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## **Secretariat memorandum**

Author: Vincent Stops

Agenda item: 7

TRS003

Drafted: 28.03.11

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### Interim interchange and walking report

#### **1 Purpose of report**

- 1.1. To provide members with an opportunity to comment on the developing interchange and walking report. There is also attached the response of Network Rail to our comments following members visit to Paddington.

#### **2 Next steps**

- 2.1 Following the final visit to Kew gardens station Officers will finalise the report and circulate to members for final comment and sign-off.

#### **3 Recommendation**

- 3.1. None. Members are asked to comment on the interim report.

#### **4 Equalities and inclusion implications**

- 4.1. Good quality interchange and walking environments will give most benefit to those who have mobility difficulties, the blind and partially sighted etc. for whom getting around is more difficult than for the general population.

#### **5 Legal powers**

- 5.1. 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.

## **6 Financial implications**

- 6.1. No financial implications arise from this report. It is intended only to publish the report on our website.

# **Walking and Interchange in London (Draft)**

**April 2011**

Contents

## **Executive Summary**

Every journey contains a walking trip, many passenger journeys will involve interchange and so the quality of the pedestrian environment, particularly at and around public transport interchange is an important issue for London TravelWatch.

Much has been done in London over the years to improve interchange, provide information and improve the facilities and the management of interchanges. However, London TravelWatch members wanted to review a sample of interchanges to see what progress is being made and what more we should press for and prioritise.

This seems particularly pertinent at these times of financial constraint when transport operators and highway authorities may well be able to reflect on what might be done for relatively small amounts of money to get some of the detail right which is so important and can easily be neglected.

## Introduction and methodology

Every journey involves a walking trip, many a short one between modes, rail to bus, bus to bus etc. We know that the quality of the walking environment and interchange is really important.

Yet getting the detail of good interchange right is often overlooked or just too complicated for the multiple agencies involved.

London TravelWatch Access to Transport Committee undertook to look at several interchanges with a view to identifying good practice and those elements of the walking / interchange trip that needed improving. Members agreed the brief:

To take a whole journey approach and produce a very practical report looking to highlight examples of best and poor practice, looking at the small, but important numerous improvements that can be implemented to improve the walking environment.:

- the lack of a continuous level footway and the restriction of parking near junctions and dropped kerbs;
- highlights, with examples, the gaps in wayfinding systems around important interchanges, for example at Stratford;
- demonstrates more examples of improvements to walking routes between interchanges such as our recent work at Euston and St Pancras;
- clutter and railings;
- the management of streets and footway obstructions;
- traffic lights and pedestrian crossings, including the new pedestrian Countdown.
- crossings away from desire lines and pedestrian priority;
- Accessibility issues, including blister paving;
- Personal security;
- Seats, Benches and places to wait and linger.

Five study areas were proposed to represent a spectrum of interchange in London

- i) a large terminal rail station: Paddington
- ii) a large interchange : Shepherd's Bush
- iii) a smaller Underground station: Southgate
- iv) a busy bus to bus town centre interchange: Streatham station and High Road
- v) a large attractor of visitors: Kew Gardens station

London TravelWatch has also promoted the improvement to the pedestrian route between Euston to St Pancras that is now starting to take shape. We undertook to investigate and promote other such links as part of this work.

It is clearly an aspiration that more interchanges are fully accessible and London TravelWatch wants to see a continuing accessible stations programme, both National Rail and Underground. However, this is not the focus of this report, rather it is to try and highlight good and poor practice.

## **Paddington Station visit, 1 December 2010**

### Summary of Paddington visit

Clearly Paddington is an incredibly important interchange, but unfortunately there are very many problems of detail that need addressing . Of all the visits as part of this project members felt Paddington was the poorest example of interchange. It did not provide many examples of good practice.

