Board meeting 25.5.10

London TravelWatch

Standards at London's Rail Stations Author : Poonam Tamana	Agenda item 17 LTW 354 Drafted 19.5.10

Standards at London's Rail Stations – Draft for Members Comment

1   Purpose of report

1.1.   Members are asked to consider the Draft of the Standards at London's Rail Stations report. London TravelWatch has set out the position of passengers with regards to stations based on our research in this report. Actions have been recommended for the key parties involved, such as the Department for Transport (DfT) and train operators. These recommendations have been prioritised in the report based on the time and resources required to implement them. The report is aimed at influencing the current policy debate on stations particularly resulting from the DfT 'Better Rail Stations' report and the Network Rail stations route utilisation strategy.

2   Recommendations

2.1.   Members are recommended to consider and endorse the report, as well as to comment where appropriate on the report and its conclusions.

3   Equalities and inclusion implications

3.1.   The report considers issues of accessibility at stations and also the ability and means of passengers to purchase ticketing. No equalities and inclusion implications for London TravelWatch arise from this report.

4   Legal powers

4.1.   Section 248 of the Greater London Authority Act 1999 places upon London TravelWatch (as the London Transport Users Committee) a duty to consider - and where it appears to the Committee to be desirable, to make recommendations with respect to - any matter affecting the functions of the Greater London Authority or Transport for London which relate to transport (other than of freight). Section 252A of the same Act (as amended by Schedule 6 of the Railways Act 2005) places a similar duty upon the Committee to keep under review matters affecting the interests of the public in relation to railway passenger and station services provided wholly or partly within the London railway area, and to make representations about them to such persons as it thinks appropriate.

5   Financial implications

5.1.   This report raises no specific financial implications for London TravelWatch.

Standards at London's Rail Stations

May 2010

Draft Version

A review of standards at London's National Rail and and Underground stations

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

Our role is to:

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

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

Issue	Date	Changes
1	25th May 2010	Draft Version for Member's Comment
2		
3		
4		
5		

Contents

Executive summary

Stations are a significant part of any journey made on either the National Rail or London Underground (LU) networks. Stations are the start and end point of the rail journey as well as being a place of interchange. There has been an historical difference in standards of facilities and customer service between London Underground and within the National Rail network.

London TravelWatch welcomes the current policy emphasis on stations with reports like the independent report commissioned by the Department for Transport's 'Better Rail Stations'[1] and Network Rail's Station Route Utilisation Strategy[2] which is currently in development.

London TravelWatch has set out the position of passengers with regards to stations based on our research. Actions have been recommended for the key parties involved:

- Department for Transport (DfT),

- Transport for London (TfL),

- Local Authorities,

- Train Operating Companies, and

- Network Rail.

This report has been structured to cover the following station related themes:

Facilities

Facilities required at stations vary depending on the size of the station and the needs of its passengers. This report identifies passenger needs for station facilities at both National Rail and London Underground stations.

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[1]Chris Green & Sir Peter Hall for the DfT, 'Better Rail Stations' (Nov 2009)
http://www.dft.gov.uk/pgr/rail/passenger/stations/betterrailstations/pdf/report.pdf
[2] Stations Route Utilisation Strategy website –
ahttp://www.networkrail.co.uk/browseDirectory.aspx?dir=\RUS%20Documents\Route%20Utilisation%20Strategies\Network\Working%20Group%202%20-%20Stations&pageid=4449&root=\RUS%20Documents\Route%20Utilisation%20Strategies

Communication

Communication to passengers is vital to assist their journey, particularly at times of service disruption. When passengers arrive at a station, they need and expect communication about services, disruption and expect to hear station announcements. There have been notable improvements in this area since London TravelWatch last conducted a report in 2004 on standards at joint London Underground and National Rail stations.

Accessibility

London TravelWatch believes that is it vital that stations become more accessible to meet the requirements of passengers with disabilities, passengers carrying heavy luggage and passengers travelling with young children. London TravelWatch recognises that the cost of making the whole network accessible is prohibitive but we support incremental progress towards a more accessible transport system.

Ticketing

Passengers need to be provided with a fast and effective means of purchasing tickets which gives them sufficient information in order to purchase the best value for money product for their needs. This may be through a ticket office, online, ticket vending machine, or other locations such as an Oyster outlet.

Safety and Security

Passenger perceptions about safety and security can be a significant barrier to travel on public transport. London TravelWatch believes that the environment of the station can make significant differences to the perceptions of safety and security by making the environment feel controlled and looked after.

Interchange

Interchange is the act of transferring from one mode of transport to another. In this sense all stations are to a greater or lesser extent interchanges, because in most instances the station is neither the ultimate origin nor destination of a journey. Passengers may, therefore, be interchanging between train or tube and car, bus, tram, foot or cycle. For those stations which function as interchanges between trains or tube, large volumes of passengers may transit the station. Interchange requires information and signage to allow the transport user to seamlessly transfer to their onward journey.

1   Introduction

Stations are the start and end point of every transport user's journey on the National Rail or Underground network. Stations are integral to the travelling experience and passengers deserve a high quality, safe and easy to use station at the start, end and/or interchange point during their journey.

There are over 2,500 stations on the National Rail network, 462 of which are within London TravelWatch's remit. These 462 stations account for 2.6 billion passenger exits, interchanges and entries per year, which is approximately 57% of the national total[3]. On the London Underground network there are 270 stations serving the eleven London Underground lines and have over 2.5 billion passenger exit and entries per year[4]. Below is a map showing London TravelWatch's areas of responsibility.

Diagram 1 – London TravelWatch Remit

1.1   Background

Stations fall into a very complicated contractual matrix on the National Railway network. There are multiple parties involved and there are often blurred lines of responsibility. The consequence for transport users is that there has not been

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[3] Source: 2007/8 National Station Usage Data – Office of Rail Regulation
[4] Source: 2008 London Underground Data

sufficient co-ordination of effort in management and investment of stations. There is a huge variety of practice and levels of facilities, and many stations fall below passenger expectations.

Network Rail only directly manages 18 stations, as the remaining stations nationally are leased to train operators. Each different organisation in London's transport industry that has programmes to improve the travel experience for passengers has them set up to individual specifications.

London TravelWatch looks forward to current attention on the issues surrounding stations resulting in both co-ordinated management and investment to the benefit of passengers.
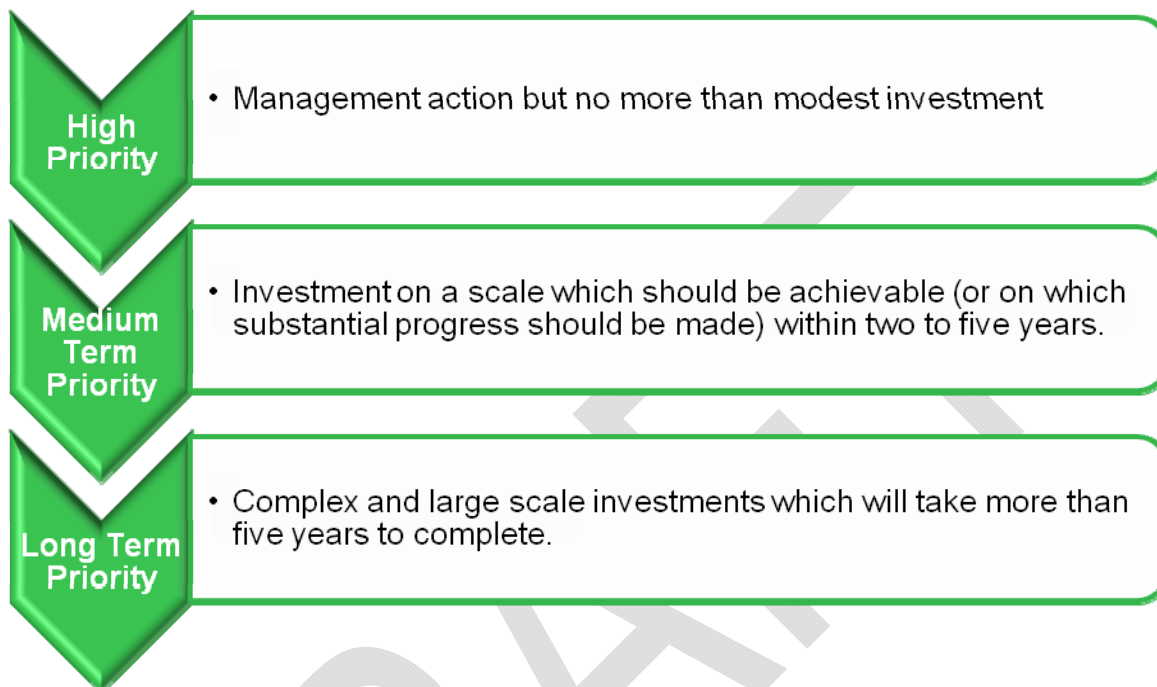
1.2 Approach

This document presents London TravelWatch's position for station standards which are applied to both National Rail stations and London Underground stations. London TravelWatch believes it is important that both National Rail and London Underground stations should have the equivalent station facilities and standards in order to make the passenger's journey straightforward, convenient and accessible.

London TravelWatch has assessed the levels of services and facilities that passengers require in London and has conducted two main strands of research:

1. Station facility audits:
    o Joint London Underground and National Rail stations which had been surveyed in 2004 as part of London TravelWatch's report into the disparity between the facilities at jointly operated stations, and
    o A sample of London Underground stations reflecting a cross section of usage, lines, geographic location and zone.

2. Research conducted jointly with Passenger Focus into passenger priorities for improvements at stations. This survey was undertaken as result of the 'Better Rail Stations' report which identified the ten priority stations for investment of which three were in London TravelWatch's remit, namely Barking, Clapham Junction and Luton. £50 million of Network Rail investment has been ear marked to fund improvements at these ten stations. London TravelWatch has used the information gathered as evidence more generally in this report for passengers' priorities at stations in the London area. The report specifically relating to the research at three stations can be found at the following link (link to be confirmed on publication by Passenger Focus).

1.2.1 Prioritisation of London TravelWatch's aspirations

Each aspiration in this report has been allocated a priority rating and these have the following meanings:

High Priority
- Management action but no more than modest investment

Medium Term Priority
- Investment on a scale which should be achievable (or on which substantial progress should be made) within two to five years.

Long Term Priority
- Complex and large scale investments which will take more than five years to complete.

In some instances we ask for major policy reviews or for investment projects to be appraised. In these cases, although implementation may be a medium or long term matter, we recommend that the review or appraisal should be accorded high priority.

2   Facilities

London TravelWatch's audit of station facilities found that for most stations the basic facilities that would be expected were present and that there has been improvement since the 2004 report conducted by London TravelWatch into joint National Rail and London Underground stations. This is clearly good news for passengers. However, the quality and appropriateness of facilities that are present at stations was still a substantial issue at many locations.

