

# Walking and Interchange in London

September 2011



**London TravelWatch** is the official body set up by Parliament to provide a voice for London's travelling public.

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, and
- 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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London TravelWatch  
6 Middle Street  
London EC1A 7JA

Phone: 020 7505 9000  
Fax: 020 7505 9003

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## Executive Summary

Every weekday well over one million passengers interchange during the morning peak period at one or more of London's interchanges.<sup>1</sup>

Many of these interchanges will involve a walking trip and, of course, they will all either start or finish with a walking trip

Much has been done in London over the years to improve interchange, provide information and improve the facilities and the management of interchanges. However, London TravelWatch members wanted to review a sample of interchanges to see what progress is being made and what more we should press for and prioritise.

This seems particularly pertinent at these times of financial constraint when transport operators and highway authorities may well be seeking to make small changes that can nevertheless improve the passenger experience.

We found both excellent conditions for interchanging passengers, exemplified at the new Shepherd's Bush station, but also very poor interchange as described in the section on Paddington station.

At Paddington the pavements, both inside and around the station, need kerbs replacing by either dropped kerbs or crossovers to make them accessible for all. There is no signage at the station announcing the entrances, nor is there Underground mapping at locations where passengers would expect to see it. There are a few signs to the local bus stops, but less bus information than many minor stations. The main bus stop at Paddington station is in need of accessibility works.

In contrast Shepherd's Bush station had all the information an arriving or departing passenger would expect. The Legible London wayfinding system has been installed and all the pavements are level and continuous and therefore accessible. All of the nearby bus stops are accessible.

Southgate is a great example of integrated transport, with Underground and bus stations adjacent to each other. The interchange is announced by a large, iconic, Underground roundel. Disappointingly the interchange is poorly connected to the wider area by a lack of pedestrian crossings and dropped kerbs etc on

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<sup>1</sup> Interchange Plan, Improving interchange in London, TfL, August 2002

pedestrian desire lines. The area would benefit from a small scale but detailed redesign of the pedestrian environment.

Streatham station and the High Road have generally good pedestrian conditions except at the St Leonard's junction where there is no pedestrian provision on some arms of the junction. The streets have been allowed to become littered with advertising hoardings contrary to TfL's own guidance which promotes the removal of such boards from pavements. The train operating company (TOC), Southern Railway, provides more information for passengers than most National Rail TOC's, but not to the standard of the Underground.

At Kew Gardens, station information provision was good inside the station. But despite previous wayfinding schemes this aspect of the interchange is not good enough given the number of visitors that arrive to visit Kew Gardens. An old London Buses bus stop signing system, that is now incorrect due to the relabelling of bus stops, should be removed. In the report we propose a more useful interchange sign to bus stops.

Finally the report highlights some locations where interchange is just a short walk, for example from Euston station to St Pancras station, where simple improvement to the pedestrian environment would be really beneficial to passengers.

## 1 Introduction and Methodology

Almost every journey involves a walking trip, many a short one between modes, rail to bus, bus to bus etc.

We know that the quality of the walking environment and interchange is really important for passengers. Yet getting the detail of good interchange right is often overlooked or just too complicated for the multiple agencies involved – the various transport operators and the local highway authority.

London TravelWatch looked at several interchanges with a view to identifying good practice and those elements of the walking / interchange trip that needed improving.

Members agreed to take a whole-journey approach and produce a very practical report looking to highlight examples of best and poor practice, looking at the numerous small but important issues that could be addressed to improve the walking environment:

- a lack of continuous level footways and the restriction of parking near junctions and dropped kerbs;
- gaps in wayfinding systems around important interchanges, for example at Stratford;
- improvements to walking routes between interchanges such as between Euston and St Pancras;
- removal of clutter and railings;
- management of streets and footway obstructions;
- impact of traffic lights and pedestrian crossings, including the new pedestrian Countdown.
- location of crossings away from desire lines and pedestrian priority;
- accessibility issues, including blister paving;
- concerns over personal security;
- provision of seats, benches and places to wait and linger.

Five study areas were proposed to represent a spectrum of interchange in London:

- a large terminal rail station: Paddington
- a large interchange: Shepherd's Bush station
- a smaller Underground station: Southgate station
- a busy bus to bus town centre interchange: Streatham station and Streatham High Road

- a large attractor of visitors: Kew Gardens station

We visited each of these interchanges and the surrounding area and noted both good and bad aspects of each. From these visits we have developed our thoughts on best and poor practice at interchanges.

London TravelWatch has previously promoted improvements to the pedestrian route between Euston to St Pancras stations that are now being progressed by Camden council to improve the footway condition, signage and ambiance along Brill Place and Phoenix Road.

We have also investigated other similar links as part of this work. A list of interchanges, connected by a short walk, is included at the end of the report with a recommendation for further work to promote these.

### **Note on accessible stations**

It is clearly an aspiration for London TravelWatch that more interchanges are fully accessible. London TravelWatch wants to see a continuing accessible stations programme, both at National Rail and Underground stations. However, this is not the focus of this report, rather it is to try and highlight good and poor practice and small scale improvements that are easily achievable and will provide maximum passenger benefit.

### **Note on station travel plan partnerships to deliver improvement at stations**

The delivery of improvements for passengers at and around interchanges, described in this report, will clearly involve partnership working by at least the local highway authority and the station operator. London TravelWatch first suggested a mechanism by which this may be accomplished, i.e. a station travel plan in its report: *Getting to the Station*<sup>2</sup> which was published in 2006. This concept has been taken up and promoted by the DfT and others and it is hoped that this will be developed for all of London's stations and interchanges.

