

Whose station are you?

A survey of joint Underground/National Rail stations in London

Foreword

by Suzanne May
Chair of the London Transport Users Committee

Appearances can be deceptive. So for rail travellers in London it can come as a shock, when using certain stations, to find that things are not quite as they seem at first sight.

Imagine entering a superstore branded on the outside as a branch of Tesco, only to discover that half the goods inside are actually supplied by Sainsbury's, and that your Clubcard or Reward card is only valid for certain purchases, even though there is a common till for the two companies. It is hard to conceive of this happening in the retail trade, but it is a fact of life at almost 50 railway stations scattered across London.

Combining the services of two or more public transport operators at a given location can make a lot of sense in widening the range of facilities available to passengers, and as a means of reducing cost, especially where public subsidy is involved. Indeed, integrated interchanges are high on my Committee's list of sought-for improvements. But passengers have a right to expect that common standards of service and information are available throughout the journeys they make.

This does not apply only to journeys made on the systems of two or more operators, but also to those where – nominally – only one is involved. The Underground map shows a trip from Canada Water to New Cross (or vice versa) as a purely Underground journey. Why should a passenger making it receive a different level of service if he or she starts from one end rather than the other, simply because New Cross station is run by a different railway company?

This Committee is committed to seeking higher standards of service on all forms of public transport in London. Because we were aware that these standards are so variable at jointly served stations, we decided to carry out an audit of what is currently provided, and to draw up a set of standards which can be applied in common both by London Underground and by the National Rail companies. This report also makes recommendations for improvements at the stations surveyed. I hope that our findings will be a useful spur to all concerned with their operation, and with the future well being of their users.



Comments on this report will be warmly welcomed.

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1 Executive Summary

- 1.1 London has two major passenger rail networks, one operated by London Underground and one which forms part of the National Rail system. Although they perform broadly similar functions, they have evolved largely autonomously, and still have separate patterns of ownership and political accountability. One consequence of this is that they have different standards for (e.g.) pre-journey information and ticket selling facilities at their stations.
- 1.2 There are 46 stations served jointly by the two networks, and in all but three a single operator's ticket office and machine(s) cater for users of both. The absence of common standards means that in these locations passengers using services other than those of the station operator are (for this reason alone, which is immaterial to users) denied the full range of facilities that would be available to them if the opposite applied. In a number of cases, such passengers form the majority of those travelling from the station.
- 1.3 This report details the findings of a survey of all such joint stations, and records the extent of their (non-) compliance with a model specification of passenger amenities drawn up by LTUC. This is based on the published standards set separately for the two systems (which are themselves not universally met on the systems to which they apply), together with some elements of "good practice" proposed by the Committee.
- 1.4 There is a curious lack of knowledge within the rail industry about the extent of this problem. Most National Rail companies are even unable to quantify the number of Underground users at the joint stations they operate.
- 1.5 Chapter 6 of this report sets out a series of recommendations made on the basis of the Committee's findings. These cover, inter alia :
 - reviewing the ownership/operation of joint stations
 - the range of destinations to which tickets should be available from self-service machines and ticket offices (especially at Underground stations)
 - the user-friendliness of the self-service machines (especially at National Rail stations)
 - the advertised routeings for through tickets
 - the availability of Railcard discounts from Underground machines
 - reviewing the specified standards for joint stations when National Rail franchises are re-let and/or stations are redeveloped
 - a feasibility audit by the industry of the recommendations made.

2 Historical and legislative background

- 2.1 London and its hinterland are served by two distinct and largely autonomous “heavy rail” systems: the Underground, and the London and south-east segment of the National Rail network. Over the 170-odd years of the capital’s rail history, their ownership and lines of political accountability have changed many times, as the tides of ideology have ebbed and flowed. For two relatively brief periods (from 1948 to 1969, and again from 1983 to 1996), they actually shared a single owner, in the guise of the national government. At other times, including the present, a succession of ad-hoc bodies has been created to foster liaison and co-operation between them – generally with limited effect.
- 2.2 In July 2003, the Underground was transferred into the ownership of Transport for London (the transport-operating arm of the Greater London Authority, headed by the Mayor). The infrastructure of the National Rail network is now owned and managed by Network Rail, which is technically a private company, albeit one which is run under a public interest remit. But the train services, and all but the largest stations, are operated by private companies holding fixed-term franchises awarded by the Strategic Rail Authority (SRA), a body appointed and funded by the national government. The Mayor is empowered to give directions and guidance to the SRA regarding the level and pattern of service to be provided in Greater London, although the SRA is not bound by these if they are inconsistent with other directions and guidance it has already been given by the Department for Transport.
- 2.3 From the perspective of rail travellers, these technical matters ought to be irrelevant. Both networks exist for substantially the same purpose. Over much of London, they are interlaced. It is largely a matter of historical – and occasionally geological – chance whether a particular line or station is run by the Underground or by any of ten separate National Rail companies. Passengers are naturally and properly concerned with the quality of service they are offered, i.e. with the everyday realities of frequency, punctuality, comfort, cleanliness, security, affordability, accessibility and information. But they are largely indifferent to the colour of the train or the décor of the station or the logo on the signs, because they generally have little or no choice of operator for any particular trip. How and by whom the service is provided should be immaterial – as should the ownership and political accountability of the operating body.
- 2.4 In reality, however, this is far from being true. The separate origin and control of the two networks is immediately apparent to any rail user, because they differ conspicuously in their service levels, their rolling stock, their fares structures, their ticketing arrangements, their staffing policies and their branding. Every passenger’s journey experience is

directly affected by the standards, practices, priorities and performance of the network concerned (and, in the case of National Rail, by those of the individual franchisees too). Apart from the range of joint multi-trip multi-modal Travelcards, co-operation between the networks is limited, even in such obvious fields as marketing and service information, and is seldom apparent to their users. The National Rail operators have, for example, largely stood aside from participating in Transport for London's bold step forward into the era of smartcards, branded as OysterCard, while their telephone enquiry service exhibits limited knowledge of the Underground.

- 2.5 Nevertheless, there is a high level of interdependency between the two systems, as evidenced by the fact that of the 1.1 million passengers arriving in central London by National Rail each weekday morning, 19% transfer to the Underground to continue their journeys. Of the 275 stations on the Underground network, no fewer than 61 offer the opportunity to interchange to and from National Rail services at the same point or in the immediate vicinity. And 46 of these are actually joint stations, where one or more common entrance(s)/exit(s) and ticket office(s) serve(s) users of both systems. In 23 cases, Underground trains call at a station owned and managed by National Rail, while in 22 cases the opposite applies. One station (Finsbury Park) is unique in having two separate ticket offices, each run exclusively by one system, both of which serve passengers using trains on either. Two other stations (Stratford and Tottenham Hale) have separate operators' windows in a single ticket office.
- 2.6 To passengers, this ought not to matter. LTUC believes that anyone catching an Underground train should be entitled to expect the same range and level of facilities (e.g. in terms of ticket purchase or information) at any station on that system, irrespective of which railway operator is the "landlord" at any particular location. And the same should apply, equally, to anyone travelling on the National Rail network. Regrettably, as the survey results listed in this report reveal, this is still far from being the case.

3 Setting the standards for jointly served stations

General

- 3.1 Ideally, the standards on both networks would be the same. In the immediate future, this is unlikely to be achieved, given their differing ownerships and lines of political accountability. As an interim objective, LTUC believes that no passenger should be directly disadvantaged as a result of the accidental circumstance of a particular station being managed by an operator other than the one on whose services they are intending to travel. This means that the Underground should offer National Rail passengers at any of its joint stations the same facilities to which they would be entitled at a National Rail station, irrespective of whether these would otherwise be provided for Underground users alone. And the same is true, in reverse, in the case of Underground passengers at National Rail-owned stations.
- 3.2. Because of their separate histories and managements, the two systems have no common specifications for service standards or station amenities, and there is therefore no agreed template which can be applied to measure the extent to which joint stations currently achieve (or fall short of) this aspiration. But in January 2001 London Underground, Transport for London, Railtrack (now Network Rail) and the Association of Train Operating Companies (ATOC) published a set of “best practice guidelines” for *Intermodal transport interchange in London*. These include “all interchange facilities should have at least one information point displaying information about all the services that depart from and arrive at the interchange” ⁽¹⁾ and “where rail ticket offices and/or machines are provided, these should sell tickets for all the rail services that serve the interchange wherever practicable” ⁽²⁾. Adherence to the examples of best practice cited would go a long way to meeting LTUC’s aspirations, but currently they have no mandatory force.
- 3.3. On the National Rail system, a schedule of station standards is incorporated in the terms of the franchise agreements under which train companies provide services under contract to the Strategic Rail Authority. This is reproduced (in part) as Appendix A to this report. It can be seen to be relatively non-prescriptive with respect to such critical service elements as ticket sales facilities and the display of timetables and maps, presumably because it is intended to be applicable to all stations on the network, including many with much lower levels of passenger usage and train service than are typically found in London.

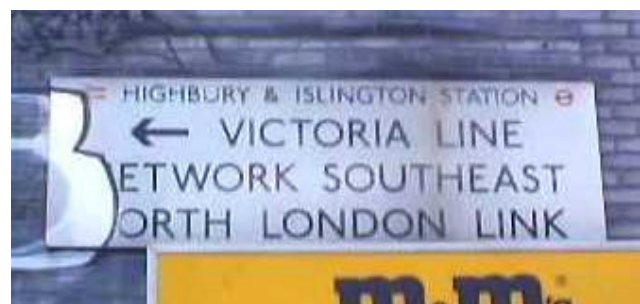
⁽¹⁾ *Intermodal transport interchange in London - Best practice guidelines*, paragraph 30 – design guidance

⁽²⁾ *Intermodal transport interchange in London - Best practice guidelines*, paragraph 34 – operational guidelines

Some stations are very visibly “joint” ...



... though out-of-date branding sometimes lingers ...



