

Passengers give station improvements the thumbs up

Passenger satisfaction at seven stations increased by an average of 30 percentage points following improvement works funded by the National Stations Improvement Programme (NSIP).

Passengers said visual real-time information, staff, and toilets were the most important things to have at a station, with waiting rooms, information on arrival times and toilets in most need of improvement.

The findings - the result of research

by the independent watchdog, Passenger Focus, and Network Rail - measured passenger satisfaction before and after improvements at Balham, Finsbury Park, Gipsy Hill, Halifax, Smitham, Streatham Hill and Uckfield. Anthony Smith, Passenger Focus chief executive, said: 'Our research clearly shows that passenger satisfaction with stations increases when the money invested in improvements is targeted at things that matter most to them.'

Other findings include:

- Shelters and waiting rooms were among the most important facilities to have at stations. Following NSIP improvement works passengers gave much higher satisfaction scores for facilities such as ticket offices, shelters, waiting rooms and station entrances and exits.
- 68 per cent of passengers noticed improvements to station buildings; 47 per cent noticed waiting rooms; 34 per cent shelters; 30 per cent platform seating and 29 per cent lighting
- More than 20 per cent of passengers noticed that the toilets had improved, showing that overall satisfaction with stations would increase significantly if more work was done to improve toilets at stations