The table below shows the overall levels of satisfaction with passenger facilities at the three stations surveyed. While there is a variation in response, there were no high levels of satisfaction with facilities at any of the three stations.

Table 1 – Passenger satisfaction with station facilities[5]

Clapham Junction		Barking		Luton	
Satisfied	35%	Satisfied	46%	Satisfied	55%

The graphs show the top five station facility improvements passengers would like to see at the stations surveyed. The three stations represent a wide variety of stations within London TravelWatch's remit and have been presented individually to show the range of priority responses in the top five for facilities at stations. While the ranking may vary there is relative unanimity on the facilities in the list focusing on seating and waiting areas along with toilets as priority areas for improvement.

Graph 1 – Clapham Junction top five passenger priorities for improvements in station facilities[6]
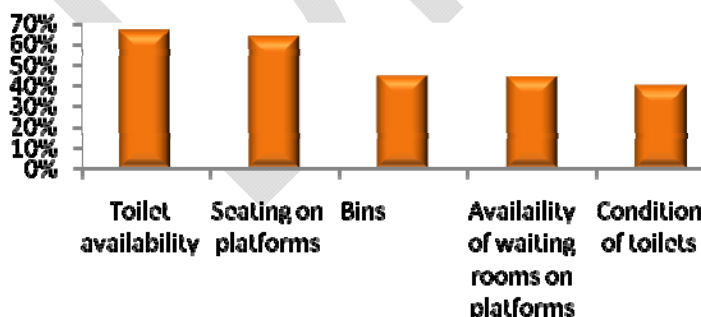

Graph 1 shows the five top improvements passengers would like to see at Clapham Junction station. Being a large multi modal interchange station, passengers are likely to pass through this station to get to and from their final

[5] Passenger Focus- London TravelWatch: 'Passenger Priorities for Improvements at Stations'
[6] Passenger Focus- London TravelWatch: 'Passenger Priorities for Improvements at Stations'

destination and therefore toilet availability is essential for passengers, and at the moment there is only one provided for the whole station.

Graph 2 – Barking, top five passenger priorities for improvements in station facilities[7]
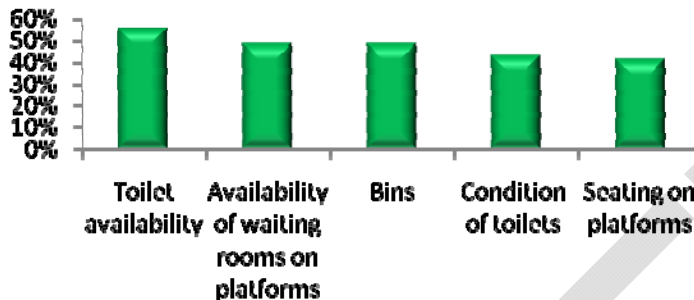
Graph 2 shows the passenger priorities at Barking and place more emphasis on waiting rooms, but overall the same items appear as in the Clapham Junction response.

Graph 3 – Luton, top five passenger priorities for improvements in station facilities[8]
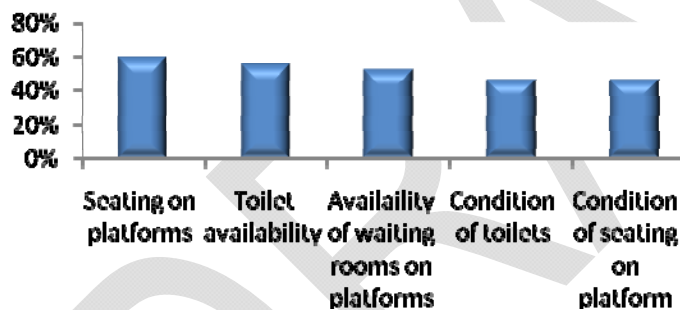
In Graph 3 the passenger responses at Luton are slightly different from the other two stations. Luton was the only station to include the condition of seating as a priority for investment. However, overall the charts clearly identify that while the priority for each station differs in ranking there is unanimity that seating and waiting facilities along with toilets are priority areas for improvement.

## 2.1   Seating, waiting rooms and canopies

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[7] Passenger Focus- London TravelWatch: 'Passenger Priorities for Improvements at Stations'
[8] Passenger Focus- London TravelWatch: 'Passenger Priorities for Improvements at Stations'

Graph 4 shows that at both London Underground and National Rail stations there is often an absence of waiting rooms and platform canopies. The availability and condition of seating on platforms is highlighted as a passenger priority for improvement along with the availability of waiting rooms on platforms.

Graph 4 – Availability of waiting rooms and canopies at stations
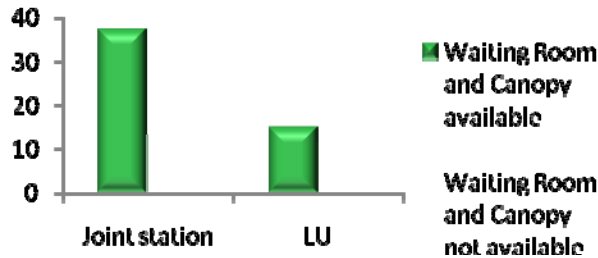
London TravelWatch recommends that all National Rail and open air London Underground station platforms should have a canopy to provide a covered route from a covered waiting area to the train. This canopy should be at least 20m long (one carriage length) and should be located with regard to the stopping position of the shortest train using the platform. The canopied area should also include seats. The intent is that once passengers arrive on a platform they can sit down and remain sheltered from rain until they are inside a carriage of the train. Graph 5 shows that seating is not available at many of the National Rail stations audited.

Graph 5 - Availability of seating at stations
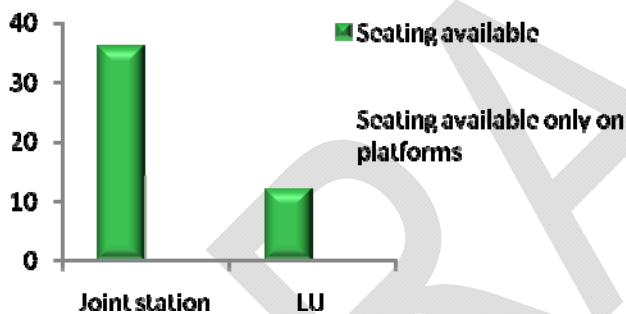
Seating should be available both at the station concourse and on the station platform. A range of alternatives types of seating should be considered for the needs of children, the elderly and people with physical disabilities. At least three sets of four to five seats should be available on each platform and in the waiting rooms. Seats which are located on the platforms should have a form of shelter to protect passengers from adverse weather conditions.

Recommended Action:

It is vital that seating should be provided in all waiting rooms and under all canopies to assist those passengers with standing difficulties and to also protect passengers from severe weather conditions. Waiting rooms must be checked by station staff and cleaned on a regular basis.
Medium Term Priority

2.2   Toilets

The research of passenger priorities for improvements at stations puts toilets as the number one area for improvement. The graph below shows from the audit of station facilities that at the majority of locations visited no toilet facilities were present on both the London Underground and National Rail.

Graph 6 – Availability of toilets at stations
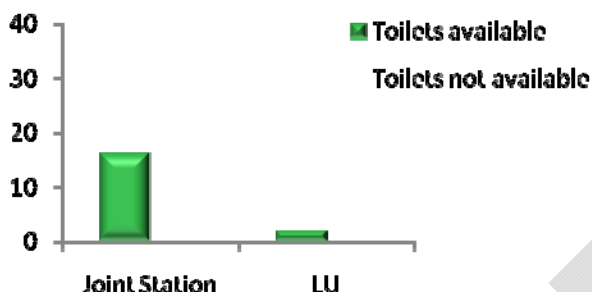
Toilets appear to be the most neglected facilities at both National Rail and London Underground stations. The reason for this is that they are expensive to provide and maintain and that they need to be actively managed to avoid them from attracting adverse activities. London Underground does not provide toilets largely. Of the stations audited by London TravelWatch, only one London Underground station provided toilets. It has been identified that some London Underground station provides toilet facilities in the wider environment of the station such as Sloane Square. From the audit research, it was identified that 14 out of the 50 National Rail stations provide toilet facilities which were mainly situated on the concourse level.

Recommended Action:

Train operators and TfL need to ensure that toilets must be maintained sufficiently by station staff. If toilet facilities are vandalised, perpetrators should be treated with a severity that fully reflects the difficulties this causes to other users. **Medium Term Priority**

2.3   Litter bins and graffiti

In passenger priorities for improvement at both Clapham Junction and Barking, litter bins were identified as an area for improvement. London TravelWatch has campaigned extensively that more attention should be paid to keeping the railway free of litter and graffiti, as it affects passengers' perceptions of security and safety at stations. It is important that there should be consistent effort to keep all parts of the station graffiti free and to remove litter by, for example, recycling all unwanted newspapers.

Where possible, London TravelWatch supports the provision of litter bins at stations. We agree with London Underground's policy that litter bins should not interfere with passenger flows and cause any obstruction to passengers on the platforms. We also recognise that security concerns may mean that it is not always possible to install litter bins at major stations, such as Clapham Junction. In these instances regular cleaning is required to ensure that litter does not build up at the station.

Where litter bins are provided it is important that they are regularly emptied and that the platforms are regularly litter-picked. The presence of litter and graffiti lends an air of unpleasantness which gives a perception that the railway is a poorly-managed environment. Many passengers feel threatened when travelling if the station is dirty, dark and graffiti covered. London TravelWatch believes for each station it is the operator's responsibility for litter and graffiti clearance to be extended to include all non-track areas within the station area.

London TravelWatch has emphasised for many years that there needs to be more co-operation between Network Rail and the train operators to take responsibility to clear areas near the platforms, particularly behind the platform fences. We welcome the current initiatives between train operators and Network Rail to revise the stations contractual matrix between them to clarify responsibility between the parties on a wide range of issues including maintenance and upkeep.

Recommended Action:

There needs to be more awareness by local authorities and individual citizens to encourage train operators and land owners to improve the process of removing litter and graffiti at stations. Local authorities should be vigilant in pressing police to promote prosecutions against those caught in act of littering the railway premises.
High Priority
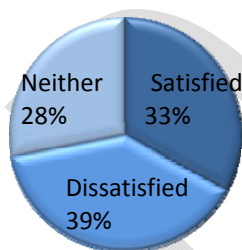
2.4   Parking

2.4.1   Car parking

London TravelWatch believes that parking should be an issue which is addressed in the wider context of 'getting to the station'. Access to the station is an interchange between a number of possible modes from either walking, cycling public transport or motoring. London TravelWatch's position on access to the station is set out in our report, Getting to the station – Report on access to Rail and Underground Stations (2006) (http://www.londontravelwatch.org.uk/document/2319/get). This report sets out the purpose of car parking at stations as follows:

- To allow passenger interchange between car and rail travel, and

- To encourage the use of rail for the journeys which are more appropriate for passengers travelling longer distances from the start point to final destination of a journey.

