some by other train operating companies. Despite this, passengers will think of an interchange as a single entity and expect it to be managed as such. They want the same high quality of service whether the SFO managing the interchange is London Underground, a train operator or Network Rail. And where there are bus services operating from an associated bus station, the operation of that bus station has to be integrated into the operation of the whole interchange.

We have previously undertaken research [June 2004] looking at the passenger amenities available at those stations that, whilst managed by either London Underground or a National Rail train operator, serve trains operated by the other. There are 46 of these non-major termini stations served jointly by London Underground and National Rail services - some of them important interchanges, such as Barking station. The absence of common standards of operation between operators means that, in these locations, passengers using services other than those of the SFO are denied the full range of facilities that would be available to them if the station was operated by the operator they were travelling with. For example, the SFO for Barking station is the train operator C2C, while the station is served by C2C trains and London Underground trains. However, the platforms used by London Underground passengers at Barking station contain no London Underground network maps.

Following the publication of our abovementioned report, some of the deficiencies have been tackled. However, the report also recommended that there should be a review of the standards for 'joint stations' when National Rail franchises are re-let and / or stations are redeveloped. To date this review has not been systematically undertaken.

## Coordination

Having a single SFO at interchanges with multiple service providers works well insofar as defining who is in charge, for example, in the event of emergencies or when proposals for changes to station facilities are progressed. However, having a single SFO works less well for more everyday passenger management matters. For example, when disruption occurs and passengers want to understand what is happening to their services, then joined up working is essential. Interchange staff should know what is happening to the service of other operators (as well as they know about their own companies' services) in order to accurately present the choices available to passengers. In our experience there is room for improvement.



**Figure 18: The One Team Transport banner brought together all of the transport industry during the 2012 Games.**

James Blunt Photography

## The London 2012 Olympic and Paralympic Games

When London hosted the 2012 Olympic and Paralympic Games, the transport industry responded to the challenge of providing a single transport network. Under the banner of '*One Team Transport*', transport operators successfully worked together to deliver transport services for the duration of

the Games. We want those lessons to be learnt and to become part of the 'day job' for the transport industry in London.

Post Games, the benefits from London's transport providers working together to focus on passenger needs has been recognised by the industry. In light of this success, the transport industry is continuing this collaborative approach as part of the *Travel Demand Management* (TDM) programme for future planned disruptions and major events affecting travel in the capital (please see more about TDM in the following section).

Nevertheless, collaboration between transport providers is a difficult task. There are institutional, cultural, commercial and practical barriers that have to be overcome if passengers are to be served as well as they could be at interchanges, particularly those interchanges served by more than one transport provider.

## Summary of recommendations

In regards to the management of interchanges, London TravelWatch recommends that:

- **Station Facilities Operators are able to impartially provide information on all the services that run through their station, including the services of other providers**
- **the transport industry agree to a single, standardised set of information required at stations, regardless of who operates the station**
- **the full range of facilities and information relevant to all services at an interchange be available**
- **interchange staff know relevant information about the service of other operators (as well as they know about their own companies' services) in order to accurately present the choices available to passengers during service disruptions**
- **standards for 'joint stations' are systematically reviewed when National Rail franchises are re-let and / or stations are redeveloped**
- **the transport industry continue the collaborative approach fostered during the London 2012 Games and the ongoing *Travel Demand Management* programme**

## 3.2 Major works and disruption at interchanges

There are presently large scale works affecting several major London termini as part of the Crossrail, Thameslink, and London Underground major upgrade programmes. These works are necessary to provide additional capacity, however they are and will be very disruptive to passengers over long periods. At London Bridge Station, the Thameslink Programme works are in their 2<sup>nd</sup> of 5 years, while the Victoria Station upgrade is in its 3<sup>rd</sup> year of 7. London TravelWatch has assessed the management of the works at both London Bridge and Victoria Stations. We have provided feedback to Network Rail, the Station Facilities Operator for both stations, on signage, the management of routes in and around the station, and other issues relating to passenger experience.

The Thameslink Programme works at London Bridge Station are the subject of a post-Games legacy work stream being led by TfL under the banner of '*Travel Demand Management*' (TDM). The primary goals of TDM is to work collaboratively with transport providers to inform passengers about planned disruptions and major events, thereby enabling and encouraging passengers to alter their journeys. All of the transport industry stakeholders are working together to alert passengers to planned disruptions at London Bridge Station, how they might affect journeys, and what alternatives are available to them. London TravelWatch is on the TDM board as an observer of this process and we very much welcome this development.

From a passenger perspective, both the Victoria Station upgrade and the Thameslink Programme are being well managed to minimise disruption, especially given the huge amount of work being undertaken in very restricted operational railway stations.

However, we have talked with both Network Rail and London Underground Limited about some aspects of the works that affect passengers which, we believe, could be managed better. Most of our comments have been about i) communication with passengers as to the eventual benefits of the programme and what is happening to their stations, and ii) the quality of the long term, but temporary, signage that should enable passengers to navigate around a reconfigured station.



**Figure 19: TfL hoardings let passengers know the benefits of works associated with the disruption at Victoria Station**

We are pleased that some of our concerns have been taken on board at London Bridge and Victoria Stations. We hope the industry will consider the following examples as part of any future major redevelopments of interchanges.

- i) Passengers want to know what is going on at their station. They feel the pain all too easily, but are often unaware of the future gain. Large scale projects should include a work stream to inform passengers as to what works are being undertaken, the benefits from them, and the timescales. This information should be reviewed and updated regularly.
- ii) At Victoria Station, a formal traffic management plan regards the site as a construction site, including pedestrian signage designed for building sites. However, at the beginning of the works, there was also an additional layer of signs which were designed to direct pedestrians. We felt this was unsatisfactory because the signage systems were neither integrated, nor comprehensive. Improvements were eventually implemented to the sign systems used for the remaining duration of the works.



**Figure 20 Pedestrian signing at Victoria Station has improved during the period of works**

- iii) At London Bridge Station during the Thameslink Programme works, there have been some additional signs installed internally to help passengers navigate the station which is being periodically reconfigured. However, the original installation was poor. For example, there were some free standing directional signs that were placed around the concourse that were wrongly orientated because they had been displaced by cleaning staff. At the most important location on the new concourse (Platforms 8-15), the sign and typeface is far too small. Network Rail, in particular, relies too much on standard signs rather than signs that are bespoke to the location and the needs of the passenger.



**Figure 21 We asked for a larger bespoke sign during the works at London Bridge Station at this important location.**

For significant long term projects which change navigational routes around an interchange, there should be a bespoke signage system put in place. London TravelWatch would wish to be consulted on these issues.

## Summary of recommendations

In regards to major works and disruption at interchanges, London TravelWatch recommends that:

- **transport providers, both individually and in a coordinated fashion, communicate with passengers as to what works are being undertaken, the benefits from them, and the timescales, as well as provide quality temporary and long term signage enabling passengers to navigate around reconfigured stations**
- **the transport industry continue working together under the Travel Demand Management programme (as they are presently doing at London Bridge station) to alert passengers to planned disruptions, how they might affect journeys, and what alternatives are available to them**
- **signage is bespoke to the location and the needs of the passenger, and that London TravelWatch be consulted for this**
- **short-term signage for each stage of redevelopment works should be as comprehensive and relevant as longer-term signage**
- **information be reviewed and updated regularly**
- **different signage systems be integrated and comprehensive from the outset of the works**
- **staff ensure that free-standing directional signage is not displaced so as to provide inaccurate information**



### 3.3 Unplanned disruption at interchanges

Passenger Focus, the national passenger watchdog, regularly undertakes the *National Passenger Survey* (NPS). This survey consistently shows that passengers do not believe service disruption is well-handled by train companies. Indeed, the handling of disruption is the main 'driver' for overall dissatisfaction within the NPS and is a high priority for improvement among passengers across Britain. The figures speak for themselves: the 2014 NPS reports an overall satisfaction score of 82%, with this figure reduced to 38% for how well train companies dealt with a delay – the lowest of all the attributes surveyed.

In 2009, Passenger Focus established a 'disruption panel' comprising regular passengers and, over 12 months, received 2000 reports of disruption. In 2010, the panel published *Delays and disruption: Rail passengers have their say*. The report identifies six themes.

- i) Treat me with respect
- ii) Recognise my plight
- iii) Help me avoid the problem in the first place
- iv) You got me into this, you get me out
- v) Act joined up
- vi) I am 'always' delayed, do something about it!

Disruption is not confined to interchanges, however they can experience the impact of disruption most acutely because of the numbers of services and passengers that will feel the effect. It is therefore vital that the industry works together to provide passengers with a better response to unplanned disruption at interchanges

Ideally, the *Travel Demand Management* programme (described in the previous section) will develop a collaborative structure for unplanned disruption. London TravelWatch looks forward to working with the industry to develop these collaborative processes for unplanned disruptions.

#### Summary of recommendations

In regards to unplanned disruption at interchanges, London TravelWatch recommends that:

- the *Travel Demand Management* programme develop a collaborative structure for unplanned disruption
- interchanges be of primary concern during unplanned disruptions (as opposed to single-service stations)

### 3.4 Walking routes for Out-of-Station Interchanges

An Out-of-Station Interchange (OSI) is a temporary or permanent connection permitted between two transport providers or nearby stations for which the passenger must exit and re-enter the stations and/or ticket barriers / validators within an allotted time in order to complete the interchange on a single fare. For example, a passenger using an Oyster card can touch out at a Bow Road London Underground station and touch in (within 15 minutes) at Bow Church DLR station as a single journey (i.e. without incurring an extra fare charge).

TfL are reluctant to publish information about OSIs due to their complexity, especially since the list of OSIs is ever-changing. Some websites publish lists of OSIs acquired from Freedom of Information requests, despite the fact that the list quickly becomes out-date. London TravelWatch believes that information about OSIs should be revealed since many passengers are unaware of the opportunity they provide.

The list of permanent OSIs could be presented to passengers both online and in paper leaflet formats. The list of temporary OSIs could be posted online in order for it to be revised regularly.

London's Rail and Tube map might also use a new symbol to indicate permanent OSIs. However, a designated route will need to be established and shown on maps visible within and between stations, where necessary. OSI routes will need to be clearly indicated, well-lit, step-free, safe and allotted a reasonable transfer time.

Information on walking routes between nearby stations that are not OSIs but that would provide a useful interchange for passengers should also be provided. Similar to OSI walking routes, designated routes should be indicated within and between the stations, while also being clearly indicated, well-lit, step-free and safe.

#### Case study: OSI between Euston and St Pancras Stations

Euston and St Pancras Stations are one London Underground stop apart. The section of Underground connecting the two stations is one of the busiest on the network and will continue to be so. There is a bus and a taxi alternative, or passengers are presently directed to walk along Euston Road, but this walking route is heavily trafficked, while there are numerous crossings and other barriers to a pleasant walk.

Since its redevelopment, St Pancras Station's centre of gravity has moved north and, consequently, London TravelWatch has developed a proposal for a better pedestrian route between it and Euston station along Brill Place and Phoenix Road. This alternative route was embraced by Camden council who, with support from TfL, have upgraded the route between the two stations to

ensure a continuous, level footway with improved lighting and wayfinding. Completion of the new Francis Crick Institute building, scheduled for 2015, will allow further enhancement of the route.

At present, the Brill Place and Phoenix Road route is good for pedestrians and will provide the best route to link HS2 passengers arriving at Euston Station to get to St Pancras Station. The route was opened up during the Olympic and Paralympic Games and the train operators at both Euston and St Pancras Stations are generally supportive of it.

