



The voice of transport users

A five star interchange

Passenger priorities for interchange

July 2014

London **TravelWatch** is the official body set up by Parliament to provide a voice for London's travelling public, including the users of all forms of public transport.

Our role is to:

- speak up for transport users in discussions with policy-makers and the media
- consult with the transport industry, its regulators and funders on matters affecting users
- investigate complaints users have been unable to resolve with service providers
- monitor trends in service quality.

Our aim is to press in all that we do for a better travel experience for all those living, working or visiting London and its surrounding region.

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Dexter House
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Foreword

It is easy to imagine five star interchange for passengers where they seamlessly change from one mode of transport to another. It would have level access between street, platform and train floor and nearby, accessible, bus stops and taxi rank. The interchange would have sufficient capacity for the busiest periods of the day. Navigation around the station would be intuitive with minimal, well located signs. There would be a good range of accessible facilities such as toilets and a cash machine. There would be assistance for those that needed help and advice.

Where signs are needed they would be of good quality, the right quantity and visible. They would be bespoke to the location. Good quality passenger information, real time and posters, for all transport services and local map based wayfinding would be available at appropriate locations around the interchange to enable passengers to find out easily how to continue on with their journey. For those that needed travelling advice it would be available at a single location from well informed staff that were able to give advice on all of the services provided at the interchange.

Passengers would feel safe in and around the interchange. There would be no graffiti or accumulations of litter and the presence of staff would provide reassurance. The interchange would be a place where passengers felt comfortable spending their time.

There are interchanges where many of these elements can be found. Many more have a good number of these passenger requirements. However, in too many locations interchange is not exceptional and passengers have a poor experience even at London's major transport termini. Sometimes it won't be possible to provide for all aspects of a five star interchange because of all the conflicting demands, the historic context of the interchange and the sheer cost of developing a better interchange, particularly providing lift access. However, it is also the case that there are institutional reasons for poor interchange experience for passengers. Sometimes it's because of the institutional structures or priorities of the various industry operators, that simple adaptations and facilities are not provided.

London TravelWatch and its predecessor bodies have always promoted and prioritised good interchange. It has undertaken research into many aspects of interchange and worked with the industry to promote improvement. There have been successes, but also disappointments. This report brings together the many strands of work and research that London TravelWatch has undertaken previously together with new qualitative research that reaffirms what passengers priorities are for interchange.

Alongside the publication of the findings of this research we have also developed a scoring system to rate interchanges on a scale of one to five stars. We hope to use this, in collaboration with the industry, to promote

understanding of passenger priorities and develop more five star interchanges that will meet all passenger needs in the future.

Executive summary

1 Introduction

Every weekday well over a million passengers interchange during the morning peak period at one or more of London's interchanges. As London's multi-modal watchdog, London TravelWatch uniquely understands the importance of interchange and what makes a good interchange. We therefore determined to publish our perspective of what makes a great interchange for passengers. This report draws on previous work and research we have undertaken, discussion with the industry and passengers over many years and following research we have commissioned asking passengers what their priorities are for a good interchange.

The need for good interchange is not just to make life a little easier for individual passengers though we know this is important. A good interchange is important for many reasons and particularly in the context of the growth of London. A good interchange:

- will maximises the efficiency of the network;
- is inclusive;
- improves the overall journey experience;
- maximises journey opportunities;
- can reduce the pressure on central London termini if other routes become more attractive;
- will improve the whole journey experience as any journey is only as good as its weakest link.

For many years London TravelWatch has sought to improve the passenger experience of many aspects of interchange. We have commissioned research and undertaken our own research into many of the issues affecting passenger journeys:

- Accessibility, including recently partnering with Transport for All in visits to the London Olympic and Paralympic Games venue stations;
- toilet provision at interchanges;
- walking and interchange issues at a selection of stations across London;
- car parking and other aspects of getting to the station;
- the management of interchanges with more than one service provider;
- the problem of litter at stations, particularly on the track-bed;
- ticket purchasing journey experiences;
- value for money and interchange;
- the travelling environment;
- the operation of rail replacement buses from stations;
- station name signing.

London TravelWatch has worked with and discussed interchange issues with both passengers and the industry in many different fora to develop its policies on interchange.

We have investigated the journey opportunities that are possible for passengers who are able to interchange between rail and Underground lines that are located only a few minutes walk away, but are often either unknown to passengers or could, with minor works, be a much better interchange for all.

Recently the commencement of two major rail projects in London has meant substantial disruption for passengers at London Bridge station (the Thameslink programme) and Victoria station (LUL's Victoria Station Upgrade project). Some aspects of the passenger experience during these necessary, but disruptive projects, have been good, some not so good. We have engaged with Network Rail and London Underground (LUL) and tried to promote improvements for passengers at these stations whilst this work is undertaken. We want to see the industry do better in the future.

Some of London's interchanges also serve as the gateways to London's airports for outbound passengers and as gateways to the UK's transport system for inbound passengers. The airports themselves are also important interchanges. Passengers using these interchanges have particular needs.

Different transport operators manage London's interchanges. Transport for London, the train operating companies (TOCs) and Network Rail (HS1 Ltd at St Pancras). The local highway authority also has a role to play in managing the area around the interchange.

This report describes London TravelWatch's understanding of passenger priorities for interchange that we have accumulated over many years and believes is necessary for good interchange. It also presents our latest qualitative research in which we have asked passengers what they think are important aspects of a good interchange and their priorities.

The report looks at many aspects of interchange. The first eight are in the order of priority for the passengers who took part in our recent research.

- i) Accessibility
- ii) Layout
- iii) Information and continuing your journey
- iv) Availability of staff for assistance and information
- v) Personal security
- vi) Facilities
- vii) Local environmental quality
- viii) The built environment of the interchange and its surroundings.

Additionally there are further aspects of a good interchange that London TravelWatch advocates are also key to a good interchange. These issues are addressed separately.

- ix) The management of interchanges
- x) How major planned works are carried out and the consequent disruption is managed
- xi) How unplanned disruption at interchanges is managed
- xii) Airport access at London's gateway – Tim's note?
- xiii) How easy it is to make an interchange between some lines via a short walk;
- xiv) How access to stations is managed and planned.

Alongside the publication of the findings of this research we have also developed a scoring system to rate interchanges on a scale of one to five stars. We hope to use this, in collaboration with the industry, to promote understanding of passenger priorities and develop more five star interchanges that will meet all passenger needs in the future.

2 Research methodology

3 Accessibility

Accessibility, particularly for the mobility impaired, is well embedded in transport policy, indeed there is both specific prescriptive legislation and a general duty on public bodies to promote equality of access. It is well recognised that access improvements to the transport system benefit not only those in particular target groups, but a much wider cross-section of the travelling public.

A particularly important finding of previous London TravelWatch research¹ was that passengers without any impairment regarded accessibility as a priority even though they themselves might not directly benefit. Indeed the value for money research showed that such investment was seen as adding value to their purchase even if they themselves were able-bodied and unencumbered.