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<sup>2</sup> Getting to the station, London TravelWatch, 2006:  
<http://www.londontravelwatch.org.uk/document/12087>

## 2 Paddington station visit – Wednesday 1<sup>st</sup> December 2010

Paddington was the largest of the interchanges visited as part of this work. It is the sixth largest of London's major termini. In 2009/10, 29 million passengers entered and exited Paddington station and 1.5 million passengers interchanged between trains<sup>3</sup>. There are three Underground lines and nine bus routes (including six which operate 24 hours a day) associated with the interchange. 10,170<sup>4</sup> passengers a day board at bus stops associated with Paddington station, of which 3549 had interchanged from either National Rail or Underground. It has a very high taxi usage and a large cycle parking facility. It is the main station for rail journeys to Heathrow airport.

It was the poorest of the interchanges we surveyed. Members felt so strongly we wrote to Network Rail, the station operator (see appendix), detailing its deficiencies from a passenger perspective. Disappointingly, our comments were simply rebutted by Network Rail or we were referred to Westminster City Council.

Network Rail should be taking a proactive role in managing both the station and influencing the management of the station's local area on behalf its passengers.

The National Rail platforms are easily accessible from the street, but only via one entrance. The Underground station platforms are inaccessible from the street.

### 2.1 Physical infrastructure

The pavement associated with the vehicular ramp up to Praed Street, which is one of Paddington's main exits, should be improved to create a continuous and level footway where there are now kerbs. Crossovers for vehicles are best for pedestrians, but dropped kerbs would suffice. At present some routes into the station have poor surfaces and kerbs which create a barrier for pedestrians, particularly those in wheelchairs or with luggage.



<sup>3</sup> Office of Rail Regulation statistics taken from their website: <http://www.rail-reg.gov.uk/server/show/nav.1529>

<sup>4</sup> Interchanging bus passenger numbers supplied by TfL





In nearby streets there are also pavements that are not level and continuous. Kerbs are a barrier to wheelchairs, but also inconvenient for all pedestrians. Another nearby street is cobbled.

The bus stop on Praed Street, eastbound, is not accessible – the kerb needs raising and the recycling bin and phone box relocating. It is disappointing that such an important bus stop has not been prioritised for accessibility works.



There is pedestrian guard railing on Praed Street that should be removed unless there are particular road safety reasons for its retention.

## 2.2 Information

Paddington station's entrances should be properly announced with an appropriate National Rail totem or sign at both its Praed Street entrances, the side entrance on Westbourne Terrace, the Bishop's Bridge Road entrance and the newly created Sheldon Square entrance.

The current signage is clearly not adequate.



The entrance to the Underground at the top of the Praed Street ramp is simply signed 'Underground'. It is the entry to the Circle, District and Bakerloo lines, **but not** the Hammersmith and City line. This needs to be clear. Neither this entrance, nor the Underground entrance across Praed Street, are marked on Network Rail's station map.

The station entrance should be signposted from the residential area to the north east of the station and the canal area.

The surrounding area would benefit from the implementation of the Legible London wayfinding system.

Within the station there should be several Underground, bus and local area maps and other information posters at key decision points for passengers. Presently there are only two bus spider maps on A-boards in the middle of the concourse. We found no Underground maps in the National Rail station.



There should be a better scheme for describing the two different Underground entrances and lines and it would help passengers 'understand' the station if its component stations and platforms were signed as a) 'South Wales, West Country and Heathrow lines' (for example); and b) 'Greenford, West London and Thames Valley local lines' or similar.



The large station signs 'Buses' should be more detailed in order to encourage passengers that there is some hope of getting a bus to their destination. For example: **'Buses towards Central, East, South, South West and North West London'**.

### 2.3 Management of the neighbouring streets

There is a new phone box that has recently been installed on the footway of Praed Street adjacent to a bus stop clearway that seems, now, to be just an advertising hoarding. There are numerous A-boards on quite narrow, busy pavements, but all are to one side of the footway.



Removal of pavement clutter is particularly important to the blind and partially-sighted and to the less ambulant, but everyone would benefit from clutter-free, well-managed pavements. Richard Holmes, the London campaigner for the RNIB told us:

*Blind and partially sighted people have significant problems navigating London's streets with all the legitimate street furniture there is. Additional obstacles on the street such as advertising boards (A-boards), milk trolleys, pallets and boxes just add to our difficulties and so we want to see local authorities use all their powers to clear pavements of illegal obstructions.*

The streets around Paddington are narrow. There needs to be less clutter on the pavements.

## 2.4 Interchange

We noted that TfL's and our aspiration for a bus stop for route 46 on Spring Street had still not been implemented. We understand this is because of objections from local frontagers. This is disappointing as a stop is clearly required by interchanging passengers who now have to travel beyond where they would want to alight for the station entrance.

The signage to the taxi rank, its location and accessibility is good. The taxi rank is managed by Network Rail and includes a taxi sharing scheme.



## 2.5 Facilities

Paddington has all the facilities one would expect of a major interchange which we detail in our recent response<sup>5</sup> to the DfT's Better Stations initiative.

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<sup>5</sup> Standards at London's rail stations: <http://www.londontravelwatch.org.uk/document/13850>



### 3 Shepherd's Bush Underground station visit – Tuesday 1<sup>st</sup> March 2011



In 2009/10 22 million passengers entered and exited Shepherd's Bush station<sup>6</sup>. It is a Central line station adjacent to a London Overground station and nearby Shepherd's Bush Market station on the Hammersmith and City Line. There are two bus stations, one adjacent and one nearby, and numerous on-street bus stops served by 17 bus routes of which five

operate 24 hours. 24,462 passengers a day board at bus stops associated with Shepherd's Bush station, of which 1,759 had interchanged from either National Rail or Underground. It should be noted that the local road system is a gyratory which makes bus operation and passenger understanding of the bus network problematical.