However, further improvements could be introduced with works to the eastern side of Euston Station, including the opening of a side entrance to Euston Station by Network Rail. London TravelWatch will continue to promote the Brill Place and Phoenix Road route.



**Figure 22: During the Games the pedestrian route between Euston and St Pancras Stations was well signed and used.**

Following our work on the walking route between Euston and St Pancras Stations, we have surveyed 15 other walking routes, both OSI and non-OSI, that can be made by a short walk and which offer particular benefits for interchange. These are included in Appendix 3.

## Summary of recommendations

**In regards to walking routes for Out-of-Station Interchanges, London TravelWatch recommends that:**

- **OSI and other useful interchange walking routes be predetermined and shown on maps visible within and between stations, where necessary**
- **OSI and other useful interchange walking routes be clearly indicated, well-lit, step-free, safe and allotted a reasonable transfer time**
- **information about OSIs be revealed for the benefit of passengers, including lists of permanent and temporary OSIs**
- **information about useful interchange walking routes be revealed for the benefit of passengers**
- **the London's Rail and Tube map use a new symbol to indicate permanent OSIs.**
- **Network Rail open a side entrance at Euston Station to improve the Brill Place and Phoenix Road route**

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## 3.5 Interchanges as the gateways to and from London's airports

The interchanges that provide access between London's airports and its public transport system provide both a challenge and an opportunity for the transport industry. All of the issues for interchanges described above generally apply - only to a greater degree. There is an opportunity for the industry to showcase London public transport as the best way of getting to and from the airport.

Passengers will be much less familiar with the interchanges they are to use and, indeed, may never have used them before. And so the case for accessibility, an intuitive layout, good signage, good facilities and a staff presence to help, advise and reassure is even greater for interchanges servicing London's airports. Hence, this is where investment should be prioritised to improve public transport access to London's airports.

### Accessibility

All airport rail stations are fully accessible from street to platform, which helps not only the mobility impaired, but those travelling with luggage or children. However, the presence of steps and excessive gaps between the edge of the platform and the train (at stations from which passengers can make a direct connection to the airport) are a major deterrent to travellers using public transport as their means of surface access to and from the airport.

### Layout

The layout of interchanges can have a significant impact on the propensity of air passengers to use public transport to access airports. The best interchange is one that is intuitive and allows passengers to navigate it in an obvious and easy fashion. Interchanges without good signage, or where the signs are obscured by commercial advertising, and where staff are either not available or cannot be found, do not work well for passengers.

### Information

Clear and consistent information is particularly important for passengers travelling to and from airports as they are more likely to be unfamiliar with the journey and to seek regular reassurance that they are in the right place at the right time. Providing information on the status of flights at key interchange stations, including at platform level, would give further reassurance to passenger going to the airport. The need for information is even more important when there is disruption to surface transport services.

## Staff

Airport passengers (and other infrequent public transport users) need a higher level of reassurance than regular users of interchanges. The presence of staff helps with this lack of familiarity, and also, where necessary, staff can assist with luggage and boarding, and helping travellers alight from trains or buses.

The visible presence of staff also gives passengers reassurance in respect of their personal safety. Our research into what consumers think of the London travelling environment [Jan. 2014] highlighted personal security concerns at certain London Underground and National Rail stations to a greater degree than at bus or tram stops. This is especially true for women and for those making journeys during the hours of darkness, which may well affect airport passengers for whom many journeys involve late night and early morning travel. Furthermore, airport passengers are more likely to be carrying luggage, making them more vulnerable to crimes such as robbery.

## Facilities

As seen above, passengers consider that toilets are the most important facility that operators should provide and that these should be free of charge. They also expect reasonable levels of seating, shelter, waiting rooms, refreshments and shops. Airport passengers may particularly appreciate the availability and accessibility of such facilities. Indeed, the longer the likely wait for an onward connection, the more essential these facilities become.

## Summary of recommendations

**In regards to interchanges as the gateways to and from London's airports, London TravelWatch recommends that:**

- **interchanges give particular attention to passengers travelling to and from airports in relation to accessibility, layout, information, staff and facilities, especially since these passengers may be unfamiliar with the public transport system, may be travelling with luggage or children, and/or may be vulnerable travelling during the hours of darkness**

## 3.6 Bus stations

Some bus stations form an integral part of a much larger multi-modal interchange. Much has been done to improve multi-modal interchanges involving buses in recent years, yet *TfL's Customer Satisfaction Surveys* consistently show lower scores for them than for other elements of the surveys. Scores are particularly low for the provision of information, and the cleanliness and condition of toilet facilities. London TravelWatch would like to see improvements made in these areas so as to increase passenger satisfaction.

Passengers particularly value live bus-arrivals 'Countdown' information at bus stops and also want to see it at bus stations. However Countdown information is rarely available at bus stations because of its complexity – to be operational, the Countdown system relies on buses to be in service (e.g. the systems will not be operational if buses have not yet started their journey). Whilst London TravelWatch recognises this complexity, we do not accept that real-time bus service information cannot be made available at bus stations.

We would like to see controllers overseeing a Countdown-type system at London's bus stations in a similar manner to the way rail stations oversee their Customer Information Screens (with the possibility of manually controlling the information system). We believe that the provision of live bus-arrivals 'Countdown' information at bus stations will help to better integrate buses and bus stations with London's wider transport infrastructure.

### Summary of recommendations

In regards to bus stations, London TravelWatch recommends that:

- **live bus-arrivals 'Countdown' information be made available at multi-modal interchanges involving buses**
- **improvements be made to the provision of information, and the cleanliness and condition of toilet facilities at bus stations so as to increase passenger satisfaction**

## 4 Appendices

### 4.1 Appendix 1: Summary of recommendations

London TravelWatch's research asking consumers what they believe to be the most important facets of interchanges and what constitutes a good interchange revealed some fascinating insights, with important implications for future transport policy development. Improving the quality of interchanges in London is key to the effective functioning of the capital's public transport network.

Policy makers and operators should note that the priorities for passengers and London TravelWatch are:

#### 1. interchange accessibility as a key priority for all passengers

- the roll-out of accessibility at all of London's interchanges continues with its current progress
- station design adopts the principles of universal design in creating accessibility for all, and not simply focusing on step-free access
- the effort currently underway to create an ever greater number of accessible bus stops in London continues, especially to complement London's fleet of low-floor buses
- tactile paving be appropriately placed to help guide the blind and partially-sighted, especially at the top and bottom of staircases
- streets adjacent to interchange stations be made accessible, such as by dropping obstructing kerbs
- business plans include universal design when justifying capital works
- the transport industry and the local highway authority work in partnership to implement minor accessibility improvements
- obstruction on the pavement be removed



## **2. intuitive layout**

- **passenger needs are prioritised over commercial ones, and that visibility and intuitive layout are prioritised over signage**
- **ticket offices and other facilities are clearly visible**
- **retail kiosks are not too numerous and do not obstruct any views and/or access to platforms, exits or other facilities**
- **signage is specific to both the location and the station, including when an interchange is, in fact, two conjoined stations**
- **signage identifies the platforms served by specific train companies**
- **signage indicates the facilities available on either side of the ticket barrier.**

## **3. quality, bespoke and visible information**

- **All interchanges should have, for all of its services, good quality connections and continuing your journey information that is appropriately located and to a single industry standard. This includes:**
  - i. A station layout plan**
  - ii. Real-time departure and arrival screens**
  - iii. First and last train information**
  - iv. Line of route mapping at platforms**
  - v. Line status information for the whole network**
  - vi. A specific location for engineering posters**
  - vii. A monolith at the station entrance announcing the entrance and identifying the services available**
  - viii. Pedestrian (Legible London), bus, Underground and National Rail mapping**
  - ix. Signage and directions for local amenities and bus stops (including the direction of travel for buses)**
  - x. Available Wi-Fi**

#### **4. staff availability to provide assistance and information**

- **staff are available for the retailing of tickets throughout the time that timetabled services are operating**
- **staff, whether ‘floating’ or at a ticket office, not only be visible and available, but willing and able to provide help and advice to passengers**
- **staff at interchanges provide timely and useful information to passengers in relation to service disruption, even when there is little information available to staff**
- **improvements be made on the ways in which passengers needing assistance are ‘handed-over’ to staff at service interfaces, such as from rail stations to airports**
- **London Underground become involved in the Passenger Assistance Reservation System (now called Passenger Assist)**

#### **5. sense of personal security**

- **interchanges be staffed at all hours of operation in order to enforce transport system rules**
- **Information about the local area, including about subways, alleys and lighting, be provided for passengers to plan the safest possible journey from an interchange station**
- **CCTV is installed and monitored to prevent security incidents as much as possible**
- **the size of an interchange be considered when assessing security needs**
- **interchange stations are controlled by ticket gates**

#### **6. the provision of facilities**

- **accessible facilities are available to all users of the interchange, ideally located outside of the ticket barriers**
- **all toilet facilities, including those provided by private businesses, are accessible for the mobility-impaired**
- **assistance be provided to disabled people when necessary**
- **where available, facilities include shelter from the weather, a waiting room, cycle parking overlooked by passive surveillance, refreshments and some retailing**
- **toilet facilities are free of charge to transport ticket holders**

**7. less tangible attributes, such as the local environmental quality**

- local environmental quality be included in Network Rail's *High Level Output Specification*
- all track-bed and embankment land owners clear litter and graffiti

**8. the quality and management of the surrounding area and streets**

- routes to nearby bus stops and so should the wayfinding to local amenities such as a nearby town centre or another station within the vicinity be regarded as part of the interchange
- there be continuous, clear, wide, level and clean footways, and road crossings that align with direct routes
- the transport industry works in partnership with other relevant agencies to improve how passengers arrive at and depart from interchanges, especially through the use of Station Travel Plans

Policy makers and operators should also note additional priorities for London TravelWatch are:

**9. the management of interchanges**

- Station Facilities Operators are able to impartially provide information on all the services that run through their station, including the services of other providers
- the transport industry agree to a single, standardised set of information required at stations, regardless of who operates the station
- the full range of facilities and information relevant to all services at an interchange be available
- interchange staff know relevant information about the service of other operators (as well as they know about their own companies' services) in order to accurately present the choices available to passengers during service disruptions
- standards for 'joint stations' are systematically reviewed when National Rail franchises are re-let and / or stations are redeveloped
- the transport industry continue the collaborative approach fostered during the London 2012 Games and the ongoing *Travel*

## 10. major works and disruption at interchanges

- transport providers, both individually and in a coordinated fashion, communicate with passengers as to what works are being undertaken, the benefits from them, and the timescales, as well as provide quality temporary and long term signage enabling passengers to navigate around reconfigured stations
- the transport industry continue working together under the Travel Demand Management programme (as they are presently doing at London Bridge station) to alert passengers to planned disruptions, how they might affect journeys, and what alternatives are available to them
- signage is bespoke to the location and the needs of the passenger, and that London TravelWatch be consulted for this
- short-term signage for each stage of redevelopment works should be as comprehensive and relevant as longer-term signage
- information be reviewed and updated regularly
- different signage systems be integrated and comprehensive from the outset of the works
- staff ensure that free-standing directional signage is not displaced so as to provide inaccurate information

## 11. unplanned disruption

- the *Travel Demand Management* programme develop a collaborative structure for unplanned disruption
- interchanges be of primary concern during unplanned disruptions (as opposed to single-service stations)

## 12. walking routes for Out-of-Station Interchanges

- OSI and other useful interchange walking routes be predetermined and shown on maps visible within and between stations, where necessary
- OSI and other useful interchange walking routes be clearly indicated, well-lit, step-free, safe and allotted a reasonable transfer time
- information about OSIs be revealed for the benefit of passengers, including lists of permanent and temporary OSIs
- information about useful interchange walking routes be revealed for the benefit of passengers
- the London's Rail and Tube map use a new symbol to indicate permanent OSIs.
- Network Rail open a side entrance at Euston station to improve the Brill Place and Phoenix Road route

**13. interchanges as the gateways to and from London's airports**

- **interchanges give particular attention to passengers travelling to and from airports in relation to accessibility, layout, information, staff and facilities, especially since these passengers may be unfamiliar with the public transport system, may be travelling with luggage or children, and/or may be vulnerable travelling during the hours of darkness**

**14. bus stations**

- **live bus-arrivals 'Countdown' information be made available at multi-modal interchanges involving buses**
- **improvements be made to the provision of information, and the cleanliness and condition of toilet facilities at bus stations so as to increase passenger satisfaction**

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## 4.2 Appendix 2: Understanding passenger needs at London's transport interchanges.