... while others give no external clues at all to their joint status



- 3.4 London Underground has a detailed set of *Customer Service Delivery Standards*, relevant excerpts from which are reproduced as Appendix B. In most respects, these are more exacting than the requirements imposed by the SRA on National Rail companies, but the company has classified its stations by scale of usage, and some standards apply only to the busier stations.
- 3.5 Transport for London aspires to raise the quality and frequency of local National Rail services within London to what it has dubbed “Metro” standards, and as part of the prospectus for this concept has drawn up (in May 2003) a set of specifications which are intended to serve as “a template for TfL-sponsored investment in stations”. In support of this proposal, it argues that “The familiarity of equipment and presentation of information in an easily identified and uniform format provides a greater sense of security and enhances the total journey experience. For example, if all stations are equipped with the same easily identifiable help points with the same presentation, layout and functionality, the human/machine interface is managed more effectively than if each operator has a different model with different instructions, and different functionality. This commonality also has benefits for facilities operators as familiarity with equipment gives greater ease of usage and therefore a higher throughput at necessary times.”
- 3.6 TfL’s template covers the components of a station information point, to be located in a “core area”, and the siting and upkeep of posters and leaflet displays in booking halls, as well as (e.g.) real-time train describers, cycle storage, car parks, the management of disruption, and station maintenance and cleaning. But it is curiously silent about (e.g.) onward travel information by other modes, and unspecific about ticket sales facilities. It is not (apparently) intended to apply to stations managed by London Underground, even where these also serve National Rail routes.
- 3.7 Given the great variety in the size, usage and physical complexity of London’s railway stations (including many of those in the joint category) it may be impracticable to prescribe a single list of requirements which could be imposed uniformly at all of them and which covers every possible facility to which passengers might, ideally, aspire. But with goodwill on the part of all involved, it should be possible to reach a measure of agreement on a common list of minimum standards which would ensure that **no passengers are directly disadvantaged simply because the station from which they travel is not operated by the company whose trains they use**. That is the more modest ambition of this report.
- 3.8 In order to raise awareness of the issue within the industry, and as an initial contribution to what we hope will be a continuing dialogue, an LTUC working party has drawn up a draft specification of services and facilities that we would expect joint stations to offer. The contents are largely derived from the existing industry standards referred to in

paragraphs 3.3 and 3.4 above, and therefore do not go far beyond what one or other of the two networks already aspires to provide. But because their current standards are different, and each set includes some elements unique to itself, both categories of operator will have to provide more than they are currently required to do in order to achieve the “levelling up” of facilities at joint stations which we believe is appropriate.

- 3.9 LTUC’s draft specification is set out in the tables on the next two pages. It is deliberately limited to facilities needed outside the station and in the ticket hall, i.e. “before the gates” (if any). This does not mean that we are indifferent to the quality of the waiting environment or to platform amenities. But variations in these tend to be functions of the character and size of the individual station, rather than the corporate policies of the operator concerned. “Systemic” disparities are much more likely to affect passengers when seeking information at the start of a journey and/or when purchasing tickets. It is therefore on these elements that our checklist of requirements is focussed.
- 3.10 It is also important, in LTUC’s view, that where operator-specific facilities are provided, the mix of these should be commensurate with the use made of the station by passengers on each network, irrespective of which company manages the station (or, at least, the ticket office).

Ticket facilities

- 3.11 This applies, par excellence, to ticket-selling arrangements. The two rail networks still have largely separate fares structures and ticketing systems (particularly for single/return journeys, as distinct from season tickets). Although through tickets are available for all journeys from National Rail stations to Underground destinations (except Metropolitan line stations north of Moor Park), and for some journeys involving a transfer in the opposite direction, the two networks have different models of ticket machines, each designed to accommodate the special characteristics of its own ticketing system. This applies both to the self-service machines and to the more sophisticated models used by booking clerks.
- 3.12 At its busier stations, it is London Underground’s practice to staff its ticket offices throughout all (or almost all) of the operating day. This means that passengers should normally be able to purchase any ticket they require from the ticket window (with which all Underground stations are provided), and to use any means of payment (cash, cheque, credit/debit card, or Transport for London’s stored-value smartcard, known as Oystercard). In addition, most tickets (other than season tickets valid for a month or more) can be purchased from self-service machines. Currently there are three types of such machine in use, the first two of which are found at almost all Underground-operated stations :

LTUC'S REQUIREMENTS FOR JOINT STATIONS

Outside all stations		
	Currently required by	
	National Rail?	London Underground?
Both logos (LUL and NR) displayed	Yes	
London Connections map (with zones)		
List of operators serving station		
Display of first and last trains on all routes from station		Yes
LUL-style local map		
List of bus stops and routes (including night buses)		
Taxi information (cab rank/minicab numbers)	Yes	
Signage to nearest phone outside station (if not obvious)	Yes	
<i>General information poster/s including :</i>		
Operator of station (with telephone number for train running information)	Yes	
British Transport Police (BTP) number		
TfL Travel Information number		Yes
National Rail Enquiries number	Yes	
Nearest step-free station	Yes	Yes

Additional features outside stations where ticket office not normally always open		
	Currently required by	
	National Rail?	London Underground?
Times that ticket office is open		Yes
Directions to platform entry point (if different)		
Permit to travel machine		
Penalty fare information (as applicable)		
Ticket machine offering all LUL destinations for travel at time		
Ticket machine offering appropriate range of NR destinations for travel at time (including railcard discounts)		
Ticket machines to accept credit/debit cards		
Ticket machines to give change for up to £20		
Timetable (or frequency list) for all services from station		Yes
Details of nearest alternative LUL ticket outlet (continuously open)		Yes
Details of nearest alternative NR ticket outlet (continuously open)	Yes	

Inside ticket office (outside gates/barrier)		
	Currently required by	
	National Rail?	London Underground?
Emergency information board (mobile)		Yes
Permit to travel machine (if none outside)		
LUL Quick Ticket machine/s (coins)		Yes
LUL Quick Ticket machine/s (cash/cards)		
Fares list by LUL machine(s)		Yes
Ticket machine/s offering appropriate range of NR destinations for travel at time (including railcards)		
Timetable (or frequency list) for all services from station		Yes
London Connections map (with zones)		
Route diagram/s for each operator		
Penalty fare information (as applicable)		Yes
<i>General information poster/s including :</i>		
Operator of station (with telephone number for train running information)	Yes	
British Transport Police (BTP) number		
TfL Travel information number		Yes
National Rail Enquiries number	Yes	
Nearest step-free station	Yes	Yes
Station manager (with contact details)		Yes
How to obtain details of bye-laws		
Lost property office		
LTUC contact details		Yes
LUL-style local map		Yes
List of bus stops and routes (including night buses)		Yes
Taxi information (cab rank/minicab numbers)	Yes	Yes
Signage to nearest phone (if not obvious)	Yes	
Real-time train running information		Yes
Posters/maps to be in non-obstructive locations		

(paragraph 3.12 continued)

- (a) A cash-only machine, with a touch-screen listing the more common ticket values. These sell adult single and return tickets to all zones, but only a very limited range of child fares and one-day Travelcards. The fare to any station on the Underground can be checked by reference to an adjacent list – although the list gives no clue to the fact that many point-to-point Underground trips can be made more quickly and more cheaply by another public transport mode.
- (b) A more complex machine, also using touch-screen technology, which accepts payment by cash, credit/debit card or Oystercard, and offers a wider range of ticket types (including zone

extension tickets, Family Travelcards and one-day bus passes). Individual destinations can be selected alphabetically. Instructions are offered in a choice of languages. These machines can also be used to check and top-up the credit value in Oystercards.

- (c) A third type of touch-screen machine, currently less widespread, offers daily and weekly Travelcards for all zonal combinations, plus one-day bus passes, but only accepts payment by cards. Single/return tickets to specific destinations (whether Underground or National Rail) are not available.

3.13 The type (b) machines also offer fares to selected National Rail stations, for standard class travel only. But the range of destinations listed varies between stations, reflecting those for which there is thought to be the greatest demand from each point of origin. So, for example, while it is possible to buy tickets to Drayton Park and Essex Road from the self-service machines at Moorgate and Highbury & Islington, this is not generally the case at other Underground stations. In the case of joint stations, the list does not necessarily even include all of those which can be reached directly from the station in question. Period tickets are not available from these machines. And because Railcards are not honoured for tickets valid only for Underground travel, none of London Underground's self-service machines are programmed to offer discounted fares to Railcard holders, even for direct journeys by National Rail from joint stations involving no Underground travel.

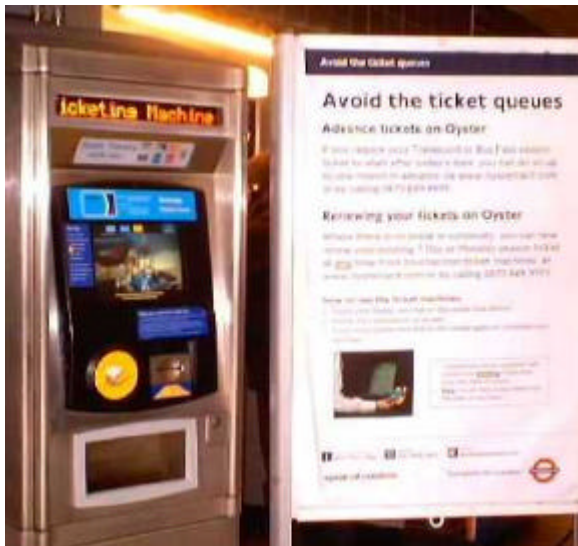
3.14 At less busy Underground stations, ticket office hours are shorter, and a few are not open at weekends (or not on Sundays). This can create difficulties for passengers who wish to pay by cheque, or to purchase tickets of a type not offered by the machines (such as monthly or longer period season tickets), and if the machines are out of change. These difficulties are compounded in the case of stations which do not offer machines capable of accepting payment by credit/debit or Oystercards.

3.15 In the case of National Rail stations, the situation is equally complicated. Although ticket windows are provided at all of the stations on the Underground managed by National Rail companies, these are often closed for long periods of the day. These companies are required as a condition of their operating licences to be parties to a "Ticketing and Settlement Agreement", which list the minimum hours during which their ticket offices must be staffed. These times were inherited from the practice which applied in the era of British Rail, and in some cases – even in London – there is no requirement for this service to be available in the afternoons or evenings, even on weekdays. Some joint stations – such as Kings Cross Thameslink – have ticket staff on duty for longer than the Agreement stipulates, but even in these cases the hours do not cover all the times that trains are running.

London Underground's *Quick Ticket* machines (right) are always accompanied by a fares list, but this does not show National Rail destinations.



The latest type of Underground machine (below) is for credit/debit card and Oystercard users only, and offers only the most popular ticket types.