There has been much progress in improving accessibility of many interchanges. For example, all new facilities and rolling stock has to be step-free. There have been retrospective works by all parts of the transport industry and local highway authorities to implement step-free schemes at interchanges. Particularly pleasing for London TravelWatch is the progress that has been made to increase the number of bus stops in London that are now accessible and thereby complement London's fleet of low-floor buses.

Photo of an accessible bus stop with caption: London TravelWatch's campaigning over many years has resulted in a huge increase in the number of accessible bus stops and a Mayoral target of 95% of all London's bus stops to be accessible by 2016

I-Bus (TfL's bus location and on-board information system) now provides both visual and audio next stop information. There have been improvements to management systems and staff training across the transport industry to ensure that passengers with disabilities are assisted and catered for better than ever.

London TravelWatch undertook research with Transport for All prior to the Olympic and Paralympic Games in 2012. We looked at each venue gateway station. From this work it was clear that the transport industry had done well to improve access. For example there have been major lift installations and platform humps that locally bring the platform level up to that of the train floor.

However, we also found that there were some relatively simple improvements that had not been implemented at the Games venue stations

¹ The London travelling environment: What consumers think

that would have been of great advantage. For example an important feature of staircases for the visually impaired is to have tactile paving at both the top and bottom of the stairs. Some Olympic venue stations had not had this facility installed. The most disappointing aspect of our investigation of the Games venue stations was the lack of a level and continuous footways in the adjacent streets. Greenwich station was a particular problem with kerbs on the street that had not been dropped and parking allowed to obstruct pedestrian (particularly wheelchair using pedestrians) routes.

There is, of course, still much to be done to improve the accessibility of the transport network. The DfT's Railways for All programme continues and TfL has restarted a programme of step-free stations together with access improvements associated with its major upgrade works. There has been a recent commitment from the DfT and TfL to ensure all the Crossrail stations are step-free.

London TravelWatch has expressed concern that proper consideration is not being given to including access improvements alongside all major station works. At Alexandra Palace station, for example, we took the view that the major platform redevelopment there should have been accompanied by accessibility improvements or that there should have been a proper feasibility assessment undertaken to demonstrate why those works should not be done. We felt this had not been done in this case.

Outside of any of these formal programmes there are opportunities for minor works to improve access. Paddington station is a case in point. At Paddington station's Praed Street ramp two very high kerbs had meant the southern pavement was inaccessible. After some considerable work by London TravelWatch a relatively simple adjustment by Network Rail (four dropped kerbs) has much improved the accessibility of the station benefitting all passengers. However just around the corner on the public highway are a series of kerbs that force passengers off of the pavement and to drag their luggage along the carriageway.

These very minor works to the streets adjacent to interchanges are strictly the responsibility of the local highway authority, however we believe that the transport industry must be making the case on behalf of its passengers and work in partnership with the local highway authority to get these improvements implemented. There is sometimes good coordination, but sometimes there is not. We hope that the station travel planning process might make these connections.

[Photo at Paddington showing the inaccessible street environment](#)

Accessibility is not just about physical changes to interchange. London TravelWatch recently published *Inclusive Streets* that highlighted the abysmal management and enforcement against highways obstructions on London's pavements by local highway authorities with statutory duties to keep the pavements clear. These highways obstruction in the streets around transport interchanges are an inconvenience for passengers especially

partially sighted, blind, mobility impaired and older people and those encumbered with luggage or conveying children.

Photo of highways obstructions

What our most recent interchange research told us

When we asked passengers what their priorities are for interchange it was not surprising that accessibility was important, indeed it is passengers' number one priority for a good interchange. Passengers told us that access is important to them not simply to assist those with disabilities, elderly passengers, or those encumbered with luggage or children but for **all** passengers. And it is a particular priority at interchanges where there are additional complexities. Passengers told us:

“If any area of an interchange is difficult for any passenger to use for any reason, it can't be considered to be truly accessible.

The key issue in this respect should therefore be defined as ease of access rather than accessibility”

Almost all attributes of accessibility were considered to be essential by almost all participants. The most important is whether there is step-free access to all areas of the interchange and whether there are lifts or ramps and the numbers and location of these. If access is not step-free, then it is essential to know how many steps and flights need to be negotiated as well as the type of steps since many will consider spiral stairs or steep steps to be dangerous and will need to avoid them. Some passengers told us that walking distances can also present a problem. King's Cross / St. Pancras illustrates an interchange that is accessible, but access from one station to the other may not be easy for all passengers due to the distances involved.

A key issue in relation to accessibility for passengers is whether there are gaps between platforms and trains. Even if the interchange is accessible, the services from it may not be if platform gaps and or step height are too difficult for some passengers to negotiate. Clapham Junction station was cited as a particular problem in this respect.

Passengers told us that it is also important that the area around the station is accessible and also the various facilities provided must be accessible.

The final requirements in terms of accessibility are whether help is readily available for any passengers needing assistance and the extent to which more accessible alternative stations and facilities are clearly promoted by the operator.

The researcher raised the issue of accessible bus stops, but unfortunately participants did not appreciate the accessibility issues associated with bus stops such as kerb height and enforceable stopping and waiting restrictions.

The only issue, participants in the research felt to present any potential difficulty was the extent to which accessibility could be effectively evaluated by those that are not themselves disabled, elderly or travelling without children or luggage.

Discussion and conclusion

Much has been done and is being undertaken to improve access. However, accessibility, particularly step-free access from street to train is clearly a fundamental requirement of passengers for a good transport interchange.

The participants in our qualitative research told us that it was the most important aspect of a good interchange for them and that improvement to access would benefit everyone.

This finding is one that many will recognise, however it is of note that passengers recognise accessibility improves the journeys of all passengers, not just a minority. Passengers also valued assistance services that were provided for passengers even though they themselves were able bodied and were not recipients of these services. These conclusions should move the case for accessible interchange further up the agenda

Recommendations

The transport industry and local highway authorities should prioritise accessibility in its widest sense, at and around transport interchanges. Business cases should recognise accessibility as fundamental to good interchange with benefits for *all* passengers, not just the target groups.

The day to day management of streets and public spaces is also important for accessibility.

4 Layout

The layout of an interchange is important, particularly London's major termini. It is widely accepted in the industry that the ideal layout is one that is intuitive, such that minimal signing is necessary to support passengers navigating the interchange.

Many interchanges in London are generally small, with only one, or at most two, entrances. The ticket barriers are immediately obvious which guide passengers to the platforms.

Photo of Shepherds Bus demonstrating a intuitively navigable station

The newly refurbished Network Rail major termini, such as King's Cross and St Pancras stations are well laid out. And with minimum signing passengers can easily understand where the platforms are. The ticket offices and other facilities are in full view or simply signed.