As part of the development of this report, London TravelWatch commissioned AECOM to conduct qualitative research amongst a sample of passengers in order to understand their needs of an interchange and to provide guidance for the development of an evaluation framework to be used to assess individual interchanges. The specific research objectives were:

- To provide an understanding of primary interchange needs from a passenger perspective;
- To confirm the relevance and importance of the proposed evaluation criteria;
- To determine the key attributes within each of the interchange dimensions to be assessed; and
- To provide guidance for the development of the evaluation framework.

A qualitative approach was adopted comprising six separate 90-minute focus groups in order to collect the views of a broad range of passengers and interchange users in London. The groups included regular commuters, as well as leisure travellers. The demographic profile of the focus groups was reflective of London's population.

The sample of group participants comprised passengers living in a wide variety of locations across London and the South East. The focus group sessions were conducted in Central London, Croydon and Bromley.

Before attending the group discussions, all respondents completed a pre-sensitisation exercise. The purpose of this exercise was to encourage respondents to consider and engage with the key interchange issues before attending the focus groups. This ensured that passengers were able to talk from a basis of recent and actual experience, rather than merely from recollection.

Research participants were provided with the draft survey questions and asked to complete them based on a visit to a specific interchange. Participants were also provided with brief instructions about how the questionnaire should be completed and the criteria that needed to be considered in order to make an evaluation. They were also asked to record any comments and observations, and to award an overall rating for the interchange on each of the categories.

The sample of stations was constructed to represent the views of passengers over a spectrum of different interchanges, including major London termini, medium-sized and smaller interchange stations.

## Most important categories

On balance, six of the categories were considered to be essential for evaluating interchanges on the basis that they represent the most critical aspects of the way in which an interchange performs. The following sections provide a summary of participant responses to the evaluation categories that were considered to be most important and the rationale for their suggested inclusion.

### Accessibility

Participants were clear that accessibility is the most important attribute of an interchange. However, accessibility is not considered to just be an issue for disabled passengers or for the wider group of passengers travelling with luggage or children – accessibility is important for **all** travellers. The importance of accessibility also applies to the area surrounding the interchange.

Participants noted that any assessment of accessibility should be the evaluation of accessibility by mystery shoppers who are not disabled, older people, or travelling with children or luggage.

### Layout

The layout of interchanges is considered to be important due its implications on accessibility.

An important part of the layout is whether it seems to be logical or, if not, why not. London Bridge Station was provided as an example of a layout that is not logical, due to the fact that train platforms 1 to 6 are separated from the others and access between them is not always easy or clearly signposted. Closely related to layout is speed of movement around the interchange, especially in terms of the amount of time that needs to be allowed from one area of the interchange to another when needing to make connections.

Two issues relating to ticket barriers were identified that impact on perceptions of the layout. First is whether movement around the interchange is restricted in any way, especially in terms of whether there are bottlenecks caused by passengers being held at gate lines. Second is the knowledge of what is on either side of the barriers and how clearly this is communicated to passengers. The ease of access and egress is also an important general consideration, one that can be affected by the location of the ticket barriers within the interchange layout.

A pre-sensitisation task asked participants whether retail outlets and kiosks caused a problem with interchange layouts. The majority view was that these tend to enhance rather than detract from the overall passenger experience. The only exception is, in rare circumstances, when a structure is felt to impede movement around a busy station.

## Information

Participants told us that information is a critical attribute to the successful functioning of an interchange.

The key issue for passengers is the quality, quantity and visibility of information available (although quality is considered more important than quantity). If passenger information is not immediately visible (perhaps due to the size of the interchange), it should be easy to locate in an obvious and prominent position. Some respondents also suggested that adopting a consistent style and format for presenting information would help to make it easier to understand and remove some of the potential for confusion.

Ideally, a station plan or directional guidance will be provided to facilitate navigation around larger stations. Timetables and route maps are also an essential requirement, while a portable format for passengers is often appreciated. Quickly accessible details of departures, arrivals and service status are considered to be so fundamental that the rating should focus on the quality of this information rather than on its availability. Information on engineering works and associated disruptions is also a key need, especially if services from the interchange are affected.

Even in situations where the provision of information and signage is rated very highly, passengers expect that the option to talk to staff, ideally at an information point, should always be available.

## Ease of 'continuing your journey'

The first requirement of 'continuing your journey' maps is to provide clear guidance to help with navigating the interchange and clear indications about which exit to use (when more than one is available). Signage for passengers making onward journeys should show directional differences to avoid doubt. For example, rather than being labelled as 'exit to bus stop', signage should be clear exactly which route should be taken to travel in a particular direction away from the interchange.

Respondents recognise the benefit of having local area maps and information available to assist with onward journeys. The minimum requirement in this respect is for maps to be available at each exit of the interchange. Many also appreciate this being supplemented by the Legible London wayfinding system, sometimes located directly outside stations. However, it is worth noting that, although almost all participants were familiar with the Legible London system, none knew it by name. This clarification should be included as part of the briefing for the evaluators.



There are three areas that have emerged as being less important for passengers in the context of interchanges, but that London TravelWatch may still want to include as part of the evaluation framework:

- Having an obvious street presence or a clear station sign is something that was perhaps felt to be irrelevant rather than unimportant. Most assume that, by definition, an interchange will be evident enough to passengers to not require signposting. This is likely to be a function of respondents being familiar with the interchange they were asked to evaluate. We suggest that it is appropriate to ask about the visibility of signage (but avoid using the term 'totem' as this is confusing).
- Whether local bus stops have a live bus arrivals 'Countdown' system would be useful to know, but not any more so in the context of an interchange as opposed to elsewhere. It may, therefore, not be necessary to include this as an attribute used to evaluate interchange performance.
- Passengers are uncertain about the value of white boards. Obviously, this type of information is preferable to nothing at all, yet almost everything else is considered to be better. Some claim to ignore hand-written notices on the basis that there is no way of knowing whether details are still relevant at the time they are seen (or redundant but not erased by staff).

### Availability of staff for assistance and information

From this focus group research, findings in relation to availability of staff for assistance and information were consistent with recent research conducted for London TravelWatch.<sup>5</sup> Having staff available to provide assistance and information is considered to be especially important at interchanges since passengers anticipate that help is more likely to be needed due to complexities of making connections. The key issue is, therefore, the role played by staff and their helpfulness when approached, rather than simply having staff available.

Providing a sense of security is recognised to be an important staff function, since any presence provides a degree of reassurance. Nevertheless, participants felt that safety needs in relation to interchanges are no more acute than for other stations.

Although an important category, staff issues should be relatively easy to assess. The basic need is to identify the amount and location of staff in

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<sup>5</sup> Passengers' ticketing and journey experiences, London TravelWatch, July 2013; Value for money on London's transport services: what consumers think, London TravelWatch, August 2013

relation to the size of the interchange, and variation at different times of the day. The knowledge and helpfulness of staff can be evaluated in terms of how they respond to pre-determined questions.

Queue length is also considered to be an additional way to assess staff efficiency and is important to measure during both peak and off-peak periods. Queue length evaluation would need to include indications of when the ticket office(s) is(are) manned and issues relating to Ticket Vending Machines, such as numbers available, whether they are out of order, any queues to use them, and whether staff are available to provide help if required.

The only issues that were identified as being difficult for a mystery shopper to assess are the total number of staff on duty at any given time in larger interchanges and whether the circumstances of the visit are typical (although this would be mitigated by ensuring visits are conducted at different times of day).

## Personal security

In recent research conducted for London TravelWatch, personal security was identified as an area of high concern among many using public transport in the London area.<sup>6</sup> It is therefore not surprising that this emerged as a critical issue for inclusion in the evaluation of interchanges (even though concerns are no greater at interchanges than at any other station).

The size of the interchange is acknowledged to be an important consideration since different security concerns need to be accounted for at a busy London terminal compared with a smaller interchange in a quiet area of outer London. Although the general view is that passengers are unlikely to be the primary users of evaluation results, participants felt that this specific assessment could play an important role in journey planning.

Security issues are closely related to certain staff attributes (and would therefore not require separate evaluation). Most important in this respect are the amount and location of staff and variations at different times of day. Passengers also want to know about the extent of lighting in all areas both inside and outside the interchange, and whether subways or alleys need to be used for access purposes. It will also be helpful to know whether exits are onto streets rather than a car park or vulnerable location, while a map of the local area is also required.

There are mixed views on the issue of CCTV. All consider this to be an essential safety feature but, since it is now considered to be universal across the transport network, the evaluation needs to go beyond whether cameras are present. The main concern is whether the CCTV cameras are working and being monitored, and this is likely to be very difficult for a mystery shopper to assess.

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<sup>6</sup> The London travelling environment: what consumers think, London TravelWatch, January 2014

Some recognise that the presence of turnstiles may help to deter undesirables from accessing the interchange, but they will not prevent those who are determined. Turnstiles are, therefore, felt to be less relevant to the evaluation from a security perspective, but may be included within the 'Layout' category.

## Facilities

The provision of facilities is especially important at interchanges given that passengers are likely to spend more time at them than at other stations. Almost all types of facilities are considered to be relevant for inclusion, but discussions of toilets dominate the passenger agenda and represent a microcosm of attitudes regarding the evaluation of facilities in a broader sense. In this respect, passengers recognise the importance of distinguishing between the availability of facilities and the quality and cost of them.

As long as a simple and uniform assessment can be established that avoids overlaps with other evaluation categories, facilities are a high priority concern for passengers who recognise its potential usefulness, at least at a theoretical level. In this respect, the need to know about car parking facilities was occasionally highlighted, whether from this type of evaluation or another information source.

Findings from this focus group research are consistent with the report published by London TravelWatch on walking and interchange in London [September 2011]. Both projects recognise that the facilities available will depend on the size of the interchange, yet there is an expectation that some things will always be provided, including toilets, shelter, seating and cycle parking. Other facilities that are considered essential to evaluate (that are not covered within other categories) include the availability of refreshments and other retail outlets, a lost property office and a comfortable waiting room (as opposed to a basic platform shelter).

## Other categories

The 'environmental quality' category elicited mixed views in terms of its relevance but, on balance, our recommendation is for it to be included in the evaluation framework. Infrastructure and the area around the interchange, along with the physical quality and management of surrounding area and streets were thought to be less relevant since they seemed to address station generics rather than passenger needs of an interchange. The following sections provide a more detailed appraisal of these three categories from a passenger perspective.

## Environmental quality

The pre-sensitisation exercise revealed some broad consistencies with the findings from research recently published by London TravelWatch on environmental quality. Environmental quality is a difficult concept to

communicate to passengers and, consequently, there was evidence of some misunderstanding and confusion in terms of how to evaluate this category.

The general feeling is that, although certain aspects may have an impact on passengers, these are things that are likely to have minimal impact on journeys or the functionality of the interchange. Consequently, environmental quality tends to be regarded as a lower priority area for the evaluation framework, especially since the most important attributes are perceived to overlap with the personal security category.

