



IMPROVING THE PASSENGER EXPERIENCE

Photos illustrating how the passenger experience on Britain's railway could be improved with more common sense and adopting international best practice.

Slides originally presented at Railfuture West Midlands AGM on 23 April 2016 by Railfuture director Jerry Alderson (who provided all of the photos) based on research that Railfuture had conducted on railway International Best Practice.

PARLIAMENTARY INQUIRY BY TRANSPORT COMMITTEE



www.parliament.uk

Announced on 19th April 2016. Submission deadline 5 weeks later on 25th May 2016

“identify recommendations to improve the main aspects of a rail journey from the perspective of the passenger: from planning a journey, arriving at a station, making the journey, and post-journey information.”

- Information provided at all stages and in all forms (e.g. stations, NRES, websites, apps)
- Ticketing, including overcoming obstacles to delivering network-wide "smart-ticketing" and part-time season tickets
- On-train facilities, including on-journey Wi-Fi and power
- Performance measures for passenger experience e.g. passenger survey methodologies
- Mechanisms to hold operators to account for poor performance and spread the best practice across the industry

Railfuture's Passenger Group, which promotes the passenger aspect of a bigger and better railway in Britain, will submit Railfuture's response.

IMPROVING PASSENGER EXPERIENCE

Station environment

- Seating – While waiting for a train and also to ‘catch your breath’
- Shelters and Canopies – Protection from rain and wind

People Issues

- Safety – Help when needed / Lifts can be threatening
- Safety – Safely Moving Around Stations and Boarding/Alighting Trains
- Help and Equality for PRMs
- Coping with Cyclists and Passengers with Luggage

Info and Tickets

- Signage – to, from and around the station
- Facilities – Station and On-train
- TVMs / CIS at Stations – Ease of use and trusting them to be correct
- CIS on Train
- Tangerine Ticket – Improvements and Alternatives
- Refreshments – Stations and on Train

SEATING / SHELTERS AT STATIONS

Various different types of seats are provided at station in Britain and in other countries. The key issue for passengers is whether there are enough of them and where they are located.

Seats are not just for people waiting for a train at the platform but also for people to rest on the way to the platform (e.g. elderly or partly-disabled people) as well as 'meeters and greeters' in the concourse who are not able to get through barriers. There is an issue with 'undesirables' using the station but there are many ways of dealing with this rather than depriving proper station users of comfort.

Although station refreshment kiosks and cafes may provide seats people should not have to spend money just to rest.



Newmarket station shelter below has no protection from the wind but in Salzburg (right) a staggered door way provides it





This slide: Good seating in **Goole** (top left), 30 seats (six rows of four or five seats) at **Northampton**, but sadly not near any passenger information screen (right), and **Penzing** station in Vienna, Austria

Next slide: seats undercover of canopy in **Leeds** and **Vienna** plus station waiting rooms in Austria.



£750m spent - Spot the seats





9

But Birmingham New Street does have some seats once through the barriers. ***railfuture***



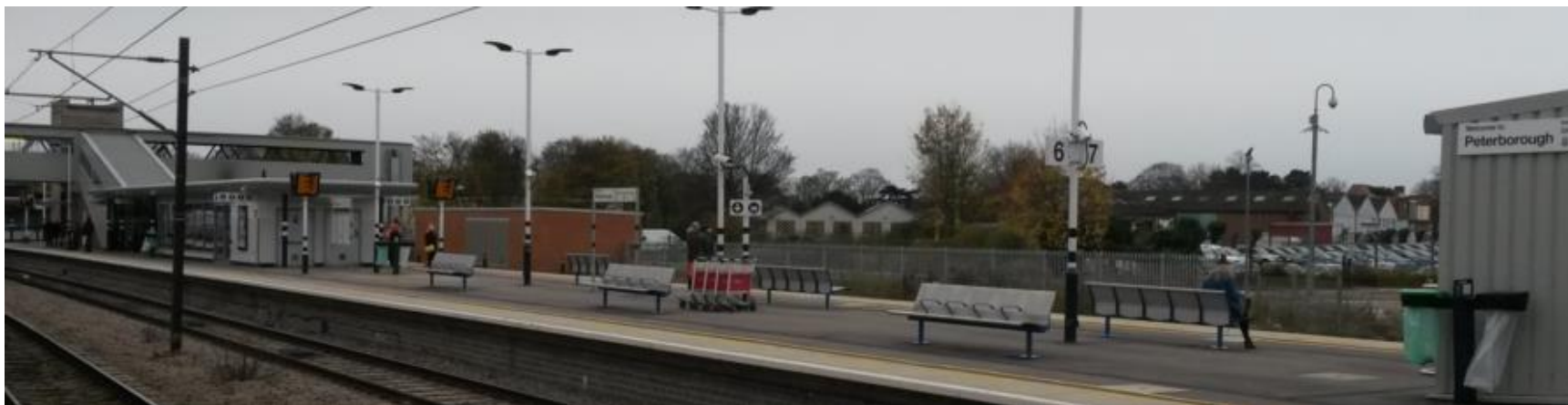
Despite costing £750m the revamped Birmingham New Street station has minimal seating on the platform even when it would not be an obstruction to anyone.

