

Shaping Rail's Future: Customer Community

Report: Jun 2023

**Workshop: focus on stations
Safety and facilities**

Shaping Rail's Future: the customer community



- ✓ Hear about rail users' – and potential users' – experiences, impressions and opinions of the railway in Britain
- ✓ Understand strengths and weaknesses, where improvements are needed
- ✓ Involve rail users in potential solutions and new ideas to help shape the future of rail

40

Participants with a mix of:

- Reasons for using rail, and frequency
- Rail dependency
- Disabilities and not, and other needs e.g. travelling with buggies
- Demographics, lifestyles, attitudes
- Regions and urban, rural or suburban context



Each month, participants complete activities and answer questions around a particular topic

Via short videos, text, images

Individually, interacting with a moderator, and/or with each other

In addition, two face to face workshops to discuss topics further, generate ideas, and feed back on proposed concepts and solutions



12 months
from February 2023



Saturday 17th June 2023
Central Manchester

Full day workshop

with nearly all of the community,
joined by GBRTT and Transport
Focus colleagues



Deep focus on customer experiences at stations:

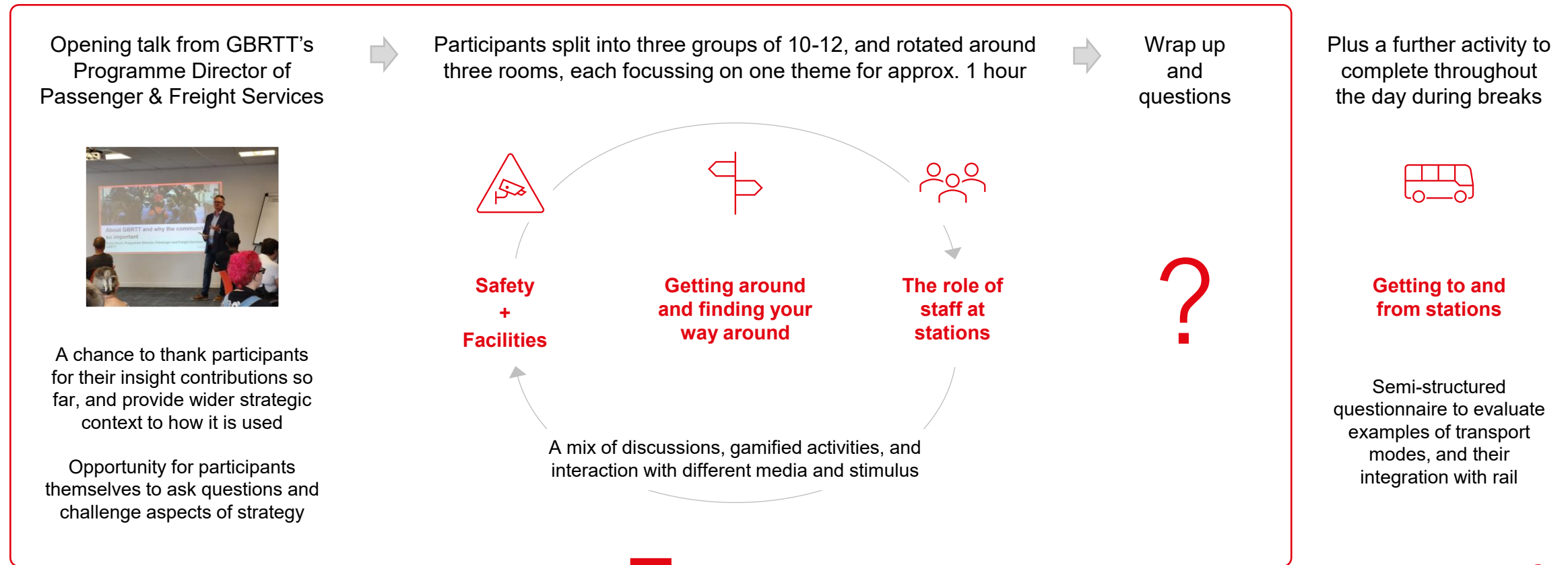
Safety
Facilities
Getting and finding your way around
The role of staff
(Onward travel)

Second workshop to take place in
November 2023, focussing on
customers' on-board experience



The workshop: a chance to engage face to face with the community, and hear richer discussion around customer needs to complement their online feedback

....and they worked hard!



This report looks at what participants told us about **safety and facilities at stations**



The customer perspective on **safety** at stations

Understanding the customer perspective on safety at stations: overview of approach

Workshop “warm-up”:

Activities in the online platform,
one week before the workshop

How safe do you feel generally...and
on your last train journey?

departure station | on board | arrival station

What makes you feel safe / unsafe on
train journeys?

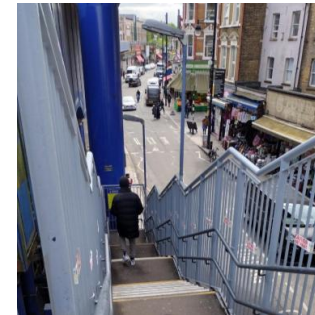
In pictures / in detail

What should operators / industry
prioritise to help people feel safe?

Workshop activities and discussion



Further mini group
discussions on what
contributes to feeling
safe / unsafe



Group evaluation of specific example
stations, from photos:

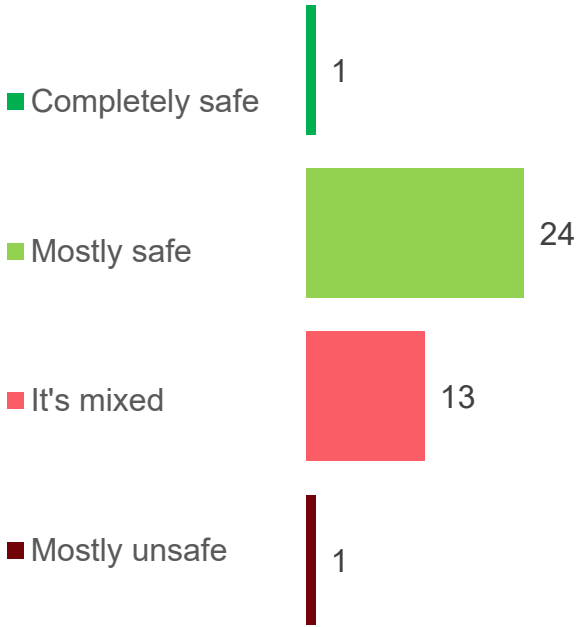
what works well to create a feeling of safety |
what generates discomfort

(see appendix for detail)