Environmental quality is less tangible than most of the other evaluation categories and, therefore, more difficult to assess. Passengers seem to be more interested in the implications of poor environmental quality, but even this is difficult to assess based on a mystery shopper visit. Essentially, passengers want to know whether the interchange is a place they would want to spend time at or walk around in during the event of needing to wait for a connection.

Health and safety issues are assumed to be taken for granted (and beyond the remit of a interchange evaluation), so the focus needs to be on whether the interchange seems to be cared for. This could be assessed through issues such as the presence of (un-commissioned) graffiti, and the amount of noise and passengers.

Attributes considered to be less relevant are the aesthetics of the station, litter or graffiti that may happen to be present at the time of the evaluation rather than a permanent problem, and the provision and location of bins. Although these attributes contribute to the environmental quality of the interchange, they are unlikely to impact on journeys at a functional level.

## Infrastructure and the area around the interchange

Infrastructure and the area around the interchange was included in the draft evaluation form used for the pre-sensitisation exercise since 'physical infrastructure' was one of the key themes to emerge from the London TravelWatch members' visits to interchanges in 2011.

This category proved difficult for participants to respond to for this focus group research. The main problem was that infrastructure and the area around the interchange tend to be perceived as separate issues for passengers – both are thought to be not directly associated with the primary function of an interchange. Some participants did not understand what was meant by the term 'physical infrastructure' and others failed to appreciate the significance of it in the context of needs for an interchange.

The area around the interchange is considered to be more important than the infrastructure. This finding is consistent with the London TravelWatch report on the quality of the external public realm within the 'physical infrastructure' theme. This includes issues such as footways, kerb heights, crossings bus stops, and highway furniture. These attributes are, or could be, included within other categories such as 'Accessibility', if necessary.

The views of participants were reinforced during discussions surrounding infrastructure and the area around the interchange. Participants consider the most important attributes to be the ease of passenger movement around the interchange and its ability to cope with high passenger volumes.

Connectivity between modes and platforms at the interchange is obviously essential, as this will reflect the practicalities of passengers navigating the area. These are all addressed in other sections of the evaluation process.

The only important issues not covered in the focus group research are the facilities around the station and whether any long-term redevelopment work that may impact on journeys is in progress. Both of these issues can be incorporated into other sections of the evaluation framework.

Attributes considered nice to have, but not critical to the functionality of the interchange, are: aesthetics of the building or surrounding area; cleanliness of buildings and their state of repair; nice station setting and temporary maintenance; or anything else that does not impact on service provision.

There is some feeling that the scope of evaluating infrastructure and the area around the interchange could be too demanding as just one element of a mystery shopper visit, especially for some of the larger London interchanges. Participants expressed they do not feel sufficiently qualified to assess issues such as the quality of buildings (in terms of whether they are structurally sound and in a good state of repair). The term 'public realm' is also not readily understood and would require explanation during briefing sessions.

### **Physical quality and management of surrounding area and streets**

There are a number of parallels between this section and the one described above. Physical quality and management of surrounding area and streets was also included in the pre-sensitisation exercise on the basis of being identified as an important theme in the London TravelWatch report, *Walking and interchange in London*, from September 2011. This is also an area that passengers find difficult to assess and consider to be tangential to the primary function of an interchange.

These participant assessment problems are exacerbated by terminology which is not readily understood by a layman, and also by the fact that much of the content of physical quality and management of surrounding area and streets seems to overlap with attributes identified in other sections. Since this category is concerned exclusively with the surrounding area, it can feel less immediate and, therefore, less important in the context of passenger interchange requirements.

Consequently, the self-completion exercises tended to focus only on issues perceived to be directly relevant to interchanging, such as movement within the building and the areas immediately outside. The emphasis on the surrounding area tends to concentrate on modes of transport rather than on footpaths, although the need is recognised for the surrounding areas to be pedestrian friendly, and to have adequate capacity and crossing provision.

Other relevant issues that could be included in the assessment are parking and drop-off facilities, and whether facilities such as cycle hire, taxi ranks and mini cab offices are available nearby.

One of the issues frequently highlighted was the need for this particular category to be evaluated by a mystery shopper who is unfamiliar with the interchange. This is due to the need to understand spatial relationships and the extent to which the layout is considered to be easy to navigate. These attributes can be assessed more meaningfully by someone who has not had the opportunity to learn short-cuts or other ways to make movement around the interchange easier than it would be for a first-time visitor.

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## 4.3 Appendix 3: Previous London TravelWatch research

The following are research reports previously published by London TravelWatch looking at various aspects of interchange in London:

- The London Travelling environment: what consumers think – January 2014
- Inclusive streets – November 2013
- Value for money on London's transport services: what consumers think – August 2013
- Passengers' ticketing and journey experiences – July 2013
- Will Everyone get to the Games: Mystery shopping the Olympic and Paralympic venue stations – May 2012
- Walking and interchange in London – September 2011
- Getting to the station – April 2006
- Whose station are you? Facilities at joint Underground and National Rail stations – June 2004
- Where is this? An audit of station name signing – March 2004
- When is a train not a train? Rail replacement bus services – February 2004
- London for the continent: public toilets at transport interchanges – January 2003
- Good Riddance to Bad Rubbish: An Action Guide for Passengers and Others – December 2002

## 4.4 Appendix 4: Out-of-Station Interchange

Within London TravelWatches boundaries there exists an opportunity to promote a more efficient method of using transport. This method requires passengers to walk between two stations creating Out-of-Station Interchanges (OSI). There are already some examples of this found on the TFL tube map – Tower Gateway Station to Tower Hill Underground Station, Bank Underground Station to Monument Underground Station (although this is all within the station underground) and Bow Church Station to Bow Road Underground Station to name a few. London TravelWatch wants to promote other time saving out of station interchanges.

To find and promote other OSIs, the passenger must gain something useful, there must be a reason. The most important reason for the interchange must be the increment of options available to the passenger. Another important factor is that the interchange must be short and easy to navigate – it has to be convenient and the distance has to be seen as non-taxing.

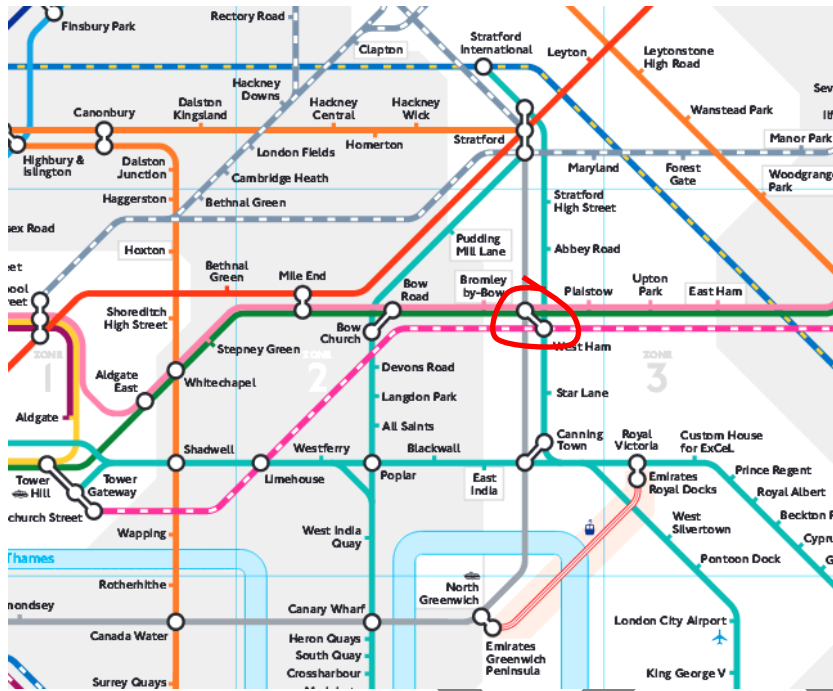
Similarly the ease of use of the OSI is important; wayfinding between the two stations must be of a high standard. London TravelWatch would expect there to be totems, maps and signs. Within this, the footway between the stations must also be of a high standard for passengers with disabilities, carrying luggage and/or conveying children. Kerbs must be dropped or carriages raised and, in an ideal world, the footway would be clear of litter and A-boards.

Lastly, a passenger would also want to know the fare – does using the interchange require a passenger to pay an extra fare?

Below are some of the OSIs TravelWatch has identified. Each interchange is shown on a map along with the following sub headings: Opportunities, Timing, Signage, Footway, Fares and Recommendation.



## Bow Road to Bow Church



### Opportunities

Whilst travelling on the DLR, a passenger can change at Bow Church Station (Stratford Station to the north and All Saints Station to the south) to Bow Road Underground Station and gain access to the District and Hammersmith and City Line. Towards the east the Hammersmith and City line terminates at Barking Underground Station and the District Line continues on the line towards Upminster Underground Station. Towards the west the lines head into central London, the Hammersmith and City line via Liverpool Street and the District line via Tower Hill.

### Timing

The walking route takes five minutes.

### Signage

The signage between the stations was good. Bow Road Underground station requires a totem as the sign is only viewable from directly in front of the station. Additionally there should be another way finding sign halfway between the two stations on Tomlin's Grove.

### Footway

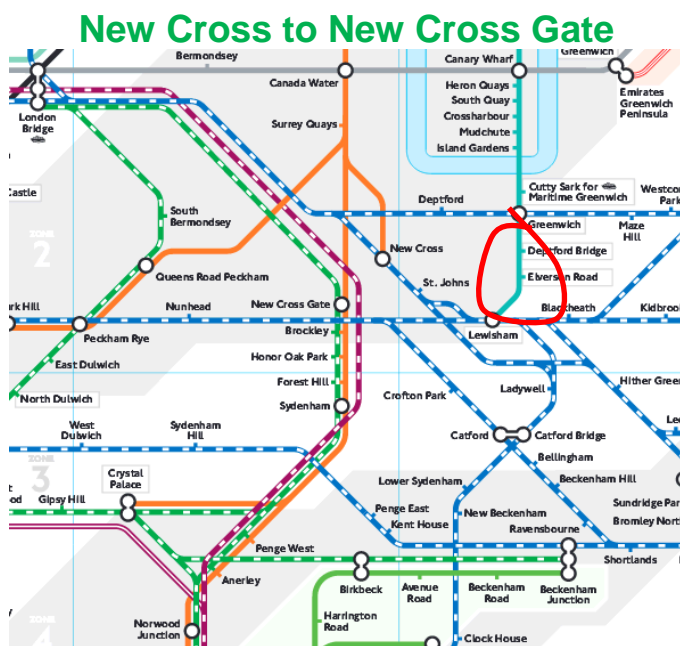
The footway was kept clear, level and continuous. All the kerbs on route between the stations were either dropped or the carriageways were raised.

### Fare

The fare system recognised this as an OSI and, as such, a single fare is charged when interchanging between these two stations.

### Recommendation

Bow Road requires a totem for it to become more identifiable.



### Opportunities

Passengers arriving at New Cross Overground Station have the option to either catch a South Eastern service (going south towards Lewisham Station) or walk to New Cross Gate Station and catch either the Southern or the First Capital Connect (going south towards Gatwick Station). Also at New Cross Gate Station there is an option to continue on the Overground line heading towards Crystal Palace Station or Norwood Junction Station. In the other direction both stations have National Rail services towards London Bridge Station and an Overground service towards Highbury and Islington Station.

### Timing

The walking route takes just over 10 minutes.

### Signage

There was a map at New Cross with a wayfinding sign directing towards New Cross Gate. There were also a few directional signs. However there was very little signage on route (particularly as it quite a lengthy journey) and there was a real lack of any signs towards New Cross from New Cross Gate.