Graph 7 shows that only 33% of passengers are satisfied at the car parking provision at Luton. Luton was the only station surveyed where car parking is a practical possibility at the station. At both Clapham Junction and Barking the urban locations mean that there no provision or very limited car parking available, respectively.

**Graph 7 - Passenger satisfaction with Luton car parking[9]**

Car parking should be viewed as only part of the range of options for access to the railway, and this depends on the location and size of the station. The solution to address car parking needs to be on a station by station basis to ensure that the appropriate level of provision of car parking spaces is achieved allowing for the constraints of the station site, the local road network, the possibilities for improvements in other modes of transport.

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[9] Passenger Focus- London TravelWatch: 'Passenger Priorities for Improvements at Stations'

2.4.2   Cycle parking

Cycle parking should be available at all London rail stations. Cycles are a valuable possession to the passenger and therefore storage must be secure. Cycle parking should be within the sight of the public or station staff to minimise the risk of theft or vandalism.

Graph 8 - Passenger satisfaction with cycle parking at stations[10]
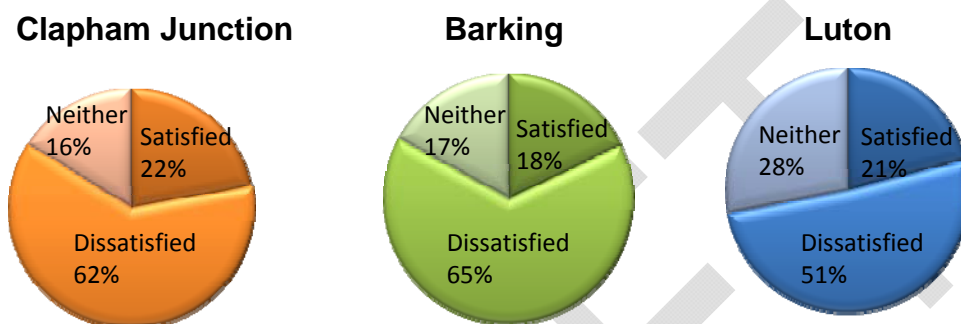
Graph 8 above clearly shows that passengers are dissatisfied with cycle parking at all three locations. These scores demonstrate there is a requirement from passengers to provide more cycle parking at stations and to improve cycle parking at stations.

London TravelWatch has identified that through its casework that there is still a lack of cycle storage facilities at stations. Cycle parking at stations is a key requirement of cyclists and without cycle storage commuters will either not cycle or end up attaching their cycle to pedestrian guard railings, street furniture, street trees or private railings. The picture on the left illustrates this situation with cycles locked to the railings outside City Thameslink station.

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[10] Passenger Focus- London TravelWatch: 'Passenger Priorities for Improvements at Stations'

Graph 9 – Availability of cycle parking at stations

The results of the station audit in

Graph 9 show that cycle parking is available at most of the National Rail stations. London Underground has a lower instance of cycle parking provision.

Recommended Action:

London TravelWatch welcomes the inclusion of station travel plans in recent franchises. We would recommend that this trend continues and that travel plans are implemented for large stations and groups of smaller stations. See London TravelWatch's report, Getting to the station – Report on access to Rail and Underground Stations (2006) (http://www.londontravelwatch.org.uk/document/2319/get). The travel plan concept allows the provision of facilities to allow access to the station to be tailored to the specific demand generated by the transport users of a station. **High Priority**

2.5   Retail facilities

There is a wide range of retail facilities on offer to passengers at National Rail and London Underground stations. As part of the research, passengers were asked their requirements for retailing facilities at stations. The results of their responses are presented in Graph 10.

Graph 10 - Top retail facilities passengers would like to see at stations[11]
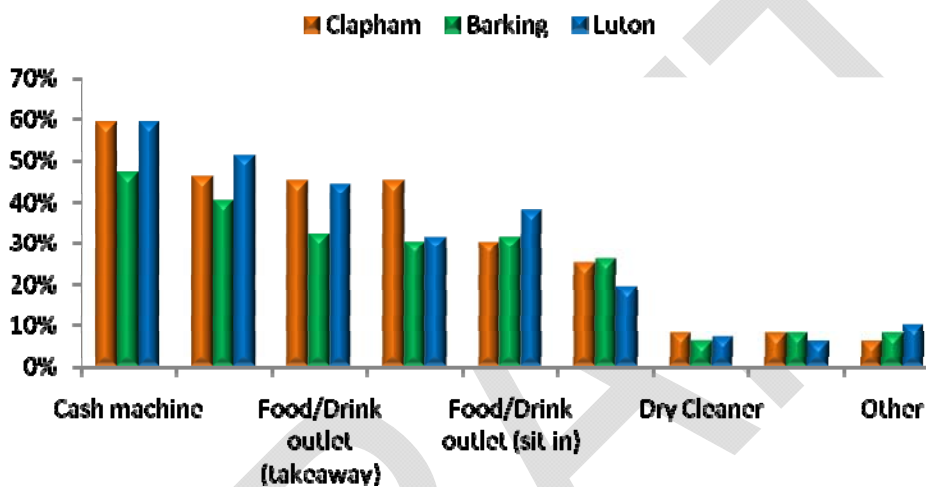
The priority for retail facilities suggests that passengers would like to use a basic range of facilities. The retail facilities provided on a station should not detract from the basic function of the station, but where appropriate they can complement the needs of passengers.

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[11] Passenger Focus- London TravelWatch: 'Passenger Priorities for Improvements at Stations'

Recommended Action:

Train operators and TfL could consider the involvement of the community (especially at smaller stations) in providing retailing at stations as well as exploring the supply basic goods to passengers. Where passenger numbers do not justify fulltime station staffing, there may also be the possibility of moving ticket retailing away from the booking office and into the nearby wider retail environment. **Medium Term Priority**

3   Communication

Communication at rail station is a fundamental attribute of rail stations and it must be professional, precise and up-to-date to assist and inform passengers. London TravelWatch's audit of National Rail and London Underground (LUL) stations found that there had been progress on almost all areas of communication to the passenger on the station since 2004.

Graph 11 shows the presence of contact and signage information inside the station. London TravelWatch is particularly pleased to see a 32% increase in the availability of real-time information. Passengers can be notified on updated disruptions and cancellations of services at more stations.

Graph 11 - Station audit, communication inside the station 2004 and 2009 comparison
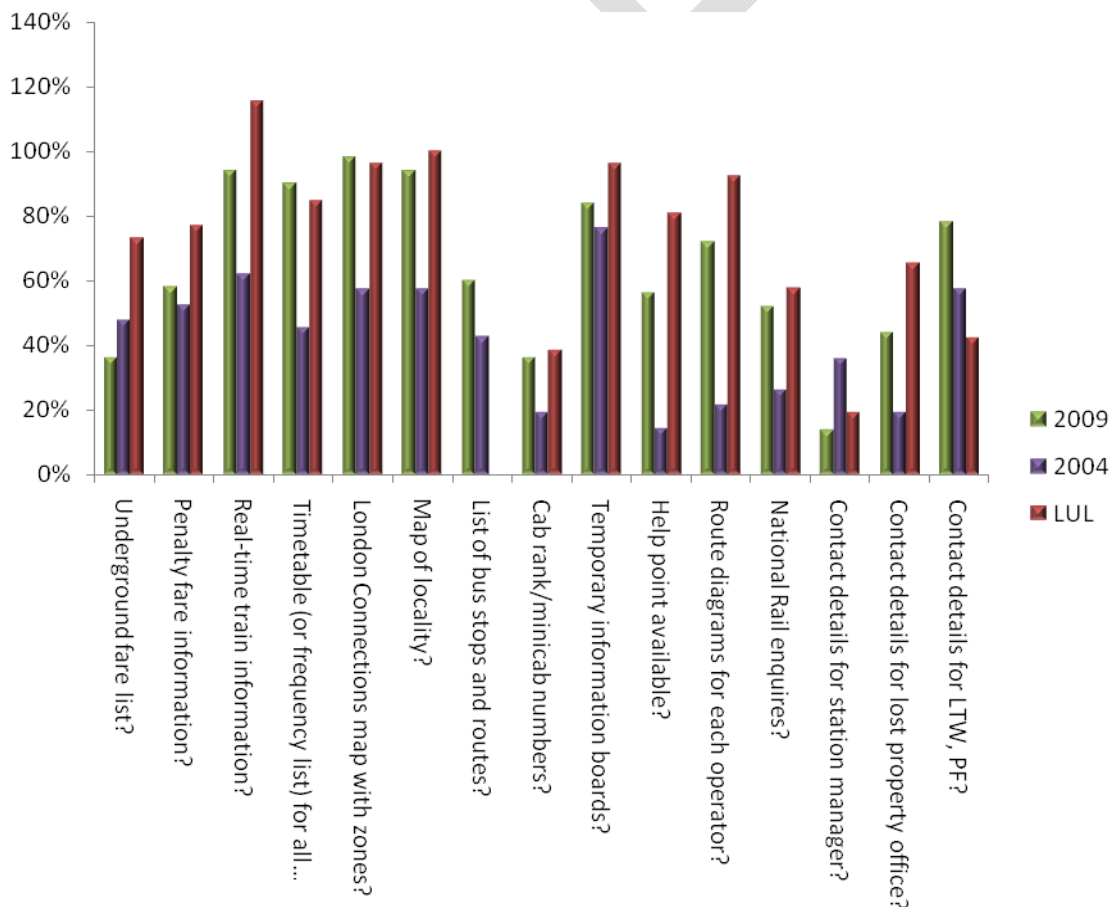
Graph 12 shows the percentage of stations at which the signage features listed for the outside the stations were present. London TravelWatch was pleased to find that there have been improvements in signage information outside stations. Areas that have improved include information on first and last train on all routes (25%), station operator's contact details (14%) and London Connections map showing travel zones (25%). The only decline identified is the visibility of the British Transport Police's contact number which has decreased at stations since five years ago by 4%. This is as a result of a strategy change by the British Transport Police which aims to direct passengers to 999 emergency operators in any case of an emergency.