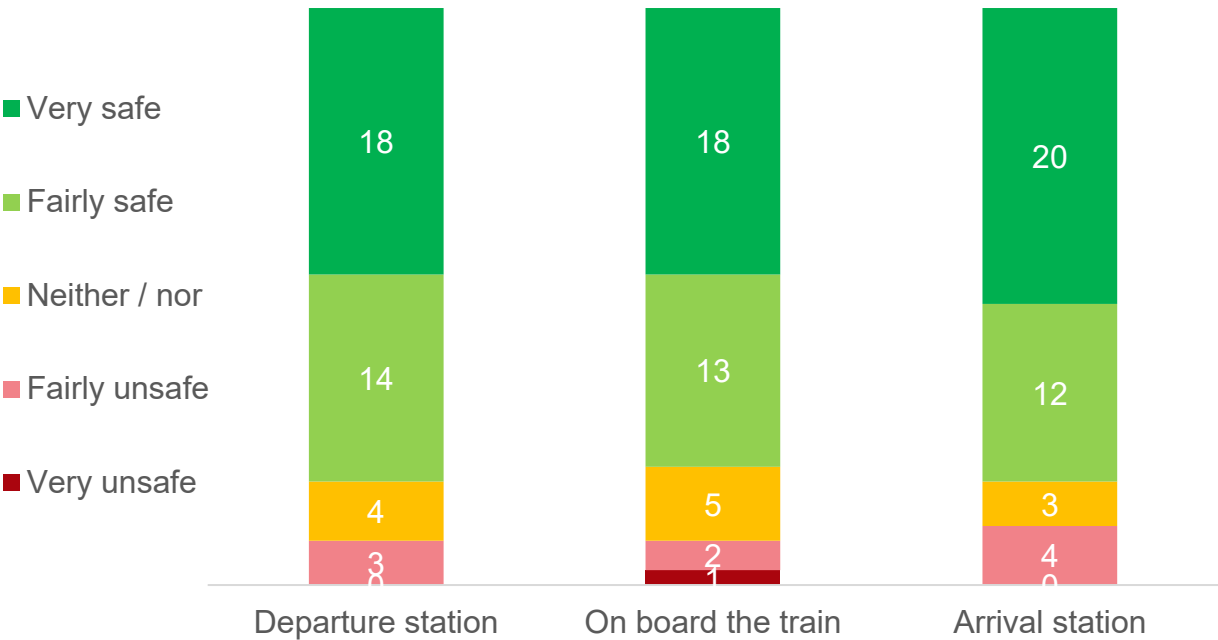
Participants feel safe for much of the time when travelling by train, but there are areas for concern

Feedback here was gathered via the online community platform

How safe do you feel it is to travel on the railway in this country?
(Task 27)



On your last journey, overall how safe did you feel at....?
(Task 28)



Base: all community participants, June 2023 (39); figures shown are absolute number of people

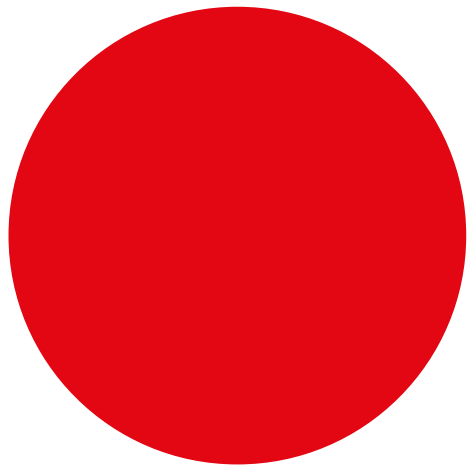
There are several ways in which rail users can feel less safe, but risks from other people dominate

Threat or discomfort caused or aggravated by other people in the vicinity has the greatest impact on safety perceptions

Operational hazards / linked to physical building fabric

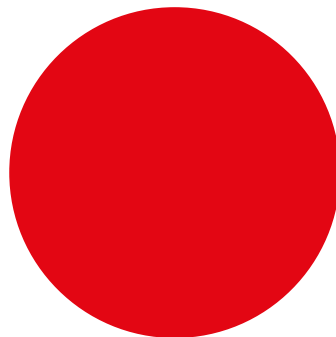
less front of mind; accidents on the railway itself rarely a concern

- Rare, never encountered by most
- Protecting safety in this respect perceived as operators' fundamental purpose; trust in robust regulations



Anti-social behaviour*

Rowdiness, alcohol
Odd / unusual behaviour:
unpredictable
Inconsiderate passengers,
pushing etc. in peak times

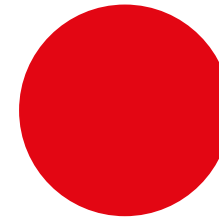


Crime

e.g. pickpockets,
sexual or other
harassment

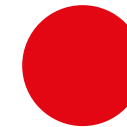


Risk of terrorism / attack



Risk of **crushing / pushing / falling onto tracks**

due to crowding,
especially on
platforms



Risk of **infection**

Lasting concern
for some,
originally
generated by
Covid-19



Risk of **personal accident**

e.g. falling,
tripping on
stairs



Risk of **fire / natural disaster**

**Operation &
infrastructure**
risks:
e.g. crashes /
derailments /
track, signal &
electrical faults



*I think behind the scenes train companies employ a lot of people and
...do great job of maintaining and fixing problems to keep us safe.*

(Katherine, suburban, commuter)

Bubble sizes provide a qualitative indication of the relative size of, and severity of risk from, these different safety issues, in participants' perception

* A concern or anticipated fear at stations, but this is also the dominant area of safety concern on board trains in particular

“

I consider rail the safest [transport mode]. I never worry about crashing or derailling, etc...

The only time I have felt unsafe is on occasions of anti-social behaviour (usually alcohol related), either at a station or on board.

”

John (42, rural, business and leisure)

Station management or features, and other environmental factors, can create or exaggerate these concerns – many of which are within industry influence



● Customer context

Some rail industry influence

When customer feels alone

More likely in quieter areas / times, but an individual can feel alone, exposed or vulnerable regardless of how busy the environment is

Density of people and property

Crowding / congestion, large bags

These factors themselves are affected by certain (predictable) times

Around large local events, esp. football matches
Late evening, combining loneliness and potential for rowdiness

● External factors

Less rail industry influence

Shortly after high profile local crime or other incident

For example, this workshop took place shortly after a major crime incident in central Nottingham, which heightened participants' awareness of the potential dangers of any busy public space

Knowledge / perceptions of local area and its nature / crime rate

Some stations need to make more "effort" to feel safe, and take different measures – which is accepted to some degree and felt to be appropriate

● Building / assets features and management

High rail industry influence

(Apparently) dirty or non-maintained environment / facilities

Perceived / actual enclosed (trapped) areas

Potentially hazardous physical infrastructure / machinery

Steps, lifts, tracks, trains, electrical hardware, etc.