Seats for four rather than three people would have cost just a fraction more, and the long view of platform 12 shows just two pairs of seats.



Historic Goole station (left) has a lovely and totally fit-for-purpose canopy running along much of the platform length.

The new island platform at Peterborough (below) has a very short length of canopy from the stairs to the waiting room and no cover at all from at the ramp at the other end.



Lift users get wet – stair users do not – disabled discrimination?



Disability discrimination?
People using a lift (e.g. wheelchair users) are protected by a small canopy above the lift door while they wait for the lift to arrive.

However, anyone getting out of the lift will get wet since there is no continuous canopy from lift door to train.

At older stations it can be worse because the lift has been installed at the far end of the station – where space is available.

People using the stairs often have a canopy.



FEELING SAFE AT STATIONS



At some British stations there is a CCTV camera looking at the person using the help point in case they need medical assistance – but sadly not everywhere.

This is Waterbeach station.



Why are British station lifts designed to feel like a prison cell?



By the standards of British stations these two lifts are incredibly passenger-friendly!

Is the railway scared of vandals kicking in glass if it went down to floor level, or being damaged by luggage?

Or is it to protect the modesty of women wearing short skirts?

Photos are Oxford Parkway on left and Peterborough on right.





At the lovely £800 million St Pancras International (is that the important word?) station there are glass-walled lifts that are bright and friendly.

Why can't similar lifts be installed at other stations?



In Vienna, in common with many stations on the European mainland, lifts are fully glazed. Lifts at both ends of the platform are common and the larger stations have pairs – or even three – adjacent lifts to cope with demand and to allow one lift to be taken out of service for maintenance. In Britain we build down to a price – do minimum is the stance

Modern lifts at British stations now have grip rails (important for people who are not steady on their feet) and floor-level alarms to call assistance if someone falls – very helpful given that no-one could see inside the lift to discover that someone needed help!

Photo is of Peterborough station lifts, but also the case at Northampton and even small Five Ways station.