There will be a large amount of bus-to-Underground interchange for passengers travelling to central London. The station is also an important destination following the opening of a new, very large, shopping centre.

The station and its environs provide a great interchange between stations, bus and the street. It is an example of much good practice. We could only find a single deficiency on our visit.

The station operator is London Underground (LUL). The platforms are accessible from the street.

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<sup>6</sup>London Underground statistics taken from their website  
<http://www.tfl.gov.uk/tfl/corporate/modesoftransport/tube/performance/>

### 3.1 Physical infrastructure

All of the pedestrian crossings in the area are laid out to a high standard, with appropriate blister paving and importantly, direct, single stage crossings. Even across the busy Holland Park roundabout new, 'at grade' crossings have been installed as an alternative to the subway.



All the bus stops were accessible, and the footway continuous and level.



Premises entrance driveways (which would previously be at carriageway level) and minor side road entrances had been raised up to pavement level which both signifies pedestrian priority and is more comfortable for pedestrians.

One detail that had been missed by the designers was the correct implementation of blister paving at one location, which seems to have been omitted over the private forecourt element of the footway. Designers should adhere to the CABE guidance.<sup>7</sup>

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<sup>7</sup>**Sight Line**, Designing Better Streets for People with Low Vision:  
<http://webarchive.nationalarchives.gov.uk/20110118095356/http://www.cabe.org.uk/files/sight-line.pdf>

### 3.2 Information

The station ticket office was clean, spacious and displayed all the information an arriving or departing passenger would want. This is typical of a London Underground managed station. There was a departure screen, the Underground's line status screens, a continuing your journey map, first and last train times, and directions above the exit to local destinations and bus stops including the bus destinations. LUL also always have a whiteboard for ad-hoc local messages.



The interchange was the only one we visited where the surrounding area had the *Legible London*<sup>8</sup> wayfinding system installed.

<sup>8</sup> <http://www.tfl.gov.uk/microsites/legible-london/>

### 3.3 Management of the neighbouring streets

Street nameplates are very important for pedestrians, but despite there being a legal requirement for them, many local authorities fall short of fulfilling this duty. London TravelWatch has previously highlighted this duty and made several recommendations to local authorities in its report 'Where am I?'<sup>9</sup>



Along the Uxbridge Road incidental clutter from the shops (A-boards) had been generally kept to the shop forecourts to minimise pavement obstruction. However, obstructing the footway is illegal<sup>10</sup> and a particular problem for the blind and partially-sighted.

### 3.4 Interchange

One of two local bus stations is adjacent to the Underground and Overground stations and is pedestrian friendly with plenty of information.

The London Overground station is well laid out with the right level of information at appropriate locations: departure and arrival screen, timetables, continuing your journey information, first and last trains etc.

London Overground TOC also properly signpost their replacement bus services<sup>11</sup>, something which other TOCs do not do.

<sup>9</sup> *Where am I? Street name signs in London.* Available from London TravelWatch

<sup>10</sup> **Obstructing free passage** - Section 137 Highways Act 1980

If a person, without lawful authority or excuse, in any way wilfully obstructs the free passage along a highway, they are guilty of an offence.

<sup>11</sup> *When is a train not a train? Rail replacement bus services.* Available from London TravelWatch.





The second Shepherd's Bush bus station is well laid out for pedestrians with an associated information kiosk.

### 3.5 Facilities

There is a well laid out piazza in front of the station with a prominent station totem, cycle parking and seating.

There are public toilets available to all – not behind station gate-line controls. This is welcome as it was a specific requirement of London TravelWatch when we previously investigated toilet facilities at interchanges<sup>12</sup>.

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<sup>12</sup> *London for the continent, Public toilets at transport interchanges.* Available from London TravelWatch.

## 4 Southgate Underground and bus station visit – Tuesday 8<sup>th</sup> March 2011



4.9 million passengers entered and exited Southgate Underground station in 2009/10. The combined Underground and bus station is a good example of interchange from the 1930s.

It is served by seven bus routes and one night service. All buses serve the stops within the bus station. 5,845 passengers a day board at bus stops associated with Southgate station, of which 1,759 interchange from the Underground.

The main issues at Southgate are the severance of the station from the area it serves due to the surrounding busy road network and a lack of crossing points at some pedestrian desire lines.

The station operators are LUL and London Buses. The platforms are inaccessible from the street.

### 4.1 Physical infrastructure

The interchange is surrounded by many busy roads. There will be a lot of pedestrians accessing the station and it is therefore disappointing that there is such a lack of dropped kerbs and crossings at pedestrian desire lines.





The public highway and station forecourt area around the station would benefit from a systematic review of pedestrian routes and facilities with a view to introducing level and continuous routes along pedestrian desire lines.

## 4.2 Information

For passengers arriving at or departing from the Underground station there is LUL's high standard of information: CIS screen, line-status board and mapping etc. There are also whiteboards for ad-hoc local information.

The local council map is not very useful. It is essentially a road map designed for drivers going through the area as opposed to a pedestrian map which allows local navigation. The local finger signage and this map would benefit from being replaced with the Legible London wayfinding system.





The station totem is both iconic and useful for signposting pedestrians to the station.