We started our inspection at the bottom of the ramp at the north eastern side of the station.

i) The pavement associated with the vehicular ramp up to Praed Street should be improved to include continuous and level footways where there are now kerbs. This creates a barrier for pedestrians, particularly those in wheelchairs and with luggage.

#### Photos

ii) The (north eastern) entrance onto Praed Street needs a significant sign – the BR logo is a statutory minimum. There is presently no sign to announce this as an entrance to Paddington Station.

#### Photos

iii) The entrance to the Underground at the top of the ramp is simply signed 'Underground' It is the entry to the Circle, District and Bakerloo, but not Hammersmith and City. This needs to be clear. Neither this, nor the Underground entrance across the road are marked on Network Rail's station map.

#### Photos

iv) We noted a non-function phone box that had recently been installed on the footway of Praed Street. This seems just to be an advertising hoarding. This raises a general issue about who can put equipment onto the public highway.

#### Photo

v) The bus stop on Praed Street, eastbound is not accessible – the kerb needs raising and the recycling bin relocating. It is disappointing that such an important bus stop has not been prioritised for accessibility works.

#### Photo

vii) We felt there was too little management of the quite narrow footway in terms of A-boards etc.

#### Photos

viii) We noted the guard railing on Praed Street and would want to see it removed unless there is a particular safety issue.

#### Photo

ix) We noted that TfL and our aspiration for a stop for route 46 on Spring Street was still not in place. We understand this is because of objections from local frontagers.

x) We walked down Eastbourne Terrace and were disappointed that the station was poorly signed at the junction of Praed Street and the taxi road. This (south eastern) entrance onto Praed Street needs a significant sign – the BR logo is a statutory minimum. There is presently no sign to announce this as an entrance to Paddington Station.

#### Photos

xi) The sign at the steps down to the station could not be seen from anywhere except directly opposite the steps – a projecting sign is necessary so that the entrance can be seen along Eastbourne Terrace

#### Photos

xii) We walked across Bishop's Bridge Road Bridge and into a residential area and across a new bridge. This was unsigned to Paddington station.

#### Photos

xiii) At the other side of the bridge we assumed we had to go left, there was no sign to the newly created Sheldon Square entrance. This highlighted the benefit of a legible London type wayfinding, map based system.

Finally we walked along a cobbled street and the back streets towards the Praed Street entrance

xiv) We want to see an accessible public realm and continuous footways, dropped kerbs where necessary – none of this was present and so the route was inaccessible to those using a wheelchair and difficult for passengers with luggage or a lesser mobility impairment.

#### Photos of cobbles and kerbs

We then went back into the station. The key points were:

xv) There needs to be several Underground maps and other information posters at key locations around the stations – entrances and exists and associated with the information points in the station.

xvi) There needs to be a better scheme for describing the two different Underground entrances and lines. And more repetition of signing.

xvii) It would help passengers 'understand' the station if its component stations and platforms were signed as a) South Wales, Westcountry and Heathrow (for example); b) Greenford, West London and Thames Valley local trains.

xviii) The large station signs 'Buses' needs to be more detailed in order to encourage passengers that there is some hope of getting a bus to where they are going. For example: 'Buses towards Central, East, South, South West and North West London'.

#### Photos

xix) The signage to the Taxi rank, its location and accessibility is good.

xx) The canal walk would benefit from signing from the station



## Shepherd's Bush

Summary of Shepherd's Bush station visit, 1 March 2011

Shepherd's Bush station and its environs provide a great interchange between stations, the street and other modes. It is an example of much good practice. We could only find a single deficiency.

We arrived at the station via the Underground

i) The station ticket office was clean, spacious and displayed all the information an arriving or departing passenger would want. There was a departure screen, the Underground's line status screens and directions above the exit to local destinations and bus stops.

ii) There is a well laid out Piazza in front of the station with a prominent station totem, cycle parking and seating. There are public toilets that are available to all – not behind station barrier control. This is welcome.

### Photos

iii) The local area has had 'Legible London' installed. The only disappointment is when it peters out.