### Footway

The footway between the stations was not level or clear. The route was in parts quite dirty and cluttered. Some kerbs need to be dropped properly and the pavement needs to be repaired.

### Fare

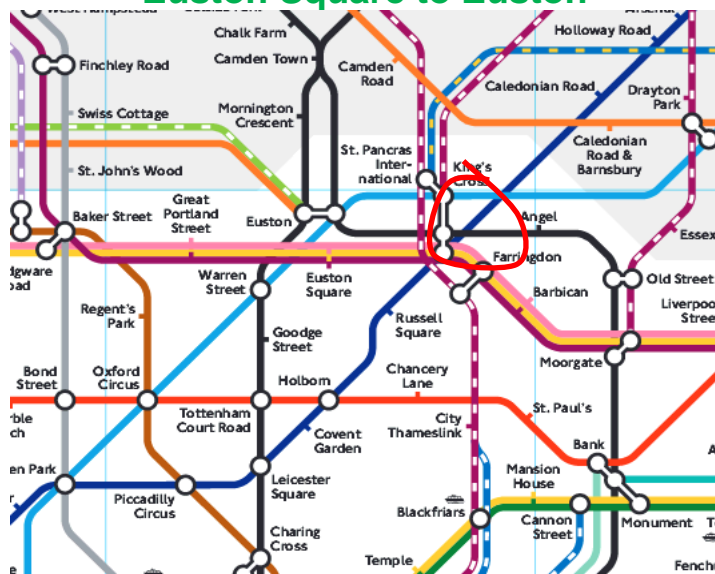
Passengers can avoid Zone 1 by walking from New Cross to New Cross Gate; the fare remains a single fare when using these stations to interchange.

### Recommendation

Improve the lack of signage at New Cross Gate, clear the walking route of graffiti and litter, make the route more accessible with dropped kerbs, and maintain the pavement.

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## Euston Square to Euston



### Opportunities

Passengers on either the Circle (Epping Underground Station to the east and West Ruislip Underground Station to the west), Metropolitan (Uxbridge Underground Station to the west and Aldgate Underground Station to the east) or the Hammersmith and City line (Barking Underground Station to the east and Hammersmith Underground Station to the west) can change at Euston Square Underground Station to access the Northern line (High Barnet Underground Station to the north and Morden Underground Station to the south), Overground (Watford Junction Station), Victoria line (Walthamstow Underground Station to the north and Brixton Underground Station to the south) and a range of National Rail (North England) trains at Euston.

### Timing

The walking route takes less than five minutes.

### Signage

Wayfinding signs were clearly labelled from Euston Square Underground Station and Euston Station. There was also a legible London map located in a convenient easily accessible location.

### Footway

The footway between the two stations is of good standard. The raised floor is ramped to street-level at Euston Station and the footway is level, clear and continuous.

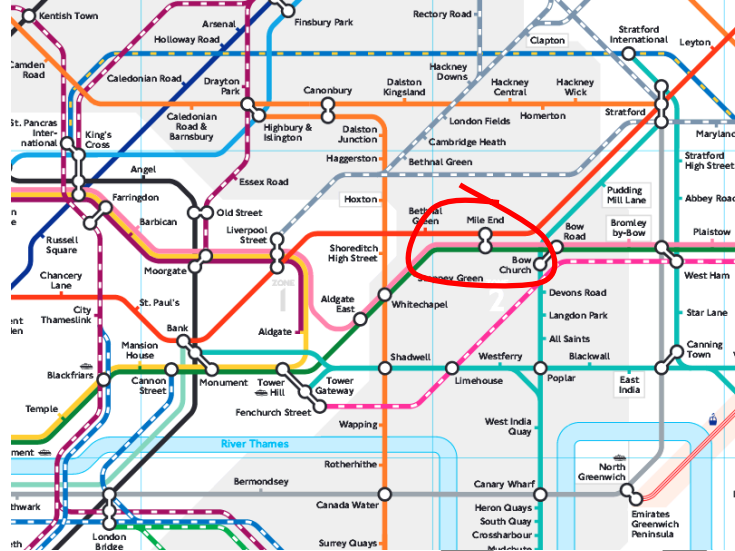
### Fare

The fare system recognises this as an OSI and, as such, a single fare is charged when interchanging between these two stations.

### Recommendation

Euston Square requires a more identifiable totem to make the station more recognisable.

## Liverpool Street to Shoreditch High Street



### Opportunities

A passenger on the Overground can access Liverpool Street Station (both National Rail and Underground) by alighting at Shoreditch High Street Station (Highbury and Islington Station to the north or either New Cross Station or New Cross Gate Station in the south). From Liverpool Street Station a passenger can gain access to the Central (Epping Underground Station to the east and West Ruislip Underground Station to the west), Metropolitan (Uxbridge Underground Station to the West and Aldgate Underground Station to the East) or the Hammersmith and City line (Barking Underground Station to the east and Hammersmith Underground Station to the west), and the Circle Line. Passengers can also access National Rail services towards Stansted Airport, Essex and East Anglia.

### Timing

The walking route takes roughly 10-15 minutes.

### Signage

There is a Legible London totem near to the station on the main road. There is little way finding between the stations until the passenger reaches the shopping centre. At this point the shopping centre has its own wayfinding directing towards both stations. At Liverpool Street Station, there are no wayfinding signs pointing towards Shoreditch High Street.

### Footway

The footway is well maintained and level, clear and continuous. There are some kerbs that need to be dropped once you get to Shoreditch High Street (small streets).

### Fare

The fare system does not recognise this as an OSI and, as such, a passenger is charged an additional fare when interchanging between these two stations.

### Recommendation

TFL should fix the journey indicated on the website and place a wayfinding sign on the Legible London maps towards Shoreditch High Street Station at Liverpool Street Station. Also, there should be another wayfinding sign at the exit of Shoreditch High Street rather than on the main road.

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## Marylebone to Edgware Road (Circle)



### Opportunities

Passengers alighting at Marylebone from National Rail services can access the Bakerloo line (Warwick Avenue to the West and Embankment towards the South) at Marylebone or can walk to Edgware Road to access the Circle and District line. The District Line splits and to the West can go towards West Kensington, to the South it goes towards Wimbledon and to the East it goes towards Embankment.

### Signage

There were no maps or signs towards Edgware Road from Marylebone until the passenger gets close to Edgware Road. At Edgware Road Station, there were road signs and maps directing towards Marylebone.

### Footway

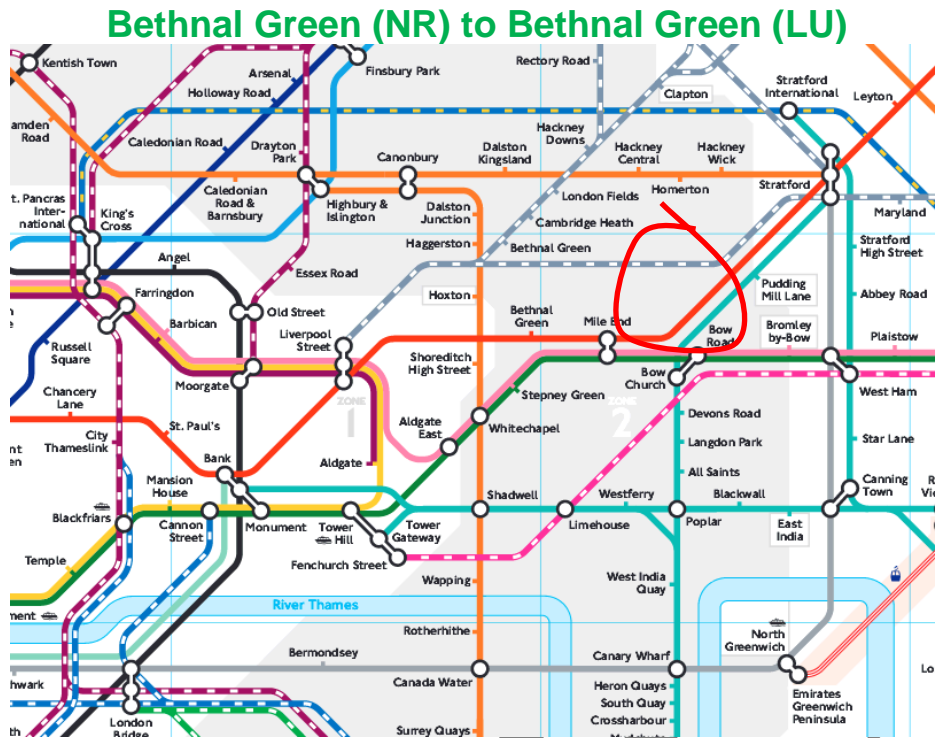
There are many different routes towards Edgware from Marylebone. The route had dropped kerbs and the pavements were clear and level. The pavement was not continuous rather it was broken by several roads.

### Fare

The fare system recognises this as an OSI and, as such, a single fare is charged when interchanging between these two stations.

### Recommendation

This has the potential to be an extremely useful interchange and requires a lot more in the ways of signs from Marylebone and some Legible London totems on route.



### Opportunities

Passengers on the Central Line (Epping Underground Station to the east and West Ruislip Underground Station to the west) can change at Bethnal Green Underground Station to access Bethnal Green Station. The rail service goes to Stansted Airport Station, Chelmsford Station and terminates at Liverpool Street Station.

### Timing

The walk between the stations takes 10 minutes.

### Signage

Outside of Bethnal Green Station there was an information board with a wayfinding map. This map was covered in graffiti. There was nothing else that helped navigate to the Underground station. On the route I took there were no signs.

### Footway

The footway was very inconsistent and changed depending on which side of the road you are on. On the route, one side of the pavement was extremely narrow due to a fence and some of the kerbs were not dropped. However the pavement was level and well maintained.

### Fares

The fare system recognised this as an 'out of station interchange' and as such a single fare is charged when interchanging between these two stations.



### Recommendation

That wayfinding at the rail station needs to be improved greatly by using directional signs and by installing Legible London totem maps where necessary.

DRAFT



### Opportunities

For passengers on National Rail services (terminating at Liverpool Street Station and northwards to Alexandra Palace Station), a passenger can alight at Drayton Park Station to access the Piccadilly line at Holloway Road Underground Station (Cockfosters Underground Station to the north and Green Park Underground Station to the south).

### Timing

The route takes 10 minutes.

### Signage

There were no signs towards Drayton Park from Holloway Road. There were way finding signs towards the football stadium, where upon, there were directions towards Drayton Park. On route besides the wayfinding maps placed by Arsenal FC there was very little to direct you.

### Footway

The route was clear and level. The kerbs were all dropped and the route was kept clean due to proximity to the football stadium.

### Fares

The fare system does not recognise this as an OSI and, as such, a passenger is charged an additional fare when interchanging between these two stations.

### Recommendation

To have signs directing towards individual stations and not just the football stadium.

DRAFT

## Arsenal to Drayton Park



### Opportunities

For passengers on National Rail services, a passenger can alight at Drayton Park Station (terminating at Liverpool Street Station and north bound towards Alexandra Palace Station) to access the Piccadilly line at Arsenal Underground Station (Cockfosters Underground Station to the north and Green Park Underground Station to the south).

### Timing

The route takes 10 minutes.

### Signage

I did not notice a map at Arsenal Underground Station. However there were way finding signs pointing towards Highbury and Islington station. Going towards Drayton Park maps did appear due to proximity to the stadium.

### Footway

The footway was level on one side. The footway on either side was clear, level and continuous. Any roads intersecting had dropped kerbs.

### Fares

The fare system does not recognise this as an OSI and, as such, a passenger is charged an additional fare when interchanging between these two stations.