### 4.3 Management of the neighbouring streets

Unfortunately a cycle had been abandoned, attached to railings associated with the station. Two months later when we revisited Southgate station it was still there.

LUL and the local authority need to develop processes for removing abandoned cycles.



Lack of upkeep is evident. In particular, there are grassed areas that are not appropriate in such an intensively used public space.

This area needs attention / redesign.

Around the station the street nameplates are at a low level which leaves them open to graffiti or else being obscured by vehicles.



A random A-board in the middle of the pavement should be enforced against, but a well-located advertising hoarding (in the distance) will cause fewer problems.

#### 4.4 Interchange

Adjacent to the Underground station is the local bus station, again equipped to London Buses' high standards.



#### 4.5 Facilities



There is secure cycle parking, seating and a grand station clock.



## 5 Streatham station and Streatham High Road visit – Tuesday 15<sup>th</sup> March 2011

2 million passengers entered and exited Streatham station in 2009/10. 342,000 passengers interchanged between trains. There are nearby on-street bus stops served by 16 routes of which five operate 24 hours a day. 8,780 passengers a day board at bus stops associated with Streatham station, of which 1,220 had interchanged from National Rail.

Streatham High Road, though busy, is a good rail / street / bus interchange apart from the St Leonard's junction which lacks any pedestrian provision on some of its arms.



The station is managed by Southern Railway, but also served by First Capital Connect (Thameslink) trains. The platforms are inaccessible from the street to platform.

### 5.1 Physical infrastructure



Most of the footway was level and continuous with some entry treatments that prioritise the pedestrian, but there was a disappointing junction at Station Approach where the crossing point was at some distance from where pedestrians would cross. This junction would benefit from an entry treatment to slow vehicles and provide better pedestrian priority.

There are no pedestrian facilities on some of the arms of the St Leonard's Junction.



The nearby bus stops have shelters with seating and are fully accessible.

## 5.2 Information



For passengers arriving or leaving Streatham station there is good information in the form of line of route mapping, arrival and departure screens, travelling-on and local information.

A 'buses towards' direction panel is well located at the station exit (though the alphanumeric bus stop labels are now incorrect).



The station totem is clearly visible from some distance.



At Streatham station, Southern Railway provide a much higher level of provision than most TOC managed stations. This is a result of its inclusion as part of the Overground Network project and additional TfL funding. But this is not as comprehensive as would be standard at an LUL station.

### 5.3 Management of the neighbouring streets



A-boards litter the footway and add to its cluttered appearance which is disappointing given the importance TfL gives to its 'Better Streets' initiative.

TfL's own internal guidance<sup>13</sup> suggests the first step to improving the public realm is to tidy up! The result, it states would be a "marked improvement in space available to pedestrians".



A large commercial waste bin (Eurobin) was left in the middle of the footway and despite a complaint to TfL Streets, who simply passed on the problem to Lambeth Council, the bin was found on the pavement, in the same location, two months later on a further visit.

<sup>13</sup> <http://urbandesign.tfl.gov.uk/Design-Guidance/Better-Streets/BetterStreets/FiveStages.aspx>

Large commercial waste bins are an unsightly and obstructing feature of some shopping streets and should not be permanently left obstructing the pavement. Ideally waste collection would be 'time-banded' to limit the time that bins and waste are left on the street.

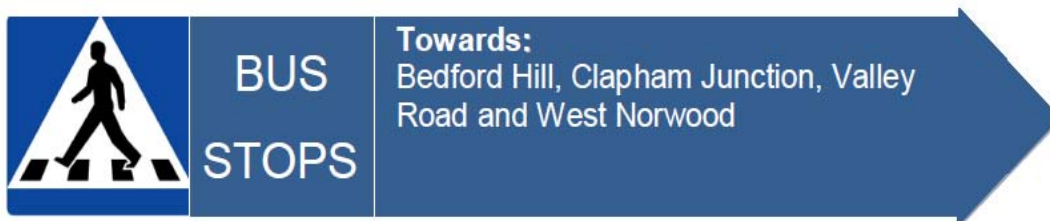
## 5.4 Interchange



On Streatham High Road there is another example of TfL's now defunct bus interchange signage scheme. On their own they give no useful advice to pedestrians other than the fact that there is a bus stop (A, B etc).

The example in the photo is also misdirecting pedestrians as there have been no UA and V stops at Streatham since the stops were relabelled.

It would be far better to have a Legible London totem with 'buses towards Bedford Hill, Clapham Junction, Valley Road and West Norwood' or a meaningful fingerpost sign.



## 5.5 Facilities

There is plenty of cycle parking, but there are also abandoned cycles that look as though they have been there some time, which take up spaces.

## 6 Kew Gardens station visit – Tuesday 29<sup>th</sup> March 2011



600,000 (ORR figures) or 3.3million (LUL figures) passengers entered and exited Kew Gardens station in 2009/10. There are on-street bus stops served by three routes, of which one operates 24 hours a day. 275 passengers a day board at bus stops associated with Kew Gardens station, of which 73 interchange from either rail or Underground.

We visited Kew Gardens station as it represents an interchange with many visitors (to Kew Gardens and the National Archive).

The station is operated by LUL, but also served by London Overground. The platforms are accessible from the street, but changing platforms via the street is a long route and on a sub-standard pavement. There is also a pedestrian footbridge and sub-way.

### 6.1 Physical infrastructure

The route from the platforms to the street from the Richmond-bound trains is step-free, however, continuing on to Kew Gardens from this side of the station is either via a stepped subway, a pedestrian bridge or a long, unsigned, sub-standard pavement.