Disruption to services | high industry influence

Heightens many of these feelings, creating a general loss of control:

Increased crowding and confusion, and / or anxiety about being stranded (alone), unable to get out of the situation

Customers suggest and expect a range of tangible measures to reduce / control these factors which affect safety concerns (1/2: **staff and environment**)

See Appendix for case study examples as discussed in the workshop

		Feeling alone / vulnerable	Crowding & density of people / property	Dirty or poor maintenance	Perceived / actual enclosed (trapped) areas	Hazardous infrastructure / machinery	Police incidents / poor perception of local area
Staff & customer service	Visible, present staff (customers' highest priority; see more on page 13)	✓	✓ (cust's not left to own devices)	✓ (visible cleaning operation)	✓ (feels less isolated)	✓ (keeping people clear)	✓
	Intercom / help button to speak to staff	✓					✓
	Consciously look out for people, pro-active help / reassurance	✓	✓				✓
	Constructive disruption management**, in which above all, empathise with customers	✓	✓				
Environment	Bring signs of life into enclosed areas and tunnels, make exits (escape routes) easy to see / find, reduce impact of blind corners: e.g. mirrors, lighting, signage	✓	✓		✓		✓
	General cleanliness and upkeep	✓		✓	✓		✓
	Lighting			✓	✓		✓
	CCTV	✓	✓		✓		✓

** See more in a separate report on customers' experiences and needs around disruption

Customers suggest and expect a range of tangible measures to reduce / control these factors which affect safety concerns (2/2: **space and footfall**)

See Appendix for case study examples as discussed in the workshop

		Feeling alone / vulnerable	Crowding & density of people / property	Dirty or poor maintenance	Perceived / actual enclosed (trapped) areas	Hazardous infrastructure / machinery	Police incidents / poor perception of local area
Optimising space	Physical barriers to protect from railway danger (e.g. glass doors between train and platform)					✓	
	Reduce clutter (unnecessary furniture, signage), create open sight lines & freedom of movement		✓	✓	✓		✓
Managing footfall & flow	...but keep bad actors off site, especially at night (tactics here include: deterrents, security staff... where possible avoiding physical barriers)	✓					✓
	Manage people into zones and away from access points / thoroughfares / platform edges		✓		✓	✓	✓

* See more in a separate report on customers' experiences and needs around disruption

Visible staff are felt to be the most important and impactful way to control many of these factors which affect safety concerns

This reflects the context that most safety concerns relate to human, non-operational issues, especially crime and anti-social behaviour – but staff can also have a role in promoting and ensuring safety in all aspects of station usage

I feel a lot safer if there are staff around, or if there are emergency points advertised (for example a button to alert services)..
(Alice, suburban, leisure)



One participant had been personally affected by a terrorist attack on the railway. His lasting and biggest issue about the incident was that staff took 45 minutes to be present at the scene.

There is an expectation that staff should be quicker and better equipped (with willingness, training, and tools) **to react to problems caused by bad actors.**

Certain members of the public will often jump in, but participants felt strongly that it should never be left to this (as it also has potential for things to be made worse).

And on this basis, the broad consensus was for staff with any security / safety responsibility to appear as ready, willing, and able to act

This often means using uniform that explicitly signifies a security role – though remaining approachable is important, and *at larger stations with more staff, there is also a place for (other) members of staff to deliberately come across customer service, i.e. not as “security”.*

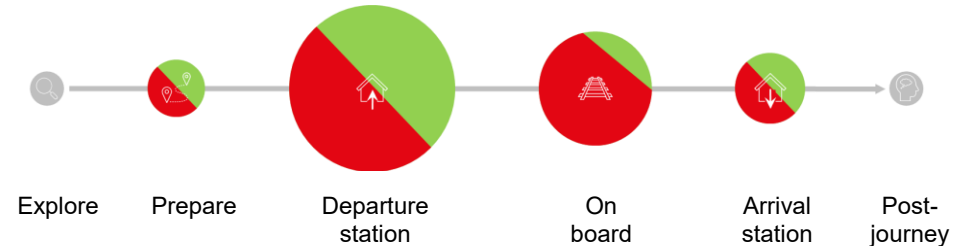
I feel safer when there are uniformed staff around as I feel anyone who might cause trouble or be anti social towards others generally have more respect for uniformed people and in this country tend to behave better when official staff are around.
(Becca, suburban, business)

More visible staff on trains themselves was also felt to be critical to on board safety – both perceived and real

...rail workers on the train ...make me feel safe... being alone in the carriage makes me feel unsafe.
(Anna, urban, commuter)

There is often security presence at stations... but ...too few [staff] on board trains, or the trains [or staff] are too busy... for them to be an effective deterrent. I recently travelled ...from a football match, late at night ...There were police on the train which... made me feel much more comfortable.
(John, leisure journey)

(And all of this reflects feedback from the community earlier in the year, about where customer service is needed – and how well it is felt to be delivered – across a train journey as a whole)



Bubble sizes are a qualitative indication of the relative importance of customer service at key journey stages. “Traffic light” colours indicate how often customers describe positive vs. negative examples of customer service they have experienced

(Further detail and considerations around some of these tangible measures)

CCTV

Though not infallible (devices are sometimes not working, criminals can ignore, evidence not followed up), the **consensus is that it's better to use – and see – CCTV than not.**

Usually seen as a **deterrent** to crime or anti-social behaviour

And **reassuring for some** that “someone can see / is aware of me and how I’m doing”

Needed in high footfall areas, and all entrances/exits, thoroughfares, extremities of station

Live feedback screens very popular, felt to enhance these benefits. Of particular relevance in lonelier / quiet / enclosed areas of stations and their surroundings

Very **little explicit concern about privacy** or there being too much CCTV among the participants: **providing CCTV is used appropriately** and there are clear safety benefits, these outweigh any such issues for this group.

Physical barriers

A difficult area to get right, and is likely **dependent on individual stations**, their location and typical usage.