### Recommendation

To have way finding signs directing towards individual stations in the area and rather than just the football stadium.

## Caledonian Road and Barnsbury to Caledonian Road



### Opportunities

A passenger on the Overground (Canonbury Station to the east and Gospel Oak Station to the west) can alight at Caledonian Road and Barnsbury Station to access the Piccadilly Line (Arsenal Underground Station to the north and Leicester Square Underground Station to the south).

### Timing

The walk between the two stations took between five and 10 minutes.

### Signage

Both stations had wayfinding maps towards the other station. There was little wayfinding on route between the stations. Both stations had a continuing your journey map and the Underground station had a Legible London equivalent.

### Footway

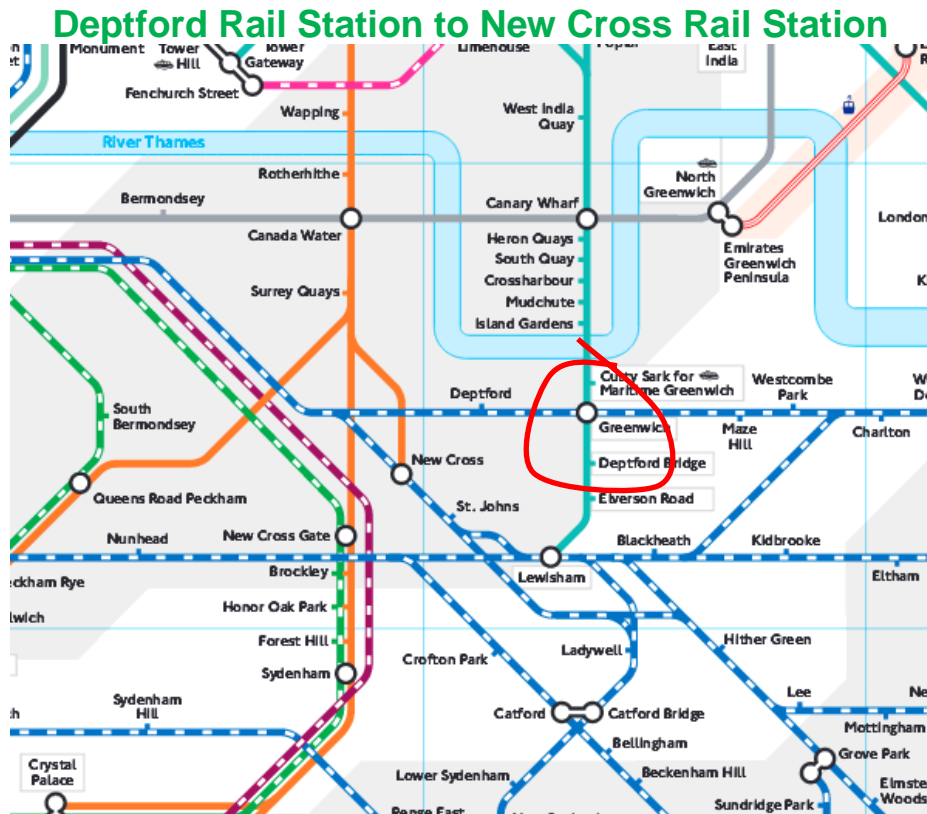
The footway was clear and level. The kerbs were all dropped to an appropriate degree. The footway was one continuous straight road.

### Fares

The fare system does not recognise this as an OSI and, as such, a passenger is charged an additional fare when interchanging between these two stations.

### Recommendation

To have more wayfinding signs on route between the two stations.



### Opportunities

For a passenger on a National Rail Service (London Bridge Station to the west and Greenwich Station to the east), they can alight at Deptford Station and access the Overground (Shadwell Station to the North) and other National Rail services (London Bridge Station to the west and Lewisham Station to the East) at New Cross station.

### Timing

The route takes roughly 10 minutes.

### Signage

Wayfinding at both stations is extremely poor which is contrary to the route between the stations, which are very well sign posted. Lewisham has its own variant on Legible London and these totems are used to good effect.

### Footway

The footway is level and clear at Deptford Station, New Cross is found halfway up a short hill. On Deptford High Street there are a few A-boards alongside shops that display merchandise on the street which obstructs pedestrians. There is also a weekly market which is extremely busy. All kerbs are dropped except for one that requires maintenance.

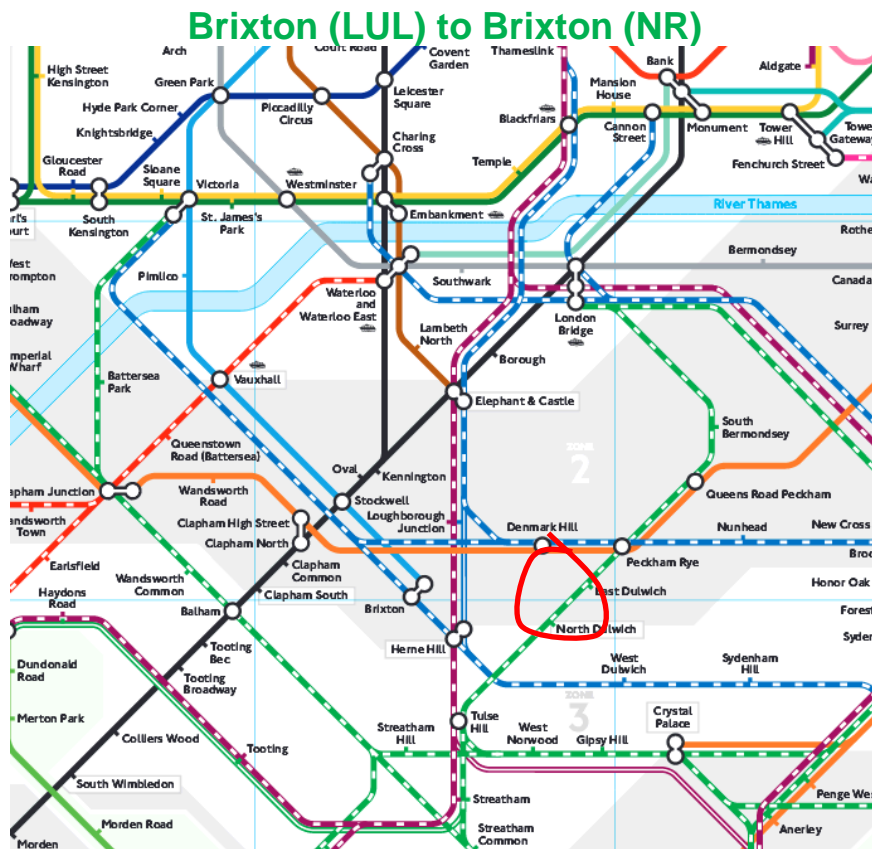
### Fare

The fare system does not recognise this as an OSI and, as such, a passenger is charged an additional fare when interchanging between these two stations.

### Recommendation

A 'continuing your journey' map should to be found with information boards and a directional arrow pointing towards New Cross and other services. One road should be dropped again.

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### Opportunities

A passenger alighting at Brixton Underground Station can access the Victoria line (northbound towards Victoria Underground Station and Stockwell Underground Station to change) and can access National Rail services towards Ravensbourne Station to the south and Victoria Station to the north.

### Timing

The stations are less than five minutes walk apart.

### Signage

The wayfinding between the two stations was of a good standard. There were several legible London totems. The National Rail Station has a “Brixton Rail Station” logo to help identify the station which is found underneath the station bridge.

### Footway

The footway was level and clear and continuous, the kerbs were dropped on route between the stations.

### Fare

The fare system recognised this as an ‘out of station interchange’ and as such a single fare is charged when interchanging between these two stations.



### Recommendation

The rail station should have a totem logo displayed on the bridge between the stations so that passengers can identify where the station is immediately once having turned the corner.

DRAFT

## Elephant and Castle (LUL) to Elephant and Castle (NR)



### Opportunities

A passenger on a National Rail service (First Capital Connect towards Tulse Hill Station to the south and Kentish Town Station to the north; Southeastern to Denmark Hill Station to the south east and Blackfriars Station to the north) can alight at Elephant and Castle Station to access the Northern Line (Morden Underground Station to the south and Bank Underground station to the north). The passenger can also access the Bakerloo Line towards Charing Cross Underground Station (northbound).

### Timing

The walk between the stations takes less than five minutes.

### Signage

Wayfinding at Elephant and Castle Station was non-existent outside of the shopping centre. There was a map hidden outside of the tube station in the opposite direction of the station exit.

### Footway

The ramp up towards the National Rail station from the Underground station was steep, but otherwise the footway was clear, level and continuous.

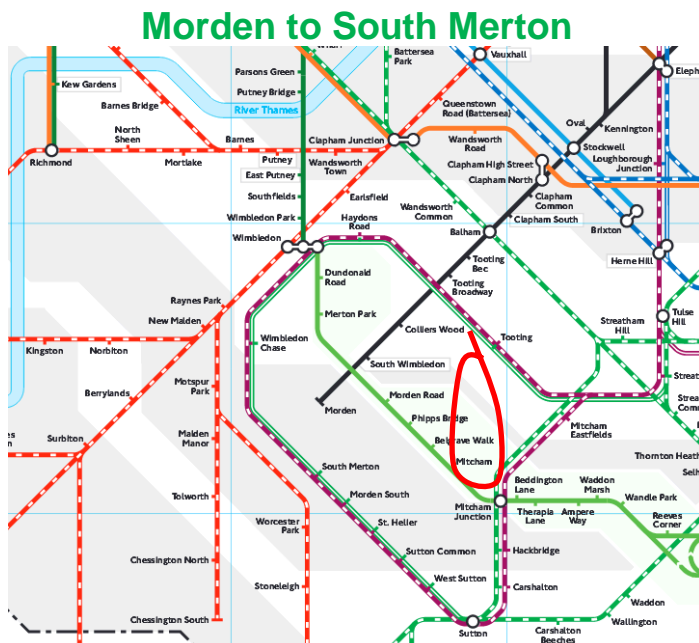
### Fare

The fare system recognised this as an 'out of station interchange' and as such a single fare is charged when interchanging between these two stations.

### Recommendation

Elephant and Castle Underground Station needs a 'continuing your journey' sign at the station exit and a directional sign outside the station pointing towards the NR station.

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### Opportunities

For passengers on the Northern Line Morden Underground Station is the terminal station with Euston Underground Station to the north. If a passenger alights at Morden Underground Station they can access two National Rail services at South Merton Station (First Capital Connect and Southern services going to Sutton Station in a southern direction and Tulse Hill Station to the north).

### Timing

The route takes 10 minutes.

### Signage

There was adequate wayfinding at Morden Underground Station directing towards South Merton Station. There was a map, as well as directional signs on route between the two stations. From South Merton Station towards Morden Underground Station there were no maps until about halfway through the route.

### Footway

The footway was clear, level and continuous. All the kerbs were dropped and the route did not require crossing any major carriageways.