From the western platform the route to the street is again step free, however the step-free route to cross platforms is again unsigned and circuitous.

The pedestrian desire line towards the gardens is not continuous and level and is partially blocked by parked vehicles. The area would benefit from a small scale, area wide, redesign.



The area would benefit from the removal of pedestrian guard railing where it is not serving a particular safety function.

## 6.2 Information

Although attempts have been made to introduce signage, there was nevertheless room for a coherent system of wayfinding. The interchange would significantly benefit from the introduction of a Legible London wayfinding system and the removal of other wayfinding systems.



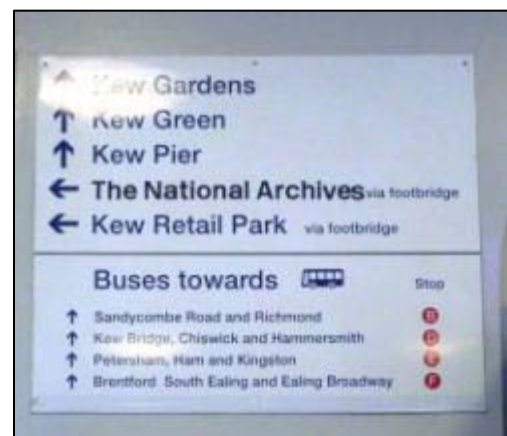
The sign/plaque to the right is set into the pavement.



Any wayfinding system at Kew Gardens station needs to recognise the needs of visitors arriving on the eastern side of the station who must be directed towards the underpass.

Passengers exit to see this map – of the gardens themselves - rather than instructions on how to get to the gardens.

The station is an LUL managed station and has LUL's high standards of information including 'buses towards' signage and internal station wayfinding.



### 6.3 Management of the neighbouring streets

Again at Kew we saw what looked like a long-abandoned cycle. Systems need to be developed to deal with abandoned cycles.

### 6.4 Interchange

There are TfL's poor 'towards bus stops A' signs. Bus stops marked E & F no longer exist at the locations described. These should be replaced with a better system incorporating the direction of buses at the stop.

Kew Bridge station is a possible gateway to Kew Gardens that some visitors will use. This should be recognised in the wayfinding system. It is disappointing that at Kew Bridge station the gardens are referred to differently (Royal Botanical Gardens) than at Kew Gardens station (Kew Gardens).

### 6.5 Facilities



There was seating and cycle parking around a nice paved area on the east side of the station, but there was not enough formal cycle parking and railings were being used.

On the west side of the station (Kew Gardens side) there is seating and more cycle parking, but not enough. There is also a public house located in a station building.

There were toilets on the west side and a sign to toilets that are part of the community toilet scheme in Richmond and as such not behind the gate-line.

## 7 Policies and aspirations for London's interchanges

Five clear themes came out of members' visits: physical infrastructure, information, management of the neighbouring streets, interchange and facilities available to users.

London TravelWatch's policies and aspirations for good walking and interchange in London are set out below.

### 7.1 Physical infrastructure

We want to see an accessible public realm which means continuous, level footways with crossovers or dropped kerbs where necessary. This will particularly benefit wheelchair users, and those with child buggies and luggage, but also makes walking easier and more pleasant for everyone. This should be the most basic requirement of local highway authorities and station owners and should be a priority when they are considering investment.

Nearby bus stops should all be accessible, i.e have a yellow lined clearway signed and marked, a standard height kerb and be clear of impediments. Bus stops at interchanges should be a priority for investment.

Pedestrian guard railing is both unsightly and a barrier to walking. It has been demonstrated that there is no road safety benefit except in certain limited circumstances and we would want to see such railing generally removed.

Pedestrians feel most comfortable on wide, clear pavements. General highway clutter, poles etc should be removed unless it is necessary, highway furniture, bus shelters etc. should be located to create as clear a pavement as possible.

Pedestrians prefer street-level, single-stage, direct crossings on 'desire lines' rather than the staggered 'pig-pen' variety. There should be a presumption in favour of street-level, single-stage, direct crossings on 'desire lines'.

Blister paving is beneficial to some groups of passengers, particularly the partially sighted and blind, but problematical to others. It can often be installed incorrectly. Designers should adhere to the CABE guidance.<sup>14</sup>

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<sup>14</sup> **Sight Line**, Designing Better Streets for People with Low Vision:  
<http://webarchive.nationalarchives.gov.uk/20110118095356/http://www.cabe.org.uk/files/sight-line.pdf>

## 7.2 Information

LUL stations are generally a model for good information. They almost all have the information arriving and departing passengers would want: departure screens; line-status information (good or bad service operating); directions at the exits towards local amenities and bus stops, local pedestrian and bus mapping, first and last train information, white boards for ad-hoc local information etc. These elements should be available at all interchanges.

The 'buses towards' signage at LUL stations and many National Rail stations is very useful in both guiding passengers, but also as marketing the fact that buses towards various destinations are available. This system should be reinforced at decision points near to the interchange as part of the Legible London wayfinding scheme or with bespoke finger signs similar to that mocked up at paragraph 5.4 above. The TfL interchange signs 'towards bus stop A' etc are of little use and often defunct as many bus stops have been relabelled. Where these signs are incorrect they should be removed.

An innovation of TfL is the excellent 'continuing your journey' local mapping and bus mapping available at LUL stations which has been taken up by some other TOCs as part of the 'Overground Network' project. We understand this is to be rolled out across all National Rail stations using Legible London mapping. This is welcome.