Physical barriers do have a place – keeping customers and staff **clear of hazardous areas**, helping to **deter / prevent bad actors** from entering the area

But, they can:

Increase fears – real or perceived – associated with being **enclosed or unseen**

Reduce accessibility for all

Worsen the overall **environment**

Transparent doors / walls, or **moveable** barriers (e.g. rising bollards) can help and are popular in many circumstances

But other, **non-physical barriers can also help**: e.g. demarcated zones (via lighting, signage, décor), with CCTV / staff, signage to deter and mitigate problems

Physical barriers seen to have a **more relevant role during hours of darkness** when the need to “keep people out” is greater

Creating / suggesting “signs of life”

(e.g. lighting, temporary signage, staff presence, seating, avoiding complete shut-down of café areas even when closed)

Important in **remote and quieter areas**, but consideration of these ideas is particularly important **during hours of darkness and other quiet times.**

Even where stations are empty or very quiet, participants feedback indicated that having the vestiges of people and activity can be **comforting**, and a potential **deterrent to anti-social behaviour**

Summary: the customer perspective on safety at stations

Rail users generally feel safe when travelling by train, both at stations and while on board

- **However there are areas for concern**, driven by threat or discomfort caused by **other people present in the area**
- **Relatively little thought for operational hazards**: broad trust that the industry works hard on this, including abiding by robust standards and regulations

In particular, **anti-social behaviour dominates safety concerns and therefore priorities** – with several other safety issues also being important, but less top of mind

Some key factors create or exaggerate each of these safety concerns. These include:

- The **context in which individuals come to the rail network**, and other **external factors like local crime rates** – which operators can work with or around, if not change
- Certain **features of stations and the way they are managed**, such as their upkeep – which operators have more direct control over, and should seek to exercise this
- **Disruption to services**, which exaggerate customer emotions and reduce their sense of control – a key moment in which to double down on, rather than allow any complacency around, the perception of safety

Important, tactical measures to promote safety – perceived and real – for customers include:

- **As a top priority, in-person customer service, especially via visible, approachable staff** and proactive acknowledgement and empathy for individuals
- **Conscious care for station environment** – cleanliness, upkeep (e.g. regular repainting), introducing and maintaining “signs of life” (e.g. handwritten, temporary, up to date signage, CCTV including video feedback, lighting – especially in quieter areas of stations and their surroundings, and at all entrances and thoroughfares)
- Using barriers (physical and non-physical) and furniture really wisely – to deter bad actors and keep people clear of hazards, but promote open sight lines

All of these measures are **important within and immediately around the railway-owned building & infrastructure itself, but also in the wider vicinity** that interacts with the station space, e.g. the roads leading up to stations, pedestrian walkways, and so on.



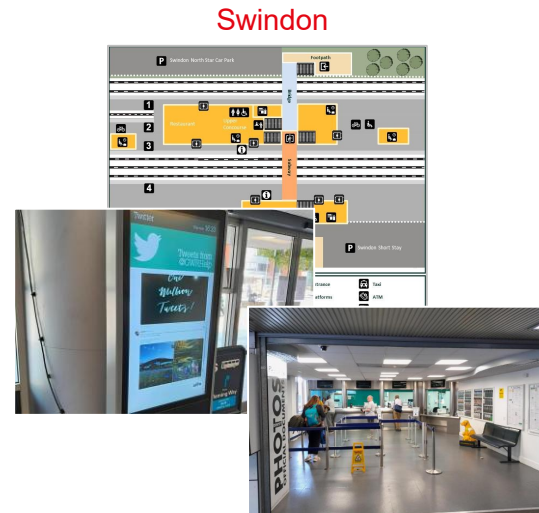
The customer perspective on station facilities

Understanding the customer perspective on facilities at stations: overview of approach

Workshop activities and discussion



Group discussion on needs and overview evaluation of the provision of facilities



Detailed mini group discussions using case study examples *(see appendix)*

Category A | C | E stations | Station floor plans and photos

*Limited examples only shown here;
lots of images used for each station
during the workshop itself*

The fundamental requirements, for all stations regardless of size

Stations must facilitate my....

Access to / interface with rail

Well facilitated in/onward travel*

Close to station
Close to main and / or step-free station entrances

Step-free & other accessibility features

Accessibility (or not) known in advance – incl. temp. changes

+ help points near lifts to speak to staff on site or nearby, in case of operational problems*

Width of gates, thoroughfares, corners, etc. (and number of wide gates, etc.)

Ability / right to travel

Ticket purchase facilities

Accessible / operational at all hours (not inside locked ticket hall)

Accessible at all station entrances

Assistance

(Train services, platforms, tickets, disruption, etc.)

Delivered via face to face staff where possible

Remote assistance call buttons as a minimum

Special passenger assistance where possible, with reliable advance booking & info

Comfort as a customer, and a person

Comfortable (and safe) waiting areas

Involving:
• Seating & shelter
• Lighting

...but not feeling too enclosed (transparency popular)**

In all main and most populated areas but on all platforms as minimum

Sufficiently close to and visible to/from platform edge, for easy, efficient access to train

Toilet(s)

For use incl. by those with reduced mobility and large luggage / equipment, people with small children (gender neutral or available in both M / F rooms)

Accessible from main / most populated areas: all entrances, platforms, concourses, etc.

Expectation for adult Changing Places facilities at larger stations

Café / refreshments

Where possible

And, to be functional, key principles apply to all facilities:

- ✓ Clear, consistent signposting*
- ✓ Well maintained, clean, open / operational
- ✓ Promote personal safety**
- ✓ Empathetic layout / location (e.g. quiet room not located close to pub)
- ✓ Reliably integrated with online / other info sources: what's (working) at the station, entrance / exit considerations, etc.

*See also the workshop report outputs on getting around stations, to/from stations, and the role of staff and customer service

**See earlier in this report, for feedback on safety at stations

Additional facility expectations for larger stations

Stations must facilitate my....

(Potential) lack of familiarity with my journey / complex journey

Dedicated information hubs

In addition to information boards / signs throughout station

Comfort, time and other needs in context of a potentially longer distance journey and more significant overall trip

Wider range of shops and refreshments

Including better provision for health and different dietary needs

Cash machines

Enhanced-atmosphere features

E.g. pianos are popular

Device charging

Luggage lockers

Lifestyle services

E.g. nail bar, massage points

Work-suitable areas

Appropriate space / entertainment for kids / pets

Safe & separate play / exercise areas
Food / drink provision

Smoking areas

Higher expectations for comfort & safety more generally

Free water re-fill

Quiet rooms / spaces, lounges

Air conditioning

Defibrillators & first aid

Expected at larger stations, but – while not explicitly stated by participants as “fundamental” for all stations – this is arguably worthwhile more broadly

Participants also briefly reviewed the places at stations where they would like / expect train services* information, with consistent themes in their feedback



In addition to service information on screens / boards at **platforms, platform entrances and on concourses:**

- **All station entrances** (incl. pedestrian, tube/bus, from inbound trains for subsequent connection, etc.)
- **All thoroughfares** to other zones / areas of the station (incl. bridges, walkways to other platforms, lift exits, etc.)
- **Congregation / waiting areas** (terraces, other seating areas, cafes, etc.)
- **External thoroughfares and congregation areas** (“Like at Euston”) – incl. **entrances to car parks**, preventing the effort and expense of parking in case of unexpected rail disruption, and similar for other inward transport modes where possible
- **Information via staff**
 - **clearly visible, information desk** at larger stations – on main concourse, but again also at key entrances and extremities at larger stations, on both sides of a bridge at stations like Swindon, etc.
 - **all other** stations, intuitive place to gravitate is **ticket office area; remote-call points as a substitute** only at very small stations



Train services* information

- Train times incl. delays / disruption
- Calling points + destination
- Facilities on board, incl whether they are in operation
- Occupation of coaches
- Where to stand for coach XYZ
- (Some appetite for shortcut info, e.g. “next / fastest train to...”)