In contrast Paddington station and London Bridge stations are both a combination of two National Rail stations and two Underground stations. The difficulty passengers have navigating around Paddington station are compounded by the siting of all manner of commercial kiosks and advertising to such an extent that passengers can hardly see the platforms. The balance between passenger requirements and Network Rail's commercial requirements to sell retail space has led to very poor layouts at some of London's major termini. There has been work undertaken at Waterloo station, which London TravelWatch welcomed to relocate the commercial activity away from the passenger concourse. Euston too is poorly laid out insofar as views of the platforms are hidden by retail kiosks for arriving passengers and similarly views of the street are hidden.

A contrasting photo at Paddington and King's Cross

Signing is important in assisting passengers navigating the more complex interchanges. TfL generally do this well. Network Rail, with much larger and more complicated stations do it less well in part because it has strict controls over what signs it uses. London TravelWatch believes that the major London termini, such as Paddington and London Bridge stations need signing that is specific to both the location and the station.

Where London's major termini are in fact two conjoined stations we would like to see consideration be given to assigning the separate stations. Paddington, London Bridge and Victoria stations could adopt a signing scheme similar to that at St Pancras station which identifies the platforms served by the different train companies. For example at London Bridge signing to the through platforms at present is simply 'to platforms 1-6' which

is almost meaningless and does not help passenger understanding of the layout of the station. These platforms could be signed with the logos of First Capital connect and Southeastern for example.

Photo comparing Londonbridge To St Pancras

What our most recent interchange research told us

Passenger's told us that the layout of interchanges is considered to be the second most important aspect of an interchange, important due to the implications that layout has for accessibility. Essentially good layout enables ease of access.

However, passengers identified the concept of a good layout as being a difficult category to define since the interpretation of the issues involved is extremely broad and potentially subjective. Any evaluation therefore needs to provide clear cues for those making assessments taking into consideration the size of the interchange and the time of day that the evaluation is conducted. A key finding in relation to layout is that appraisals are only meaningful in the context of the relationship between the size of the interchange and passenger volumes.



Figure 1 The best interchanges are those that are legible without way-finding

One of the issues frequently highlighted in the focus groups was the need for this category especially to be evaluated by someone unfamiliar with the interchange. This is due to the need to understand spatial relationships and the extent to which the layout is considered to be easy to navigate. These attributes would mean more to someone who has not had the opportunity to

learn short-cuts or other ways to make movement around the interchange easier than it would be for a first-time visitor.

An important part of the layout is whether it seems to be logical and if not, why not. London Bridge was provided as an example of a layout that is not logical, due to the fact that train platforms 1 to 6 are separated from the others and access between them is not always easy or clearly signposted. Closely related to this is speed of movement around the interchange, especially in terms of the amount of time that needs to be allowed to move from one area to another when needing to make connections. The possibility of providing airport style signage to provide guidance for passengers in this respect was occasionally suggested by participants.

Two issues relating to ticket barriers were identified that impact on perceptions of the layout. The first is whether movement around the interchange is restricted in any way, especially in terms of whether there are bottlenecks caused by passengers being held at gate lines. Second is the knowledge of what is on either side of the barriers and how clearly this is communicated to passengers. The ease of access and egress is also an important general consideration and one that can be affected by the location of the ticket barriers within the interchange layout. Camden Town was cited as an example of a station that is too small to cope with passenger volumes and where ticket gates cause potentially dangerous bottlenecks that can overflow onto the surrounding streets.

Participants in the research were asked whether retail outlets and kiosks caused a problem with interchange layouts. The majority view was that these tend to enhance rather than detract from the overall passenger experience. The only exception is in rare circumstances when a structure is felt to impede movement around a busy station.

Discussion and conclusion

London's most recently redeveloped major termini, for example King's Cross station, are well laid out. Getting around them is intuitive. A good layout, though a difficult concept to articulate, is felt by passengers to be an important aspect of a good interchange and is particularly important to aid access. Passengers want to see interchanges that need the minimum signing to understand where the elements of a station are. Where signing is needed it may sometimes need to be bespoke to the individual location.

Passengers appreciate retailing at stations, but kiosks etc. should not impede movement around a busy station. The location of ticket barriers is an important aspect of the layout of a station and consideration needs to be given to what facilities and information etc. is provided which side of the ticket barrier.

Recommendations

Interchanges need to be reviewed by those not familiar with them and their layout improved where necessary to ensure that navigating around them is as intuitive as possible to passengers. Where signs are needed to help

passengers navigate a station the signs may need to be bespoke to the particular circumstance and location. Consideration should be given to the possible benefits of 'explaining' the interchange better, for example including the logos or names of the companies that operate from them where this is practicable

Network Rail should regularly review the scale of retailing on its concourses. London Underground should also ensure that any reconfiguration of its property, following the review of the use of ticket offices, prioritises passenger and operational issues over commercial ones.

5 Information and continuing your journey

Clearly information on services at an interchange to help passengers continue their journey is essential. Over the last decade TfL have been very proactive in establishing a good suite of the information passengers want. Research that London TravelWatch has previously published confirms our view that there has been improvement in the provision of information of all types across the transport industry.

LUL stations are generally a model for good information. They almost all have the information arriving and departing passengers would want: real time departure screens; line status information for the Overground and Underground network; signing and directions towards local amenities and bus stops; local pedestrian, bus and Underground and National Rail mapping; first and last train information and white boards for ad-hoc local information etc. These elements should be available at all interchanges and cover all modes

The ‘buses towards’ signage at LUL stations and many National Rail stations is useful in both guiding passengers, but also marketing the fact that buses towards various destinations are available. This system should be reinforced at decision points in the surrounding streets as part of the Legible London wayfinding scheme. Network Rail signing should be revised to include buses towards signing instead of, as presently, treating buses like Taxis with no directional information.

Buses towards signing photo

TfL interchange signs ‘towards bus stop A’ etc. are of little use and often defunct as bus stops have become redesignated and re-labeled. The defunct signs should be removed and the system revised to a ‘buses towards system’.

TfL has established its ‘continuing your journey’ local mapping and bus mapping. It is available at LUL stations and has now been adopted by most other train operators. We understand this is to be rolled out across all National Rail stations using Legible London mapping. This is welcome.

London TravelWatch has previously undertaken work² looking at those stations that are managed by either LUL or a train operator, but also have the others services using the station. We found at stations managed by LUL, but serving a TOC would not necessarily have all the information that a TOC managed station would have. Similarly information at stations managed by a TOCs may not have all the information LUL passengers would expect.

² Whose station are you? Facilities at joint Underground and National rail stations. Available from London TravelWatch

At larger stations, such as Paddington station, there is a need for multiple information points at appropriate decision points – ends of platforms, exits and entrances etc. This is often not available or poorly located.

London TravelWatch is a supporter of the map based Legible London wayfinding system. The intention is that it becomes a pan-London scheme as much of the benefit will be derived from having a single scheme across London. We want to see each London borough take up Legible London and prioritise interchanges locations as part of its implementation. London TravelWatch wants to see Legible London as the wayfinding scheme both on-street and inside interchanges.