Disappointingly, where LUL is the station manager for stations served by a train operator the equivalent National Rail information is not always available.<sup>15</sup>

Similarly information at stations managed by the TOCs is random, incomplete or dispersed around the station.

At larger stations, such as Paddington, there is a need for multiple information points at appropriate decision points – ends of platforms, exits and entrances etc. London TravelWatch is a supporter of the Legible London wayfinding system. It is disappointing that it is not to be rolled out in a systematic fashion, as it was originally envisaged as a pan-London scheme. Much of the benefit is derived from having a single scheme across London. We want to see each London borough take up this scheme and prioritise interchanges as part of its implementation. The inclusion of the Legible London wayfinding system as part of London's bike hire scheme is welcome.

All interchanges should have a totem or other significant sign at its primary entrances. In the case of ex-British Rail stations this is a statutory requirement.

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<sup>15</sup> *Whose station are you? Facilities at joint Underground and National Rail stations*, available from London TravelWatch



At interchanges where there is a particularly high level of visitors, particularly international visitors, attention needs to be paid to the signing system to reinforce the standard Legible London scheme.

Replacement bus services should be properly signed.

### 7.3 Management of the neighbouring streets

Whilst it important to get the physical infrastructure right, attention also needs paying to the management of London's streets. All manner of clutter, some of it necessary, some desirable, some illegal is placed on London's streets often obstructing able bodied pedestrians. Local highway authorities should be using the powers they have<sup>16</sup> to be constantly managing London's streets to ensure random obstructions are not put onto the pavements.

Local authorities need to have systems for the removal of abandoned cycles.

London TravelWatch has highlighted the importance of street nameplates in a previous report. It is a statutory requirement that they are present. The detail of location and design are also important.

Large commercial waste bins (Eurobins) are unsightly on London's streets and often obstruct pedestrians. It would be beneficial to introduce different systems, other than permanently sited Eurobins, on the footway, but if this is not possible then locating them out of the way of pedestrians is important.

### 7.4 Interchange

We know passengers regard interchange as an inconvenience. The shorter the interchange distance and the more seamless it can be made the better. This is particularly important with respect to interchange to bus services. Bus stops should be located as conveniently as possible to stations and to other stops.

Accessible bus stop works should prioritise interchange locations.

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<sup>16</sup> **Obstructing free passage** - Section 137 Highways Act 1980

If a person, without lawful authority or excuse, in any way wilfully obstructs the free passage along a highway, they are guilty of an offence.

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## 7.5 Facilities

The available facilities at interchanges will inevitably depend on its size, but seating and cycle parking should always be available. The provision of toilet facilities at far more locations than presently available is always an aspiration of passengers. We welcomed the inclusion of public toilets at the new Shepherd's Bush station, particularly the fact that the toilet is not behind the barriers as we suggested in our report on toilet facilities at interchanges.

## 8 Making the (walking) connection

Many of London's interchanges are themselves located close by other interchanges which means the best way to get between them is on foot. However, this has not always been considered important by the local highway authority.

### 8.1 Euston station to St Pancras and King's Cross stations

A pleasant walking route of less than a kilometre between London Euston and St Pancras stations could simply be created off the busy Euston Road with some detailed, small scale street works, signing and lighting. This would go some way to improving the accessibility of interchanging between these two stations and relieve one of the most crowded sections of Underground line in London.

We have promoted this route to the local highway authority and the rail industry. All support the concept, but so far only Camden Council has progressed works to realise it. These works include creating a continuous and level footway, improving the lighting and wayfinding. To realise the full potential of the route will mean the rail industry participating in its development.

### 8.2 Other useful interchanges involving only a short walk

Below is a list of stations where passengers could usefully interchange. Some are already recognised by the industry and the local highway authority, some are not. Almost all could be improved.

Route	Distance metres	Time minutes	Note
Brixton SER to Brixton LUL	100	(1)	Just across the road
Forest Gate - Wanstead Park	425	1	
Camden Town - Camden Road	406	3	
Sudbury Hill - Sudbury Hill Harrow	330	1	
West Ruislip - Ickenham	1250	17	
Archway - Upper Holloway	474	5	
Enfield Chase - Enfield Town	990	10	
Kenton - Northwick Park	500	4	
Harringay - Harringay Green Lanes	650	6	
South Tottenham - Seven Sisters	650	4	
Walthamstow Central - Queens Road	630	8	

Route	Distance metres	Time minutes	Note
West Hampstead Thameslink – WH Overground	230	3	
West Hampstead Thameslink - WH Underground	360	3	
West Hampstead Underground - WH Overground	150	(1)	Just across the road
South Hampstead - Swiss Cottage	420	5	
Paddington - Lancaster Gate	735	5	
Bethnal Green (NR) - Whitechapel	690	14	
Shoreditch High St.- Liverpool Street	1240	12	Estimated time
Elephant & Castle – E&C Underground	250	(1)	Estimated time
Windsor Central - Windsor & Eton Riverside	550	(6)	Estimated time
Clapham High St. - Clapham North	250	3	
New Cross - New Cross Gate	740	9	
South Merton - Morden	1000	10	
Penge West - Penge East	650	7	
Kent House - Clock House	820	6	
Bromley South - Bromley North	1200	13	
West Croydon - East Croydon	1200	13	
Whyteleafe - Upper Warlingham	400	4	
St Albans Abbey to St.Albans City	1800	(20)	Estimated time
Hertford East to Hertford North	(1550)	(18)	Estimated distance and time
Anerley to Birkbeck	1380	16	
Arsenal LU - Drayton Park	600	8	
Holloway Road LU - Drayton Park	880	10	
Bank - London Cannon Street	290	2	
Belsize Park LU - Hampstead Heath O	990	11	
Bethnal Green LU - Bethnal Green Rail	620	8	
Caledonian Rd LU - Caledonian Rd & Barnsbury O	830	8	
East Putney LU – Putney Rail	475	3	
Euston Square LU – Warren Street LU	280	1	
Great Portland Street LU - Regents Park LU	250	3	
Gunnersbury LU - Kew Bridge	1000	13	