Graph 12 - Station audit, signage outside the station 2004 and 2009 comparison
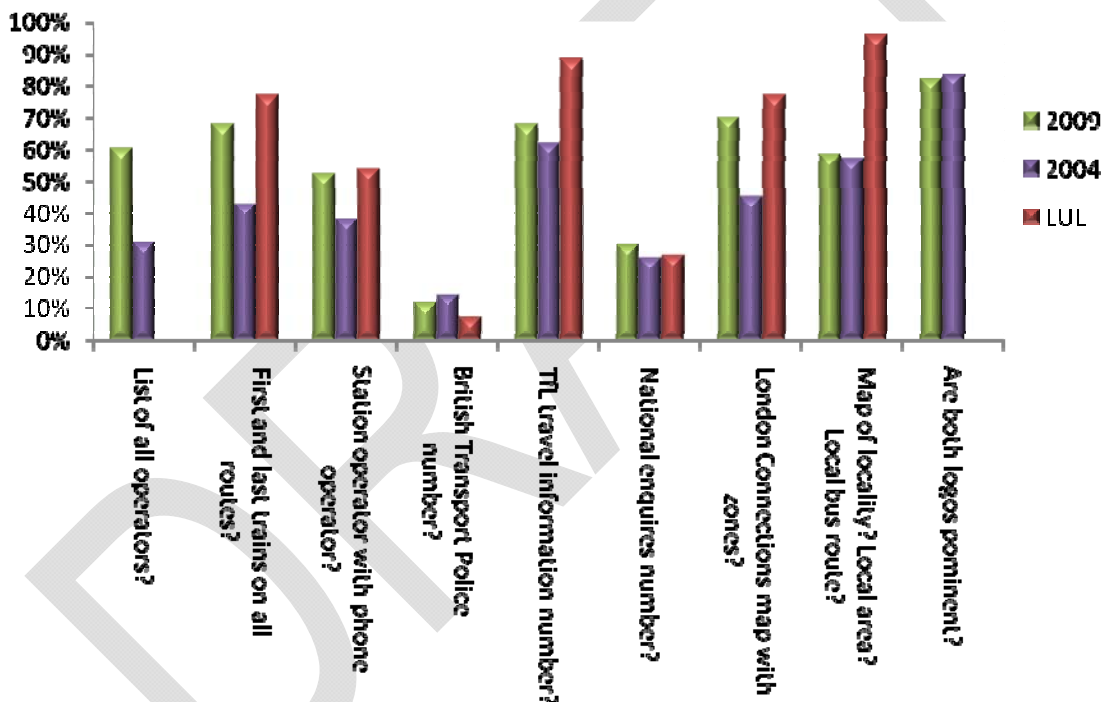
The table below shows the levels of passenger satisfaction with information provision at the station survey and it indicates that there is still need for further improvement in this vital area.

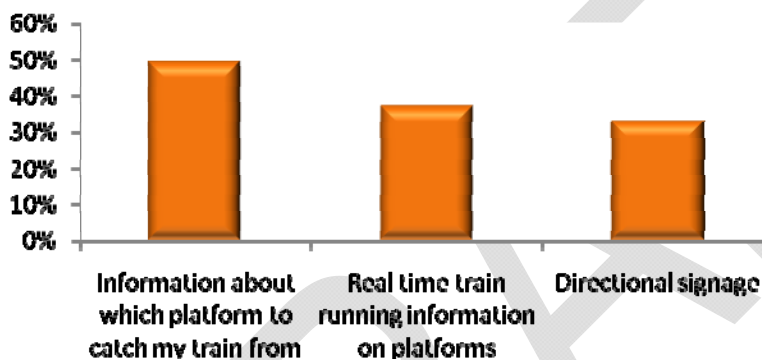**Table 2 – Passenger satisfaction with information provision[12]**

Clapham Junction	Barking	Luton

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[12] Passenger Focus- London TravelWatch: 'Passenger Priorities for Improvements at Stations'

Satisfied	64%	Satisfied	62%	Satisfied	55%

The graphs below show the top three station information improvements passengers would like to see at stations. The three stations represent a wide variety of stations within London TravelWatch's remit and have been presented individually to show the range of priority responses in the top three for information at stations. There is some variety of response and this reflects the differing needs of passengers depending on the numbers of interchange passengers. At both Barking and Clapham Junction, interchange represents a substantial proportion of passengers. This is reflected in passenger priorities for investment at each station.
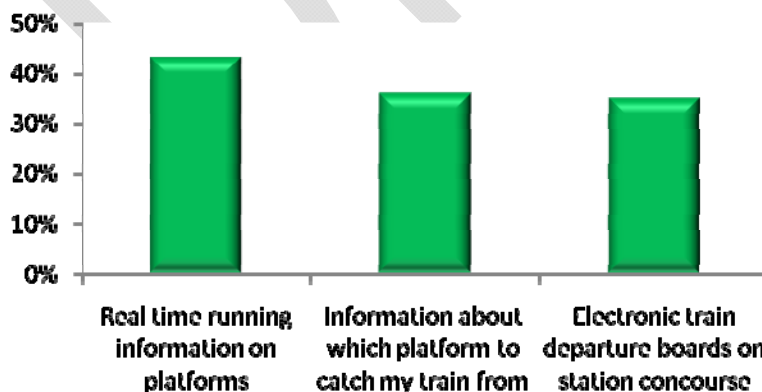
Graph 13 – Clapham Junction, top three passenger priorities for improvements in station information[13]

Graph 13 shows the top three improvements passengers would like to see at Clapham Junction. Being a large multi modal interchange station, passengers need to have clear visual signage on platform information to allow them to navigate their way around the interchange.

Graph 14 – Barking, top three passenger priorities for improvements in station information[14]


Graph 14 shows the top three improvements passengers would like to see at Barking station. Being an interchange station between train and tube, it is vital passengers can

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[13] Passenger Focus- London TravelWatch: 'Passenger Priorities for Improvements at Stations'

[14] Passenger Focus- London TravelWatch: 'Passenger Priorities for Improvements at Stations'

clearly see real time train information from train operators and London
Underground.

**Graph 15 – Luton, top three passenger priorities for improvements in
station information[15]**
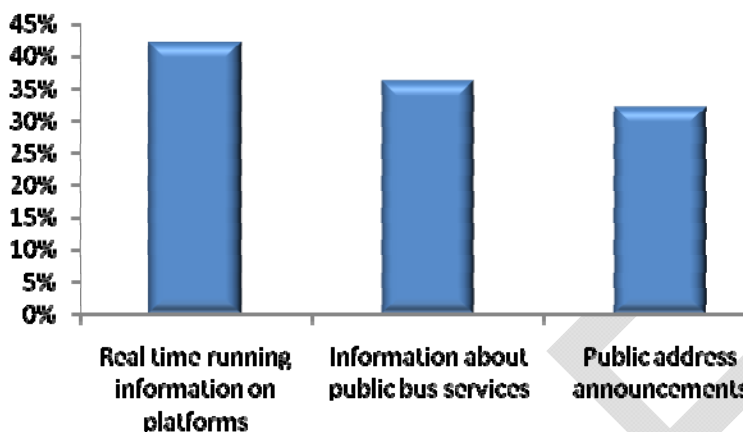
Luton is not primarily
an interchange, in
the context of this
report, it illustrates
the requirements of
passengers starting
or ending their rail
journey for
information about
onward travel and
service disruption for
train services.

3.1   Information

3.1.1   Help points and information points

London TravelWatch supports having a help point
facility at all stations in form of a telecommunications
link to a control room which should either be the station
ticket office or linked to emergency services. It is vital
that each emergency help point offers both 'Information'
and 'Emergency' assistance. It is important that the
area which immediately above the information point
should solely be used for passenger information.
Commercial advertising hoardings above the information point can appear to be
too dominant and should be either removed or substantially reduced in size as
they visually interfere with the need for clear passenger information.

The purpose of help points at stations, from a passenger perspective, is a
communication facility which is available for passengers to be assisted either
regarding their travel service or in case of an emergency. There are usually two
buttons which can be pressed by the passenger, being 'Information' and
'Emergency '.

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[15] Passenger Focus- London TravelWatch: 'Passenger Priorities for Improvements at Stations'

London TravelWatch believes is important that each button should share the following messages to passengers:

Information Button

- Live train/tube information
- Network service disruption information
- Availability and location of station facilities, i.e. toilets, café etc
- Availability and location of accessibility facilities at stations i.e. lifts, ramps etc
- Accessibility routes of the station
- Call function for station staff assistance
- Local area attractions and resources i.e. library, business centre, shops, banks etc.

Emergency Button

- Emergency alarm should be connected to the station ticket office to get staff immediate attention for help in case of any form of attack, abuse and harm
- Emergency alarm for instant help for passengers who are mobility impaired
- General enquiry information and emergency contact link to the British Transport Police
- Emergency contact link to National Health Service Ambulance.

Help points have an important role to play in providing information to passengers where there is either no staff or few staff on duty. As an example, help points can provide assistance when using ticket vending machines to ensure passengers have purchased the ticket which gives them the best value for money for their journey.

Recommended Action:

Train operators and TfL need to make sure that passenger assistance is available through the whole station and therefore a help point facility should be located on each platform of the station. Passengers should be informed that help points at stations can be used for any purpose of assistance and not just for emergencies. National Rail should share travel service information for London Underground services and vice versa. **Medium Term Priority**

3.1.2   Real-time travel information

As has already been mentioned the provision of real-time information has substantially increased in the last five years. However, despite this improvement it still ranks highly in passengers' priorities for improvement at all the stations surveyed. There is room for improvement both in the numbers and location of customer information screens and also in the quality and reliability of the information that is provided.

Real time information should be simply and accurately communicated to passengers. It is important that the following information is communicated in real-time to the passengers:

- Train service information,

- Information about train service delays,

- Notification of train cancellation (with reason),

- Notification of any other related train disruption,

- Notification of the next (exact and expected) two train service both arriving and leaving the station, and

- Notification of any major disruption or cancellation on route of each train service.

Recommended Action:

Where appropriate London Underground should notify passengers of any National Rail major disruptions or cancellations (with reason) and the train operators should do the same with any London Underground major disruptions and cancellations. **High Priority**

3.2   Station staff assistance

Where demand is sufficient, station staff should be available during all station opening hours to assist both frequent and infrequent passengers of the station. It

has been identified that passengers need interaction with staff for seeking help
and advice when needed and having a perception that someone is in control if
any disruptions have been caused. Staff should be visibly present around the
station which includes the ticket office, the gate line and on platforms, in order to
give passengers guidance about the train service and train service routes.

> **Recommended Action:**
>
> Each member of station staff should be provided with an integrated
> National Rail and London underground route map in order to assist and
> answer any related service queries passengers may have. Station staff
> should also be provided with a timetable in order to assist passengers
> about train times any time of the day.
> **High Priority**

3.3   Signage and branding

Signage is important for all users of stations. Signage must be continuous (i.e.
repeated regularly until the destination is in sight), and consistent in style and
location. Sufficient illumination should be provided for these signs to be visible in
the hours of darkness or low light conditions when the station is open to station
users.

The signage and presentation of stations across London should have consistent
standards regardless of operator, for the following two reasons:

1. To reduce cost when franchises change, and

2. To make the railway an integrated single network to simplify the station
    environment so that it is easier for passengers to use.

London TravelWatch recognises that branding of train operator is important for
the passenger to understand who is delivering the service that they are using.
Branding could therefore be included on signage but using decals which can be
easily changed.