### Photo

iv) One of two local bus stations is adjacent to the station and well laid out with plenty of information.

### Photo

v) All of the pedestrian crossings in the area are laid out to a high standard, with appropriate blister paving and most importantly direct, single stage crossings. Even across the busy Holand Park roundabout new 'at grade' crossings have been installed as an alternative to the subway.

### Photo

vi) The London Overground station was again well laid out with the right level of information. A good touch TfL do which the other TOC's don't is to properly sign their replacement bus services.

## Photo

We walked towards Shepherd's Bush market station

vii) All the bus stops were accessible, and the footway continuous and level. Premises entrances which would historically be at carriageway level had been filled in to signify pedestrian priority and be pedestrian friendly.

## Photo

viii) One detail that had been missed by the designers was correct implementation of blister paving which seems to have been omitted over the private forecourt element of the footway. Note on the correct use of blister paving.

ix) There were street nameplates at appropriate locations<sup>1</sup>. But the one shown below would have been better placed on the end of the building.

We walked on to the second on Shepherd's Bush's bus stations. It too was well laid out for pedestrians with an associated information kiosk.

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<sup>1</sup> Reference our street nameplate report

## Southgate underground and bus station

Summary of Southgate underground and bus station visit, 8 March 2011

Southgate underground and bus station is a good example of integration from the 30's. However, it suffers from severance due to the surrounding busy road network and a lack of crossing points at some pedestrian desire lines.

i) For passengers arriving at or departing from the Underground station there is LULs now high standard of information: CIS screen, line status board and mapping. There are also white boards for ad-hoc local information.

Photo

ii) Adjacent to the Underground station is a local bus station, again equipped to London buses high standards.

Photo

iii) There is cycle parking, seating and a grand station clock. The local council map is not very useful and the local finger signing could benefit from replacing with legible London. The station totem is iconic, but also useful for signposting pedestrians to the station.

Photo

iv) Unfortunately a cycle has been abandoned. The various authorities need to develop processes for removing these. Lack of upkeep is evident and one wonders whether such grassed are appropriate in such intensively used public spaces. This are needs attention / redesign.

vi) Around the station the street name plates are low level which leaves them open to graffiti or else being obscured by vehicles. A random A-board in the middle of the pavement should be enforced against, but well located advertising hoarding cause little problem providing they are well located.

Photo of various street furniture, tables etc.

vi) Continuing around the station the lack of dropped kerbs and crossings at pedestrian desire lines is apparent as is the lack of a level footway on the station island area.

## Streatham station and High Road

Summary of Streatham station and High Road visit, 15 March 2011

Streatham High Road, though busy is a good rail / street / bus interchange apart from the St Leonard's junction which lacks any pedestrian provision.

i) Arriving or leaving from Streatham station there is good information in the form of line of route mapping, arrival and departure screens, travelling on and local information, a buses towards direction panel and station totem clearly visible. This is a much higher level of provision than most TOCs, but less than would be standard at an LUL station.

We walked up towards St Leonards junction and beyond.

ii) Most of the footway was level and continuous with some entry treatments, but there was a disappointing junction at Station Approach where the crossing point was at some distance where pedestrians would cross. This junction would benefit from an entry treatment to slow vehicles and provide better pedestrian priority.

iii) A-Boards litter the footway and add to its cluttered appearance which is disappointing given the importance TfL gives to its 'Better Streets' initiative and its equalities duties. One A-Board and a Eurobin were placed in the middle of the footway.

### Photos

iv) There is one example of TfL's near useless bus interchange signs. A project thankfully abandoned which we have previously tried to shape to be useful to passengers. The example in the photo is out of date as no bus stops UA and V now exist. Far better would be a sign stating 'buses towards'....

### Photo

v) Eurobins are an unsightly and obstructing feature of some shopping streets and should be either moved off the pavement or replaced by time-banded collections.

