

Appendix A

General comments on TfL's focal point trials

The first trials of new focal points are not satisfactory. The point of the focal points, as shown in our review, is to give a consistent approach at stations so that passengers know immediately where to go to get assistance. The current trials do not do that.

On entering a station, passengers should know, without having to search, where to go to get assistance. Previously, passengers could go to the ticket office for this. Now there are no ticket offices and only mobile staff, passengers have to find someone. We would like to see clear signage from every entrance to a station directing passengers to the best place to go to receive assistance. This point, which will inevitably be in a different place in different stations, needs to be clearly signed. At that point, there needs to be a good range of poster and written information, either a help point or clear guidance where the help point is, coverage from a member of staff (or a poster saying how to find a member of staff/contact one) and a hearing loop.

The current trials do not have any signage at all in any location. They are all an information point that is clearer or bigger than before, but not a focal point. Some are very small, some are clearer.

Staff visibility was a major feature in our review. TfL are trialling new tabards which aim to be more visible. These are a very deep red, which stand out only slightly better than the previous navy. These tabards must be a much brighter and clearer colour than now.

The free standing information point at Chorleywood is an innovative way to provide information at smaller stations. These should be seen as a good solution when combined with being placed in a good location, and well signposted.

Amersham

The new focal point is merely an "i" above a near empty leaflet rack.



Amersham

The help point is not actually at the information point, it is tucked behind the entrance doors in the least visible place.

There is no signage to either the help point or the information boards, neither are near staff or ticket machines and there is no reason for passengers to know they are there.



Brixton

A clear zone for information, with a help point and ticket machines nearby. No staff were at this point but would have been visible at the gateline from the information point. There was no signage to either the information point or the help point.



Chorleywood



Chorleywood has a freestanding totem with a help point and clear “i”. It was next to a poster on ticket sales but not near the ticket machines. It was clear and innovative.

There was no signage or markings to guide passengers to the help point, and it was tucked behind the entrance doors though.

Euston

A tube map by the entrance was the extent of the information point. The tabard with here to help on it was a very deep red/purple colour, which would not stand out at all in a crowd. There was no signage or markings to the point, and no help point there.



Green Park

A very clear wall was turned to an information point, but with two entrances behind it, it would be missed by passengers coming from that direction. There was no help point at the information point, or markings or signage leading to it. The station was generally well staffed, with positive, proactive staff, but not directly at this point.



King's Cross

King's Cross has the new information point towards the Hammersmith & City platforms – opposite the ticket machines on that side. There is no signage to it from any part of the station, and it took me some time to find it (when looking specifically for it).



It consisted of one tube map, with some pocket tube maps. The help point was nearby, but not part of the zone. There was no markings or signage towards it. The rest of the station, including the entire Northern ticket hall, seemed deserted with no staff visible.



The member of staff in the new “visible” tabard is in this picture. The reflective LU roundal is visible, but the uniform in general blends in, and is in fact near identical to the man with the rucksack using the ticket machine in this picture.

Paddington

Paddington looked like it always did. There is an “i” with a leaflet rack, but not near a help point, staff and without markings, signage or anything to indicate where passengers should go. Apart from at the gateline, there were no staff visible.



Russell Square

Clear information on the wall as you enter the station, but not near the ticket machines. No signage or markings, and no staff in sight of the point at all.



South Kensington

Despite looking, I could not find a help point anywhere. This is alarming. There was no signage to any information point, and the staff at the gateline seemed to be doing their best to ignore passengers needing help at either the ticket machines or information points.



There also seemed to be two information zones, so which is the new focal point is also unclear.



Tower Hill

The information point/focal point appeared to be at the exit to the station, not the entrance. This is not what is required. There is no signage, help point, markings or staff near the information point. There are no staff near the ticket machines in the entrance hall.