Passenger information signs should clearly provide the station name and where
appropriate, the distinctive platform identity. The visibility of the sign is affected
by its position, size and distance from the person reading it. The specific items of
signage which is important to the passenger at stations are:

- Name signage is essential for passengers – hence they should be consistent throughout the whole station. The quality and effectiveness of name signage should be designed to be made visible in the hours of darkness or low light conditions,

Graph 16 – Visibility of station operator logo at stations
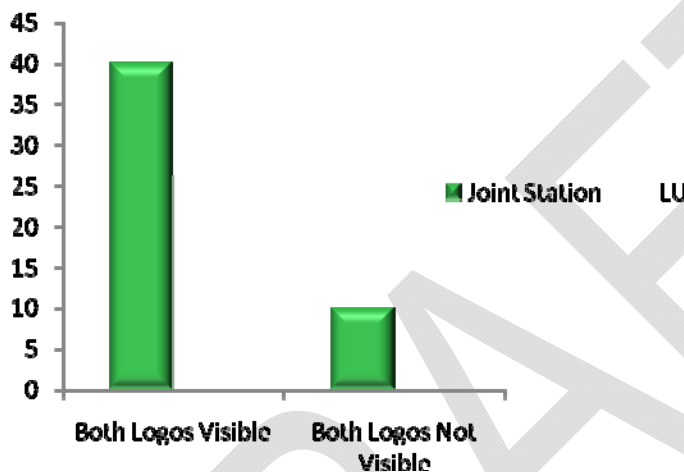
- Most of the stations had the relevant logo visible but there are still joint operated stations which do not have the relevant logos visible. Both logos should be visible so passengers can clearly identify which station is operated by whom. Graph 16 shows the number stations which have clear visible station logos situated at the front end of each station,

- Way finding signage is crucial especially for passengers who are unfamiliar with particular stations,

- Signage at interchange with alternative transport modes is useful for passengers especially at joint national rail and London underground operated stations,

- All stations should have signs displaying information for the services of all the transport modes (trains, tubes and buses) that depart from and arrive at the interchange should be available at the station. Both interchange and transport integration signage should have limited, precise and clear information on one notice board,

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Graph 17 – Visibility of integrated signage at stations
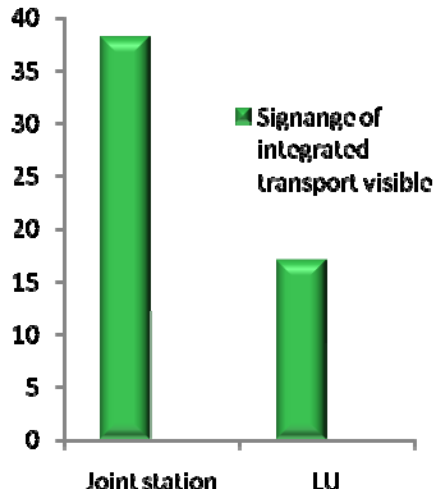
- Graph 17 identifies that most stations have a sign which informs passengers who the operators at the station are, but it is important all operators are listed so that passengers know who is delivering the service that they are using, and

- National Rail and London Underground tube maps are crucial for passengers at stations. National Rail service map must be shown separately to a London Underground service map in order for passengers to differentiate from each service. It is also fundamental that all National Rail and London Underground stations show maps of local areas an facilities around the wider environment of the station e.g. bus, taxi, libraries, business centres etc.

Recommended Action:

London TravelWatch recommends that a single standard for signage is adopted across the railway industry. This would simplify the journey experience for passengers and reduce cost to funders when franchises change. A decal could be used in a standard location to denote the operators branding clearly while at the same time ensuring consistency and reducing costs. **Medium Term Priority**

3.4   Customer service

There should be a consistent standard at all National Rail and London Underground stations. Ideally it should be the case that staff should be present throughout the whole day during station opening hours where levels of demand are sufficient. We accept that where demand is low either at certain points of the day staffing across all station is not practical. In these instances a minimum level of mitigating facilities such as CCTV, ticket vending machines and help points should be present. Where and when stations are staffed, staff presence should be at the following locations in the station:

Table 3 – Staffing presence at stations

Location	Reason
Entrance and Exit of the station	• To make passengers to feel welcome and to feel an instinct sense of security.
Ticket Office area	• Area covers the vicinity before passengers go through the gate line onto the platforms. • Staff should assist at the ticket vending machines, near the real-time information screens, and evidently at the ticket office.
Ticket Gate Line	• At least one member of staff should be present at the gate line to assist passenger experiencing ticketing problems, and • To assist passengers who are disabled and carrying heavy luggage and travelling with young children and pushchairs.
Platforms	• Staff should be available to assist passengers mainly with train services, interchanges and general station facilities i.e. toilets, and • The visibility of staff will make passengers feel more secure and there will be less chance of abuse or vandalism in the station.

Staff announcements at stations need to be clear, concise and audible enough for passengers across all parts of the station to hear. In terms of the content of announcements, London Underground sets a good example, in its standards setting out patterns for announcements for service delays which give a consistent and comprehensible message to passengers.

In order to be able to provide accurate and effective information to passengers it essential that all station staff have great depth of knowledge of the following elements:

Table 4 – Station staff knowledge

Knowledge	Reason
Train service	To give passengers general advice on train times and the frequency of each train service.
Service route	To give passengers advice on alternative service routes at times of service cancellations and disruptions.
Health and safety	To assist passengers in case of an emergency or in a fatal situation.
Passengers with a disability	To be able to effectively communicate and assist passengers with specific needs

All station staff should have effective and ongoing customer service training to meet the needs of and communicate to passengers.

Case Study

London Underground sets up workshops called 'Customer Focus' for all their station staff with the main objective of improving customer service. London Underground examines their mystery shopper scores and then chooses the themes which are poorly rated. The latest themes have been set up as focus points for each workshop have been:

- Managing passengers time on trains,

- In-depth knowledge of the London Underground network, wider environment of the station and National Rail services,

- Value time and everyone's culture,

- Deployment of the locations staff should be standing in the station, and

- Comparing what London Underground measure compared to what London Underground target.

Recommended Action:

London TravelWatch recommends that the railway industry develops the examples of good practice across the country and develops standard ways of communicating information to passengers through station announcements. In particular, standard ways of announcing delay information and causation should be implemented to ensure that a consistent message is provided to passengers across the network.   **High Priority**

4   Accessibility

London TravelWatch found that of the joint National Rail and London
Underground stations surveyed between 2004 and 2009 there had been an
increase in the numbers which have step-free access.

**Graph 18 – Percentage of stations audited that were step-free 2004 to
2009**
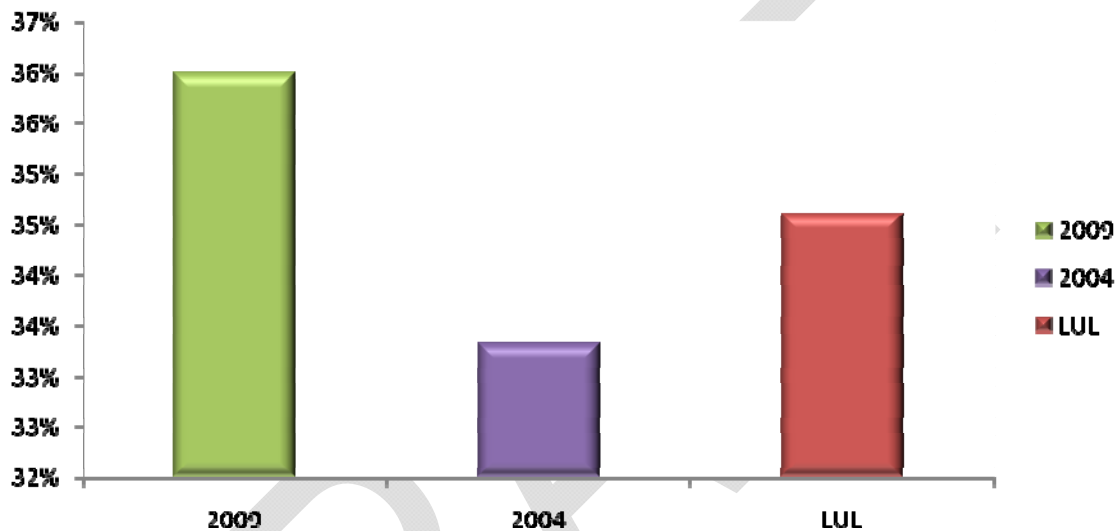
London TravelWatch supports having step-free stations as this not only improves
the mobility of those with physical impairments, but also benefits many other
groups such as passengers travelling with pushchairs and with heavy luggage.

Graph 19 – Passenger satisfaction with the accessibility of the station[16]
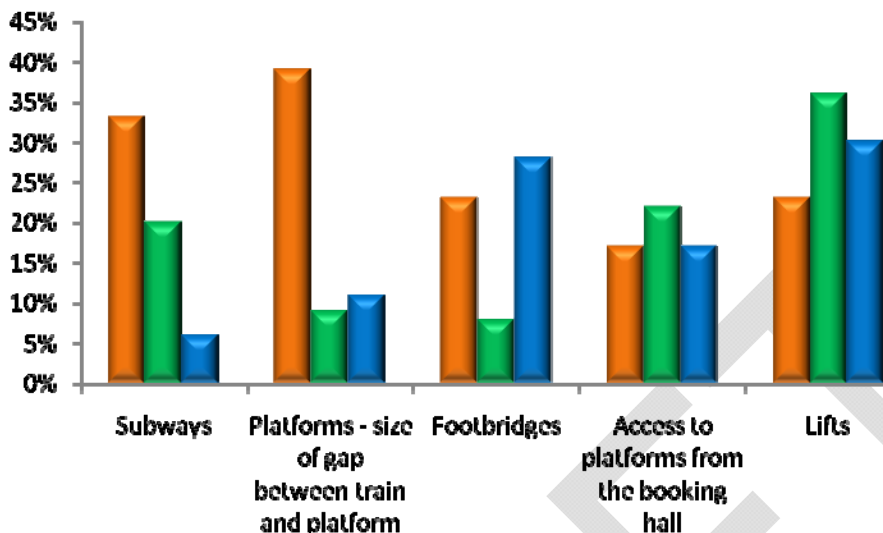
While there has been an increase in the numbers of step-free stations, the graph above indicates that passenger's satisfaction with accessibility in the station is not very high. It is important, therefore, that all these elements of accessibility are addressed.

The DfT's code of practice, 'Accessible Train Station Design for Disabled People'[17] identifies numerous issues that mean some passengers find using rail services and particularly stations, more difficult than the general population.

Many passengers with disabilities could use the railways by:

- Altering the infrastructure and providing adaptations, and

- Providing information in an accessible format: aural and visual.

Staff awareness and training is vital to provide the right sort of assistance to disabled passengers. All these issues for the train operators, Network Rail and London Underground (where it operates National Rail stations) should be addressed in the train operators Disabled Peoples Protection Policy (DPPP)[18].