The quality and location of information is also important. TfL provides quality information at the locations one would probably expect to see it. The train operators and Network Rail's is of a lower quality and can sometimes be poorly located. Some of the train operators use mapping designed for motorists, rather than pedestrians Network Rail and TOC mapping is often poorly located and can be swamped by advertising.

Photos contrasting TfL mapping and Network rail mapping

All stations should include a monolith type sign at the main street entrances announcing the station entrance and describing all of the services available at the interchange.

Photos contrasting TfL and Network Rail monolith type signs.

In 2004 London TravelWatch undertook work on rail replacement bus services³. An outcome of that were recommendations for interchange information. London TravelWatch proposed that there should be a consistent location or locations for engineering posters not, as we had found, the practice of installing these posters in random locations as they became available when advertising posters were changed.

London TravelWatch first secured a line of route map at Chiswick station (where there are particular complexities of a circular route). Subsequently these were adopted as part of the Strategic Rail Authority's 'Overground Network' initiative and then TfL's London Overground. London TravelWatch promotes the use of line of route mapping at all London's stations. They are particularly useful at interchanges.

Photo of Line of route map

³ When is a train not a train? London TravelWatch 2004

The continued development of mobile technology, such as Wi-Fi, is also a key element of improving information within interchanges. Previous London TravelWatch research on the travelling environment⁴ suggests that the provision of Wi-Fi is an important component of exceeding passenger expectations for service provision that operators should aspire to meet.

What our most recent interchange research told us

Both information and ‘continuing your journey’ are considered by passengers to be so critical to the successful functioning of an interchange that they suggested that there was a strong argument in favour of having a dedicated section for each as part of any evaluation process. They suggested looking at information and signage separately from continuing your journey information.

Information and signage

The key issue for passengers is the quality, quantity and visibility of information available (although quality is more important than quantity). If needs in this respect are not immediately visible (perhaps due to the size of the interchange) then the information passengers need must be easy to locate in an obvious and prominent position. One or two participants also suggested that adopting a consistent style and format of information would help to make information easier to understand and remove some of the potential for confusion.

Ideally a station plan or directional guidance at floor level will be provided to facilitate navigation around larger stations. Timetables and line of route maps are also an essential requirement and if they are available in a format for passengers to take away then this is often appreciated. Quickly accessible details of departures, arrivals and service status are considered to be so fundamental to passengers that the focus should be on the quality of this information rather than on its availability. Information on engineering works and associated disruptions is also a key need, if services from the interchange are affected.

Even in situations where the provision of information and signage is rated very highly, passengers also expect that the option to talk to staff, ideally in the form of a manned information point, should always be available.

Continuing your journey inside and outside the interchange

Passengers told us that there should be a particular focus on information and signage that is intended to be used by passengers making connections and onward journeys. The first requirement is therefore to provide clear guidance to help with navigation within the interchange and clear indications about which exit to use (when more than one).

⁴ The London travelling environment what consumers think? January 2014.

Signage for passengers making onward journeys should show directional differences for the avoidance of doubt, so rather than being labelled as 'exit to bus stop', it should be clear exactly which route should be taken to travel in a particular direction away from the interchange.

Participants in the research recognised the benefit of having local area maps and information available to assist with onward journeys. The minimum requirement in this respect is for posters to be available at each exit of the interchange. Many also appreciate this being supplemented by the Legible London wayfinding system. However, it should be noted that passengers did not recognise the name of the wayfinding system: 'Legible London'.

Passengers generally felt that interchanges were visible enough on the street without any signature monolith announcing the presence of the station and the services that operate from it.

Passengers value Bus Countdown generally and want to see it both at interchanges and more generally.

Passengers told us they were uncertain of the value of hand written information on 'white boards'. Some told us as they were not confident that it would in fact be up to date.

Discussion and conclusion

This is another facet of interchange that passengers regard as fundamental. Passengers recognise there has been improvement in recent years.

Passengers want to see a whole suite of good quality information, located appropriately and not swamped with advertising.

Recommendations

All interchanges should have, for all of the services that operate from the interchange good quality continuing your journey information appropriately located:

- i) Realtime departure and arrival screens;
- ii) Line status information for the whole network;
- iii) Signing and directions for local amenities and bus stops (and the direction of travel for the bus);
- iv) Pedestrian (Legible London), bus, Underground and National Rail mapping;
- v) Line of route mapping at platforms;
- vi) First and last train information;
- vii) A specific location for engineering posters;
- viii) A monolith at the station entrance announcing the entrance and identifying the services available;

- ix) WiFi should be available
- x) A station plan.

6 Availability of staff for assistance and information

There are a number of models for staffing London's interchanges. Docklands Light Railway stations have never been staffed and there are no calls for them to be staffed. In contrast the launch of London Overground was accompanied by a commitment to staff the stations for all operational hours. The latter was welcomed by passengers as many of these stations were previously unstaffed. Some interchanges are staffed by LUL staff, some the TOCs or Network Rail and there are local agreements whereby one operator supplements the station operators staff. Previous research⁵ undertaken by London TravelWatch informs our thinking on the availability of staff and their functions.

Broadly staff perform three functions at transport interchanges. They retail tickets, offer help and advice and give a degree of passenger reassurance and personal security. This section presents London TravelWatch's and passenger views on the first two, the latter is dealt with separately below. Whilst there have been huge changes in the way passengers buy tickets and pay for their journeys with the introduction of internet sales and smart ticketing, particularly Oyster, passengers regard the retailing of tickets as the primary function of staff at stations and want this role to be fulfilled throughout the time that timetabled services are operating. Passengers assume that this means staff will be working in ticket offices, though most acknowledge that a more flexible role could be more beneficial to passengers in some situations. Rather than being 'confined' to a ticket office, passengers accept that a wider role for staff as a 'floor walker', able to sell tickets from a portable machine or from behind a counter may be able to meet a wider variety of customer needs, especially at smaller stations. This is the approach London TravelWatch is taking to TfL's present proposals to close ticket offices and any proposals that the train operators might propose.

The second role passengers see for staff is of providing help and advice. In this role passengers have told us in our previous research that staff generally perform well and indeed they highlight an improvement in recent times. The issue for passengers is not the willingness or ability of staff to provide help and advice, but their availability.

Beyond the routine tasks of retailing and offering advice, information and help to passengers there are the occasions when particular passengers have particular needs and at times of disruption to services when passengers are much more demanding of information so they can consider how to continue

⁵ Passengers' ticketing and journey experiences, London TravelWatch, July 2013; Value for money on London's transport services: what consumers think, London TravelWatch, August 2013

their journey. Passengers recognise that the emergence of real time information satisfies some of these needs during disruption. They also recognise that when the services become disrupted so can the quality of the information.

Some passengers need additional help from staff to physically navigate the interchange and to board the train or bus. Generally there are systems in place⁶ provided by the rail industry to meet the needs of these passengers. LUL and the London Overground provide a turn-up-and-go service for disabled and other passengers needing assistance. However, there can be difficulties at the boundaries of an interchange. The rail industry is generally good at providing interchange between different train operators, but other interfaces, such as at airports, can be more problematic because the systems of handing over passengers are less well established.