Route	Distance metres	Time minutes	Note
Mansion House LU - London Cannon Street	300	2	
North Ealing LU - West Acton LU	600	11	
Paddington LU - Lancaster Gate LU	600	6	
Shoreditch High Street O / Liverpool Street	1200	5	
Swiss Cottage LU - South Hampstead O	375	5	
Tooting Broadway LU – Tooting Rail	1200	12	

Appendix 1, letter to Network Rail following members' visit and Network Rail's response

**Our Ref: Paddington Station**  
**Your Ref:**



13 December 2011

Mike Goggin  
Network Rail  
Director, Stations and Customer Services  
90 York Way  
Kings Place  
London N1 9AG

Dear Mr Goggin

### **Paddington Station**

London TravelWatch is the statutory watchdog representing transport users in London.

Members recently visited Paddington to look at the interchange issues there as part of a report we are producing regarding interchange issues generally. After their visit they were concerned at the poor situation for interchanging passengers, particularly as this is an international gateway and many passengers would be first time users of Paddington. They therefore asked that I write to all the stakeholders involved and ask that the issues we raised should be resolved.

I am writing to Network Rail, London Underground, First Great Western and Westminster City Council.

I attach my note of the visit and would welcome a response.

If you have any questions please contact me.

Yours sincerely

Vincent Stops  
Streets and Surface Transport Policy Officer.

## Paddington Station visit, 1 December 2010

We started our inspection at the bottom of the ramp at the north eastern side of the station.

i) The pavement associated with the vehicular ramp up to Praed Street should be improved to include continuous and level footways where there are now kerbs. This creates a barrier for pedestrians, particularly those in wheelchairs and with luggage.

ii) This (north eastern) entrance onto Praed Street needs a significant sign – the BR logo is a statutory minimum. There is presently no sign to announce this as an entrance to Paddington Station.

iii) The entrance to the Underground at the top of the ramp is simply signed 'Underground'. It is the entry to the Circle, District and Bakerloo, **but not** Hammersmith and City. This needs to be clear. Neither this, nor the Underground entrance across the road are marked on Network Rail's station map.

iv) We noted a non-working phone box that had recently been installed on the footway of Praed Street. This seems just to be an advertising hoarding. This raises a general issue about who can put stuff onto the public highway. Can Westminster have this non-functioning phone box removed?

v) The bus stop on Praed Street, eastbound is not accessible – the kerb needs raising and the recycling bin relocating. It is disappointing that such an important bus stop has not been prioritised for accessibility works.

We crossed the road and walked down Praed Street.

vii) We felt there was too little management of the quite narrow footway in terms of A-boards etc. Can Westminster enforce against obstructions on this busy footway?

viii) We noted the guard railing on Praed Street and would want to see it removed.

ix) We noted that TfL's aspiration for a stop for route 46 on Spring Street was still not in place. Has Westminster any plans to install a stop at this location?

x) We walked down Eastbourne Terrace and were disappointed that the station was poorly signposted at the junction of Praed Street and the taxi road. This (south eastern) entrance onto Praed Street needs a significant sign – the BR logo is a statutory minimum. There is presently no sign to announce this as an entrance to Paddington Station.

xi) The sign at the steps down to the station could not be seen from anywhere except directly opposite the steps – a projecting sign is necessary so that the entrance can be seen along Eastbourne Terrace

xii) We walked across Bishop's Bridge Road Bridge and into a residential area and across a new bridge. This was unsigned to Paddington station.

xiii) At the other side of the bridge we assumed we had to go left, there was no sign to the newly created Sheldon Square entrance. This highlighted the benefit of a legible London type wayfinding, map based system.

Finally we walked along a cobbled street and the back streets towards the Praed Street entrance

xiv) We want to see an accessible public realm and continuous footways, with dropped kerbs where necessary – none of this was present and so the route was inaccessible to those using a wheelchair and difficult for passengers with luggage or a lesser mobility impairment.

We then went back into the station. The key points were:

xv) There need to be several Underground maps and other information posters at key locations around the stations – entrances and exits and those associated with the information points in the station.

xvi) There needs to be a better scheme for describing the two different Underground entrances and lines. And more repetition of signing.

xvii) It would help passengers 'understand' the station if its component stations and platforms were signed as a) South Wales, Westcountry and Heathrow (for example); b) Greenford, West London and Thames Valley local trains.

xviii) The large station signs 'Buses' needs to be more detailed in order to encourage passengers that there is some hope of getting a bus to where they are going. For example: '**Buses towards Central, East, South, South West and North West London**'

xix) The canal walk would benefit from signage from the station



## Appendix



Mr V Stops  
Streets and Surface Transport Policy Officer  
London TravelWatch  
6 Middle Street  
London  
EC1A 7JA

19 January 2011

Mike Goggin  
Director, Stations & Customer  
Service  
Network Rail  
90 York Way  
London  
N1 9AG

T 08457 11 41 41

Dear Mr Stops

### Paddington Station

Thank you for your letter regarding the recent survey that was undertaken at London Paddington reviewing the transport interchanges available at the station. My apologies for not responding to you sooner.