Mininise effort

in seeking information

Spread footfall

prevent unnecessary congregating (crowding)

Facilitate informed choices, e.g.

Prevent wasted time and effort in walking to other area of station or in parking, if train is delayed / at another platform
I can buy coffee / use toilets now if unavailable on board

Consistency

across the UK network, and across online and other sources

Avoid complacency at smaller stations

While larger stations must often accommodate more complex journeys and many travelers who are unfamiliar with the area and their journey, operators cannot assume that everyone at smaller stations is familiar and local: information must still be clear and cover essential wayfinding in/out, to platforms, and to the fundamental facilities (i.e. those identified on previous pages)

Make the whole station and surrounding area work for and feel **customer-oriented**

Note: participants also prioritised entrances, thoroughfares, waiting and external access areas in their placement of staff and security features like CCTV – important for feeling safe and that the station is “alive” and functioning

* This feedback was separate from the work participants did to evaluate and input to wayfinding at stations; see separate report on this.

Summary: the customer perspective on station facilities

Participants' evaluation of case study* stations, and discussions based around this, highlighted **fundamental, base-line requirements for station facilities, regardless of size:**

- Facilitating inward/onward travel
- Step-free and other accessibility features
- Ticket purchasing
- Customer service / assistance
- Suitable waiting areas
- Toilets
- (Where possible) café / refreshments

Plus, enhancements to these basics, as well as additional services and comforts, are expected at larger stations.

And in order to be effective, these facilities must be, and be perceived to be:

- **Useable in practice:** working and easy to use, easy to find
- Enjoyable or **comfortable to use:** clean, safe, sheltered
- **Accessible:** positioned, delivered and accessed with consideration for the specific audience using them.

Information about the presence of facilities, how to access them, and any operational issues, must also be available, accessible and correct, via other sources, e.g. online.



Ultimately, principles that operators must live by are that **stations should facilitate:**

- **Access to and interface with rail travel**
- **Ability and right to travel by train**
- **Basic comforts**

And at larger, busier stations, additional thought and provision should be given to the likelihood for (a higher proportion and volume of) customers to be making longer, potentially more complex or less familiar journeys overall, and for higher customer expectations.

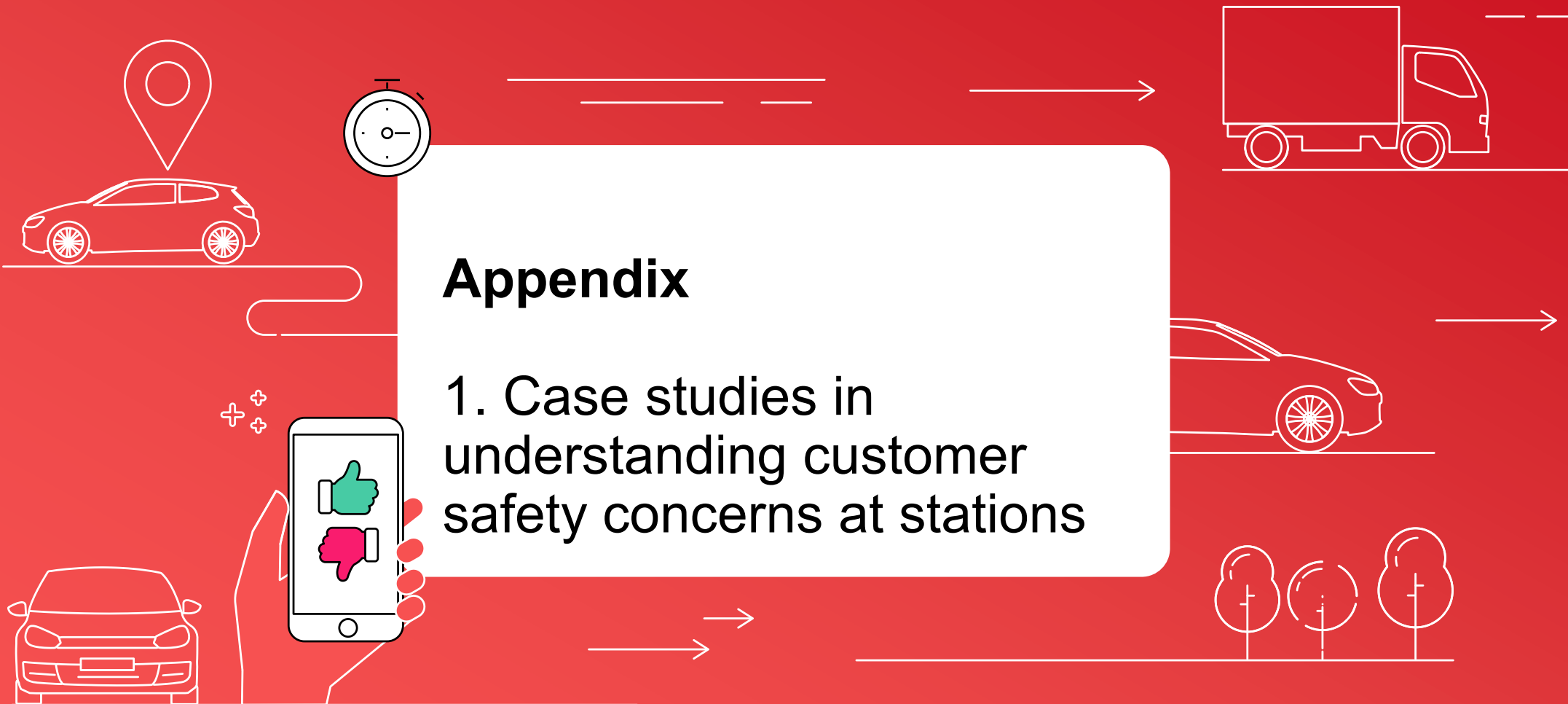
**see appendix*

Summary: the customer perspective on information facilities at stations

Participants' feedback also revealed a set of **principles for the provision of information facilities at stations**:

(this focussed mainly on information about train services; wayfinding was discussed separately, with a separate report in this series)