### Fare

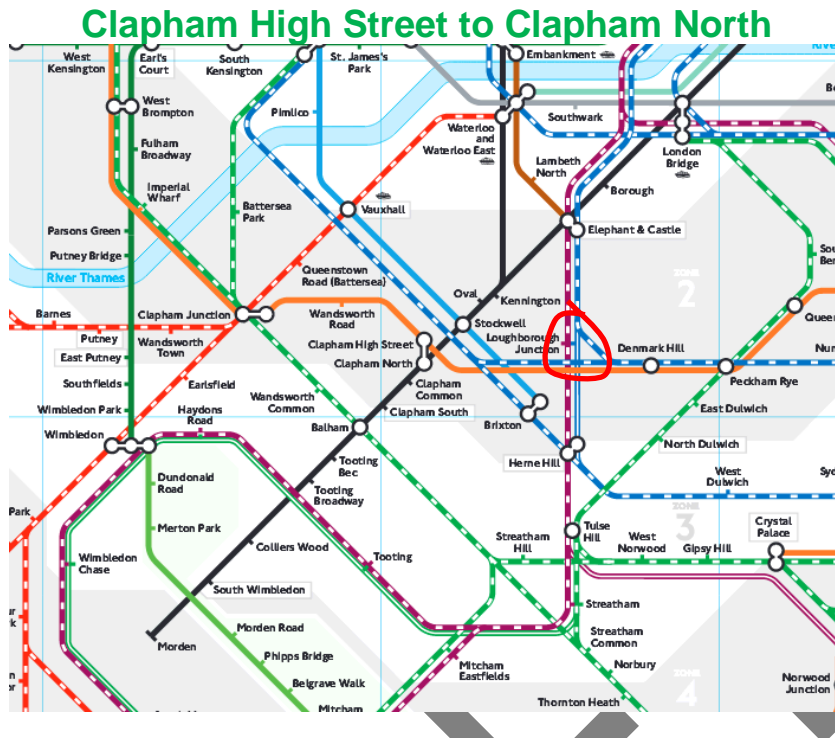
The fare system does not recognise this as an OSI and, as such, a passenger is charged an additional fare when interchanging between these two stations.

### Recommendation

This as a feasible walking interchange unless the passenger desires to use the area between Morden Underground Station and Clapham Common Underground Station. The NR services stop at Wimbledon, Elephant and

Castle and London Bridge Stations, which all provide similar or more connections than Morden Station.

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### Opportunities

For a passenger on the Northern line (Morden Underground Station to the south and Euston Underground Station to the north) they can alight at Clapham North Underground Station to access the Overground services (Denmark Hill Station to the east and Clapham Junction Station to the west) at Clapham High Street.

### Timing

The route takes around five minutes.

### Signage

The wayfinding between the stations was of a high standard. There was a 'continuing your journey' map, as well as a map on a totem. On route there were also directional signs informing passengers of the correct place to cross.

### Footway

The footway was level and clear with a major road stopping the footway from being continuous. The kerbs were all dropped flat with the carriageway and there was a crossing with a traffic light.

### Fare

The fare system recognised this as an 'out of station interchange' and as such a single fare is charged when interchanging between these two stations.

### Recommendation

No recommendation.

## Wembley Stadium to Wembley Park



### Opportunities

Passengers alighting at Wembley Stadium Station (Chiltern Rails with High Wycombe Station to the west and Marylebone Station to the east) can access the Jubilee line (London Bridge Underground Station to the south and Stanmore Underground Station to the north) at Wembley Park Underground Station. Passengers can also access the Metropolitan line (Harrow-on-the-Hill Underground Station towards the west and Baker Street Underground Station towards the south).

### Timing

The route takes 10 minutes.

### Signage

There was a small wayfinding sign at Wembley Park Underground Station pointing towards Wembley Stadium Station. Wayfinding on route between the stations was difficult due to a lack of signs. The majority of passengers will be directed towards the stadium and then, from there, towards the National Rail station rather than along the streets (which is the TFL journey route). At Wembley Stadium there was a Legible London totem.

### Footway

The footway between the stations is extremely inconsistent. There were sections that were level and continuous and there were also sections that were not level or continuous. However all the kerbs were dropped and the footway was always clear.

### Fares

The fare system does not recognise this as an OSI and, as such, a passenger is charged an additional fare when interchanging between these two stations.

### Recommendation

For there to be a Legible London totem in front of Wembley Park Station by the exit facing away from the stadium.

## Wembley Stadium to Wembley Central



### Opportunities

Passengers alighting at Wembley Stadium Station (Chiltern Rails with High Wycombe Station to the west and Marylebone Station to the east) can access two services at Wembley Central Station (Overground with northbound services to Hatch End Station and southbound services to Willesden Junction Station and the Bakerloo line, Harrow and Wealdstone Underground Station to the north and Baker Street Station to the south).

### Timing

The route takes 10 minutes.

### Signage

Both stations have Legible London totems. However all totems and wayfinding signs directed passengers towards the stadium and then from there the station.

### Footway

All the kerbs were dropped and the pavements were level and kept clear. The journey was continuous and several major roads had to be crossed.

### Fare

The fare system does not recognise this as an OSI and, as such, a passenger is charged an additional fare when interchanging between these two stations.

### Recommendation

That Brent Council / TFL put a totem in front of Wembley Central Station as, otherwise, unsuspecting passengers can walk straight past the station. To put more directional signs on route between the stations on the main road and to improve provisions to cross roads, which often seemed unsafe.



## Kentish Town West to Kentish Town



### Opportunities

Passengers on the Overground (Canonbury Station to the east and Willesden Junction Station to the west) can alight at Kentish Town West Station to access the Northern line (Archway Underground Station to the north and Euston Underground Station to the south) at Kentish Town Underground Station.

### Timing

The route takes 10 minutes.

### Signage

Both stations have a Legible London and 'continuing your journey' map although, at Kentish Town Underground Station, the map was awkwardly placed and is only available to customers who are beyond the ticket barriers. Both stations direct towards each other. There are also wayfinding signs on route and lastly, the route displayed on the website is different to the signed route.

### Footway

The footway was level and continuous. All kerbs were either dropped or the carriage was raised. The route was not entirely clear, once on the high street there were quite a few A-boards and cafe tables with chairs.

### Fares

The fare system recognised this as an 'out of station interchange' and as such a single fare is charged when interchanging between these two stations.

### Recommendation

The route provided by TfL Journey Planner (online) should match the sign posted route that a passenger walks. The high street needs to remove some

of the A-boards and give advice to local businesses on how to effectively place outside seating.

DRAFT

## Kilburn to Brondesbury



### Opportunities

A passenger on the Overground service (Gospel Oak Station to the east and Willesden Junction Station to the west) can alight at Brondesbury Park Station to access the Jubilee line at Kilburn Underground Station (Bond Street Underground Station to the south and Wembley Park Underground Station to the north).

### Timing

This route takes 10 minutes.

### Signage

There were no Legible London totems at Kilburn Underground Station and the 'continuing your journey' map was not located in a logical place inside the station. The stations were signposted on route although, when leaving Kilburn Underground Station, the direction towards Brondesbury Park Station is confusing as the direction sign points in between two roads. Brondesbury Park Station did not have a Legible London totem or a 'continuing your journey' map.

### Footway

The route was level and relatively clear due to shops not having seats and A-boards on the pavement. The route was continuous and all the kerbs were dropped.

### Fare

The fare system recognised this as an 'out of station interchange' and as such a single fare is charged when interchanging between these two stations.

### Recommendation

The sign at Kilburn Underground Station should point directly at the correct road instead of in between two roads.

DRAFT

## Gunnersbury to Kew Bridge



### Opportunities

A passenger on either the District line (Richmond Underground Station to the south and Earls Court Underground Station to the east) or Overground (Richmond Station to the south and Willesden Junction Station to the north) can alight at Gunnersbury Underground Station and then walk to Kew Bridge Station to access National Rail services (Hounslow Station to the south and Clapham Junction Station to the east).

### Timing

This route takes 10 minutes.

### Signage

There were no Legible London totems at either station. Gunnersbury Underground Station did have a 'continuing your journey' map located in a convenient place. Once out of the station, Gunnersbury Station had a finger-pointed sign towards Kew Bridge Station, however the signs stopped in the middle and then picked up again once closer to Kew Bridge Station. There were also some wayfinding signs directing back towards Gunnersbury Station.

### Footway

The footway between the stations was extremely inconsistent. Towards Kew Bridge Station, the pavement was level, clear and continuous however, nearer Gunnersbury Station, the footway was only clear and continuous. The pavement was extremely uneven. All the required kerbs were dropped however and there were several major roads that required crossing.

### Fares

The fare system does not recognise this as an OSI and, as such, a passenger is charged an additional fare when interchanging between these two stations.

### Recommendation

To place Legible London totems at both stations and then again halfway between the stations. Also the path under the flyover should have more street lighting to make it feel safer.

DRAFT

## Upper Holloway to Archway



### Opportunities

A passenger on the Overground (Gospel Oak Station towards the west and Barking Station towards the east) can alight at Upper Holloway Station and access the Northern line (High Barnet Underground Station towards the north and Euston Underground Station to the south).

### Timing

The route takes under 10 minutes.

### Signage

There was a 'continuing your journey' map at Upper Holloway Station alongside directional wayfinding signs towards the other station. Archway Underground Station had similar amenities however the station had two exits.

### Footway

The footway was largely clear and flat. The pavements were dropped or carriages were raised.

### Fare

The fare system recognised this as an 'out of station interchange' and as such a single fare is charged when interchanging between these two stations.

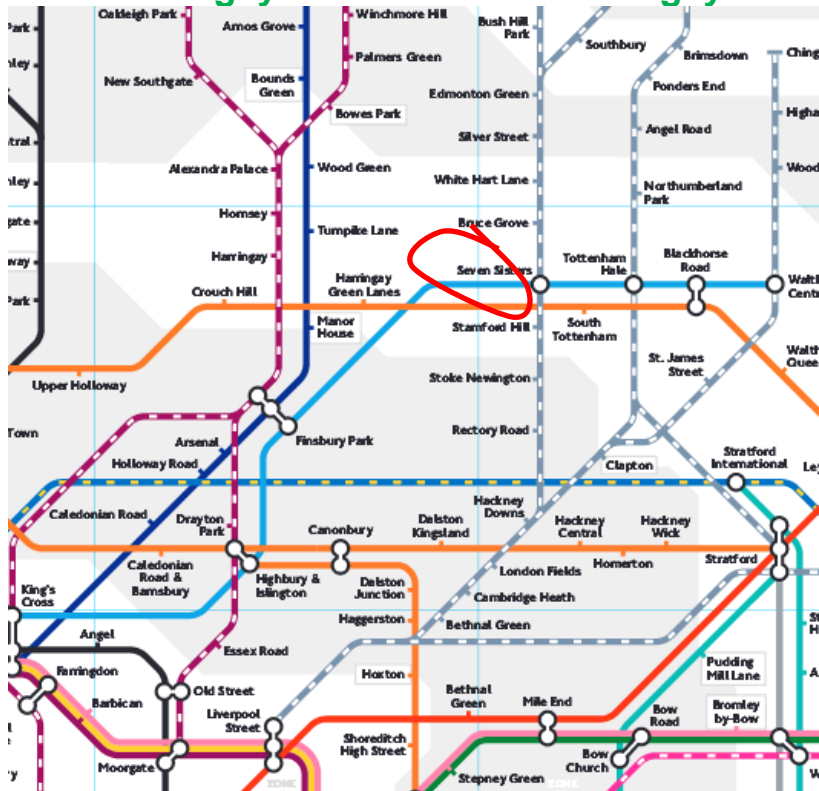
### Recommendation

Upper Holloway Station should have a station totem as it is located on a bridge and fairly unidentifiable as a passenger walks towards it from a distance.

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## Harringay Green Lane to Harringay



### Opportunities

A passenger on a First Capital Connect service (Alexandra Palace Station northbound and Kings Cross Station and Liverpool Street Station southbound) can alight at Harringay Station and walk to Harringay Green Lanes Station to access the Overground service (Stratford Station to the east and Gospel Oak Station to the west).

### Signage

There was not a 'continuing your journey' map at Harringay Green Lanes Station. Although there was a street sign pointing towards Harringay Station, it was not accurate directionally. There were no signs on route until approaching the station. Harringay Station was the same as Harringay Green Lane Station: no maps and one misleading sign directing towards the other station.