### Photo

vi) There are some good entry treatments that prioritise the pedestrian.

## **Kew Garden Station**

Summary of Kew Gardens station visit, 29 March 2011

## **Our policies for walking and interchange**

There are four common themes that have come out of this study. Firstly it is essential to get the infrastructure right, particularly the detail.

Pedestrians prefer a continuous, level footway along pedestrian desire lines that is uncluttered by obstructions. This requirement is essential for wheelchair users, those with sight problems and the less ambulant.

Secondly, passengers and pedestrians need good information at locations not only when they are making decisions but they also need reassuring along their journey. This information needs to be accessible,

Finally there is a requirement for facilities at interchanges from ticket offices, to toilets, benches and cycle parking.

Overarching all of this is a requirement to have a well managed local environment, so there should be active management of our public spaces, particularly where street meets interchange or there are joint responsibilities at interchanges.

### Infrastructure

[Outline of what is important to improve, best practice and our priorities]

### Information

[Outline of what is important to improve, best practice and our priorities]

### Facilities

[Outline of what is important to improve, best practice and our priorities]

### Management

[Outline of what is important to improve, best practice and our priorities]

## **Making the (walking) connection**

Many of London's interchanges are themselves located close by other interchanges that means the best way to get between them is on foot.

For example, despite the fact that a pleasant walking route of less than a kilometre between London Euston and St Pancras station could simply be created with some detailed, smallscale streetworks, signing and lighting.

For some passengers and pedestrians this would be a much more appealing and practical way of making the interchange than the presently crowded underground or bus system or costly taxis.

Other pedestrian routes that could be improved are;

Hackney Central to Hackney Downs

Catford and Catford Bridge

More examples

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Network Rail  
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19 January 2011

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Dear Mr Stops

### **Paddington Station**

Thank you for your letter regarding the recent survey that was undertaken at London Paddington reviewing the transport interchanges available at the station. My apologies for not responding to you sooner.

Your comments are most welcome at this time as we are currently developing long term plans for Paddington looking at improving the experience for the millions of passengers that pass through our station every year. We will be revamping the appearance of the station to reflect other key stations that we manage directly, such as Manchester Piccadilly, London Euston and London Victoria, which will assist the integration of the different components of the station. As you highlight, wayfinding and passenger accessibility are areas that can be improved upon and we are due to launch a research programme to better understand the needs of passengers using large stations which utilises a research pilot underway at Paddington station.

This is a time of significant transformation for Paddington station with the current overhaul of Span 4 and the Crossrail scheme due to embed itself at the station over the coming years. To facilitate changes to the layout and appearance within the station, we have already begun to work with Transport for London and the train operators to develop a coordinated plan that allows passengers to navigate themselves through these changes and make the integration between the national rail network, the underground and London buses as seamless as possible.

With this in mind, I have sought to address each of your comments and provide a general commentary on what we have planned for Paddington in Annex A to this letter





Network Rail has been developing its guidance and policy documents many of which I referred to in my recent presentation to your recent meeting. We are currently consulting on our Guide to Station Planning & Design and are close to completing the Network RUS (Stations) which seeks to identify pedestrian capacity constraints at stations. These guidance documents will help us to systematically review and develop enhancements for our Managed Stations.

In the meantime please feel free to contact our station manager at Paddington if you would like to discuss the specific issues at the station further. Nick Hartnell can be contacted on 020 7313 0408 or via e-mail at [nick.hartnell@networkrail.co.uk](mailto:nick.hartnell@networkrail.co.uk)

I would like to close by encouraging London TravelWatch to give us the opportunity to engage with directly at the time of any future visit. This would provide immediate feedback and understanding in both directions and we could always respond to any more formal representations later. I have provided the contact details for each of the Station Managers for our Managed Stations as Annex B to this letter.