[16] Passenger Focus- London TravelWatch: 'Passenger Priorities for Improvements at Stations'
[17] http://www.dft.gov.uk/transportforyou/access/rail/railstations/accessiblestationdesigns/cop.pdf

[18] http://www.dft.gov.uk/transportforyou/access/rail/railstations/disabledpeoplesprotection/pdf/peoplesproguide.pdf

Essentially, the DPPP sets out policies and procedures for assisting the disabled and elderly who wish to use National Rail services, but have greater needs than the general population. Assistance may vary from providing special telephone services, assisting blind passengers onto trains or providing alternative means of travel where a station is physically inaccessible to some passengers. London TravelWatch supports and promotes the standards in this guidance and is presently contributing to the development of the train operators revised DPPPs.

The process of reviewing Network Rail and London Underground's DPPPs has highlighted for us some gaps in the provision of a seamless journey through stations that are managed by more than one operator. Passengers use these stations as a single entity and want a seamless interchange and therefore the co-ordination between operators is vital, particularly between National Rail operators and London Underground (who do not use the rail industry's Assisted Passengers Reservation Service system).

London TravelWatch thinks the following are important aspects of step-free stations:

- There should be level access between platform and train. Where possible, platform humps to allow wheelchairs users to be able to board the train independently should be installed, and

- Seating is provided at stations. We want to see it well marked. This may well mean more than priority signage. A priority logo on the seat has been used successfully on some bus seats outside of London.

Graph 20 – Availability of step free access at stations

Graph 20 indicated that a majority of London Rail station still do not have a step free route and this seriously needs to be considered.

4.1.1 Railways for All Programme

This is the DfT's accessibility strategy for all National Rail stations. The programme was launched in 2006, will run until 2015 and will provide £35million per year to provide a step-free route at the busiest stations on the National Rail network and a further £7million per year for smaller local initiatives.

The DfT has chosen stations for inclusion in the programme for the first three years, based on the station footfall and a measure of those using the station that declare themselves as being disabled.

4.1.2 London Underground Step-Free Access Programme

London Underground previously had a budget for spending on step-free access for their stations and had met its target of 25% of stations being step-free. This would have meant accessibility schemes being implemented on National Rail stations shared with London Underground, such as at Finsbury Park. However, this programme has not been fully funded owing to the recession leading to budget cuts. London TravelWatch understands that London Underground intends to prioritise step-free access works at stations where other major refurbishment is proposed, footfall is high and for other ad-hoc reasons that may apply.

Recommended Action:

The DfT needs to ensure that the DPPP process reflects the complex nature of jointly operated stations in London, particularly where London Underground operate stations on behalf of National Rail operators or are part of a National Rail interchange.

It is fundamental that all National Rail and London Underground stations should be step-free by having level access (by lift or ramp) from the street to the train, but London TravelWatch recognises the high cost of infrastructure challenges to deliver step free stations and therefore recommends an incremental approach based on the greatest network benefit. **High Priority**

5   Ticketing

The station is still where the majority of tickets are sold, either through a ticket vending machine or at the ticket office. The spread of Oyster Pay as You Go (PAYG) has made a significant difference to the patterns of ticket purchase within the London Travelcard zones. On the National Railway network, not all stations sell Oyster products so the means of purchase is either at a different station, London Underground or National Rail, or at an Oyster ticket agent. The advent of internet ticketing, particularly for longer distance journeys, has made a significant difference but in the context the majority of London stations, ticket retail is primarily a function of stations. The station audit revealed that there have been some changes in the area of ticket vending machines at stations. Of those station audited between 2004 and 2009 there was a reduction in the coin operated machines and an increase in those that took credit and debit cards, reflecting wider retail trends away from cash-based transactions. There has however been a corresponding decline in the number of ticket offices open throughout service hours.

Graph 21 - Station audit of ticket facilities 2004 and 2009
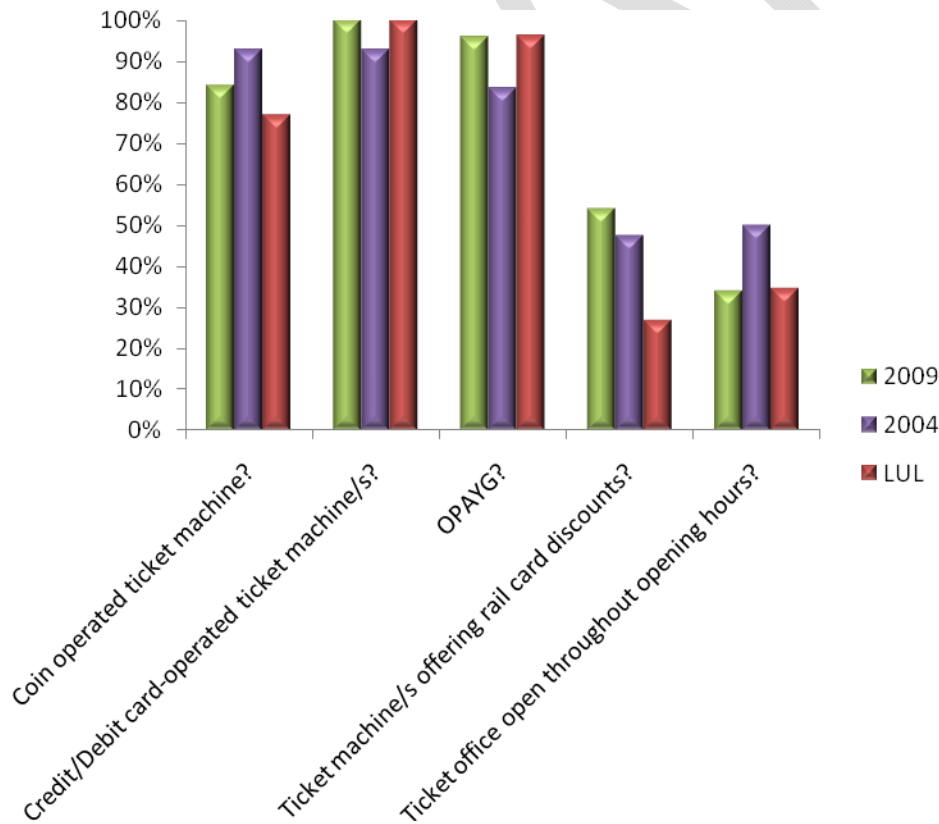
5.1 Retailing

5.1.1 Ticket purchasing

All National Rail and London Underground ticket offices should be open during the same hours of running train services, or at least have a member of staff present who is able to assist with ticketing queries.

Train operators can provide a wide of range of means by which passengers can purchase tickets prior to commencing their rail journey. These can include:

- A staffed booking office,

- Ticket vending machines,

- Internet and telephone booking,

- Smartcard technology such as Oyster, including the ability to purchase and collect products within a reasonable time, and

- Mobile phone tickets.

The operation of a Penalty Fare scheme must be clearly communicated to passengers by means of posters and other information, both prior to travel at stations and on trains during the journey. Failure to do so should be regarded as grounds for appeal.

The following two tables set out the options available for passengers to purchase their tickets at stations, and the relative advantages and disadvantages. In general terms, London TravelWatch believes that all stations within the London Oyster Pay As You Go area should have a ticket vending machine present.

Table 5 – Strengths and weaknesses of ticket offices for the passenger

✓	✗
Guaranteed staff assistance	Ticket office is not usually open during all train service operating hours
Guaranteed staff advice to provide passengers cheapest option for purchasing their ticket	The lack of ticket vending machines can cause queues at the ticket office
Guaranteed staff advice to purchase tickets with the most convenient routes	Ticket office can get very busy during morning peak time, which results to longer queuing times and passengers may miss their train
Passengers can purchase their tickets and get service updates and advice from one located point	
Passengers can but multiple day tickets i.e. alternative day tickets	
Staff can issue passengers a receipt which can show them a record of stations which the passenger has touched in and out from	

Table 6 - Strengths and weaknesses of ticket vending machines for the passenger

✓	✗
Quick self service device for passengers to purchase their tickets	Majority of these machines only accept credit cards and not cash (notes and coins)
Less likely to be long waiting queues	When the ticket office is closed, and the ticket vending machine is out of service, passengers are not able to purchase their tickets
Can be used when the ticket office is closed	The machine can have reliability problems
Do not necessarily need staff assistance to purchase tickets or operate the ticket machine	Staff are not always present to assist passengers if they are having difficulties using the machine
Majority of these machines accept both card and cash to purchase tickets	Not all railcards or ticket types are issued by machines
Oyster Cards can be topped up in a quick and convenient manner	

Recommended Action:

Stations where there are currently no ticket vending machines should be considered for installation of such a facility and Oyster Pay as You Go should be retailed across the London Travelcard zones. **High Priority**

5.1.2 Ticket availability and interavailability of tickets

At jointly operated stations National Rail stations should offer London Underground tickets and London Underground stations should offer National Rail tickets. This service is an essential part of a multi-modal interchange that ticketing should be available for purchase for all other modes.

Case Study:

Recently (2009) First Capital Connect sent a proposal to change the hours of 47 stations within the London TravelWatch area. First Capital Connect had proposed to change office opening hours to minimal hours on a station by station basis and hence changes were being proposed to alternative means of tickets purchases for passengers. London TravelWatch objected to this proposal on the basis that many of the stations exceeded the Secretary of State's standard of more than 12 transactions per hour requiring the retention of booking office hours.

First Capital Connect agreed to a number of changes to their proposals including reinstating staffing at weekends where special events increased the number of ticket sales significantly. Ticket Vending Machines in the London area were also in the process of being upgraded so as to offer Oyster Pay As You Go.

Recommended Action:

Station ticket offices should be open during the same hours of operating hours. London TravelWatch is concerned about the reduction in staffing levels generally as it has been acknowledged that staff have a much wider role providing information and assurance to passengers than simply that of selling tickets. Where it is not commercially justified to staff ticket offices all day, or even at all, train companies are recommended to give consideration to retailing of tickets through other on station retailers such as newsagents in order to ensure that a person-to-person transaction is still possible for those who want more reassurance that they have bought the best value fare than is possible with a ticket vending machine.
Medium Term Priority.

5.2   Oyster and smartcard ticketing

Graph 22 – Availability of Oyster Pay As You Go at stations
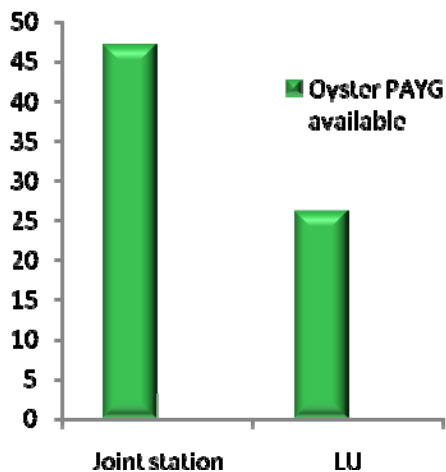
This graph clearly identifies that Oyster Pay As You Go is available at many stations audited. However, across many National Rail stations across the whole of London this is not the case.