SAFELY MOVING AROUND STATIONS AND BOARDING/ALIGHTING TRAINS

Putting operational needs above passenger needs

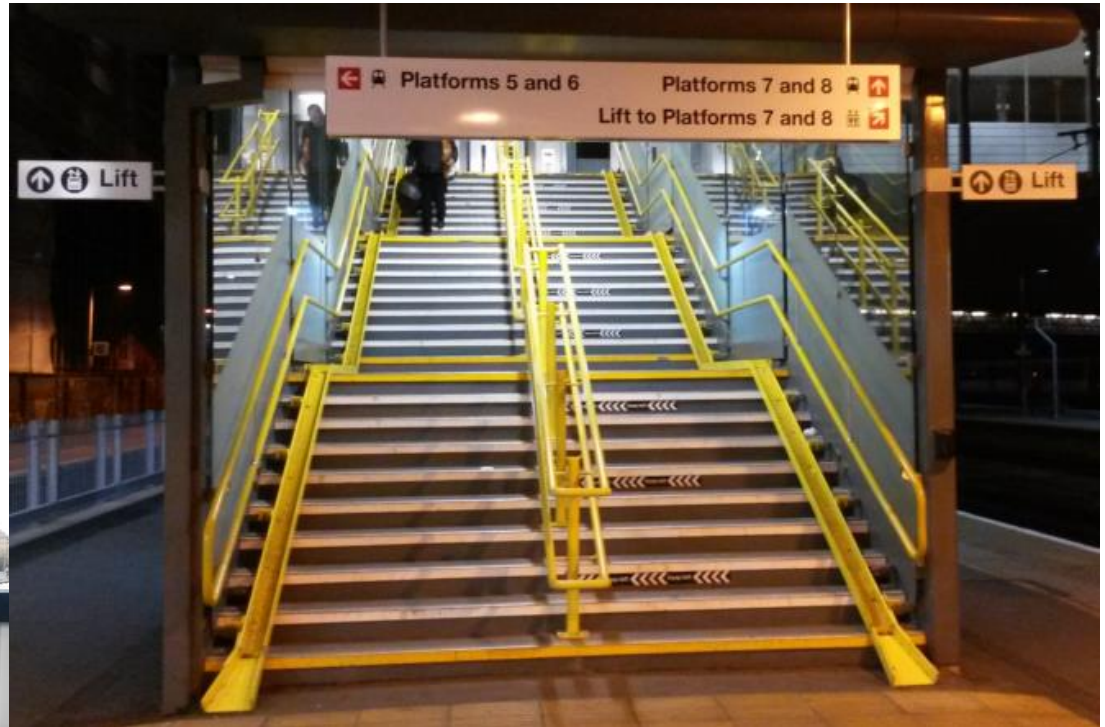


At Northampton since the £20m new station building was opened passengers have to walk upstairs and immediately down stairs again (unnecessarily wasting time and risking a fall) to get to the other side of the fence. Surely a remotely-monitored barrier at ground level could be provided?

Of course, on the European mainland most stations are not gated so it is much easier to move around.

Most wide stairs in Britain have a centre rail (although many on the European mainland do not). Cambridge station's footbridge stairs on the right have a gutter for bicycles as well.

Most stairs have two rails – one for adults and one for children



Peterborough station (left) even has rails along the footbridge as well. Excellent!

Mind the Gap





Automatic ‘gap fillers’ on mainline and underground trains in Vienna

For pragmatic cost reasons not installed in every carriage on the train.

On mainline trains they are installed in the wheelchair users’ carriage

On Vienna underground (U-bahn) just in carriages at each end – close to lifts

Health and Safety – Where are their brains?



At the recently-rebuilt Northampton station building two tiny passenger information screens are so high up that they are unreadable to most people.

Is it really sensible to make people stand in front of a door (with no window) that could open at any time in order to read them?

HELP AND EQUALITY FOR PRMS



		Width
Electric	First Class	70cm
	Standard	70cm
Diesel	First Class	55cm
	Standard	70cm
EMT	First Class	70cm
	Standard	62cm

In the revamped concourse at Peterborough station there is a mat on the floor (left) indicating to wheelchair users whether and where their wheelchair will fit on the train – it helps them go to an appropriate carriage before the train arrives, and reduces dwell time.

In Austria stations are equipped with wheelchair assistance ramps to suit their high floor trains – British ones are simpler.



COPING WITH CYCLISTS AND PASSENGERS WITH LUGGAGE



Cyclists can safely stow their cycles, providing that the area is not being used by a wheelchair user



Well designed luggage area for heavy suitcases on a Chiltern Railways train. Whether there is enough space is another matter.