Interchanging between London's major termini for disabled passengers crossing the capital from one major termini to another has been a source of casework for LondonTravelWatch. The involvement of LUL in the Passenger Assistance Reservation System (now called Passenger Assist) would be welcomed by passengers.

What our most recent interchange research told us

Findings in relation to staff were consistent with the previous research conducted for London TravelWatch. The availability of staff to provide assistance and information was considered to be especially important at interchanges. Passengers anticipate help is needed at interchanges due to complexities often anticipated when making connections. The key issue is staff helpfulness when approached, rather than simply having staff available. As found in other research⁷, security was recognised to be an important staff function since any presence provides a degree of reassurance, although needs in relation to interchanges are no more acute than for other stations.

⁶ Passenger Assist system (formerly the Assisted Passenger Reservation System)

⁷ Travelling Environment : what consumers think 2014



Figure 2 Staff availability is especially important at interchanges.

Although an important category, participants in the research thought that the staff issues would be relatively easy to assess. The basic need is to identify numbers and locations of staff (in relation to the size of the interchange) and how this varies at different times of the day. The knowledge and helpfulness of staff could be evaluated in terms of how they respond to pre-determined questions.

Queue length was also considered to be an additional way to assess staff efficiency and is obviously important to measure during peak and off-peak periods. Evaluation would need to include indications of when the ticket office is staffed and issues relating to ticket vending machines, such as numbers available (and whether or not the machines were working), any queues to use them and whether staff are available nearby to provide help if required.

The only issues identified as being more difficult to evaluate were the total number of staff on duty at any time in larger interchanges and whether the circumstances of the visit were typical (although this could be mitigated by ensuring visits are conducted at different times of day).

Discussion and conclusion

Passengers recognise that technology has changed the way passengers pay for their journeys, buy tickets and obtain information. This can mean that financial savings are able to be made and / or staff resources redeployed to better assist passengers. However, passengers continue to believe that interchanges need staff to provide services to passengers at all times that services operate from the interchange. Staff presence is particularly important at interchanges because the services provided are more complicated and passengers have greater needs.

Staff are required to assist disabled passengers. This service can be provided by the Passenger Assist system, but it is far better provided for on a turn-up-an-go basis.

The role of staff in providing for ticket sales, help and advice is complemented by their role in providing some level of personal safety and reassurance to passengers.

Passengers' needs at interchanges are greatest at times of disruption to the service. This issue is addressed below.

It is noted that the operation of Docklands Light Rail (DLR) is undertaken without any staff to provide ticket retailing, help and advice and that the DLR is a successful train service. However, there are particular features of the design of DLR stations and the frequency of service which are all staffed.

Recommendations

The transport industry should respond to changes in the way passengers are purchasing tickets, paying for their journeys and their changing information needs. However, there still remains a need for staff to provide services to passengers, particularly at interchanges.

7 Staff and personal security

A key theme for London TravelWatch is the notion of enforcing the rules. We are a partner of the London Transport Community Safety Partnership, a partnership between TfL, all of London's policing services and transport operators. We liaise regularly with the British Transport Police.

Crime on the public transport system, is low, however, the issues of anti-social behaviour and the fear of crime remain a concern for passengers. Passengers' personal security and their desire not to have to deal with anti-social behaviour on their journey is a fundamental requirement of using public transport. Concerns about personal security are a disincentive to the use of public transport.

Our previous research highlighted passengers' personal security concerns at certain London Underground and National Rail stations to a greater degree than at bus or tram stops. This was especially true for women and for those making journeys at night. However, it needs to be emphasised that often the issues are as much about the local area around the interchange as they are about the interchange itself, particularly if it is in an isolated location or accessed via passageways, subways or car parks.

Lighting and CCTV are important elements of reassurance, though there is scepticism about the value of CCTV in preventing incidents as opposed to assisting in the investigation of them.

London TravelWatch was supportive of the BTP's safer transport teams located at stations and particularly wanted them to work with the metropolitan Police Service's local safer neighbourhood teams. The BTP safer transport teams were established but we understand this initiative has been discontinued..

Controlled access to an interchange and the wider rail network by the means of ticket gates are an important factor in providing a secure environment. The operation of these gates also requires a staff presence and, of course protects the railways revenues. For these reasons London TravelWatch is supportive of ticket gates at stations.

It seems strange that stations are left open at night and some allowed to become regularly occupied. Though not falling into the category of an interchange the lessons of Cambridge Heath station are worth noting. Cambridge Heath station had become occupied by rough sleepers at night. In the morning passengers arrived not knowing what to expect. London TravelWatch undertook work to encourage the station operator to close the station at night, even on an occasional basis so that it could not be presumed that the station was always available. We were unsuccessful in this. It is to be hoped that this will finally be resolved, for this station at least, when LOROL become the station operator. Generally London TravelWatch

believes all interchanges should be staffed from the first service to the last and should be locked overnight.

Again it is worth noting that the operation of Docklands Light Rail (DLR) is undertaken without any staff to provide customer reassurance and that the DLR is a successful train service. However, there are particular features of the design of these stations and the frequency of service (all staffed trains)

What our most recent interchange research told us

In previous research, personal security was identified by participants as an area of high concern among many using public transport in the London area.⁸ It is therefore not surprising that this emerged as a critical issue for passengers, though concerns are no greater at interchanges than for any other stations.

The size of the interchange was acknowledged to be an important consideration since different security concerns need to be accounted for at a busy London terminal compared with a smaller interchange in a quiet area of outer London.

The reassurance that staff provide is ancillary to their other function of ticket retailing and offering advice and help.

Passengers also want to know about the extent of lighting in all areas inside and outside of the interchange, and whether subways or alleys need to be used for access purposes. Participants told us that it would be helpful to know whether exits are onto streets rather than a car park or a vulnerable location. And so an impression of the local area is also required.

There were mixed views on the issue of closed circuit television (CCTV). All participants considered this to be an essential safety feature but since it is now considered to be universal across the transport network, the evaluation needs to go beyond whether cameras are present. The main concern was whether the CCTV cameras work properly and are monitored. This may be difficult to assess in an evaluation. It was suggested that this could be done by combining this with a test of a 'help' point.

Some participants recognised that the presence of barrier gates helps to deter undesirables from accessing the interchange but will not prevent those who are determined to do so. This was therefore felt to be less relevant to the evaluation from a security perspective but should be included within the layout category.

Discussion and conclusion

⁸ The London travelling environment: what consumers think, London TravelWatch, January 2014

Without diminishing the issue of crime on the public transport it is anti-social behaviour and the fear of crime that is the issue that has to be addressed by public transport operators and other authorities.

Lighting, CCTV, ticket barriers and good interchange layout and other crime reduction and reassurance measures are recognised as useful.

But to reassure passengers using the public transport system the presence of staff, undertaking their main roles of ticket retailing and offering help and advice, the staffing of interchanges whilst services are operating is required.