- Provide information about
 - Train times (including disruption), calling points, platforms
 - What's on board, how busy each carriage is and where to wait in this context
- **Minimise effort, facilitate informed choices and discourage crowding hot spots**: provide this information at key points all around and without the station, with particular attention on entrances (including to car parks), thoroughfares, congregation areas
- **Be consistent** in the content and presentation of this information across the whole rail network
- **Staff (should) provide critical support and reinforcement** to written and audio information
- Take the same principles and **avoid complacency at smaller stations** – though less information may be needed overall, the same type of content and presentation is important, and arguably more so given smaller likelihood that staff can help



Appendix

1. Case studies in understanding customer safety concerns at stations

Case studies in understanding customer safety concerns and remedies / mitigations: Sydenham Hill / Dunston Green

Sydenham Hill



Tangible symptoms

- × Untidy vegetation
 - × Dirty / worn paintwork
 - × Graffiti
 - × Damp, puddles
- × Sydenham Hill: Lots of corners and hidden spaces
 - × Dunston Green: Enclosed, dark, cold (even in daytime)
 - × Narrow, enclosed walkways
- × Steep concrete steps
 - × Puddles

Resulting risks

- Lonely & neglected, anti-social behaviour is left unchecked
- A customer in trouble could be hidden
- Potential hiding spots for criminals
- Limited options to run away if needed
- Risk of tripping or crushing

Implications

- Customers' safety unobserved and unknown: **customers are a low priority**
- Danger to self and personal property**
- Potential injury**

Dunston Green



All of this is tolerable in daytime; very different at night
(Lighting looks limited, dim, other features bring quality & reliability into question)



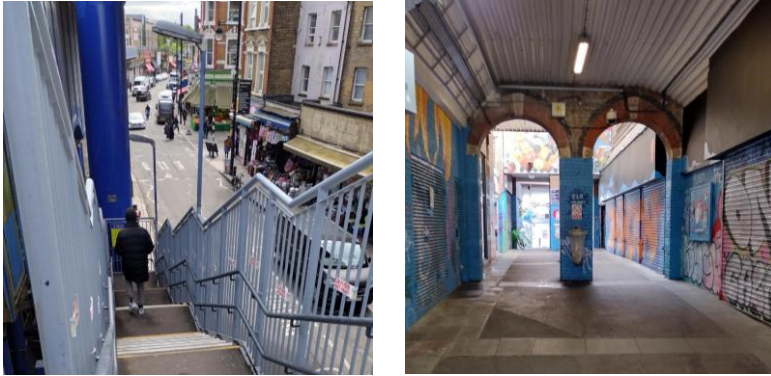
Heightening these perceptions and risks

Uncared-for stations = perception of uncared-for customers, but relatively straightforward remedies could make a difference

Priorities for safety perceptions are overhauling aesthetics, opening up lines of sight (e.g. removing / reducing walls / fences), adding / allowing light, introducing more overt CCTV

Case studies in understanding customer safety concerns and remedies / mitigations: Brixton

Brixton



Arguably an example of function over form, combined with potentially exaggerated influence on safety perceptions from individual customer confidence and familiarity, due to station locality.

Priorities for safety perceptions are more overtly demonstrating acknowledgement of customers throughout and externally (e.g. with lighting, signage, feedback CCTV), and ensuring staff are visible – or known about – and approachable throughout, to help accommodate more anxious individuals.

Tangible symptoms

- × Scruffy
- × Steps route directly onto street, disconnected from station

- (Tunnel / archways less of an issue than for Dunston Green – can see all the way through, wider.)
- (Mixed views on graffiti – some feel it fits the area and can add character where the artwork is better quality; for others it enhances neglected feel)

- × Steep concrete steps

Resulting risks

Feels uncared for, dismissive
(rather than outside steps, for example, being recognised as potentially being a good way to mitigate crowding inside)

Neglected, anti-social behaviour is left unchecked

Risk of tripping or crushing

Implications

Customers' safety unobserved (despite being potentially busy) and left to their own devices on exit: **customers a low priority**

Danger to self and personal property

Potential injury

Somewhat tolerable in daytime; very different at night

All these perceptions partly influenced by knowledge / expectation of the wider area, perceptions of more intimidating environment generally than at other stations



Heightening these perceptions and risks

Case studies in understanding customer safety concerns and remedies / mitigations: some more positive examples

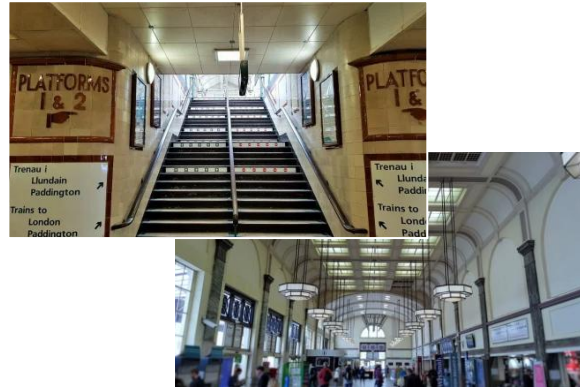


Windermere

Known to be remote, but **perceived as a relatively safe area**

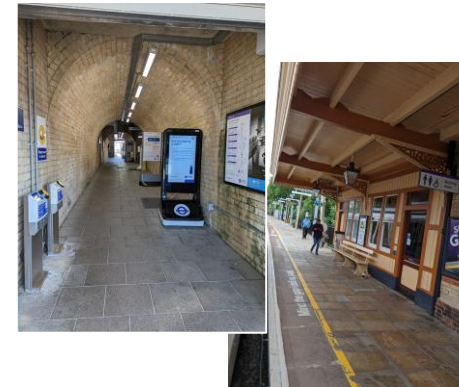
Nevertheless this station does appear to have **several features** which also mitigate potential safety issues associated with remoteness:

- Open, **lots of the area is visible**
- A “proper” building = **welcoming, shelter** (but with glass doors)
- **CCTV**
- **Seating** (feels welcoming, facilitating and therefore even **indicating “signs of life”**)



Cardiff

- ✓ Traditional / characterful décor or styling = to some extent **indicates better upkeep, pride**
- ✓ Feels **open and well lit**, can see exits, etc.
- ✓ Known to have **plenty of friendly, helpful staff**
- Stairs also **well-lit, signed, and relatively wide** which reduces affects of steep, enclosed walkway somewhat (though remains concerning for some: fear of crushing, tripping, pickpockets when busy)