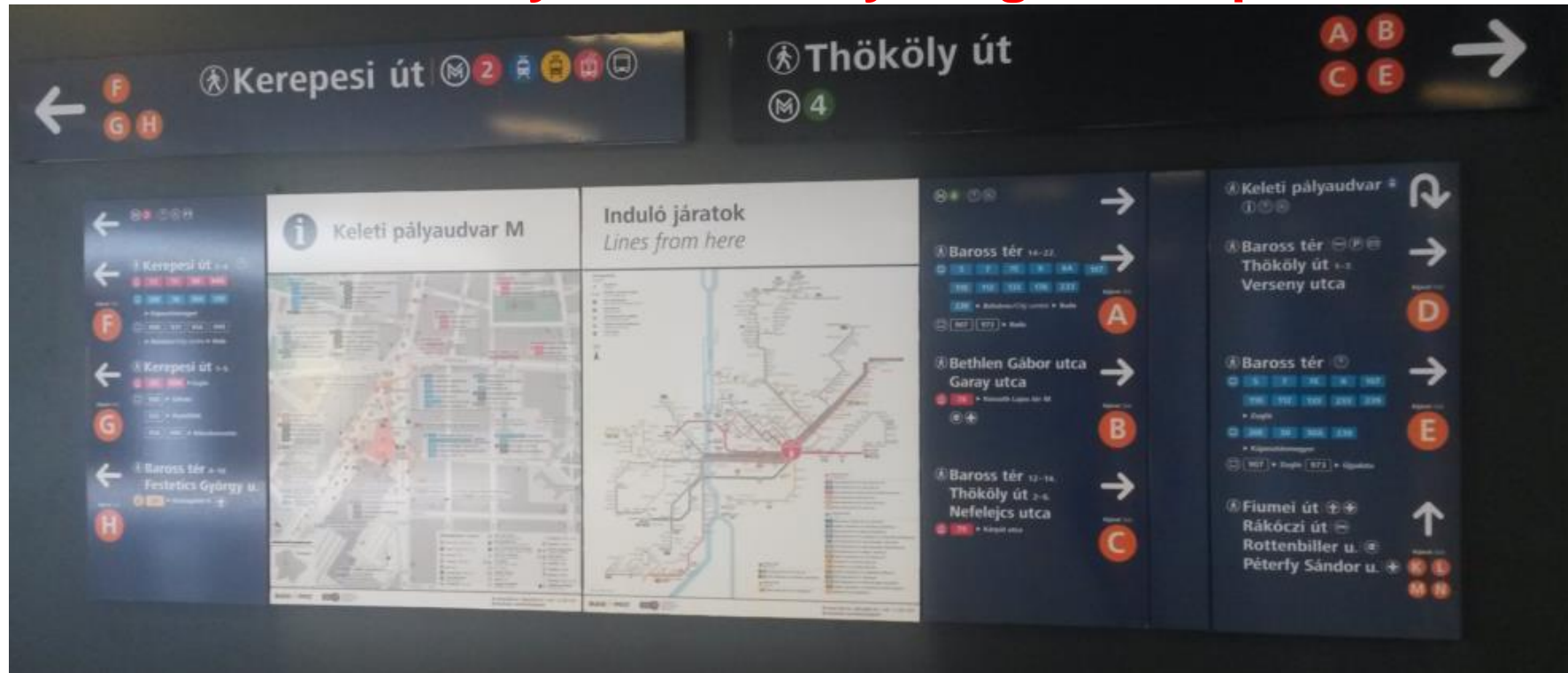


Cyclists who parked under a canopy will not encounter a wet saddle. At Cromer station (above) motorcyclists are allowed to park undercover as well



SIGNAGE TO / FROM / AROUND THE STATION

Station and Locality Info – Everything in one place



At Budapest Keleti (East) station information about all transport modes (and a street map) is presented in a clear way

STATION FACILITIES

First impressions are made within 2 seconds

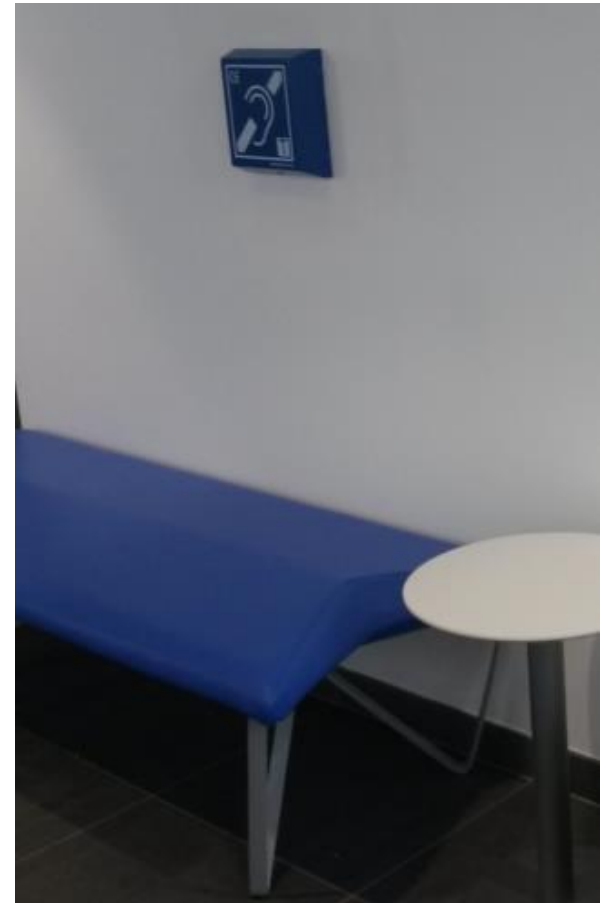


People wouldn't enter a shop or a café if they didn't like the look of it – so why is it acceptable at stations. Oxford Parkway is a welcome exception



At Oxford Parkway the toilets have nice washbasins, but surprisingly only one urinal and one cubicle in the gents – many stations provide too few.