Recommendations

Transport interchanges should be staffed from the operation of the first to the last service.

8 Facilities

London TravelWatch has prioritised the provision of toilets at interchanges as the single most valued facility demanded by passengers. Previous research by London TravelWatch⁹ concluded that there was a reasonable chance that an able bodied passenger coming into London by rail would be able to find a useable toilet, but that there was a need for more accessible facilities provided that were available for all users of the interchange, i.e outside of the ticket barriers of a station. The toilet facilities at Shepherd's bush are exemplar. They are good quality facilities available for all the users of the interchange.

There is a reluctance on the part of transport authorities to provide toilet facilities, indeed some have closed down. Similarly local authority provided facilities have also closed. Alternative facilities provided by the private businesses are proposed and some successful schemes have made these available for the public. But there are no guarantees that such facilities will be accessible.

Photo of Shepherd's Bush interchange toilet provision

Our recent research looking at value for money highlighted that whilst passengers understand the rationale for charging for the use of toilet facilities at the station they strongly objected to being charged further or being prevented from using the toilets because they lacked the change.

Passengers recognise that very different facilities would be available depending on the scale of the interchange. They expect to have shelter from the weather a waiting room and cycle parking overlooked by passive surveillance. They want to have refreshments and some retailing, but not to have the passenger concourse over run by high street shopping outlets.

All passengers expect assistance to be provided to disabled passengers and for all the facilities that are provided to be accessible.

What our most recent interchange research told us

Participants in our most recent research told us that the provision of facilities is especially important at interchanges given that passengers will spend more time at them than other stations. Almost everything is considered to be relevant for inclusion but discussions of toilets dominate the passenger agenda and represent a microcosm of attitudes regarding the evaluation of facilities in a broader sense. In this respect, passengers recognise the

⁹ London for the continent: Public toilets at transport interchanges

importance of distinguishing between the availability of facilities and the quality and cost of them.

As long as a simple and uniform assessment is established that avoids overlaps with other evaluation categories, this is a high priority area for passengers who recognise its potential usefulness, at least at a theoretical level.

Findings on this occasion were consistent with the report published by London TravelWatch on Walking and Interchange in London in September 2011. Both projects recognise that the facilities available will depend on the size of the interchange but there is an expectation that some things will always be provided, including toilets, shelter, seating and cycle parking. Other facilities that are considered essential to evaluate (that are not covered within other categories) are the availability of refreshments and other retail outlets, a lost property office and a comfortable waiting room (as opposed to a basic platform shelter).



Figure 3 Passengers particularly want to see toilets, shelter, seating and cycle parking facilities at interchanges.

Discussion and conclusion

Passengers value the provision of facilities at stations. Some are required as basic and some as a nice-to-have. The provision of toilets remains the single most important facility that passengers want to see at interchanges and they don't think they should pay for it if they are in possession of a ticket.

London TravelWatch concluded, following previous work looking at the provision of toilets at transport interchanges, that facilities should be provided outside of the ticket barriers because the provision of toilets is a wider societal good. Further London TravelWatch advocated that toilet facilities

should be provided by appropriate partners including local authorities and the transport industry.

Passengers welcome many other facilities beyond those basic ones such as toilets, seating shelter, a waiting room cycle parking, refreshments etc.

Recommendations

The transport industry and local authorities should work together to provide accessible toilet facilities that are free to those having a valid ticket at all London's transport interchanges.

The following passenger facilities should be provided at all interchanges.

Larger interchanges should provide.

9 Local Environmental quality

For several years London TravelWatch has been conscious of the issue of local environmental quality. We have taken an interest in this issue because members of London TravelWatch and the passengers we represent have told us they don't like to see railway track-beds and embankments (primarily Network Rail land) despoiled with litter and graffiti nor buddleia sprouting from every rail structure.

We published research in 2003 to raise the issue of litter on railway land and to allow us to campaign to persuade Network Rail to undertake its legal obligations to keep its land clear of litter and waste. Subsequently we were able to engage with Network Rail at director level following the issuing of a summons to Network Rail's then Chief Executive, by the Luton magistrates' court. Network Rail have now improved their clearing of the trackbed of litter, particularly within 100 metres of the Platform ends.

Photo of Platform 13 at Clapham 2004

We have raised the issue of local environmental quality with the Department for Transport(DfT), Office of Rail regulation(ORR) and the British Transport Police(BTP). All agree it's a problem, akin to the 'broken window syndrome'¹⁰, but neither the DfT nor ORR consider it a significant enough issue for passengers to tackle it. Both reject our request to include Local Environmental Quality in Network Rail's High Level Output statements. Without this being part of the high level output statement framework there will not be a significant budget to tackle these issues. The BTP recognise the issue and that poor local environmental quality promotes poor behaviours and further anti-social behaviour.

What our most recent interchange research told us

Discussing the issue of environmental quality with participants in the research was difficult as it has little immediate direct impact on passenger journeys. However, there was a useful conclusion insofar as passengers told us that they want an interchange to be a place where they would feel comfortable to spend time in and to walk around.

¹⁰ The broken window syndrome suggests that if areas are seen as not being properly managed then that in itself encourages further deterioration through vandalism because it seems nobody cares

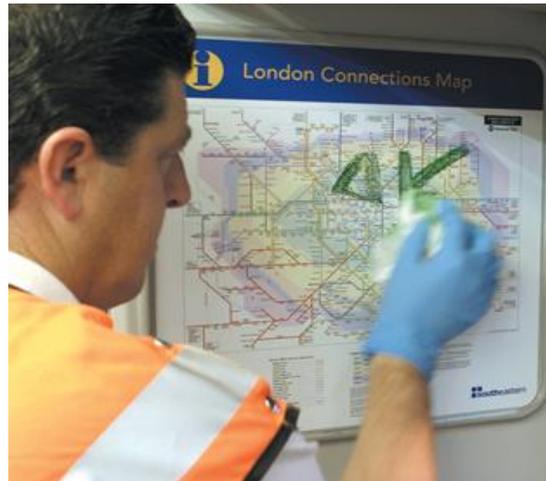


Figure 4 Passengers want interchanges to be the kind of places they want to spend time at.

Discussion and conclusion

Local environmental quality is regarded as an important issue for London TravelWatch, but it is difficult to quantify how important it is for passengers. When we discussed it with participants in our research it ranked as a low priority issue. That said passengers do tell us they want interchanges to be a place where they feel comfortable spending their time.

10 Physical quality and management of the surrounding area and streets

Where an interchange starts and finishes, i.e. does it include the adjacent streets, is difficult to define. London TravelWatch certainly advocates that the routes to nearby bus stops should be regarded as part of the facility and so should the wayfinding to local transport objectives. With millions of passengers a year using London's transport interchanges the quality of the surrounding area and streets ought to be a matter of interest to both the transport operators and the local authority. In this regard we met recently with Crossrail's urban design team who were looking much wider than just at the station. This is to be welcomed.