The flexibility of Oyster allows passengers to pre-pay for individual journeys as well as use it for Travel card season ticket products for more frequent regular journeys.

Oyster also allows these benefits of flexible ticketing across different modes of public transport.

Smartcards also have many benefits in terms of reduced retailing costs for operators and improved service planning. It is in the interests of passengers and operators that passengers have access to smartcard ticketing retailing at stations for convenience and to encourage take of Oyster products.

Recommended Action:

London TravelWatch recommends the extension of Oyster card retailing to cover the majority of stations across the National Railway network in the London Travelcard zones. **High Priority**

6   Safety and security

London TravelWatch believes strongly that staff at stations have a wide role, not only for providing information and selling tickets to passengers, but to assure passengers of the safety at stations. London TravelWatch supports the presence of station staff and police to be visible at London rail stations.

Table 7 – Passenger satisfaction safety and security at stations surveyed[19]

Clapham Junction		Barking		Luton	
Satisfied	50%	Satisfied	48%	Satisfied	33%

Graph 23 – Clapham Junction, top three passenger priorities for improvements in safety and security[20]
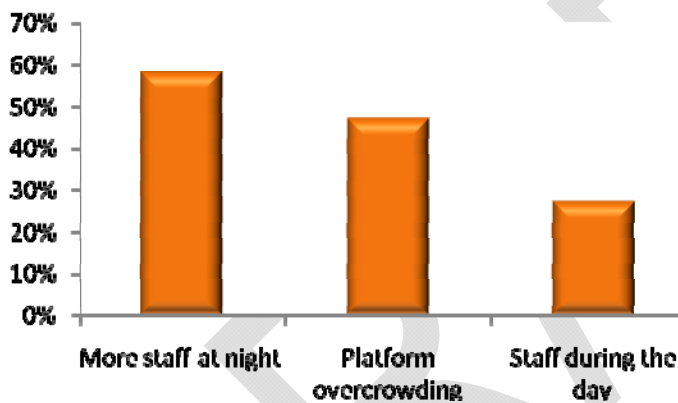
This graph shows the top three improvements passengers would like to see to help with security at Clapham Junction station. The responses emphasises the importance of the presence of uniformed staff on the station both during the day and at night.

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[19] Passenger Focus- London TravelWatch: 'Passenger Priorities for Improvements at Stations'
[20] Passenger Focus- London TravelWatch: 'Passenger Priorities for Improvements at Stations'

Graph 24 – Barking, top three passenger priorities for improvements in safety and security[21]

This graph shows the top three improvements passengers would like to see to help with security at Barking station. It should be recognised that security concerns on the wider C2C route have been prioritised for action in the upcoming re-franchising of the Essex Thameside franchise.

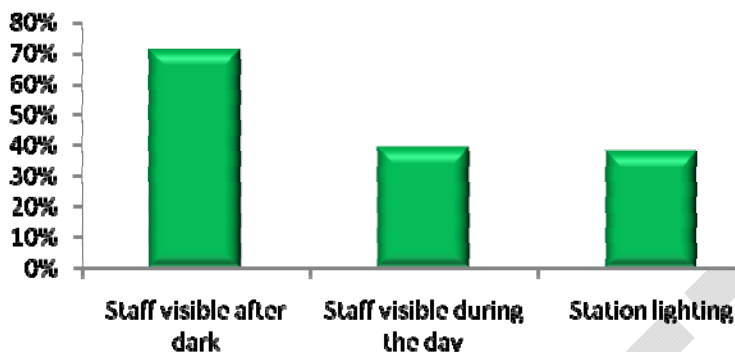**Graph 25 – Luton, top three passenger priorities for improvements in safety and security**[22]
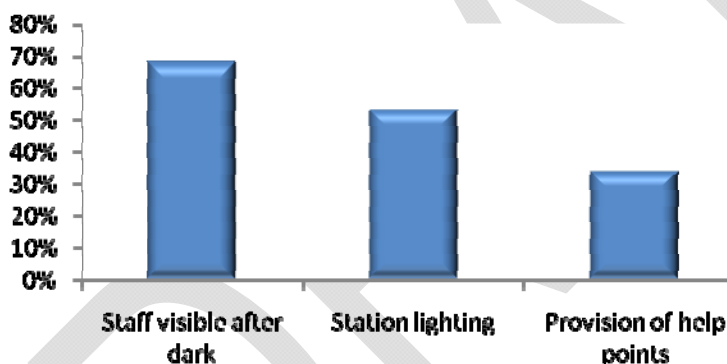
This graph shows the top three improvements passengers would like to see to help with security at Luton station.

6.1   Staffing

There is considerable evidence from the survey that passengers welcome the visible presence of staff because of the contribution this makes to enhance safety and security. This is especially important in the later evening and other less busy off-peaks times. However, we recognise that where demand is not sufficient that full staffing may not be practical. In these instances CCTV, ticket vending machines and help points should be present. The visual presence of staff at

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[21] Passenger Focus- London TravelWatch: 'Passenger Priorities for Improvements at Stations'
[22] Passenger Focus- London TravelWatch: 'Passenger Priorities for Improvements at Stations'

National Rail and London Underground stations can benefit safety and security in the following way:

- Facilitate passengers to feel safe, especially when the station is less busy,

- Protect the station from vandalism, anti-social behaviour and trespassers of the station, and

- Mitigate against the largest risk of safety at stations which are slips, trips and falls.

Recommended Action:

Where demand is sufficient, stations should be staffed for the same duration of train operating times and this ought, ideally, to include the ticket office, station facilities, and retail facilities. **Long term priority**

6.2   Policing

The main challenge which the British Transport Police (BTP) faces in policing the railway at stations is to combat graffiti and vandalism. It has been identified that passengers' perception of security is affected by the presence of graffiti. Previous research which has been conducted has confirmed that a perceived lack of personal security at stations can be a significant barrier to rail travel for many passengers.

London TravelWatch is aware that policing at station is an expensive resource of funding for TfL and train operators, therefore it is unrealistic to expect visible police presence at all stations. The presence of too many police officers may also be counterproductive as it may give out the opposite message indicating that there is a threat which the public needs to be protected from. This is a largely opposite message to the purpose which visible policing is intended to fulfil.

In addition to the presence of police personnel, London TravelWatch welcomes positive development taken by train operators to arrange the role of their own staff more effectively (and in some cases with additional powers) to act as Travel Safe Officers and Rail Enforcement Officers.

Southern Railway Case Study:

Southern has teamed up with the BTP to launch a new team of officers to crack down on anti-social behavior and low level disorder at stations in the South region. There are four Railway Neighborhood Officers who are accredited railway staff and are specialists particularly in dealing with vandalism and anti-social behavior. The Railway Neighborhood Officers will work closely with the BTP officers with the objective to reduce crime and the fear of crime from passengers at dedicated stations on the Southern network (being based in Croydon and Purley).

> **Recommended Action:**
>
> There needs to be a line to clarify the responsibility for rail station car park crime between the BTP, local police and other forces. The BTP and Metropolitan Police need to work together as a policing network to protect the security of passengers both in the station and at the wider environment of the station.
>
> London TravelWatch is pleased with Southern's Railway Neighborhood scheme as the safety and security of passengers at rail stations during all times of the day is significant and believe this type of policing scheme should be carried out from all train operators on the National Rail network. **High Priority**

6.3   Security

TfL has taken proactive interest in the issues of personal security at stations. London Travel Watch welcomes TfL's investment in such equipment as CCTV and Help Point systems.

London TravelWatch welcomes having CCTV cameras around the station but only if CCTV is monitored. London TravelWatch encourages investment to integrated station CCTV systems with control rooms across lines of route. This allows controllers to have live information during disruption or when a security incident is in progress and to take appropriate action. In the case of disruption if the information screens and announcement systems can also be controlled central it allows the control staff to effectively distribute tailored information to passengers directly.

6.4   Lighting

Poor lighting at all rail stations is a major personal security concern for passengers mostly at off-peak times of the day. The part of the station where passengers mostly feel unsafe is inside the station subway and on the station platforms. This was highlighted in passenger responses at both Luton and Barking stations.

> **Recommended Action:**
>
> London TravelWatch supports the recommendations which have been highlighted in DfT's Better Station publication which gives a message that station lighting should be sufficient to give passengers security at station approaches, subways and on the platforms. Train operators and TfL needs to make effort in providing adequate at the wider environment of the station, for example on route to access the station. **High Priority**

6.4.1   Automated Gate Lines

The installation of gates at National Rail stations has been at the behest of individual train operators and there has been no London-wide strategy or decision making process on where and when gates should be introduced. Initially the major London Termini with major flows of suburban traffic (such as Victoria or Liverpool Street) or outer London stations such as Bromley South or East Croydon were the first to be so treated. Largely these stations had similar profiles of users to that of the London Underground (indeed all stations with gates have to conform to London Underground standards as far as specification goes). Later, however, there has been a trend for operators to introduce gates at smaller stations and at stations and on platforms used by Inter-City or airport services.

This trend has raised a number of issues over the years some of which have been resolved but in other cases there is continuing dissatisfaction by passengers where the installation of gates has involved:

- Closure of side entrances resulting in longer and more circuitous routes to and from the station.

- Problems for passengers with luggage, travelling with bicycles or wheelchair users – these can be largely resolved by the use of wide aisle gates.

- Installation of gates where a large proportion of passengers use tickets such as 'airline style' card or mobile phone bar codes, instead of conventional paper tickets or Oyster smartcards.

- Installation of gates at stations in Greater London without Oyster compatibility, but where trains from Greater London area stations call – an example of this is St. Pancras International.

- Problems for passengers travelling from stations where no ticket purchasing facilities were available and where no on board ticket selling has either taken place or is available.

There have been a number of observable benefits from the introduction of ticket gates. These are:

- Increased revenue for the train operator.

- Reduced ticket fraud

- Reduction in crime levels on trains and in stations – though this may be a function of increased staff presence as gates require staff to be deployed and be visible.

- Increased satisfaction levels amongst passengers – however, in some cases the reduction in ticket fraud has not resulted in increased satisfaction amongst passengers, particularly in cases where large proportions of travellers had not previously been paying for their journey. An example given by London Underground concerned increased satisfaction levels on stations on the east end of the District line, where often gates were not fully staffed at weekends and evenings, however once full staffing over all periods of the day was introduced, satisfaction levels increased dramatically as passenger felt more reassured by a staff presence.

In the London TravelWatch area a total of 29% stations on the National Rail network are fully gated and a further one per cent partially gated. The distribution of the gated stations shows 78% are in the London Travelcard area and 22% outside. However, the geographic spread of such stations shows the divergent policies of different operators and franchise awards.

