

Clapham Junction station

What passengers want

Passenger priorities for improvement

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Passengerfocus
putting passengers first

LondonTravelWatch

Working in partnership, Passenger Focus and London TravelWatch have been liaising closely with passengers in order to understand how Clapham Junction station might better serve the needs of those using and passing through.

The research was designed to focus on three areas:

1. To understand current passenger satisfaction with Clapham Junction station
2. To identify passengers' priorities for improvement and how any future station developments may improve passenger satisfaction
3. To investigate the differences in satisfaction/priorities for South West Trains, Southern and London Overground passengers using the station.

Of the passengers surveyed, 68% were commuters travelling, on average, around four times a week. 25% of passengers were leisure passengers with the remainder travelling for business. Many passengers use the station as an interchange point, making it the busiest rail interchange in Great Britain.

In addition, as Clapham Junction currently has no step-free access and the facilities for disabled passengers are poor, a separate consultation exercise was included to ensure that their needs were considered. The main issues were caused due to congestion and lack of lift facilities at the station.

- **Satisfaction with access to and from Clapham Junction station** — The main ways passengers accessed the station was either on foot (54%) or by bus (38%). Two thirds of passengers surveyed were changing trains at Clapham Junction. The key area passengers felt could be improved was better protection from the weather.
- **Passenger information** — The research found 57% of passengers were satisfied with the information provided at the station. When asked what they wanted improved, 49% of all passengers said they wanted more information about which platform they

Passengers' overall priorities for improvement

(1= highest priority and 10 lowest)

Level of congestion in the subway	1
Real-time information	2
Toilets	3
Canopies covering the platform	4
Information about which platform trains depart from	5
More station staff	6
Smaller gap between the platform and the train	7
Waiting rooms	8
Ticket selling facilities	9
Step free access from the booking office to the platform	10

Sample size: 572 passengers

needed to catch their train. Commuters stressed the provision of real-time train-running information as a priority (42%) while leisure/business passengers wanted improvements to signs with directions around the station (36%).

- **The station environment** — Despite being one of Britain's busiest stations, over a third (35%) of passengers said they were dissatisfied with the station's key areas and amenities. This figure rose to 43% and 40% for London Overground and Southern passengers respectively. In particular, the availability and condition of the toilets and the poor provision of seating on the platforms were criticised.

About a third of passengers (32%) were dissatisfied



with key areas of the station, including the entrance halls, numbers of lifts and subways. The congestion in the subway was the main worry with passengers expressing concerns about safety during busy times. The gap between the platforms and the train was also raised by passengers.



- Safety and security** — Slightly more than half (52%) of the passengers questioned said they were satisfied with the safety and security of the station. The key issue for all passengers, regardless of journey purpose, was the number of staff available at the station after dark (58%). Leisure/business passengers also wanted to see more staff during the day (36%) while overcrowding on the platforms was the second most important issue for commuters (53%).
- Retail outlets** — Passengers were asked about the retail facilities they wanted to see at Clapham Junction station. Cash machines and newsagents were the most requested facilities identified, however, passengers stated these were a low priority for them compared with other needs, such as reducing congestion in the subway and more real-time information.
- Passengers' priorities:** When asked about priorities, all groups of passengers highlighted the level of congestion in the subway as the key priority for improvement. Commuters would like to see better real-time information at the station while leisure/business passengers would like improved toilets.



17.4 million passengers used Clapham Junction to start or end their journey in 2008/09. An additional 16.3 million passengers used it as an interchange point, making it the busiest rail interchange in Great Britain.

When asked 'what would need to be improved to make you rate the station more highly?' passengers say:

"The worst part of travelling from Clapham Junction is the dreadful congestion in the underpass, with its leaking roof and damp smell, the crowding on all stairways from platforms."

"Waiting rooms, more toilets, more seating and lifts. It is not at all suitable for people with disabilities."

"The station is too crowded; there is no room in the subway area during rush hour."

Next steps

This research has identified the current levels of passenger satisfaction with Clapham Junction station and their main priorities for improvement. Welcome news is the ongoing 'Access for All' scheme which will provide both step-free access to and between all platforms and a new entrance onto the station. We would encourage the operators to ensure that all passengers, not just those who require step-free access onto the station, are directed to use this new entrance to relieve congestion.

In the current economic climate, it is imperative that any improvements works taking place at stations reflect and address passenger priorities. We are pleased that South West Trains and Network Rail plan to fund £6million of improvements to the station which will commence during 2011/12. These works, which include improvements to the real-time information, new toilet and waiting facilities and extended canopies on the station will address some of the passenger needs identified in this research.

Contact us

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