Passengers, when they become pedestrians want a continuous, clear, wide, level and clean footway. They want road crossings on their desire lines. These issues are particularly important for disabled and older passengers, but also those encumbered with luggage or escorting children.

Photo of London Road Paddington

Whilst we recognise that some of this will be beyond the boundaries of the interchange, nevertheless we advocate that the transport industry should take an interest in how passengers arrive and depart their stations. This will mean partnership working with others, particularly the local highway authority and will best be facilitated using travel planning as a tool.

What our passenger research told us

There are a number of parallels between this section and the one described above. It was also included in the pre-sensitisation exercise on the basis of being identified as an important theme in the London TravelWatch's walking and Interchange report, 2011. This is also an area that passengers find difficult to assess and consider to be tangential to the primary function of an interchange.

These problems are exacerbated by the terminology which is not readily understood by a layman and also by the fact that much of the content seems to overlap with attributes identified in other sections. Since this category is concerned exclusively with the surrounding area, it can feel less immediate and therefore important in the context of passenger interchange requirements.



Figure 5 The area around the interchange needs to be pedestrian friendly.

Consequently, the self-completion exercises tended to focus only on issues perceived to be directly relevant to interchanging such as movement within the building and the area immediately outside only. The emphasis on the surrounding area tends to concentrate on modes of transport rather than footpaths, although the need for these to be pedestrian friendly and to have adequate capacity and crossing provision is recognised. Other relevant issues that could be included in the assessment are parking and drop-off facilities and whether facilities such as cycle hire, taxi ranks and mini cab offices are available nearby.

Specific issues included from the London TravelWatch report that are felt to be less relevant to primary interchange needs are things such as the extent to which footpaths are cluttered with advertising boards and the presence of abandoned bikes attached to railings.

Discussion and conclusions

Participants in our research found defining the area around the interchange as part of the interchange itself and, of course this is strictly correct. However during the discussion there was some recognition that the adjacent public spaces and streets did need to be 'pedestrian friendly'

Had participants been sensitised more and considered the specific needs of older people and disabled travellers these issues may well have been recognised as having greater importance.

London TravelWatch regards the adjacent public spaces and streets around London's interchanges as a part of the interchange itself and that, whilst the transport industry does not control these areas, it should be working in partnership with the local authority to ensure they are of the highest quality. As our participants: pedestrian friendly. Just like the interchange itself they should be areas passengers would be happy spending time.

As a minimum, the area around London's interchanges should be clean, well lit at night and have clear, wide, continuous, level footways with pedestrian crossings on pedestrian desire lines. There should be pedestrian wayfinding to local amenities and nearby bus stops.

Recommendation

All of London's transport interchanges should have station travel plans that consider how passengers arrive and depart. These should consider the needs of passengers in the public spaces and streets beyond the interchange itself and should certainly consider the routes to nearby bus stops.

11 The management of interchanges

Passengers will think of an interchange as a single entity and expect it to be managed well and managed as a single entity. They expect the same quality of service whether the lead station operator managing the station is LUL, a train operator or Network Rail.

We have previously undertaken research: *Whose station are you?*¹¹ that looked at the passenger amenities available at those stations that whilst managed by either LUL or a National Rail train operator serve trains operated by the other. There are 46 of these non-major termini stations served jointly by LUL and National Rail services, some of them important interchanges, such as Barking station. The absence of common standards means that in these locations passengers using services other than those of the station operator are denied the full range of facilities that would be available to them if the station was operated by the operator they were travelling with. At Barking station which is operated by train operator C2C on the platforms serving LUL services there is no LUL network map.

Since our report some of the deficiencies have been tackled, however the report recommended that there should be a review of the standards for joint stations when National Rail franchises are re-let and / or stations are redeveloped. To date this has not been undertaken.

Having a single station facility operator at these interchanges works well insofar as defining who is in charge, for example in the event of emergencies or when proposals for changes to station facilities are progressed, but it does not work well for more everyday passenger management matters. For example, when disruption occurs and passengers want to understand what is happening joint working is essential. In our experience there is room for improvement.

In 2012 when London hosted the Olympic and Paralympic games the transport industry responded to the challenge of providing a single transport network. Under the banner of One Team Transport the whole industry successfully worked together to deliver transport services for the duration of the games. We want those lessons to be learnt and to become part of the 'day job' for the transport industry.

The issues of London's transport network working together, focussed on passenger needs, is recognised by the industry. TfL led the industries approach to the Games and are continuing to build on that work as part of the legacy. But there are institutional, cultural, commercial and practical barriers that have to be overcome if passengers are to be served as well as they could be.

¹¹ Whose station are you? Facilities at joint Underground and national Rail stations

Reccomendations

The industry should review the information needs of passengers that use transport interchanges.....

12 Major works and disruption at interchanges

There are presently major works affecting several major London interchanges as part of the Crossrail and Thameslink programmes and TfL's major Underground upgrade works. London TravelWatch has observed the management of both London Bridge and Victoria stations. The first at London Bridge where the Thameslink programme is 2 years into a 5 year programme and the second, the Victoria Station Upgrade project at Victoria station is in its 3rd year of seven.

From a user perspective both proposals are being managed well to minimise disruption given the huge amount of work being undertaken in very restricted operational railway stations.

However, we have engaged with both Network Rail and London Underground Limited as there are some aspects of the works that affect passengers that we believe could be managed better. Most of our comments have been about i) communication with passengers as to the benefits and what is happening to their stations, ii) the quality of the signage system to enable passengers to navigate around a reconfigured station.

Some of our concerns have been taken on board at London Bridge and Victoria stations. We hope the industry will consider the following as part of any future major redevelopments of a station.

- i) Passengers want to know what is going on. They feel the pain all too easily, but are often unaware of the future gain. Projects on this scale should include a work stream to inform passengers as to what is being undertaken, the benefits for them and the timescales. This information should be reviewed and updated periodically. Both these projects have now undertaken these things
- ii) At Victoria station there was a formal traffic management plan for the site as a construction site. This included pedestrian signage designed for building sites. There was also a second layer of pedestrian signs which were designed to direct pedestrians to their destination. We felt this was unsatisfactory and the sign systems were neither integrated, nor comprehensive.
- iii) At London Bridge station there had been some internal additional signs installed to help passengers navigate the station which is being periodically reconfigured. However, the installation was poor. For example there were some free standing directional signs that placed around the concourse (some were in the wrong orientation following relocation by cleaning staff). At the most important

location the sign and typeface is far too small. Network Rail relies too much on standard signs rather than signs that are bespoke to the needs of the passenger at a particular location.

The Thameslink Programme works at London Bridge station are presently the subject of a post Olympics legacy workstream being led by TfL under the banner of Travel Demand Management. All transport industry stakeholders at London Bridge station are working together to alert passengers to the changes that are planned, how they might affect passenger journeys and what alternatives passengers have. London TravelWatch is an observer of this process and we very much welcome it.