London TravelWatch supports the consideration for installation of automated gate lines at every London rail station at all stations which have a footfall of at least one million passengers per annum. In the London TravelWatch area, a total of 134 stations on the National Rail network are fully gated and a further five are partially gated (including all London main line terminals).

Recommended Action:

London TravelWatch recommends that the DfT and TfL work together to develop an integrated gating strategy for London. **High Priority**

7   Interchange

Unless a journey is made entirely on foot, it will involve some sort of interchange where the transport user undertakes a change between modes of transport. Most journeys are made out of individual links, and the key to making transport of any type a safe and attractive option is to ensure that the individual links interconnect together into a well-formed transport network chain.

In the survey of passenger priorities for improvement passengers were asked where they were on their journey when surveyed. Graph 26 shows the volume of passengers who were changing trains.

Graph 26 – Percentage of passengers interchanging[23]
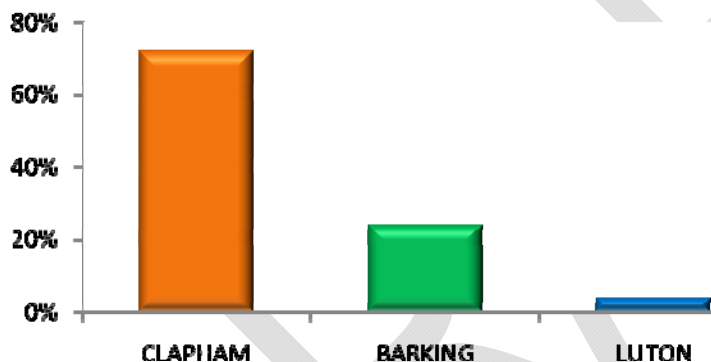
Traditionally, it has been much easier to find one's way into and around the rail systems than out of them, and much remains to be done to improve signage to important passenger objectives in the locality, including connecting bus services. It is vital for rail station forecourts to be planned properly, especially where there are conflicts for space - the more sustainable modes of transport should be given first priority. London TravelWatch has identified that interchange between trains and buses are often poor. Even where stops and stations are adjacent, movement between the two can be an indirect route for passengers.

Graph 27 – Top six improvements passengers want to see on transport and access interchange at stations[24]
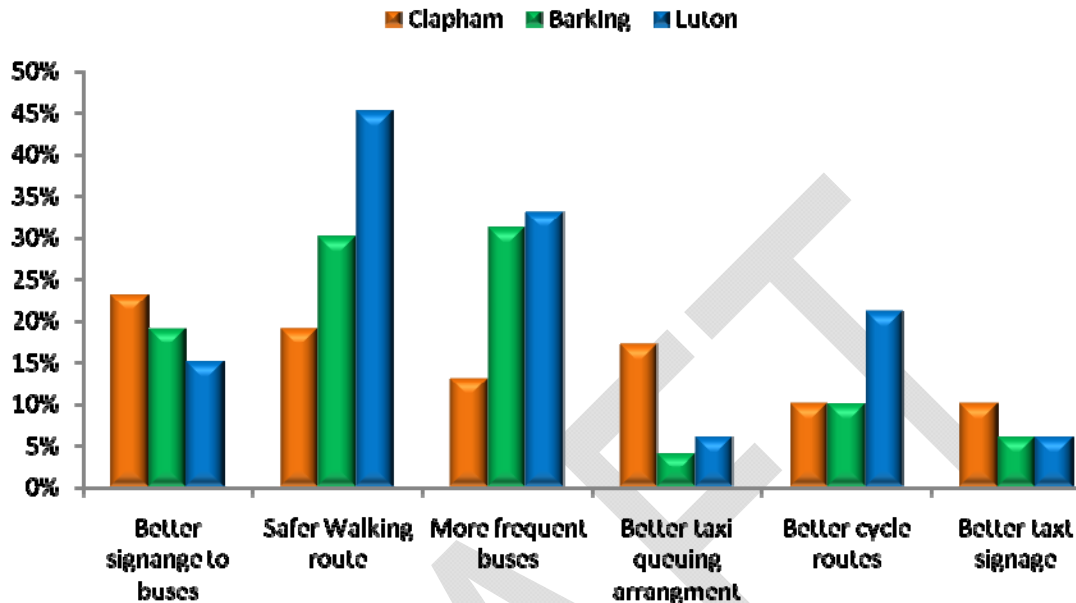
Graph 27 above clearly identifies appropriate consideration must be given to the pedestrian links between interchanges and the communities they serve. A safe, convenient street environment is also required.

Transport operators should not regard it as someone else's problem as the station is the access to their service, and they should be pro-active in local planning and civic amenity circles in pushing for improvements where necessary. Key town centre interchanges are particularly important – it is not acceptable for busy gyratories to isolate bus and rail stations from the centres of communities.

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[24] Passenger Focus- London TravelWatch: 'Passenger Priorities for Improvements at Stations'

Recommended Action:

London TravelWatch recommends that as part of consideration of improved signage that information zoning is conducted. Southern is currently implementing information zoning at all of their stations following a trial sample of stations. The information zoning aims to achieve the following:

- De-cluttering station information,

- Standardising information provision, and

- Placing information in the most appropriate placed for passengers.

This applies specifically to interchange in the sense that it links the information provision across the station and with other modes of transport.
High priority

8   Conclusion

London TravelWatch's audit of joint National Rail and London Underground stations showed that for the most part there had been improvements in the availability of facilities between 2004 and 2009. Equally, there are still areas where further improvement or emphasis is required. London TravelWatch welcomes the policy attention on stations and the £50 million funding for the ten worst category 'B' stations. London TravelWatch urges that the franchising mechanism is used to adopt minimum station standards to pursue over the medium to long term substantial improvement in the condition of station overall.

The main priorities for each of the areas considered are as follows:

Facilities

London TravelWatch recommends that the minimum station standards from the 'Better Rail Stations' report is adopted for station facilities. The priority areas identified by research are seating and waiting facilities along with toilets.

Communication

London TravelWatch is pleased to report improvement in the communication at National Rail station since our last audit in 2004. We recommend that a single standard for signage and communication is adopted across the railway industry.

Accessibility

Since 2004's station audit there has been an increase in the percentage of stations audited which have step-free access. We support the progress that has been made in this provision. However, accessibility is not just a product of the facilities provided. It is also about the policies and procedures of transport operators, along with the training of their staff. Disabled Peoples Protection Policies (DPPPs) set out transport operators policies and procedures for assisting the disabled and elderly who wish to use National Rail services. London TravelWatch recommends that the DfT ensure that the DPPP process reflects the complex nature of jointly operated stations in London. This is particularly the case where London Underground operates stations with National Rail services or where London Underground stations are part of a National Rail interchange.

Ticketing

Ticketing is an area where advances in technology both within the rail industry and in the wider retail sphere have the potential to lead to rapid and substantial changes in the way that passengers pay for transport. London TravelWatch

welcomed the extension of Oyster Pay As You Go on the National Railway network in January 2010. To reflect this change, London TravelWatch recommends the extension of oyster card retailing to cover the majority of stations across the National Railway network in the London Travelcard zones.

Safety and Security

London TravelWatch is pleased with Sothern's Railway Neighborhood scheme as the safety and security of passengers at rail stations during all times of the day is significant. We recommend this type of policing scheme should be carried out across all train operators.

Interchange

Interchange presents specific challenges at stations. The most important of these is to provide passengers with accurate and timely information about their onward mode of travel and to navigate the interchange between them. London TravelWatch therefore recommends the improvement of signage at interchange stations following the information zoning approach pioneered by Southern.

As a next step, London TravelWatch will conduct further research in 2010/11 looking at the other aspects of transport interchange. It is likely that this research will focus on the needs of the pedestrian.

Appendix A – Station audit

The audits were carried out separately at London Underground stations and joint National Rail and stations using the following method:

London Underground station audit

London Underground stations were selected to ensure a cross section of geographic location, zone and levels of usage. The twenty five London Underground stations were audited and this represents approximately 10% of the total stations on the network.

Table 8 – London Underground Stations Audited

Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6
Bond street	Belsize Park	Gunnersbury	Kew Gardens	Dagenham East	Northwood
Charing Cross	Hampstead	South Wimbledon	Morden	Harrow-on-the-Hill	Northwood Hills
St. James Park	Latimer Road	Tottenham Hale	Roding Valley	South Ruislip	
Sloan Square	Parsons Green	Willesden Junction		Stanmore	
Victoria	Putney Bridge	Wood Green			
Westminster					

London TravelWatch

Joint National Rail and London Underground station audit

The joint National Rail stations which were assessed in London TravelWatch's previously published report 'Whose station are you? – Facilities at joint Underground and National Rail stations' (Published in August 2004) were examined to identify if certain facilities and services have been improved and updated in the last 5 years, as follows:

- An audit was carried out using a check list which was originally provide to identify and set of standards which can be applied in common both by London Underground and by National Rail companies.

- The audit checklist was designed to meet today's capabilities and set standards to accommodate today's transport needs.

Table 9 - Joint National Rail and London Underground Stations Audited

Station Name	Station Facility Owner
Amersham	London Underground
Chalford & Latimer	London Underground
Chorleywood	London Underground
Clapham Junction	South West Trains
Ealing Broadway	First Great Western
Elephant & Castle	First Capital Connect
Farringdon	London Underground
Finsbury Park	First Capital Connect
Greenford	London Underground
Gunnersbury	London Underground
Harlesden	London Underground
Harrow & Wealdstone	London Underground
Harrow-on-the-Hill	London Underground
Highbury & Islington	First Capital Connect
Kensal Green	London Underground
Kentish Town	First Capital Connect
Kenton	London Underground
Kew Gardens	London Underground
Limehouse	C2C
Moorgate	First Capital Connect

Station Name	Station Facility Owner
North Wembley	London Underground
Old Street	First Capital Connect
Paddington Platforms 15 & 16	Network Rail
Queens Park	London Underground
Richmond	South West Trains
Rickmansworth	London Underground
South Kenton	London Underground
South Ruislip	Chiltern Railways
Southwark	London Underground
Stone Bridge Park	London Underground
Tottenham Hale	National Express East Anglia
Upminster	C2C
Vauxhall	South West Trains
Wembley Central	London Underground
West Brompton	London Underground
West Ham	C2C
West Ruislip	Chiltern Railways
Wimbledon	South West Trains

Appendix B – References

Department for Transport

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- Getting to the station – Report on access to Rail and Underground Stations (2006) (http://www.londontravelwatch.org.uk/document/2319/get)

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Office of Rail Regulation

- National Rail Stations usage 2008/9 http://www.rail-reg.gov.uk/upload/xls/station_usage_0809.xls

Passenger Focus

- Passenger Priorities for Improvement at Stations – Published data reference to be confirmed upon Passenger Focus's publication of the stations research