### Footway

There were a lot of works occurring on the pavement at the time of observation, therefore it was difficult to comment on the footway.

### Fares

The fare system recognised this as an 'out of station interchange' and as such a single fare is charged when interchanging between these two stations.

### Recommendation

Signage needs to improve: There should be a 'continuing your journey' map at both stations, as well as Legible London totems on route.

## 4.5 Appendix 5: Interchange questionnaire

Interchange evaluation



### Interchange Evaluation Final

#### Guidelines and instructions for mystery shoppers

Please remember that an interchange is a station at which passengers can change from one mode of transport to another or within the same mode (eg from one train or underground line to another).

As far as possible, please try to focus your evaluation on issues relevant to interchanging rather than the way in which non-interchange stations would be used.

Each of the following sections deals with one particular aspect of the interchange. Some specific questions have been provided to help with your evaluation. Please provide an overall rating for each section using the following scale:



Performs extremely well in all or most evaluation criteria



Good overall performance



Acceptable performance overall or good in some areas and poor in others



Poor overall performance with many areas for improvement



Unacceptable performance in all or most areas

Each section also includes a box for comments. Please use this to write anything that you feel is necessary to help understand the reason for your overall ranking in each section.

Each section also has a box for you to suggest any improvements that you think are required, based on your observations and evaluation.

Thank you.

DRAFT

Name of the interchange

Date and time of visit

Did you visit during peak or non-peak hours?

Did you visit during a week day or a weekend?

Please provide a brief description of the interchange:

**DRAFT**

Interchange evaluation

NB: Please take into account the size of the interchange. A smaller interchange may not have the same facilities as a larger interchange as they are unnecessary (such as cycle hire in remote locations or retail outlets at smaller stations). Please consider this in your interchange evaluation.

# 1. Accessibility

This concerns step free access, stairs, lifts and escalators. It relates to passengers who may have difficulty accessing transport such as pregnant women, elderly passengers and those with luggage, as well as those with a disability.

Q1a		Yes		No
	Is there a step free route from the street to all platforms.	<input type="radio"/>		<input type="radio"/>
	Is there level access from all platforms to the train.	<input type="radio"/>		<input type="radio"/>

NB: It is not possible to award five stars in this category unless the interchange is step free and has level access.

Q1b If access is not step free, how many steps are there:

Q1c		Yes		No
	Are lifts and / or ramps available	<input type="radio"/>		<input type="radio"/>
	Are walking distances easy	<input type="radio"/>		<input type="radio"/>
	Are walking distances indicated	<input type="radio"/>		<input type="radio"/>

Q1d Which facilities are accessible (and usable)

	Accessible:		Usable:	
Facility: _____	Yes	No	Yes	No
Facility: _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facility: _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facility: _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facility: _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q1e Are transport links outside the station accessible (for all passengers)

		Yes		No
Mode: _____		<input type="radio"/>		<input type="radio"/>
Mode: _____		<input type="radio"/>		<input type="radio"/>
Mode: _____		<input type="radio"/>		<input type="radio"/>

Q1f

Is help available if required

Yes

No

Interchange evaluation

Is the footway clear and level (are kerbs dropped / carriageways raised)

Is there an appropriate crossing for pedestrians

Is the local area clear of clutter (railings, litter, A-boards etc.)

Q1g

How would you rate the ease of access to all areas at the interchange for:

Good

Mixed

Poor

Wheelchair users or passengers with disabilities

People with pushchairs or luggage

Other passengers

Overall rating for accessibility (tick)



Reasons for rating given

Suggested improvements required to improve rating

## 2. Layout

This concerns the layout of the interchange. Are there any objects that obstruct movement or is there anything impeding movement through the entire interchange. Where are the stairs / lifts / ticket barriers and where are the exit and entry points to the station.

Q2a	Good	Mixed	Poor
How easy is it to get into and out of the station (entrances and exits)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How easy is it to navigate / move around the station	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q2b	Yes	No	
Is movement difficult due to overcrowding (at the time of your visit)	<input type="radio"/>	<input type="radio"/>	
Is movement difficult due to kiosks or other fixtures	<input type="radio"/>	<input type="radio"/>	
Did you observe any holding or bottlenecks at ticket gate	<input type="radio"/>	<input type="radio"/>	
Is what is on either side of barriers clearly indicated	<input type="radio"/>	<input type="radio"/>	

Overall rating for accessibility (tick)











Reasons for rating given

Suggested improvements required to improve rating

[www.londontravelwatch.org.uk](http://www.londontravelwatch.org.uk)

In this section, consider the quality, quantity and visibility of information, signs and maps. Also consider if information is obstructed by advertising

Q3a How do you rate the quality, quantity and visibility of information, signs and maps



Poor

	Good	Mixed	Interchange
Quality	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Quantity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visibility	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Q3b

Yes

No

Is information easy to locate	<input type="radio"/>	<input type="radio"/>
Is signage easy to locate	<input type="radio"/>	<input type="radio"/>
Is information obscured by advertising or anything irrelevant	<input type="radio"/>	<input type="radio"/>
Is signage obscured by advertising or anything irrelevant	<input type="radio"/>	<input type="radio"/>
Are maps obscured by advertising or anything irrelevant	<input type="radio"/>	<input type="radio"/>
Is there a station plan on the floor	<input type="radio"/>	<input type="radio"/>
Is there directional guidance on the floor	<input type="radio"/>	<input type="radio"/>
Are timetables available	<input type="radio"/>	<input type="radio"/>
Are line of route maps available	<input type="radio"/>	<input type="radio"/>
Are there details of departures / arrivals	<input type="radio"/>	<input type="radio"/>
Are there details of service status	<input type="radio"/>	<input type="radio"/>
Is there a manned information point	<input type="radio"/>	<input type="radio"/>
Is there the option to talk to staff	<input type="radio"/>	<input type="radio"/>

Q3c Is information on any engineering works clearly displayed

Yes

No

N/A



Overall rating for accessibility (tick)

- 
- 
- 
- 
- 

Reasons for rating given

Suggested improvements required to improve rating

This relates to information provided for the passenger about their journey and use of the interchange station.

Interchange evaluation

Q4a	Yes	No
Is good information / signage available for passengers making onward journeys	<input type="radio"/>	<input type="radio"/>
Are there any bus maps	<input type="radio"/>	<input type="radio"/>
Are there any 'buses towards@' signs	<input type="radio"/>	<input type="radio"/>
Are there clear indications about which exit to use (if multiple exits)	<input type="radio"/>	<input type="radio"/>
Is a local area map / information available (e.g. Legible London)	<input type="radio"/>	<input type="radio"/>
Does the station have an obvious street presence or a clear station sign	<input type="radio"/>	<input type="radio"/>
Do nearby bus stops have bus stop Countdown	<input type="radio"/>	<input type="radio"/>

Overall rating for accessibility (tick)

Reasons for rating given

## 4. Continuing your journey inside and outside of the interchange

Suggested improvements required to improve rating

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This section provides an assessment of staff presence at the interchange

Interchange evaluation

Q5a Do staff numbers present seem to be appropriate for time of day and needs

Yes

No

Q5b Number of staff observed

Q5c Are staff covering key areas such as....

Yes

No

Ticket office

Platform

Gates

Concourse

Q5d What hours is the ticket office manned

Q5e Are Ticket Vending Machines available (with staff to assist if required)

Yes

No

TVMs

Staff

Q5f How long are queues at:

Ticket office (minutes)

TVMs (minutes)

Q5g **(At major stations only)** Is there a permanent single information point for all services (rather than multiple ones)

Yes

No

Permanent

Multiple

## 5. Staff

Q5h How helpful / knowledgeable are staff

**Ask a member of staff a question relating to the interchange (to be determined by London TravelWatch) and record the answer given in the box below:**

Q5i Is the information provided correct, as far as you can tell  
 Yes  No

Overall rating for accessibility (tick)

- 
- 
- 
- 
- 

Reasons for rating given

Suggested improvements required to improve rating

DRAFT

## 6. Personal security

This is intended to assess how safe and secure a passenger is likely to feel when using the interchange.

Q6a	Yes	No
Is the area around the station well lit for connections and onward travel needs	<input type="radio"/>	<input type="radio"/>
Is the station well lit throughout, particularly in any sub-ways and on platforms	<input type="radio"/>	<input type="radio"/>
Is platform access controlled by ticket inspection	<input type="radio"/>	<input type="radio"/>
Is platform access controlled by barrier gates	<input type="radio"/>	<input type="radio"/>

Q6b Is CCTV monitored

Yes  No  Don't know

Q6c	Yes	No
Is there a reassuring staff presence on concourse and platforms	<input type="radio"/>	<input type="radio"/>
Did you feel safe and secure at the time of your visit	<input type="radio"/>	<input type="radio"/>

Overall rating for accessibility (tick)











Reasons for rating given

	Interchange evaluation

Suggested improvements required to improve rating

	Interchange evaluation

DRAFT



## 7. Facilities

This encompasses any facilities found within or around the interchange such as car parking, cycle parks, taxi ranks, retail units, toilet facilities etc.

Q7a	Yes	No
Are there toilets	<input type="radio"/>	<input type="radio"/>
Are the toilets free	<input type="radio"/>	<input type="radio"/>

Q7b What does it cost to use the toilets

Q7c Are the toilets inside or outside the ticket barriers

Inside  Outside

Q7d	Yes	No
Is there a waiting room	<input type="radio"/>	<input type="radio"/>
Is there a sheltered area	<input type="radio"/>	<input type="radio"/>
Is there seating	<input type="radio"/>	<input type="radio"/>
Is there a café	<input type="radio"/>	<input type="radio"/>
Is there refreshments	<input type="radio"/>	<input type="radio"/>
Are there retail outlets	<input type="radio"/>	<input type="radio"/>
Are the retail outlets appropriate to the size of the interchange	<input type="radio"/>	<input type="radio"/>
Are cycle parking facilities available	<input type="radio"/>	<input type="radio"/>
Is bike hire available	<input type="radio"/>	<input type="radio"/>
Is there a car park at the station	<input type="radio"/>	<input type="radio"/>
Is there a car park near by	<input type="radio"/>	<input type="radio"/>
Is there a drop off point	<input type="radio"/>	<input type="radio"/>
Is there a taxi rank	<input type="radio"/>	<input type="radio"/>
Is there a mini cab office	<input type="radio"/>	<input type="radio"/>
Is there a lost property office	<input type="radio"/>	<input type="radio"/>
Is there an ATM	<input type="radio"/>	<input type="radio"/>

Q7e Are there any other facilities (write in)

Overall rating for accessibility (tick)

- 
- 
- 
- 
- 

Reasons for rating given

Suggested improvements required to improve rating

DRAFT

## 8. Interchange Environment

This section relates to the passenger environment at the interchange. This includes whether it is an 'enjoyable' place to be (especially if you need to spend time there while waiting for a connection). This takes into consideration issues such as cleanliness, litter, noise levels etc.

Q8a Does this feel like the sort of place you would be happy to spend time at, if necessary

Yes

No

If not, why not

Q8b

Yes

No

Is there any graffiti (other than work that has been commissioned)

Is the graffiti offensive

Does the station seem to be clean and tidy

Does the station seem to be cared for

Is there any litter on the platform

Is there any litter on the track

Are (enough) bins provided

Are there any obvious health and safety concerns as far as you can tell

If so, what

Q8c

Yes

No

Is there noise pollution from people

Is there noise pollution from other sources

Overall rating for accessibility (tick)

- 
- 
- 
- 
- 

Reasons for rating given

Suggested improvements required to improve rating

DRAFT