Gatwick Airport recommendations from our interchange matters blog / surface access to airport research.

Operational/Safety

Reduce the gap between the train and the platforms at Gatwick Airport Station for both safety reasons and dwell time reductions

Provide more seating on Gatwick Airport Station platforms where possible, especially to spread passengers along the platform

Retain or expand the amount of staff on the platforms to assist passengers, reducing dwell times

Advise passengers with luggage, especially those travelling into London in the peak, where to store luggage on the train – the train will fill up when it reaches East Croydon.

Install tactile paving at the top and bottom of all staircases

Fares

Push for the Department for Transport to simplify the fares structure between Gatwick and London, spreading the amount of trains passengers can board and removing artificial peaks

Clearly display comparison fares, journey times and maps for different rail services to allow passengers to purchase the right tickets, potentially avoiding passengers changing trains at East Croydon if they are on the wrong service

Ensure that passengers are aware that Oyster and Contactless 'Pay As You Go' fares are not always the cheapest option

Removing the premium fare for a Gatwick Express service that is anything but a premium service

Customer Service

Push for better accessibility and flight departure screens at key rail stations en route to the airport

Advise passengers which side the doors will open as trains approach stations so they can organise their luggage – or start fighting their way out if the train is full.

https://interchangematters.wordpress.com/2016/08/31/gatwick-airport-a-four-star-interchange/