Yours sincerely,



**Mike Goggin**  
Director, Stations and Customer Service

c.c. Nick Hartnell

## Annex A – Commentary on Paddington Station issues

- i) We have received feedback from passengers using the station that the Praed Street entrance is prone to congestion due to the volume of smokers within the area standing just outside. Whilst removing the kerbs and creating a fully pedestrian walkway would not be possible due to the vehicular access to the station, widening or levelling a section of the road (for pedestrians and vehicles) is an option that we will explore further. Care must be taken to make sure that risks to the public are minimised and that the access is kept clear of parked vehicles throughout peak times.
- ii) At this time, with the improvement work ongoing as mentioned above, we are fairly limited to what signage we can install to the exterior of the Praed Street entrance. However, we do intend to erect two branded 'Welcome to Paddington Station' signs either side of the entrance that will be visible from Praed Street.
- iii) This entrance is owned by London Underground. We are currently in discussions with TfL regarding the Legible London maps that they produce to better represent Paddington. The entrance to the London Underground is not included on the station map as it is not part of the Paddington railway station building. The station entrance to the London Underground is clearly marked on maps at the station and available on our website.
- iv) to ix) These points are best addressed by Westminster City Council and where appropriate TfL
- x) There is currently a pedestrian sign attached to the railings on Praed Street turning in to Eastbourne Terrace with the BR logo and Paddington Station clearly visible for passengers approaching the station from the east on Praed Street.
- xi) The walkway on Eastbourne Terrace is fairly narrow and any projecting signage from the entrance here above the pavement could create concern for the local authority. There is signage on the road for Paddington station travelling towards Praed Street from Eastbourne Terrace, and signage above the entrance over the walkway adjacent to Eastbourne Terrace directly next to the station. This area will be heavily modified by Crossrail, so there may be scope to improve the existing signage when the entrance and appearance is redesigned.
- xii) This is best addressed by Westminster City Council
- xiii) As previously mentioned, we are discussing with TfL the opportunities to using the Legible London scheme around the Paddington area to make the alternative entrances clearer to those not familiar with the station.

- xiv) This is best addressed by Westminster City Council
- xv) There have been joint plans with TfL in the past to erect free standing signs on the platform entrances to the footbridges that lead to Hammersmith & City Line and at other key locations in the station. However, this was restricted due to the amount of items already present on the platforms. We are hopeful that the current discussions that we are having with TfL will result in further signage being deployed through the station.
- xvi) Repetition of signage is difficult at present given the changes to Span 4 and the need to keep passengers informed of the project to renew the structure. However, to better publicise the underground entrances we have upgraded the floor linear signage with a pink and yellow Hammersmith & City line from the centre of the main concourse right to the top of the stairs to platform 15 and 16.
- xvii) The only designated platforms that we have in Paddington are for the Heathrow Express and Heathrow Connect services. The multiple information screens and tannoy systems inform passengers of the relevant platforms for departures and if there are any alterations from usual services.
- xviii) We have bus service spider maps (double royal size) displaying local connections and destinations are located at entrance/exit to Eastbourne Terrace and Praed Street. These are also available at the Information Office on the main concourse.
- xix) This is best addressed by Westminster City Council – however it is likely that the joint entrance from the canal for both Crossrail and national journeys will be jointly branded with sufficient wayfinding.

In addition, the new branding design for Paddington will make the station feel more integrated with its different components (for example, the concourse and The Lawn eateries and shopping area) as well as the interchanges between the different forms of transport. We are confident that these changes, along with the general improvements to the station as part of the Crossrail scheme, will make the station a more attractive terminus and convenient departure point for our passengers.

## **Annex B – Station Manager Contact Details**

Kate Anderson – London Kings Cross – 020 7922 4900 - [Kate.Anderson@networkrail.co.uk](mailto:Kate.Anderson@networkrail.co.uk)

David Attwater – London Charing Cross – 020 7902 3825 - [David.Attwater@networkrail.co.uk](mailto:David.Attwater@networkrail.co.uk)

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