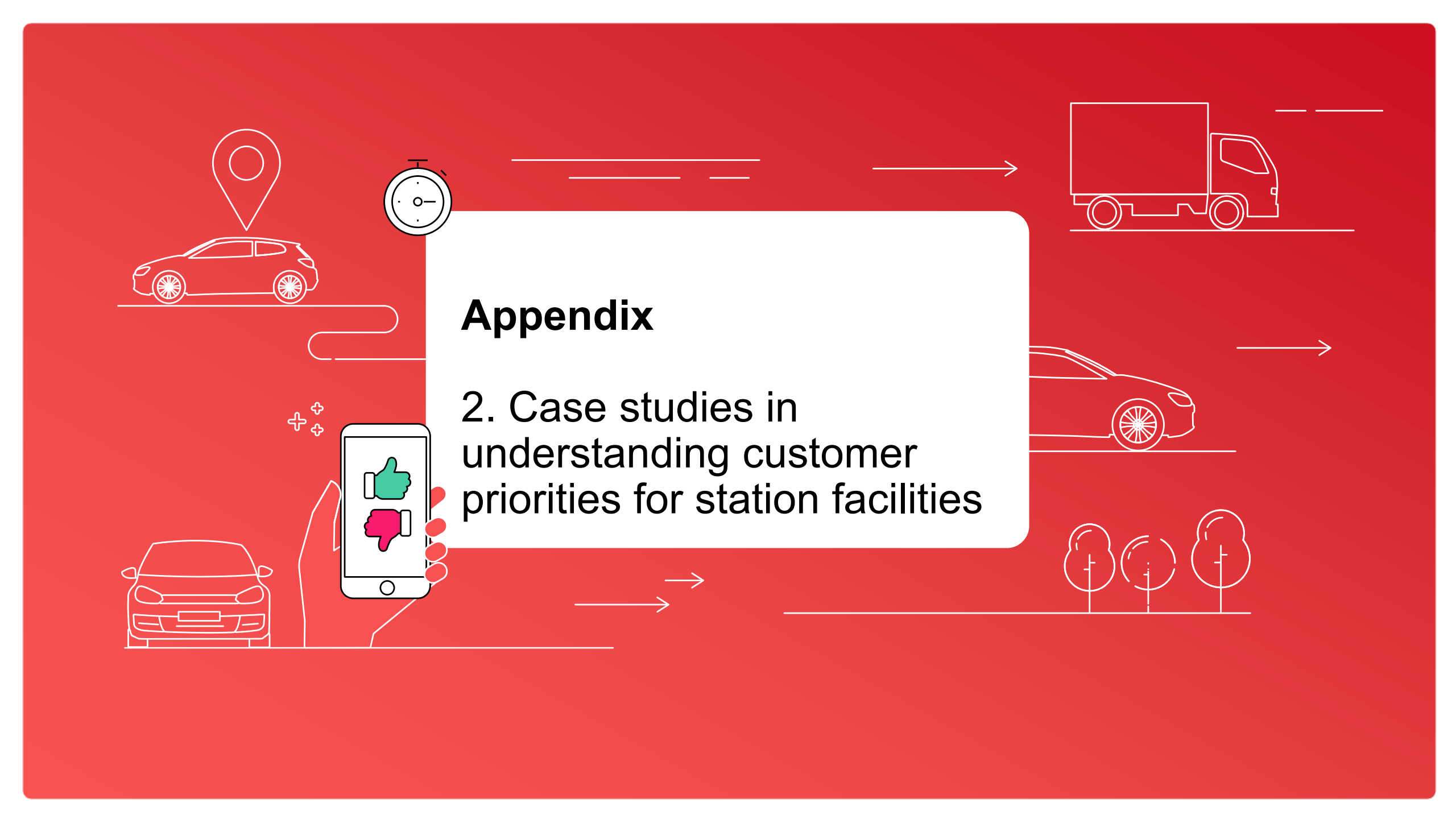
Hanwell

- ✓ **Light, bright, clean tunnel**, with temporary, up to date signage – **looks “inhabited”** and not as intimidating as e.g. Dunston Green



Elephant & Castle

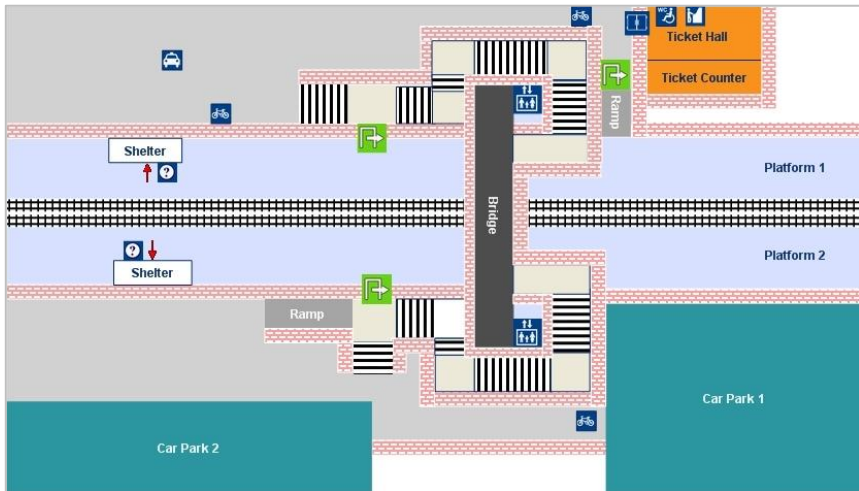
- ✓ **Light, bright, relatively clean**
- ✓ Cash point at right angles to foot traffic meaning **users are not in the way / vulnerable**: a fairly clear queue area is available if needed
- ✓ Bin placement caused less concern than anticipated: a bin user not expected to loiter for long here, behind cash point user



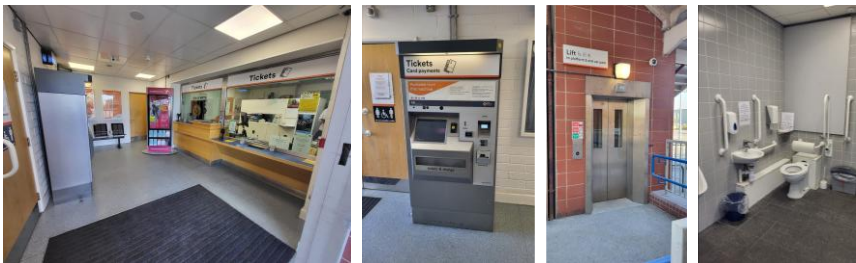
Appendix

2. Case studies in understanding customer priorities for station facilities

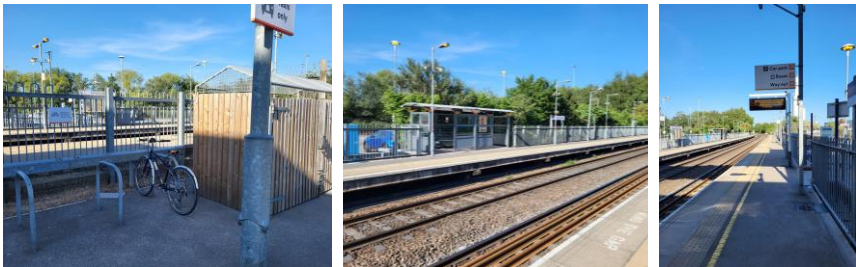
Evaluating the facilities at **Coleshill Parkway**, as an example of a small, minimally staffed, category E station