On National Rail stations the familiar button-operated *Quickfare* machines (right) are giving way to a range of replacements with no standardisation and varying degrees of speed and user-friendliness (below)



- 3.16 Most National Rail stations in London also have ticket machines, though this is not universally the case, even at joint stations. And these machines are of a variety of types.
- 3.17 The most common “Quickfare” model, introduced by British Rail, only accepts cash and is operated by buttons for individual destinations. So the range of journeys covered is determined by the number of buttons provided, which is either 40 or 92 (the latter are found only at the busier stations). But for any destination, users can select – where applicable - both adult and child tickets, first or standard class, and peak and off-peak fares, for single or return trips or for a week’s travel. Discounts are obtainable for some but not all types of Railcard. Underground stations are not normally listed by name. Instead, buttons are provided for travel to particular fares zones or (in the case of Travelcards) combinations of zones. For passengers requiring daily or weekly tickets, journeys to most points on the Underground are generally covered, but using these machines requires knowledge of the zone in which the desired destination is located – which infrequent travellers are unlikely to possess. And because destinations normally appear alphabetically, the zones are listed under “z”, so that unfamiliar users are likely to take some time to find them – a very user-unfriendly arrangement. No National Rail stations exhibit the fares/zones list for Underground destinations displayed at London Underground’s own stations, and not all of them display the “London Connections” map (from which this information can also be deduced) in the vicinity of their machines. No National Rail machines are programmed for use with Oystercards.
- 3.18 The situation has been made more complex by the proliferation at National Rail stations of a number of innovative designs of self-service machine, introduced on the initiative of individual train companies. Such machines are now installed at a number of joint stations.
- 3.19 At Finsbury Park, for example, WAGN has machines of two different types. One is button-operated, includes all Underground and a selection of National Rail destinations (shown individually by name on a display screen), and accepts both cash and credit/debit cards. Users can select from a range of ticket types (including some less common ones, such as Awaybreaks), and obtain certain Railcard discounts. The other, billed as “Fast Tickets”, employs touch-screen technology and is for credit/debit card transactions only. This type offers a wide selection of tickets (including some special fares associated with restrictive routeings) and covers all destinations on the National Rail and Manchester Metrolink systems – but in the case of the Underground, it is limited to daily and weekly Travelcards (and assumes prior knowledge of the fares zones on the part of the purchaser).
- 3.20 At Kings Cross Thameslink there are also two new types of machine (as well as the familiar Quickfare model), but these differ from those

installed by WAGN. One is for credit/debit card payments only, and offers only a very limited range of Travelcards and daily tickets to a small number of Thameslink destinations, principally airports. The other, optimistically described as “Easy Ticket”, is operated by means of a rather unresponsive touch-screen, which makes it slow to operate. It is located in the passage which connects the National Rail platforms to the Underground station, and is therefore presumably intended primarily for use by passengers changing between the two systems who do not hold through tickets. It accepts both cash and cards (but not Oystercards), and offers a range of single/return/weekly first and standard class tickets to all National Rail destinations, including some Railcard discounts where these are offered. Tickets which are quota-controlled or associated with seat reservations are excluded. But for Underground travel, it does not list individual destinations, and users are therefore expected to be able to decode such descriptions as “Zone U1” or “Travelcard Zones R1-6”. This is hardly helpful to the uninitiated.

- 3.21 To complicate matters a little further, National Rail stations in the London area are normally equipped with “Permit to Travel” machines, which are switched on whenever the ticket office is closed. These provide what is, in effect, a receipt for any but the smallest coins, and identify the date, time and place at which the permit was issued. They enable passengers to travel legitimately when there is no means of obtaining the ticket they require at the start of their journey, either because there is no ticket-selling facility available, or because it does not offer the ticket they require, or because (e.g.) it does not accept payment by card or cannot give the correct change. The permit can then be exchanged for the required ticket at the end (or in the course) of the trip, on payment of the balance required for the fare.
- 3.22 Such machines are therefore an important benefit and safeguard for honest passengers who wish to comply with the bye-laws and conditions of carriage, which require tickets to be obtained in advance of travel where a facility for doing so exists. They are not required (or provided) at Underground-operated stations, because a staffed ticket-selling facility is normally available, and when this is not the case the staff who control the entry gates can authorise ticketless travel. But they should be installed and operational at all joint stations controlled by National Rail companies. Currently, they are missing from several stations – or, oddly, they are to be found inside the gate lines (a location which effectively negates their purpose).
- 3.23 In essence, the current position is that the self-service machines at Underground-operated stations are primarily designed with the Underground ticketing system in mind, and are less well-suited to the needs of passengers travelling by National Rail. The opposite applies equally, at National Rail stations. It follows that where a station is served by trains from both networks (unless and until the discrepancies in their respective fares and ticketing systems can be eliminated, at

least for travel in the London area) there should ideally be machines for both systems – and that their numbers should broadly reflect the relative volume of originating passengers for each. But unfortunately, the nature of the financial agreements between the operators means that each is incentivised to keep control of the ticket-issuing function at the stations it runs. So at present, Underground machines are found only in Underground ticket offices, and National Rail machines are found only where a main line train company is in control. The consequence is confusion, delay and avoidable annoyance to passengers.

- 3.24 It is not necessarily the case that at any particular joint station, the majority of inbound passengers will travel on the services of the particular company that controls the ticket office. At stations such as Ealing Broadway and Queens Park, the opposite almost certainly applies. So there can be a serious mis-match between the ticketing facilities offered and the needs of the public using the station concerned. LTUC's survey has recorded the ownership of the ticket machines provided at each of these stations, but we have been unable to calculate precisely the extent to which this may fail to align with the needs of their users.
- 3.25 In the case of the Underground, this is because although London Underground publishes the results of its annual census of station usage, these data do not discriminate between its passengers and those of other operators. At LTUC's request, it has kindly provided estimates of the split of passengers between operators at the joint stations it controls. These are derived from ticket sales, and are shown in Appendix D to this report. Care should be taken in interpreting them, since at first sight they purport to show (for example) that – highly improbably – National Rail passengers account for less than 1% of those making journeys from Farringdon and less than 4% from Moorgate. In reality, the share is much greater, but because most journeys to National Rail destinations from these points are the return legs of two-way trips, or regular journeys made on season tickets, those making them have generally already bought their tickets elsewhere. So they are not captured by ticket sales data for the stations in question. This is not necessarily a problem in the context of a discussion solely of ticket-issuing facilities, since these should be geared to the pattern of sales at the point in question, but may be pertinent in relation to other passenger amenities such as information displays.
- 3.26 In the case of National Rail, very few recent passenger usage data of any kind are publicly available. Astonishingly, most train companies appear genuinely to be unsure of the number of journeys made on Underground trains to and from the stations they operate, even though in some cases these appear to account for the majority of their users. It is clearly unsatisfactory that at a station such as Ealing Broadway, most of whose passengers are making trips by Underground, the self-

service ticket sales facilities are primarily designed with National Rail destinations in mind. This results in prolonged transaction times and unnecessary queuing, but regrettably the opportunity to resolve the problem was not taken when the relevant franchise was recently re-awarded by the SRA.

4 Methodology

4.1 The project was based on a combination of desk research and a physical audit of all the stations identified as falling into the “joint station” category.

4.2 The site surveys covered a range of information sources and facilities located at the entrances/exits to stations, and/or in the ticket hall areas lying between the street and the ticket gates (if any). These included :

- display of both London Underground and National Rail signs
- London Connections map
- list of operators
- details of first and last trains, and the of frequency of trains for all operators, plus route diagrams
- local map and ancillary information
- list of bus stops and routes (including all-night buses)
- taxi information – location of ranks and telephone numbers
- signing to nearest public telephone (if none at station)
- general information poster covering the operator of the station, the location of the nearest step-free station (where appropriate), and telephone numbers for train running information, the British Transport Police and the TfL and National Rail enquiry services
- details of booking office opening/closing times, and of alternatives when closed
- directions to platform entry points
- permit to travel machine(s)
- real-time travel information visible prior to ticket purchase
- emergency information board
- penalty fare and bye-law information
- ticket machine(s) offering all London Underground and an appropriate range of National Rail destinations at the time of travel (including the use of credit/debit cards and railcards)
- the number of ticket sales windows
- lists of appropriate fares
- contact details for contacts for station manager, lost property office and LTUC
- whether maps and posters are sited in non-obstructive locations (so that those consulting them do not impede the flow of other passengers).

4.3 The results of these surveys are tabulated in Appendix E.

4.4 As indicated in paragraphs 3.25/3.26, the Committee also contacted all of the relevant train companies (including London Underground) to seek details of the approximate ratio of each operator's passengers originating each station. Where this information is available at all, it is also shown in Appendix E. But these data exist only in the form of

estimates, usually derived from ticket sales data, and should be treated with considerable caution.

5 Findings of the survey

5.1 Station ownership/management

- 5.1.1 We believe that the standards at jointly served stations are a field in which the influence of the London Rail directorate within Transport for London should be brought to bear, in order to secure a rationalisation of arrangements in the interests of rail users in general. If this end could best be achieved by transferring the ownership (or management) of certain stations from Network Rail to London Underground, or vice versa, then this option should be actively pursued – particularly in the case of stations where the majority of passengers use trains not run by the operator of the station.

Recommendation

That the ownership (or operator) of each jointly served station is reviewed periodically, to ensure that it best meets the needs of its passengers.

5.2 Through ticketing

- 5.2.1 Through ticketing between stations served by London Underground and National Rail is essential, but at present its provision is patchy. Passengers at National Rail ticket offices, or using National Rail ticket machines at stations also served by the Underground, can buy through tickets to most London Underground destinations (though, as indicated in paragraphs 3.17-3.20, the most of the self-service machines assume knowledge of the correct fares zone). But the opposite does not apply. Although through tickets can be purchased at any Underground ticket office, the range of destinations offered by Underground self-service (“Quick Ticket”) machines is more limited, and differs between stations. It is surprising that some National Rail stations within Greater London are not listed, even where the journey is quite short. For example, tickets to several stations on the Hounslow Loop (South West Trains) and the North London line (Silverlink) are not sold from the machine at West Brompton. London Underground is (figuratively) short-changing passengers at these stations, who are denied the convenience of not having to queue at the ticket window and are thus being penalised – through no fault of their own - for making non-Underground trips.
- 5.2.2 It is Transport for London’s aspiration (shared by LTUC) that all fares for rail journeys within London should be brought within the zonal pricing system. This would greatly simplify the fare structure, and remove some of the technical difficulties encountered in offering a full range of destinations from each machine. But achieving this will not be simple, because of the differing fares policies adopted by Transport for

London and the Strategic Rail Authority (including the non-validity of Railcards for Underground-only trips). In the meantime, operators should make every effort to minimise the inconvenience and confusion caused.

- 5.2.3 Some National Rail trains serving Underground-operated stations run well beyond Greater London. Farringdon and West Brompton, for example, have trains to Brighton which call at Balcombe, Wivelsfield, Burgess Hill, Hassocks and Preston Park. These points are not on London Underground's list of approved destinations, so passengers for them are obliged to queue at the ticket windows and are denied the facility of using the machines.