Your comments are most welcome at this time as we are currently developing long term plans for Paddington looking at improving the experience for the millions of passengers that pass through our station every year. We will be revamping the appearance of the station to reflect other key stations that we manage directly, such as Manchester Piccadilly, London Euston and London Victoria, which will assist the integration of the different components of the station. As you highlight, wayfinding and passenger accessibility are areas that can be improved upon and we are due to launch a research programme to better understand the needs of passengers using large stations which utilises a research pilot underway at Paddington station.

This is a time of significant transformation for Paddington station with the current overhaul of Span 4 and the Crossrail scheme due to embed itself at the station over the coming years. To facilitate changes to the layout and appearance within the station, we have already begun to work with Transport for London and the train operators to develop a coordinated plan that allows passengers to navigate themselves through these changes and make the integration between the national rail network, the underground and London buses as seamless as possible.

With this in mind, I have sought to address each of your comments and provide a general commentary on what we have planned for Paddington in Annex A to this letter



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Network Rail has been developing its guidance and policy documents many of which I referred to in my recent presentation to your recent meeting. We are currently consulting on our Guide to Station Planning & Design and are close to completing the Network RUS (Stations) which seeks to identify pedestrian capacity constraints at stations. These guidance documents will help us to systematically review and develop enhancements for our Managed Stations.

In the meantime please feel free to contact our station manager at Paddington if you would like to discuss the specific issues at the station further. Nick Hartnell can be contacted on 020 7313 0408 or via e-mail at [nick.hartnell@networkrail.co.uk](mailto:nick.hartnell@networkrail.co.uk)

I would like to close by encouraging London TravelWatch to give us the opportunity to engage with directly at the time of any future visit. This would provide immediate feedback and understanding in both directions and we could always respond to any more formal representations later. I have provided the contact details for each of the Station Managers for our Managed Stations as Annex B to this letter.

Yours sincerely,



**Mike Goggin**  
Director, Stations and Customer Service

c.c. Nick Hartnell

## Annex A – Commentary on Paddington Station issues

- i) We have received feedback from passengers using the station that the Praed Street entrance is prone to congestion due to the volume of smokers within the area standing just outside. Whilst removing the kerbs and creating a fully pedestrian walkway would not be possible due to the vehicular access to the station, widening or levelling a section of the road (for pedestrians and vehicles) is an option that we will explore further. Care must be taken to make sure that risks to the public are minimised and that the access is kept clear of parked vehicles throughout peak times.
- ii) At this time, with the improvement work ongoing as mentioned above, we are fairly limited to what signage we can install to the exterior of the Praed Street entrance. However, we do intend to erect two branded 'Welcome to Paddington Station' signs either side of the entrance that will be visible from Praed Street.
- iii) This entrance is owned by London Underground. We are currently in discussions with TfL regarding the Legible London maps that they produce to better represent Paddington. The entrance to the London Underground is not included on the station map as it is not part of the Paddington railway station building. The station entrance to the London Underground is clearly marked on maps at the station and available on our website.
- iv) to ix) These points are best addressed by Westminster City Council and where appropriate TfL
- x) There is currently a pedestrian sign attached to the railings on Praed Street turning in to Eastbourne Terrace with the BR logo and Paddington Station clearly visible for passengers approaching the station from the east on Praed Street.
- xi) The walkway on Eastbourne Terrace is fairly narrow and any projecting signage from the entrance here above the pavement could create concern for the local authority. There is signage on the road for Paddington station travelling towards Praed Street from Eastbourne Terrace, and signage above the entrance over the walkway adjacent to Eastbourne Terrace directly next to the station. This area will be heavily modified by Crossrail, so there may be scope to improve the existing signage when the entrance and appearance is redesigned.
- xii) This is best addressed by Westminster City Council
- xiii) As previously mentioned, we are discussing with TfL the opportunities to using the Legible London scheme around the Paddington area to make the alternative entrances clearer to those not familiar with the station.

- xiv) This is best addressed by Westminster City Council
- xv) There have been joint plans with TfL in the past to erect free standing signs on the platform entrances to the footbridges that lead to Hammersmith & City Line and at other key locations in the station. However, this was restricted due to the amount of items already present on the platforms. We are hopeful that the current discussions that we are having with TfL will result in further signage being deployed through the station.
- xvi) Repetition of signage is difficult at present given the changes to Span 4 and the need to keep passengers informed of the project to renew the structure. However, to better publicise the underground entrances we have upgraded the floor linear signage with a pink and yellow Hammersmith & City line from the centre of the main concourse right to the top of the stairs to platform 15 and 16.
- xvii) The only designated platforms that we have in Paddington are for the Heathrow Express and Heathrow Connect services. The multiple information screens and tannoy systems inform passengers of the relevant platforms for departures and if there are any alterations from usual services.
- xviii) We have bus service spider maps (double royal size) displaying local connections and destinations are located at entrance/exit to Eastbourne Terrace and Praed Street. These are also available at the Information Office on the main concourse.
- xix) This is best addressed by Westminster City Council – however it is likely that the joint entrance from the canal for both Crossrail and national journeys will be jointly branded with sufficient wayfinding.

In addition, the new branding design for Paddington will make the station feel more integrated with its different components (for example, the concourse and The Lawn eateries and shopping area) as well as the interchanges between the different forms of transport. We are confident that these changes, along with the general improvements to the station as part of the Crossrail scheme, will make the station a more attractive terminus and convenient departure point for our passengers.