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**Secretariat memorandum**

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Agenda item: 12

PC097

Drafted: 22.06.16

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**The needs of passengers at small stations**

**1 Purpose of report**

- 1.1. For members to consider the latest draft of the report as it stands and provide feedback to help shape the final report.

**2 Small stations report**

- 2.1. At the 21 July 2015 Board meeting, members agreed on the importance of producing a good practice guide showing what passengers want and expect from small stations in London.
- 2.2. The current draft provides three sections presenting the main body of the report:
- An introduction: The growing importance of small stations
  - Background: What passengers want from small stations
  - The present situation: Improving small stations
  - The main issue: Different standards and levels of investment for small stations
- 2.3. Please note that additional sections that still need to be drafted include:
- Conclusion
  - Executive summary and recommendations
  - Chair's forward
- 2.4. Though the Conclusion section is yet to be drafted, the main conclusions are that:
- Small stations are a growing concern: station entry and exit statistics show that small stations in and around London are growing at a faster rate than stations in the rest of Great Britain. Collectively, small stations in and around London account for a significant number of annual entries and exits (91 million)

- There has been a renewed focus by the rail industry on standards at stations with a greater emphasis on investment in stations contained within franchise and concession agreements. The industry must ensure that small stations are not forgotten in this regard and that they receive a proportional amount of investment to improve standards.
- There are two ways to improve standards at small stations:
  - Operator-led ('top-down') investment
  - Community-led ('bottom-up') involvement, such as Community Rail Partnerships and stations friends groups

Both these methods are viable and a combination of the two might lead to the better result.

- 2.5. Some examples of improvements for small stations are provided, though additional examples with photos are needed to either create a 'Case studies' section or to insert individual examples throughout the main body of the report.

### **3 Equalities and inclusion implications**

- 3.1. Many small stations are not fully accessible. It is important that current and future investment in station accessibility is extended to benefit disabled passengers and those travelling with children and/or luggage at London's small stations.

### **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).

### **5 Financial implications**

- 5.1. No specific financial implications for London TravelWatch arise from this report.