13 Unplanned disruption at interchanges

Passenger Focus, the national rail consumer watchdog undertakes a regular passenger survey, The National Passenger Survey (NPS). This shows consistently that passengers do not believe disruption is well-handled by train companies. The handling of disruption is the main 'driver' of overall dissatisfaction within NPS and is a high priority for improvement among passengers across Britain. The figures speak for themselves. The latest survey reports an overall satisfaction score of 82%, this reduced to 38% for how well train companies dealt with a delay – the lowest of all the attributes surveyed.

In 2009 Passenger Focus established a 'disruption panel' of regular passengers and over 12 months received 2000 'disruption reports'. In 2010 they published their report: ***Delays and disruption, Rail passengers have their say***. The report identifies six themes.

- i) Treat me with respect
- ii) Recognise my plight
- iii) Help me avoid the problem in the first place
- iv) You got me into this, you get me out
- v) Act joined up
- vi) I am 'always' delayed, do something about it!

Disruption is not confined to interchanges, but it is where the impact can be felt most acutely because of the numbers of services and passengers that will feel the effect. It is therefore vital that the industry works together to provide passengers with a better response to unplanned disruption.

As part of the legacy of the Olympic and Paralympic Games TfL are leading a process to develop the structure that might allow this to happen firstly for planned disruption as described above, but maybe in the future for unplanned disruption. We look forward to working with the industry to develop these processes.

14 Euston to St Pancras stations walking route and other walk interchanges.

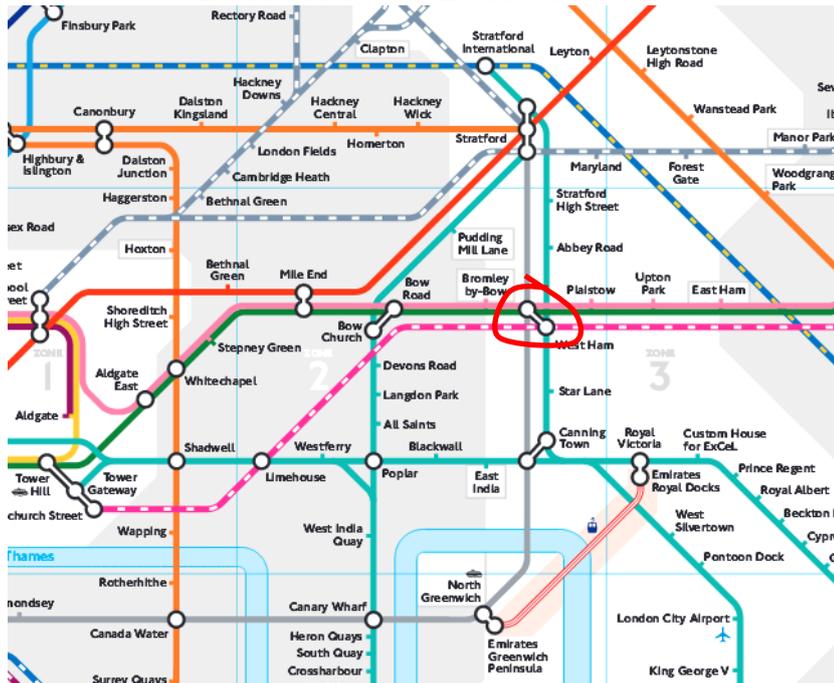
Euston and St Pancras stations are one Underground stop apart. The section of Underground connecting the two is the busiest on the network. There is a bus or a Taxi alternative. Passengers can walk along Euston Road, but this is heavily trafficked and there are numerous crossings and other barriers to a pleasant walk.

Since the redevelopment of St Pancras, the centre of gravity of the station has moved north and therefore London TravelWatch developed an idea for a better pedestrian route between Euston and St Pancras stations along Brill Place and Phoenix Road. This alternative route was embraced by Camden council who have upgraded the route between the stations to ensure a continuous, level, footway with improved lighting wayfinding. Completion of the Crick Institute will allow further enhancement of the route.

At present this route is a good one for pedestrians and it will be the the best route to link HS2 passengers to St Pancras station. However, it could be so much better with works to the eastern side of Euston station, including the opening of a side entrance to Euston station by Network Rail. We know that there are logistical issues to be overcome, but the route was opened up as part of the Olympic and Paralympic Games and we know the industry is generally supportive.

Following on from our work at Euston / St Pancras stations we have surveyed the 15 other possible interchanges that can be made by a short walk and offer additional journey opportunities. For example Bow Road to Bow Church stations:

Bow Road to Bow Church



Opportunities:

Whilst travelling on the DLR a passenger can change at Bow Church Station (Stratford Station to the north and All Saints Station to the south) to Bow Road Underground Station and gain access to the District and Hammersmith and City Line. Towards the east the Hammersmith and City line terminates at Barking Underground Station and the District Line continues on the line towards Upminster Underground Station. Towards the west the lines head into central London, the Hammersmith and City line via Liverpool Street and the District line via Tower Hill.

Timing:

The route takes five minutes.

Signing:

The signing between the stations was good. Bow road requires a totem as the sign is only viewable from directly in front of the station. Additionally there should also be another way finding sign halfway between the two stations on Tomlin's Grove.

Footway:

The footway was kept clear, level and continuous. All the kerbs on route between the stations were either dropped or the carriageways were raised.

Fare:

The fare system recognised this as an 'out of station interchange' and as such a single fare is charged when interchanging between these two stations.

Recommendation:

Bow Road requires a totem for it to become more identifiable.

15 Airport access at London's gateway

16 Getting to the station

17 Bus stations

18 Ticketing

19 Conclusions

Asking consumers to discuss what they believe are the most important facets of interchanges and what constitutes an interchange revealed some fascinating insights, with important implications for future transport policy development.

Improving the accessibility and quality of interchanges in London is key to the effective functioning of the City and its public transport network both now and in the future. Passengers tell us that they want policy makers and operators to focus on making interchanges seamless, accessible quality places that they positively want to use.

Policy makers and operators should note that the priorities for passengers are:-

- i) Ease of access at interchanges is a key priority for all passengers.
- ii) The layout of an interchange is important. It must be readily understandable without signing, but nevertheless clearly signed.
- iii) The quality, quantity and visibility of information available, quality is more important than quantity. This information should be bespoke to the interchange.
- iv) Staff availability to provide assistance and information is more important at interchanges.
- v) Whether passengers feel personally secure when using an interchange.
- vi) The provision of facilities, particularly toilets, seating, Wi-Fi and other elements that enable passengers to productively use their time in confidence and comfort.
- vii) The less tangible attributes such as the local environmental quality of the interchange; passengers want to know the interchange is the type of place they would like to spend time at or walk around.
- viii) The area around any interchange needs to be pedestrian friendly.

This work has built on London TravelWatch's understanding of interchange and has provided a very good indication of the important elements of a good interchange and passenger priorities for interchange

From this work we have developed an evaluation form (Appendix A) which we will be utilising to judge interchanges in London. We also hope those charged with managing London's interchanges will also use this report and

evaluation form to develop their interchanges to the benefit of their passengers.

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