Recommendations

That, as a minimum, the destinations offered by London Underground's Quick Ticket machines should include all National Rail stations in Greater London to which it would be reasonable for a passenger to expect to be able to purchase a self-service ticket, e.g. those which can be reached directly or by making one change of train en route.

That at jointly-served stations operated by London Underground, the Quick Ticket machines should also offer tickets to all National Rail stations outside Greater London to which journeys can be made without changing.

That at jointly-served stations operated by London Underground, the ticket offices should offer the same ticket-selling service as that provided at stations operated by National Rail, i.e. covering all National Rail destinations.

That at jointly-served stations operated by National Rail companies, the sequencing of stations on the older (button-operated) type of ticket machine should be reviewed with the aim of making the zonal (i.e. Underground) destinations more prominent.

5.3 Ticket routeing

- 5.3.1 From the limited information supplied to us, there is prima facie evidence to suggest that a review of authorised ticket routeings may be required to reflect developments in train services. For example, tickets to Staines or Bracknell from the Quick Ticket machine at West Brompton are listed as "route Kew Gardens and Richmond". The quickest and most convenient route for these journeys is via Clapham Junction, but tickets for this are only available from the ticket office. In a number of cases a review of the routeings could encourage greater

use of orbital links already in situ, as opposed to journeys through the more congested central area. For example, the approved route from West Brompton to Battersea Park is via Victoria (Zone 1) when a much simpler and quicker trip would be via Clapham Junction (entirely in Zone 2). West Brompton to West Hampstead is shown as via Kings Cross (Zone 1), when a simpler and cheaper option exists via Willesden Junction.

Recommendation

That all ticket routeings from jointly served stations are reviewed to reflect train service developments, and that this is repeated when service patterns change.

5.4 Availability of Railcard discounts from self-service Underground ticket machines

- 5.4.1 None of the self-service machines at stations operated by London Underground allow Railcard holders to buy discounted tickets to destinations on the National Rail network. Consequently, Railcard holders are obliged to purchase these tickets from the ticket windows, in order to obtain their discounts.

Recommendation

That London Underground should actively explore the feasibility of adding a Railcard discount facility to its Quick Ticket machines for journeys to National Rail destinations.

5.5 Standards for station facilities and providing information

- 5.5.1 Appendix D lists the findings for each station covered by LTUC's survey. It confirms that there is no consistency in the level and range of information and ticketing facilities provided, and that considerable work is needed to bring all stations up to a common standard. For example, at present even the logos of both National Rail and London Underground are not always displayed at each entrance, the times of the first and last trains of all operators are not universally shown, and the telephone numbers for the Transport for London and National Rail travel enquiry services and for the British Transport Police are not displayed prominently. For people with disabilities, or who are encumbered by luggage or children in pushchairs, information on step-free access to rail services is particularly important – but again, despite reference to this in both networks' specifications, it is not always exhibited.

- 5.5.2 Even within groups of stations managed by a single operator, there are often inconsistencies in the level and range of what is provided. This should not generally be acceptable, though we acknowledge that there may be exceptional cases. The extreme example is Barbican, which is currently served by only a handful of National Rail trains on weekdays in one direction only. These run to only one further stop (Moorgate) and are paralleled by more frequent Underground services. In an instance such as this, requiring total compliance with a template devised for other situations may be excessively onerous.
- 5.5.3 Many of the shortcomings identified in this study would not necessarily cost a great deal to rectify. Putting them right would offer an opportunity for “quick wins” at a time when much of the investment in the renewal of the railways is long-term in character and will take time to bring visible results. But the active engagement of operators is required both to carry out the work and to ensure that the facilities (especially information displays) are kept in good order thereafter.
- 5.5.4 In the case of real time travel and emergency running information, there is a great need for this to be more consistently and more widely available from operators, irrespective of whether trains and stations are under common management. Work needs to be done on ensuring that flow of information is unimpeded by organisational barriers. And, as this survey reveals, such information is often displayed only on platforms and not in ticket halls. The result is that passengers are needlessly inconvenienced by having to obtain a ticket and reach the platform before discovering whether the train they are intending to catch is running on time (or at all).

Recommendations

That the rail operators adopt “in principle” the model requirements for joint stations set out in Chapter 3 of this report for each of the stations for which they are responsible.

That when franchises are re-let, these standards are incorporated in the specifications laid down by the Strategic Rail Authority for National Rail stations, and by Network Rail in any management agreements for stations owned by that company.

That when redevelopment of jointly used stations is proposed by any party, these standards are adopted as the template for providing facilities and information.

That real time travel and emergency running information is provided in a consistent manner, irrespective of operator,

and that it is available to passengers before buying tickets and/or reaching platforms.

That the rail operators conduct a feasibility audit of the recommendations set out in this report, and present the results to LTUC.

6 Summary of recommendations

- 6.1 That the ownership (or operator) of each jointly served station is reviewed periodically, to ensure that it best meets the needs of its passengers.
- 6.2 That, as a minimum, the destinations offered by London Underground's Quick Ticket machines should include all National Rail stations in Greater London to which it would be reasonable for a passenger to expect to be able to purchase a self-service ticket, e.g. those which can be reached directly or by making one change of train en route.
- 6.3 That at jointly-served stations operated by London Underground, the Quick Ticket machines should also offer tickets to all National Rail stations outside Greater London to which journeys can be made without changing.
- 6.4 That at jointly-served stations operated by London Underground, the ticket offices should offer the same ticket-selling service as that provided at stations operated by National Rail, i.e. covering all National Rail destinations.
- 6.5 That at jointly-served stations operated by National Rail companies, the sequencing of stations on the older (button-operated) type of ticket machine should be reviewed with the aim of making the zonal (i.e. Underground) destinations more prominent.
- 6.6 That all ticket routeings from jointly served stations are reviewed to reflect train service developments, and that this is repeated when service patterns change
- 6.7 That London Underground should actively explore the feasibility of adding a Railcard discount facility to its Quick Ticket machines for journeys to National Rail destinations.
- 6.8 That the rail operators adopt "in principle" the model requirements for joint stations set out in Chapter 3 of this report for each of the stations for which they are responsible.
- 6.9 That when franchises are re-let, these standards are incorporated in the specifications laid down by the Strategic Rail Authority for National Rail stations, and by Network Rail in any management agreements for stations owned by that company.
- 6.10 That when redevelopment of jointly used stations is proposed by any party, these standards are adopted as the template for providing facilities and information.

- 6.11 That real time travel and emergency running information is provided in a consistent manner, irrespective of operator, and that it is available to passengers before buying tickets and/or reaching platforms.
- 6.12 That the rail operators conduct a feasibility audit of the recommendations set out in this report, and present the results to LTUC.

Appendix A

EXTRACTS FROM STRATEGIC RAIL AUTHORITY'S FRANCHISE AGREEMENT TEMPLATE

SCHEDULE 4: STATION STANDARDS

1 **Communication and Information Systems**

Each Station shall have a public address and/or a public information display and/or a freephone link/help point communications system for use in an emergency and so that passengers may obtain information about train delays and cancellations. Such communication links shall be maintained in working order and shall be used effectively by the Franchise Operator's staff to provide, in the event of a delay or cancellation, details of the delay or cancellation and any alternative journey arrangements (and any other relevant information).

Each Station shall have a public telephone either within it or in its immediate vicinity.

3 **Display of Information and Signing**

Each Station shall have information displays and/or signing which provide the following information:

- (a) The name, address and telephone number of the customer services manager (or his equivalent) under whose control the Station rests.
- (b) The location of the nearest public telephone or "freephone" if provided (unless such telephone or "freephone" is located within the Station and is adequately signed).
- (c) The telephone number of the nearest appropriate Telephone Enquiry bureau including its opening hours.

[Note: this specification predates the introduction of the single-number National rail Enquiry Service]

- (d) The telephone number of an alternative location from which current train running information can be obtained if a public address or "freephone" facility is not provided at the Station.
- (e) Wherever appropriate, the location and telephone number of the nearest taxi rank or operator, other public transport services,

and, for Stations which are not staffed at all times of the day at which passenger trains are scheduled to call, the nearest person authorised to sell tickets for use on the Passenger Services.

- (f) A list of tickets, which may be purchased on, trains calling at that Station at times at which such Station is not staffed (if at all).
- (g) Arrangements for the issue of season tickets, railcards and other facilities relating to trains calling at such Station and which cannot be purchased at the Station.
- (i) The nearest station with access for mobility-impaired customers if no such access is provided at the Station.

Appendix B

EXTRACTS FROM LONDON UNDERGROUND'S CUSTOMER SERVICE DELIVERY STANDARDS (June 2001)

The Standards generally state what is to be provided; the minimum level of performance to be achieved within a specified time.

Customer needs vary from station to station. For example, the service at Epping does not have to match that at Oxford Circus in every way. It has been found that stations are best classified within three broad categories. Where appropriate, the three categories are given different targets for service delivery. As a consequence, over time, there will be less variation between stations in the same category.

[For categorisation of stations, see Appendix C]

Topic	Standard	Station category		
		A	B	C
E2.03 Provision of visual electronic information displays – ticket halls	There must be visual electronic information displays present in every ticket hall.	Yes	Yes	No
	Customers must be able to see the information before they make a ticket purchase.	Yes	Yes	No
E2.04 Use of visual electronic displays – ticket halls (normal operations)	Visual electronic information displays should show, as a minimum : <ul style="list-style-type: none"> • the expected length of time before the arrival of the next train to each destination from that station • the number of the platform at which each train will arrive • the routing of the train (especially where the line has branches) • the time. 	Yes	Yes	No

	In normal operating conditions they should also show customer information messages, including first and last train times for all lines served by the station.	Yes	No	No
E2.05 Use of visual electronic displays – ticket halls (service disruption)	When service disruptions occur, customers must be kept informed using visual electronic information displays.	Yes	Yes	No
	In these circumstances visual electronic information displays must show as a minimum : <ul style="list-style-type: none"> • current service disruptions on all train services (not just that line) • current station closures at all stations on that line • current station closures at all other stations • the expected time of recovery (unless this was contributing to congestion or overcrowding with safety implications). 	Yes	Yes	No
E5.02 Provision of posters – outside station	There must be posted information outside each station entrance, to provide : <ul style="list-style-type: none"> • the station opening hours • the ticket office opening hours • the times of the first and last trains • a statement of the extent of accessibility at the station (also illustrated by an approved pictogram) • directions to, and details of access arrangements at, the nearest step-free station • advice where access or interchange routes within the station varies at different times of the day • details of the opening hours and directions to the nearest local travel ticket outlet 	Yes	Yes	Yes
	The Telephone Travel Information call centre number must be clearly visible outside the station, prominently displayed.	Yes	Yes	Yes