- ✓ Fairly accessible: step-free overall for wheelchairs, luggage, buggies, etc.
- ✓ Ticket purchase facilities
- ✓ Indoor area (ticket hall), including seating
- ✓ Shelter on platforms
- ✓ Cycle storage and car parking
- ✓ Bin



- Car park – likely to be used by those needing step-free access – is across the bridge from necessary facilities like ticket office, accessible toilet, etc.
- Cycle storage – preference for inside station for more security and shelter*
- Ticket facilities
 - Concern / query about whether reachable when ticket hall area is closed
 - Require TVM on both sides of bridge as minimum
- Lack of comfortable waiting facility: require more seating and more shelter on platform
- Toilet – query over whether it includes baby-changing and toddler-securing facility
- No café / refreshments



* See also the workshop report output on getting to and from stations

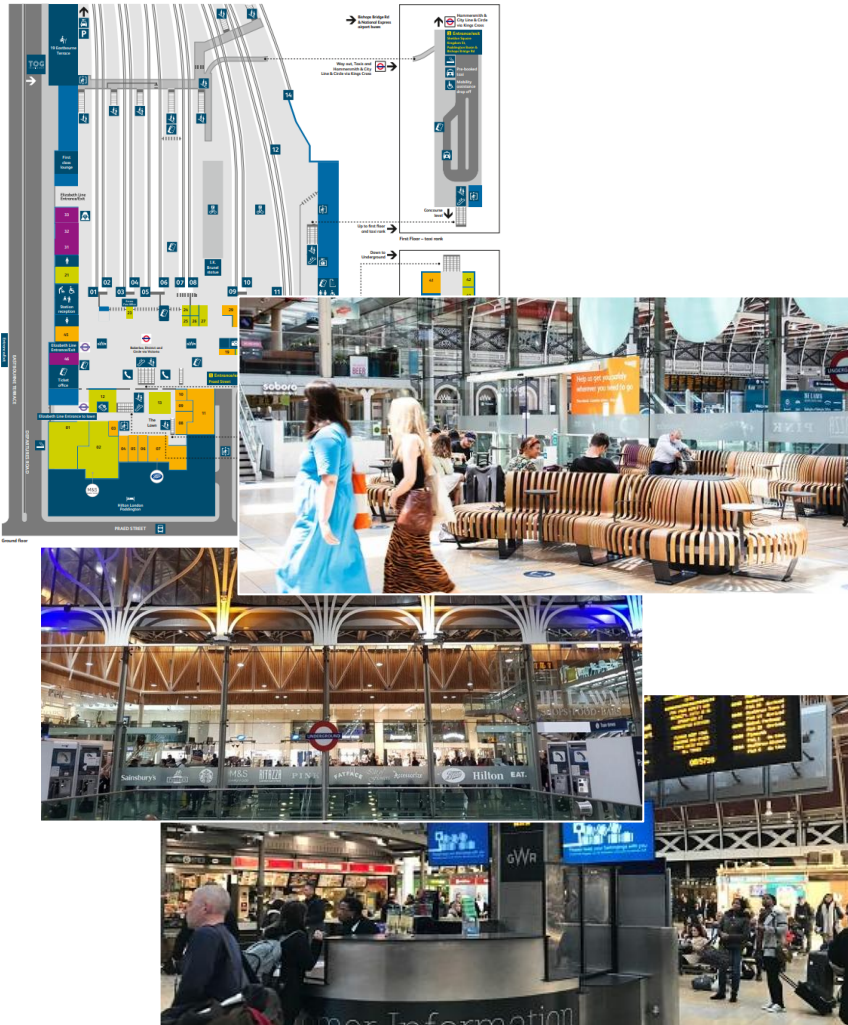
Evaluating the facilities at **Swindon**, as an example of a medium-sized, category C station



- ✓ Fairly accessible: step-free overall for wheelchairs, luggage, buggies, etc.
- ✓ Meeting expectations for facility provision at a station of this size: Ticket purchase, toilet, in/onward travel, cafés, shops, ATM, waiting areas, info points, lifts etc. Some of these provided on both sides / platforms, e.g. toilets, café, etc.
- ✓ Indoor areas including seating
- ✓ Some areas appear tired / dull but reasonably well maintained, light etc. (e.g. toilets, subway)
- ✓ Space to move around on platforms
- ✓ Functional (transparent sided and close to trains) platform waiting area
- ✓ Safe (on platform) cycle storage

- Query over step-free access for long-stay car park users (assume disabled parking in short-stay, but this doesn't cater for all those needing step free access)
- Key facilities missing from main entrance / platform 4 side: ticketing, cycle storage, seating
- Require more seating and shelter on platforms
- Require (more) information boards at key points (see page 20)
- Query over whether there are gates controlling access to all platforms: expected / required
- Query over whether there is bus integration - expected / required
- Prefer shelter for cycle storage

Evaluating the facilities at **Paddington**, as an example of a very large, category A station *(unlike Coleshill P'way / Swindon, much of the feedback here is from experience as well as stimulus in the workshop)*



- ✓ Fairly accessible: step-free overall for wheelchairs, luggage, buggies, etc.
- ✓ Meeting many expectations for facility provision at a station of this size:
 - As Swindon but appropriately bigger / more extensive
 - Plus seating area, and “additional” services e.g. water fountain, dog water area
 - Plenty of toilets, multiple locations, appreciate recent removal of fee, includes baby change
- ✓ Plenty of secure cycle storage
- ✓ Generally modern (up to date) and well maintained

- Lots of train time / platform information, but wayfinding can be difficult*
- Lack of (or unknown) waiting areas, especially specialist lounges, incl. accessibility lounge
- Perception that info desks are poorly staffed
- Unpleasant entrance area from Praed St.
- Some odd-feeling facilities placement, e.g. required to walk past pub to reach quiet room (a valuable facility for nervous or anxious travellers)

* See also the workshop report output on finding your way around stations

About Transport Focus

Transport Focus is the independent consumer organisation representing the interests of:



Bus, coach and tram users across England outside London.



Rail passengers in Great Britain.



All users of England's motorways and major 'A' roads (the Strategic Road Network).

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