	A Tube map must be present outside each station entrance.	Yes	Yes	Yes
E5.03 Provision of posters – ticket hall	In each ticket hall there must be at least : <ul style="list-style-type: none"> • timetables for each line serving that station • one Tube map • one multi-modal information map. 	Yes	Yes	Yes
	There must be information displayed on the wall next to ticket office windows and/or automatic ticket machines) showing : <ul style="list-style-type: none"> • fares to other stations • season ticket prices • penalty fares information • ticket office opening times • the location, distance and opening hours of the nearest local travel ticket outlet. 	Yes	Yes	Yes
	In each ticket hall there must be one local information poster at each exit from the ticket hall, positioned as near to the exit as is reasonably possible. The poster must provide customers with information about : <ul style="list-style-type: none"> • principal buildings such as hospitals, schools and sports centres • shops, theatres and tourist attractions • the locations of local rail stations and bus stops • inter-modal connection details • local bus services and ‘where to board your bus’ information. 	Yes	Yes	Yes
	Information on how to contact the local manager and how to comment on the Underground service must be readily available and on display in the ticket hall.	Yes	Yes	Yes
E5.06 Provision of temporary posters - service disruption	Temporary posters can be used only in extreme conditions and for no longer than 24 hours.	Yes	Yes	Yes
	When used, they should be produced and displayed in accordance with established guidelines.	Yes	Yes	Yes

	Whiteboard messages concerning service issues have to be produced and displayed in accordance with established guidelines	Yes	Yes	Yes
E6.01 Provision of leaflet racks	At least one leaflet rack must be provided in every ticket hall.	Yes	Yes	Yes
E6.02 Provision of leaflets – normal operations	The following information must always be available to customers in up-to-date leaflet form : <ul style="list-style-type: none"> • Tube maps • Travelcard and season tickets • ticketing initiatives • Customer Charter forms • customer comment forms • local bus timetables and maps • local rail timetables (at stations with interchanges with National Rail). 	Yes	Yes	Yes
H1.03 Customer operated machine service	All ticket halls should be equipped with at least one customer-operated ticket machine, sufficient to meet demand.	Yes	Yes	Yes
H3.01 Fares and ticketing	London Underground will : <ul style="list-style-type: none"> • ensure that the range of tickets offered is commensurate with customer requirements, subject to business objectives • ensure that all machines can accept any valid Sterling coinage, 10p and over • accept new coinage, e.g. Euro. new £10 notes, etc • accept a wide range of payment methods • be active in promoting the availability of through tickets with other operators and their services. 	N/A	N/A	N/A

Appendix C

Categorisation of joint National Rail/London Underground stations			
Station	Operator	Also served by	Category
Amersham	London Underground	Chiltern	C
Barbican	London Underground	Thameslink	B
Barking	c2c	London Underground	B
Blackhorse Road	London Underground	Silverlink	B
Canning Town	London Underground	Silverlink Docklands Light Railway	B
Chalfont & Latimer	London Underground	Chiltern	C
Chorleywood	London Underground	Chiltern	C
Ealing Broadway	First Great Western Link	London Underground	B
Farringdon	London Underground	Thameslink	?
Finsbury Park	London Underground /WAGN Railway	WAGN Railway/ London Underground	A
Greenford	London Underground	First Great Western Link	?
Gunnersbury	Silverlink	London Underground	C
Harlesden	Silverlink	London Underground	C
Harrow & Wealdstone	Silverlink	London Underground South Central	C
Highbury & Islington	London Underground	WAGN Railway Silverlink	?
Harrow-on-the-Hill	London Underground	Chiltern	B
Kentish Town	London Underground	Thameslink	?
Kensal Green	Silverlink	London Underground	C
Kensington Olympia	Silverlink	London Underground South Central Virgin	C
Kenton	Silverlink	London Underground	C
Kew Gardens	Silverlink	London Underground	C
Kings Cross Thameslink	Thameslink	London Underground	?
Moorgate	London Underground	Thameslink WAGN Railway	A
New Cross	South Eastern	London Underground	B
New Cross Gate	South Central	London Underground	B
North Wembley	Silverlink	London Underground	C
Old Street	London Underground	WAGN Railway	B
Paddington (platforms 13-16)	First Great Western Link	London Underground Chiltern	?
Queens Park	Silverlink	London Underground	B
Richmond	South West Trains	London Underground	B
Rickmansworth	London Underground	Chiltern	C
Seven Sisters	London Underground	one West Anglia	B

South Kenton	Silverlink	London Underground	C
South Ruislip	London Underground	Chiltern	C
Stonebridge Park	Silverlink	London Underground	C
Southwark	London Underground	South Central/ South Eastern (via Waterloo East)	B
Stratford	London Underground	c2c Docklands Light Railway one Anglia/Great Eastern/West Anglia) Silverlink	B
Tottenham Hale	London Underground	one West Anglia	B
Upminster	c2c	London Underground	B
Walthamstow Central	one West Anglia	London Underground	B
Wembley Central	Silverlink	London Underground South Central	C
West Brompton	London Underground	Silverlink South Central	?
West Ham	London Underground	c2c Silverlink	C
West Ruislip	London Underground	Chiltern	C
Willesden Junction	Silverlink	London Underground	B
Wimbledon	South West Trains	London Underground Thameslink Tramlink	B

Appendix D

Credits and Acknowledgements

Lead member : **Libby Kemp**

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Appendix E

(For explanation of notes, see end of table)

	AMERSHAM		BARBICAN		BARKING		BLACKHORSE ROAD		CANNING TOWN		CHALFONT & LATIMER		CHORLEYWOOD		EALING BROADWAY	
Station operator	London Underground		London Underground		c2c		London Underground		London Underground		London Underground		London Underground		FGW Link	
% London Underground users	68%		>99%		87%		98%		99%		75%		73%		70%	
% National Rail users	32%		<1%		13%		2%		1%		25%		27%		30%	
Entrance (multi-entry stations only)											Bedford Avenue (6)		Station Approach (6)			
Outside station	Present?	Required?	Present?	Required?	Present?	Required?	Present?	Required?	Present?	Required?	Present?	Required?	Present?	Required?	Present?	Required?
Both logos prominent?	No (1)	Yes	Yes		Yes		Yes		Yes		No (1)	Yes	Yes		Yes	
London Connections map with zones?	Yes		No	Yes	No	Yes	Yes		Yes		Yes		No	Yes	No	Yes
List of all operators?	No	Yes	No	Yes	No	Yes	Yes (7)	Yes	No	Yes	No	Yes	No	Yes	No	Yes
First and last trains on all routes?	Yes		No	Yes	No	Yes	Yes		No	Yes	Yes		Yes		No	Yes
Map of locality?	Yes		No	Yes	No	Yes	No	Yes	Yes		Yes		Yes		No	Yes
List of bus stops and routes?	No	Yes	No	Yes	No	Yes	No	Yes	Yes (8)		No	Yes	No	Yes	Yes	
Cab rank/minicab numbers?	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No (20)	
Signing to nearest phone (if not obvious)?	N/A		No	Yes	No	Yes	N/A		No	Yes	N/A		N/A		N/A	
<i>General information poster/s including :</i>																
station operator with phone number?	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes
British Transport Police number?	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes
TfL travel information number?	Yes		No	Yes	No	Yes	Yes		Yes		Yes		Yes		Yes	
National Rail Enquiries number?	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes
nearest step-free station (if not step-free)?	No	Yes	No	Yes	N/A		No	Yes	No	Yes	N/A		N/A		No	Yes
Inside ticket office (outside gates/barrier)	Present?	Required?	Present?	Required?	Present?	Required?	Present?	Required?	Present?	Required?	Present?	Required?	Present?	Required?	Present?	Required?
Ticket office open throughout operating hours?	Yes		Yes		No	Yes	Yes		Yes		Yes		Yes		No	Yes
Coin-operated ticket machine/s?	Yes		Yes		Yes		Yes		Yes		Yes		Yes		Yes	
Credit/debit card-operated ticket machine/s?	No	Yes	Yes		Yes		Yes		Yes		No	Yes	No	Yes	Yes (34)	Yes
Oystercard-operated ticket machine?	No	Yes	Yes		No	Yes	Yes		Yes		No	Yes	No	Yes	No	Yes
Ticket machine/s offering Railcard discounts?	No	Yes	No	Yes	Yes		No	Yes	No	Yes	No	Yes	No	Yes	Yes	
Underground fares list?	Yes		Yes		No	Yes	Yes		Yes		Yes		Yes		Yes	
Permit to travel machine (if none outside)?	No		No		Yes		No		No		No		No		No	Yes
Penalty fare information (as applicable)?	No	Yes	Yes (3)		Yes		Yes (3)		No	Yes	No	Yes	No	Yes	No (10)	Yes
Real-time train information (visible pre-purchase)?	No	Yes	No	Yes	Yes		No	Yes	No	Yes	No	Yes	No	Yes	Yes (2)	Yes
Timetable (or frequency list) for all services?	No	Yes	No (1)		No	Yes	Yes		Yes		No (2)	Yes	No	Yes	No (9)	Yes
London Connections map with zones?	No	Yes	Yes		No	Yes	Yes		Yes		No	Yes	No	Yes	Yes	
Map of locality?	Yes		Yes		Yes		Yes		Yes		No	Yes	No	Yes	No	Yes
List of bus stops and routes?	No	Yes	No	Yes	Yes		Yes		No (8)		No	Yes	No	Yes	No	Yes
Cab rank/minicab numbers?	No	Yes	No	Yes	Yes		No	Yes	No	Yes	No	Yes	No	Yes	No	Yes
Signing to nearest phone (if not obvious)?	No	Yes	N/A		N/A		N/A		N/A		No	Yes	No	Yes	N/A	
Temporary information board?	Yes		No	Yes	No	Yes	No	Yes	No	Yes	Yes		No	Yes	No	Yes
CCTV?	Yes		Yes		?	?	Yes		Yes		Yes		Yes		Yes	
Emergency help point when no staff available?	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes
Route diagrams for each operator?	Yes		No (1)		No	Yes	No	Yes	Yes		Yes		No	Yes	No	Yes
<i>General information poster/s including :</i>																
station operator with phone number?	No	Yes	No	Yes	Yes		No	Yes	No	Yes	No	Yes	No	Yes	Yes	
British Transport Police number?	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	Yes	
National Rail Enquiries number?	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	Yes	
nearest step-free station (if not step-free)?	No	Yes	No	Yes	N/A		No	Yes	No	Yes	N/A		N/A		No	Yes
contact details for station manager?	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	Yes	
where to obtain bye-laws?	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes
contact details for lost property office?	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes
contact details for LTUC?	Yes		Yes		Yes (5)	Yes	Yes		Yes		Yes		No	Yes	Yes	
Posters/maps sited to avoid causing obstructions?	Yes		No	Yes	Yes		Yes		Yes		Yes		Yes		No	Yes

	FARRINGDON		FINSBURY PARK				GREENFORD		GUNNERSBURY		HARLESDEN		HARROW & WEALDSTONE		
Station operator	London Underground		London Underground		WAGN		London Underground		Silverlink		Silverlink		Silverlink		
% London Underground users	99%		?		?		97%		?		?		?		
% National Rail users	1%		?		?		3%		?		?		?		
Entrance (multi-entry stations only)			Seven Sisters Rd	Wells Terrace	Station Place				Chiswick High Rd/Grange Rd				Main	Western	
Outside station	Present?	Required?	Present?	Present?	Present?	Required?	Present?	Required?	Present?	Required?	Present?	Required?	Present?	Present?	Required?
Both logos prominent?	Yes		No	Yes	No	Yes	Yes		Yes		Yes		Yes	Yes	
London Connections map with zones?	No	Yes	Yes	Yes	Yes		No	Yes	No	Yes	Yes		No	No	Yes
List of all operators?	No	Yes	No	No	Yes (7)	Yes	No	Yes	No	Yes	No	Yes	No	No	Yes
First and last trains on all routes?	No	Yes	No	No (1)	No (1)	Yes	No	Yes	No	Yes	No	Yes	No	No	Yes
Map of locality?	No	Yes	No	No	No	Yes	No	Yes	No	Yes	No	Yes	No	No	Yes
List of bus stops and routes?	No	Yes	No	Yes	Yes (8)	Yes	No	Yes	No	Yes	No	Yes	No	No	Yes
Cab rank/minicab numbers?	No	Yes	No	No	No	Yes	No	Yes	No	Yes	No	Yes	No	No	Yes
Signing to nearest phone (if not obvious)?	No	Yes	N/A	N/A	No	Yes	No	Yes	No	Yes	No	Yes	N/A	No	Yes
<i>General information poster/s including :</i>															
station operator with phone number?	No	Yes	No	No	No	Yes	No	Yes	No	Yes	No	Yes	No	No	Yes
British Transport Police number?	No	Yes	No	No	No	Yes	No	Yes	No	Yes	Yes		No	No	Yes
TfL travel information number?	No	Yes	Yes	Yes	Yes		No	Yes	No	Yes	No	Yes	No	No	Yes
National Rail Enquiries number?	No	Yes	No	No	Yes	Yes	No	Yes	No	Yes	No	Yes	No	No	Yes
nearest step-free station (if not step-free)?	No	Yes	No	No	No	Yes	No	Yes	No	Yes	No	Yes	No	No	Yes
Inside ticket office (outside gates/barrier)	Present?	Required?	Present?	Present?	Present?	Required?	Present?	Required?	Present?	Required?	Present?	Required?	Present?	Present?	Required?
Ticket office open throughout operating hours?	Yes		No	Yes	No		No	Yes	No	Yes	No	Yes	No	No	Yes
Coin-operated ticket machine/s?	Yes		No	Yes	Yes		Yes		Yes (35)	Yes	No	Yes	No	No	Yes
Credit/debit card-operated ticket machine/s?	Yes		No	Yes	Yes		No	Yes	No	Yes	No	Yes	No	No	Yes
Oystercard-operated ticket machine?	Yes		No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	No	Yes
Ticket machine/s offering Railcard discounts?	No	Yes	No	No	No	Yes	No	Yes	Yes		No	Yes	No	No	Yes
Underground fares list?	Yes		No	Yes	No	Yes	Yes		No	Yes	No		No	No	
Permit to travel machine (if none outside)?	No		No	No	No	Yes	No		No	Yes	No (11)	Yes	No	No	Yes
Penalty fare information (as applicable)?	Yes		No	No	Yes	Yes	Yes (3)		Yes (3)		Yes		No	No	Yes
Real-time train information (visible pre-purchase)?	No	Yes	No	No	No	Yes	No	Yes	No	Yes	No	Yes	No	No	Yes
Timetable (or frequency list) for all services?	No (1)	Yes	No (1)	No (1)	No	Yes	No (1)	Yes	No (1)	Yes	?	Yes	No	No	Yes
London Connections map with zones?	No	Yes	Yes	Yes	Yes		Yes		No	Yes	No	Yes	No	Yes	Yes
Map of locality?	Yes		Yes (18)	Yes (18)	No	Yes	Yes		Yes		No	Yes	No	No	Yes
List of bus stops and routes?	Yes (17)		No	No	Yes	Yes	Yes		Yes		No	Yes	No	No	Yes
Cab rank/minicab numbers?	No	Yes	No	No	Yes	Yes	No	Yes	Yes		No	Yes	Yes	Yes	
Signing to nearest phone (if not obvious)?	N/A		N/A	N/A	N/A		N/A		No	Yes	No	Yes	N/A	No	Yes
Temporary information board?	Yes		Yes	Yes	Yes		Yes		No	Yes	No	Yes	No	No	Yes
CCTV?	Yes		Yes	Yes	Yes		Yes		Yes		Yes		Yes	Yes	
Emergency help point when no staff available?	Yes		Yes	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	No	Yes
Route diagrams for each operator?	No (1)	Yes	No	No (1)	No	Yes	No	Yes	No	Yes	Yes		No	No	Yes
<i>General information poster/s including :</i>															
station operator with phone number?	Yes		No	No	Yes	Yes	No	Yes	Yes		No	Yes	No	No	Yes
British Transport Police number?	No	Yes	No	No	Yes	Yes	No	Yes	Yes		No	Yes	Yes	Yes	
National Rail Enquiries number?	No	Yes	No	No	Yes	Yes	No	Yes	Yes		Yes (12)	Yes	Yes	Yes	
nearest step-free station (if not step-free)?	No	Yes	No	No	No	Yes	No	Yes	No	Yes	No	Yes	No	No	Yes
contact details for station manager?	No	Yes	No	No	No	Yes	No	Yes	Yes		No	Yes	No	No	Yes
where to obtain bye-laws?	No	Yes	No	No	No	Yes	No	Yes	No	Yes	No	Yes	No	No	Yes
contact details for lost property office?	No	Yes	No	No	No	Yes	No	Yes	Yes		No	Yes	Yes	Yes	
contact details for LTUC?	Yes		No	Yes	Yes	Yes	Yes		Yes		No	Yes	Yes	Yes	
Posters/maps sited to avoid causing obstructions?	Yes		Yes	Yes	Yes		Yes		Yes		Yes		Yes	Yes	

	HARROW-ON-THE-HILL			HIGHBURY & ISLINGTON		KENSAL GREEN		KENSINGTON OLYMPIA		KENTISH TOWN		KENTON		KEW GARDENS		
Station operator	London Underground			London Underground		Silverlink		Silverlink		London Underground		Silverlink		Silverlink		
% London Underground users	99%			94%		?		?		96%		?		?		
% National Rail users	1%			6%		?		?		5%		?		?		
Entrance (multi-entry stations only)	Lowlands Road	College Road												Main	Eastern	
Outside station	Present?	Present?	Required?	Present?	Required?	Present?	Required?	Present?	Required?	Present?	Required?	Present?	Required?	Present?	Present?	Required?
Both logos prominent?	No (1)	Yes	Yes	Yes		Yes		Yes		Yes		Yes		Yes	No	Yes
London Connections map with zones?	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	Yes	Yes	
List of all operators?	No	No	Yes	No	Yes	No	Yes	Yes		No	Yes	No	Yes	Yes	No	Yes
First and last trains on all routes?	No	No	Yes	No (1)	Yes	No	Yes	No (2)	Yes	No (1)	Yes	No	Yes	No (2)	No (2)	Yes
Map of locality?	Yes	No	Yes	No	Yes	No	Yes	Yes		Yes		No	Yes	Yes	No	Yes
List of bus stops and routes?	No	No	Yes	No	Yes	No	Yes	Yes (13)		Yes		No	Yes	Yes	No	Yes
Cab rank/minicab numbers?	No	No	Yes	No	Yes	No	Yes	Yes		No	Yes	Yes		Yes	No	Yes
Signing to nearest phone (if not obvious)?	No	No	Yes	No	Yes	N/A		N/A		No	Yes	No	Yes	No	No	Yes
<i>General information poster/s including :</i>																
station operator with phone number?	No	No	Yes	No	Yes	No	Yes	Yes		No	Yes	No	Yes	No	No	Yes
British Transport Police number?	No	No	Yes	No	Yes	No	Yes	Yes		No	Yes	Yes		Yes	No	Yes
TfL travel information number?	Yes	No	Yes	Yes		Yes		Yes		Yes		No	Yes	Yes	No	Yes
National Rail Enquiries number?	No	No	Yes	No	Yes	No	Yes	Yes		Yes		Yes		Yes	No	Yes
nearest step-free station (if not step-free)?	No	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	N/A	N/A	
Inside ticket office (outside gates/barrier)	Present?		Required?	Present?	Required?	Present?	Required?	Present?	Required?	Present?	Required?	Present?	Required?	Present?	Present?	Required?
Ticket office open throughout operating hours?	Yes			Yes		No	Yes	No	Yes	Yes		No	Yes	No	No (15)	Yes
Coin-operated ticket machine/s?	Yes			Yes		No	Yes	No	Yes	Yes		No	Yes	Yes (19)	No	Yes
Credit/debit card-operated ticket machine/s?	Yes			Yes		No	Yes	No	Yes	Yes		No	Yes	No	No	Yes
Oystercard-operated ticket machine?	Yes			Yes		No	Yes	No	Yes	Yes		No	Yes	No	No	Yes
Ticket machine/s offering Railcard discounts?	No		Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	Yes	No	Yes
Underground fares list?	Yes			Yes		No	Yes	No	Yes	Yes		No		No	No	Yes
Permit to travel machine (if none outside)?	No			No		No	Yes	N/A		No		Yes (11)		Yes	No	Yes
Penalty fare information (as applicable)?	No		Yes	Yes (3)		Yes (3)		No	Yes	Yes (3)		Yes		Yes (3)	Yes (3)	
Real-time train information (visible pre-purchase)?	No		Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	No	Yes
Timetable (or frequency list) for all services?	Yes			No	Yes	Yes		Yes		No	Yes	No	Yes	No (1)	No (1)	Yes
London Connections map with zones?	No		Yes	Yes		Yes		No	Yes	No	Yes	No	Yes	Yes	No	Yes
Map of locality?	Yes			Yes		No	Yes	No	Yes	No	Yes	No	Yes	No	No	Yes
List of bus stops and routes?	Yes			Yes		No	Yes	No	Yes	No	Yes	No	Yes	No	No	Yes
Cab rank/minicab numbers?	No		Yes	No	Yes	Yes		No	Yes	No	Yes	No	Yes	No	No	Yes
Signing to nearest phone (if not obvious)?	No		Yes	N/A		No	Yes	N/A		No	Yes	No	Yes	N/A	No	Yes
Temporary information board?	No		Yes	Yes		No	Yes	Yes		No	Yes	No	Yes	No	No	Yes
CCTV?	Yes			Yes		Yes		Yes		Yes		Yes		Yes	Yes	
Emergency help point when no staff available?	No		Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	No	Yes
Route diagrams for each operator?	Yes			No	Yes	Yes		No (14)	Yes	No	Yes	No	Yes	No (1)	No (1)	Yes
<i>General information poster/s including :</i>																
station operator with phone number?	No		Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	No	Yes
British Transport Police number?	No		Yes	No	Yes	Yes		Yes		No	Yes	No	Yes	No	No	Yes
National Rail Enquiries number?	No		Yes	No	Yes	Yes		Yes		No	Yes	No	Yes	No	No	Yes
nearest step-free station (if not step-free)?	No		Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	N/A	N/A	
contact details for station manager?	No		Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	No	Yes
where to obtain bye-laws?	No		Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	No	Yes
contact details for lost property office?	No		Yes	No	Yes	Yes		Yes		No	Yes	No	Yes	No	No	Yes
contact details for LTUC?	Yes			No	Yes	Yes		Yes		No	Yes	No	Yes	No	No	Yes
Posters/maps sited to avoid causing obstructions?	Yes			Yes		Yes		Yes		No	Yes	Yes		Yes	Yes	

	QUEENS PARK		RICHMOND		RICKMANSWORTH		SEVEN SISTERS			SOUTH KENTON			SOUTH RUISLIP		SOUTHWARK (24)	
Station operator	Silverlink		South West Trains		London Underground		London Underground			Silverlink			London Underground		London Underground	
% London Underground users	?		53%		81%		?			?			96%		?	
% National Rail users	?		47%		19%		?			?			4%		?	
Entrance (multi-entry stations only)							T'm High Rd (all entries)	Seven Sisters Rd		East	West					
Outside station	Present?	Required?	Present?	Required?	Present?	Required?	Present?	Present?	Required?	Present?	Present?	Required?	Present?	Required?	Present?	Required?
Both logos prominent?	Yes		Yes		Yes		No	Yes	Yes	Yes	Yes		No	Yes	No (1)	Yes
London Connections map with zones?	No	Yes	No	Yes	Yes		No	No	Yes	No	No	Yes	No	Yes	No	Yes
List of all operators?	No (2)	Yes	No	Yes	No	Yes	No	No	Yes	No	No	Yes	No	Yes	No	Yes
First and last trains on all routes?	No	Yes	No	Yes	Yes		No	No	Yes	No	No	Yes	No (1)	Yes	No (1)	Yes
Map of locality?	No	Yes	No	Yes	No	Yes	No	No	Yes	No	No	Yes	No	Yes	No	Yes
List of bus stops and routes?	No	Yes	No	Yes	No	Yes	Yes (8)	No	Yes	No	No	Yes	No	Yes	No	Yes
Cab rank/minicab numbers?	No	Yes	No (20)		No (20)		No	No	Yes	No	No	Yes	No	Yes	No	Yes
Signing to nearest phone (if not obvious)?	No	Yes	No	Yes	N/A		No	No	Yes	No	No	Yes	No	Yes	No	Yes
<i>General information poster/s including :</i>																
station operator with phone number?	No	Yes	No	Yes	No	Yes	No	No	Yes	No	No	Yes	No	Yes	No	Yes
British Transport Police number?	Yes		No	Yes	No	Yes	No	No	Yes	No	No	Yes	No	Yes	No	Yes
TfL travel information number?	Yes		No	Yes	Yes		No	No	Yes	No	No	Yes	Yes		No	Yes
National Rail Enquiries number?	Yes		No	Yes	No	Yes	No	No	Yes	No	No	Yes	No	Yes	No	Yes
nearest step-free station (if not step-free)?	No	Yes	No	Yes	No	Yes	No	No	Yes	No	No	Yes	No	Yes	N/A	
Inside ticket office (outside gates/barrier)	Present?	Required?	Present?	Required?	Present?	Required?	Present?	Present?	Required?	Present?		Required?	Present?	Required?	Present?	Required?
Ticket office open throughout operating hours?	No	Yes	No	Yes	No	Yes	Yes	Yes		No		Yes	No	Yes	Yes	
Coin-operated ticket machine/s?	Yes		Yes		Yes		Yes	Yes		No		Yes	Yes		Yes	
Credit/debit card-operated ticket machine/s?	No	Yes	No	Yes	No	Yes	Yes	Yes		No		Yes	No	Yes	Yes	
Oystercard-operated ticket machine?	No	Yes	No	Yes	No	Yes	Yes	Yes		No		Yes	No	Yes	Yes	
Ticket machine/s offering Railcard discounts?	Yes		Yes		No	Yes	No	No	Yes	No		Yes	No	Yes	No	Yes
Underground fares list?	No	Yes	No	Yes	Yes		Yes	Yes		No		Yes	Yes		Yes	
Permit to travel machine (if none outside)?	No	Yes	No	Yes	No	Yes	No	No	Yes	No (11)		Yes	No (22)	Yes	No	Yes
Penalty fare information (as applicable)?	Yes(3)		Yes (3)		No	Yes	Yes (3)	Yes (3)		No		Yes	Yes (3)		No	Yes
Real-time train information (visible pre-purchase)?	No	Yes	Yes		No	Yes	No	No	Yes	No		Yes	No	Yes	No	Yes
Timetable (or frequency list) for all services?	No	Yes	Yes		No (21)		No	Yes	Yes	No (2)		Yes	No	Yes	No (1)	Yes
London Connections map with zones?	No	Yes	No	Yes	No	Yes	No	No	Yes	Yes			No	Yes	No	Yes
Map of locality?	No	Yes	Yes		Yes		Yes	Yes		No		Yes	No	Yes	Yes	
List of bus stops and routes?	No	Yes	No	Yes	No	Yes	Yes	Yes		No		Yes	No	Yes	No	Yes
Cab rank/minicab numbers?	Yes		No	Yes	No	Yes	No	No	Yes	Yes			No	Yes	No	Yes
Signing to nearest phone (if not obvious)?	N/A		N/A		No	Yes	N/A	N/A		No		Yes	No	Yes	N/A	
Temporary information board?	No	Yes	Yes		No	Yes	Yes	Yes		No		Yes	No	Yes	No	Yes
CCTV?	Yes		Yes		Yes		Yes	Yes		No		Yes	Yes		Yes	
Emergency help point when no staff available?	No	Yes	No	Yes	No	Yes	No	No	Yes	No		Yes	No	Yes	No	Yes
Route diagrams for each operator?	No	Yes	No	Yes	Yes		No	No	Yes	No		Yes	No	Yes	No	Yes
<i>General information poster/s including :</i>																
station operator with phone number?	No	Yes	No	Yes	No	Yes	Yes	Yes		Yes			No	Yes	No	Yes
British Transport Police number?	Yes		No	Yes	No	Yes	No	No	Yes	Yes			No	Yes	No	Yes
National Rail Enquiries number?	Yes		Yes		No	Yes	No	No	Yes	Yes			No	Yes	No	Yes
nearest step-free station (if not step-free)?	No	Yes	No	Yes	No	Yes	No	No	Yes	No		Yes	No	Yes	N/A	
contact details for station manager?	No	Yes	No	Yes	No	Yes	No	No	Yes	No		Yes	No	Yes	No	Yes
where to obtain bye-laws?	Yes		No	Yes	No	Yes	No	No	Yes	No		Yes	No	Yes	No	Yes
contact details for lost property office?	Yes		No	Yes	No	Yes	No	No	Yes	Yes			No	Yes	No	Yes
contact details for LTUC?	Yes		No	Yes	Yes		Yes	Yes		Yes			No	Yes	No	Yes
Posters/maps sited to avoid causing obstructions?	Yes		Yes		Yes		Yes	Yes		Yes			Yes		Yes	

	STONEBRIDGE PARK		STRATFORD		TOTTENHAM HALE		UPMINSTER			WALTHAMSTOW CENTRAL			WEMBLEY CENTRAL		WEST BROMPTON	
Station operator	Silverlink		London Underground		London Underground		c2c			one West Anglia			Silverlink		London Underground	
% London Underground users	?		71%		?		?			?			?		93%	
% National Rail users	?		29%		?		?			?			?		7%	
Entrance (multi-entry stations only)							Main	Up platf'm		SE side	Selborne Rd					
Outside station	Present?	Required?	Present?	Required?	Present?	Required?	Present?	Present?	Required?	Present?	Present?	Required?	Present?	Required?	Present?	Required?
Both logos prominent?	Yes		Yes		Yes		Yes	No	Yes	Yes	Yes		Yes		Yes	
London Connections map with zones?	No	Yes	Yes		No	Yes	No	No	Yes	No	No	Yes	No	Yes	No	Yes
List of all operators?	Yes		No	Yes	No	Yes	No	No	Yes	No (2)	No	Yes	No	Yes	No	Yes
First and last trains on all routes?	No	Yes	No (26)	Yes	Yes		No	No	Yes	No	No	Yes	No	Yes	No (1)	Yes
Map of locality?	Yes		Yes		Yes		No	No	Yes	No	Yes	Yes	Yes		No	Yes
List of bus stops and routes?	No	Yes	Yes (8)		Yes		No	No	Yes	No	Yes	Yes	Yes		No	Yes
Cab rank/minicab numbers?	Yes		No	Yes	No	Yes	No	No	Yes	Yes	No	Yes	No	Yes	No	Yes
Signing to nearest phone (if not obvious)?	No	Yes	No	Yes	No	Yes	No	No	Yes	No	No	Yes	No	Yes	No	Yes
<i>General information poster/s including :</i>																
station operator with phone number?	No	Yes	No	Yes	No	Yes	No	Yes	Yes	No	No	Yes	No	Yes	No	Yes
British Transport Police number?	No	Yes	No	Yes	No	Yes	No	No	Yes	Yes	No	Yes	No	Yes	No	Yes
TfL travel information number?	Yes		Yes		Yes		No	No	Yes	No	Yes	Yes	Yes		Yes	
National Rail Enquiries number?	Yes		No	Yes	No	Yes	No	Yes	Yes	Yes	No	Yes	No	Yes	No	Yes
nearest step-free station (if not step-free)?	No	Yes	N/A		No	Yes	No	No	Yes	No	No	Yes	No	Yes	No	Yes
Inside ticket office (outside gates/barrier)	Present?	Required?	Present?	Required?	Present?	Required?	Present?	Present?	Required?	Present?	Present?	Required?	Present?	Required?	Present?	Required?
Ticket office open throughout operating hours?	No	Yes	Yes		Yes		No	No	Yes	No	No	Yes	No	Yes	No	Yes
Coin-operated ticket machine/s?	No	Yes	Yes		Yes		Yes	Yes		Yes	No	Yes	Yes (19)	Yes	Yes	
Credit/debit card-operated ticket machine/s?	No	Yes	Yes		Yes		No	No	Yes	No	No	Yes	No	Yes	Yes	
Oystercard-operated ticket machine?	No	Yes	Yes		Yes		No	No	Yes	No	No	Yes	No	Yes	Yes	
Ticket machine/s offering Railcard discounts?	No	Yes	Yes		No	Yes	Yes	Yes		Yes	Yes		Yes		No	Yes
Underground fares list?	No		Yes		Yes		No	No	Yes	No	No	Yes	No	Yes	Yes	
Permit to travel machine (if none outside)?	No (11)	Yes	No (11)	Yes	No	Yes	Yes	No	Yes	Yes	No (11)	Yes	No (11)	Yes	No	Yes
Penalty fare information (as applicable)?	Yes (25)		No (27)	Yes	Yes (3)		No	Yes (28)	Yes	Yes	Yes		Yes (8)		Yes (8)	
Real-time train information (visible pre-purchase)?	No	Yes	No	Yes	No	Yes	Yes	Yes		No	No	Yes	No	Yes	No	Yes
Timetable (or frequency list) for all services?	?	Yes	No	Yes	No (1)	Yes	No	No	Yes	No	No	Yes	Yes		No (2) (21)	Yes
London Connections map with zones?	No	Yes	Yes		Yes		No	No	Yes	Yes	Yes		No	Yes	Yes	
Map of locality?	No	Yes	Yes		No	Yes	No	No	Yes	No	No	Yes	Yes		Yes	
List of bus stops and routes?	No	Yes	No	Yes	No	Yes	No	No	Yes	No	No	Yes	Yes		Yes	
Cab rank/minicab numbers?	Yes		Yes		No	Yes	No	No	Yes	No	No	Yes	No	Yes	No	Yes
Signing to nearest phone (if not obvious)?	N/A		N/A		N/A		No	No	Yes	No	N/A	Yes	N/A		N/A	
Temporary information board?	No	Yes	No	Yes	Yes		No	No	Yes	No	No	Yes	No	Yes	Yes	
CCTV?	Yes		Yes		Yes		Yes	Yes		Yes	Yes		Yes		Yes	
Emergency help point when no staff available?	No	Yes	No	Yes	No	Yes	No	No	Yes	No	No	Yes	No	Yes	No	Yes
Route diagrams for each operator?	No	Yes	No	Yes	No (1)	Yes	No	No	Yes	No (2)	No	Yes	No	Yes	No	Yes
<i>General information poster/s including :</i>																
station operator with phone number?	No	Yes	No	Yes	No	Yes	No	No	Yes	No	No	Yes	No	Yes	No	Yes
British Transport Police number?	Yes		Yes		No	Yes	No	No	Yes	Yes	No	Yes	No	Yes	No	Yes
National Rail Enquiries number?	Yes		Yes		No	Yes	No	No	Yes	Yes	Yes		Yes		No	Yes
nearest step-free station (if not step-free)?	No	Yes	N/A		No	Yes	No	No	Yes	No	No	Yes	No	Yes	No	Yes
contact details for station manager?	No	Yes	No	Yes	No	Yes	No	No	Yes	No	No	Yes	No	Yes	No	Yes
where to obtain bye-laws?	No	Yes	No	Yes	No	Yes	No	No	Yes	No	No	Yes	No	Yes	No	Yes
contact details for lost property office?	Yes		No (27)	Yes	No	Yes	No	No	Yes	No	No	Yes	No	Yes	No	Yes
contact details for LTUC?	Yes		Yes		No	Yes	No	No	Yes	No	No	Yes	No	Yes	No	Yes
Posters/maps sited to avoid causing obstructions?	Yes		Yes		Yes		Yes	Yes		Yes	Yes		Yes		Yes	

	WEST HAM		WEST RUISLIP		WILLESDEN JUNCTION			WIMBLEDON		
Station operator	London Underground		London Underground		Silverlink			South West Trains		
% London Underground users	98%		86%		?			49%		
% National Rail users	2%		14%		?			51%		
Entrance (multi-entry stations only)					Harrow Rd	Park Royal		Main	Centrec't	
Outside station	Present?	Required?	Present?	Required?	Present?	Present?	Required?	Present?	Present?	Required?
Both logos prominent?	No	Yes	Yes (29)		Yes	Yes		No (31)	Yes	Yes
London Connections map with zones?	Yes		Yes (5)	Yes	No	No	Yes	No	Yes (5)	Yes
List of all operators?	No	Yes	No	Yes	No	No	Yes	No	No	Yes
First and last trains on all routes?	No (1)	Yes	No (1)	Yes	No	No	Yes	No	No	Yes
Map of locality?	Yes		Yes		No	No	Yes	No	No	Yes
List of bus stops and routes?	No	Yes	No	Yes	No	No	Yes	No	No	Yes
Cab rank/minicab numbers?	No	Yes	No	Yes	No	No	Yes	No (20)	No	Yes
Signing to nearest phone (if not obvious)?	N/A		No	Yes	No	No	Yes	N/A	No	Yes
<i>General information poster/s including :</i>										
station operator with phone number?	No	Yes	No	Yes	No	No	Yes	No	No	Yes
British Transport Police number?	No	Yes	No	Yes	No	No	Yes	No	No	Yes
TfL travel information number?	Yes		No	Yes	No	No	Yes	No	No	Yes
National Rail Enquiries number?	No	Yes	No	Yes	No	No	Yes	No	No	Yes
nearest step-free station (if not step-free)?	N/A		No	Yes	No	No	Yes	No	No	Yes
Inside ticket office (outside gates/barrier)	Present?	Required?	Present?	Required?	Present?	Present?	Required?	Present?	Required?	
Ticket office open throughout operating hours?	Yes		No	Yes	No	No	Yes	No	Yes	
Coin-operated ticket machine/s?	Yes		Yes		Yes (19)	Yes (19)	Yes	Yes		
Credit/debit card-operated ticket machine/s?	Yes		No	Yes	No	No	Yes	Yes		
Oystercard-operated ticket machine?	Yes		No	Yes	No	No	Yes	No	Yes	
Ticket machine/s offering Railcard discounts?	No	Yes	No	Yes	Yes	Yes		Yes		
Underground fares list?	Yes		Yes		No	No	Yes	No	Yes	
Permit to travel machine (if none outside)?	No		No (22)		No	No	Yes	Yes		
Penalty fare information (as applicable)?	Yes		Yes (8)		Yes (8)	Yes (8)		Yes		
Real-time train information (visible pre-purchase)?	No	Yes	No	Yes	No	No	Yes	Yes		
Timetable (or frequency list) for all services?	No (1)	Yes	No	Yes	No	No (30)	Yes	No (33)	Yes	
London Connections map with zones?	Yes		Yes		No	No	Yes	Yes		
Map of locality?	Yes		Yes		No	No	Yes	Yes		
List of bus stops and routes?	No	Yes	Yes		No	No	Yes	Yes		
Cab rank/minicab numbers?	No	Yes	No	Yes	Yes	No	Yes	No	Yes	
Signing to nearest phone (if not obvious)?	N/A		N/A		Yes	No	Yes	No	Yes	
Temporary information board?	No	Yes	Yes		No	No	Yes	No	Yes	
CCTV?	Yes		Yes		Yes	Yes		Yes		
Emergency help point when no staff available?	No	Yes	No	Yes	No	No	Yes	No	Yes	
Route diagrams for each operator?	No	Yes	No	Yes	No	No	Yes	No	Yes	
<i>General information poster/s including :</i>										
station operator with phone number?	No	Yes	No	Yes	No	No	Yes	No	Yes	
British Transport Police number?	No	Yes	No	Yes	Yes	No	Yes	No	Yes	
National Rail Enquiries number?	No	Yes	No	Yes	Yes	No	Yes	Yes		
nearest step-free station (if not step-free)?	N/A		No	Yes	No	No	Yes	No	Yes	
contact details for station manager?	No	Yes	No	Yes	No	No	Yes	No	Yes	
where to obtain bye-laws?	No	Yes	No	Yes	No	No	Yes	No	Yes	
contact details for lost property office?	No	Yes	No	Yes	Yes	No	Yes	No	Yes	
contact details for LTUC?	No	Yes	No	Yes	Yes	No	Yes	No	Yes	
Posters/maps sited to avoid causing obstructions?	Yes		Yes		Yes	Yes		Yes		

Footnotes

Yes Action needed to meet template specification

N/A Not applicable

- (1) London Underground only
- (2) National Rail only
- (3) On gates only
- (4) Rank located nearby in main terminus
- (5) Out of date
- (6) Additional subsidiary entrance/exit is for ticket holders only
- (7) On separate posters only
- (8) In adjacent bus station/stand
- (9) Paddington-Greenford only
- (10) Poster displayed outside
- (11) Present but out of use
- (12) On temporary poster only
- (13) Night buses omitted
- (14) London Underground and Silverlink only
- (15) Ticket office at other entrance is signed
- (16) Police post at Kings Cross (National Rail) station is signed
- (17) On mobile stand only
- (18) In passage to/from platforms
- (19) Range of Travelcards restricted
- (20) Taxi office/rank in forecourt
- (21) Also serves Kings Cross St Pancras (Underground) station
- (22) Machine is inside gateline
- (23) Also serves Kings Cross St Pancras (Underground) station
- (24) Also serves Waterloo (East) National Rail station
- (25) On Oystercard reader only
- (26) London Underground and Docklands Light Railway only
- (27) One Great Eastern only
- (28) Outside station only
- (29) Separately
- (30) Incomplete
- (31) Not Tramlink
- (32) Tramlink only
- (33) Not London Underground or Tramlink
- (34) Local Underground destinations omitted
- (35) Restricted range of destinations only