The hearing induction loop to hear announcements is very welcome, as are the power-points for passengers with both 13A and USB sockets.



ON-TRAIN FACILITIES

Large tables suitable for working at, power points and (on many continental trains) personal litter bins





First class seats on Austrian trains can recline (some British trains too, such as Class 379).

Discretely hidden power-points are a nice touch.

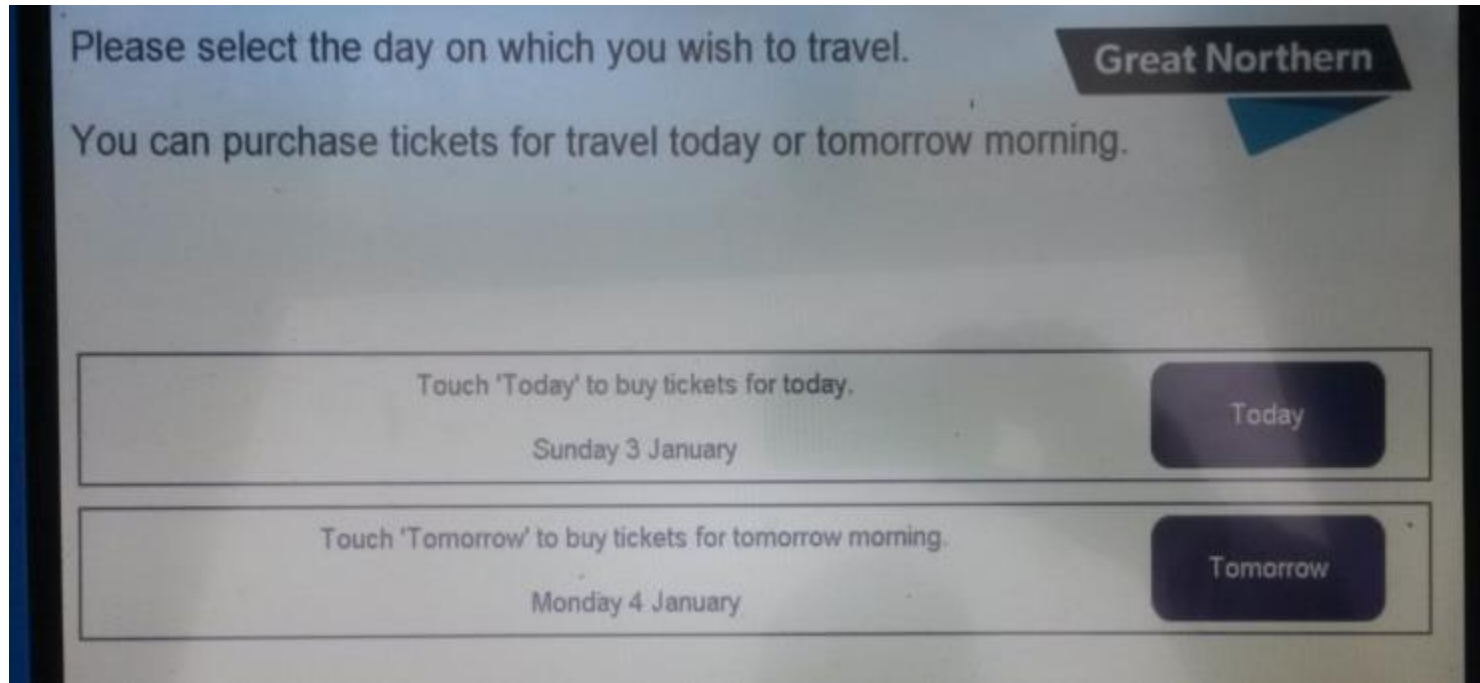


TVM / CIS / SIGNAGE AT STATIONS EASE OF USE AND TRUSTING THEM



41 So many different TVMs – learning curve at each station. Many European countries have just one main design that is used across their railway network

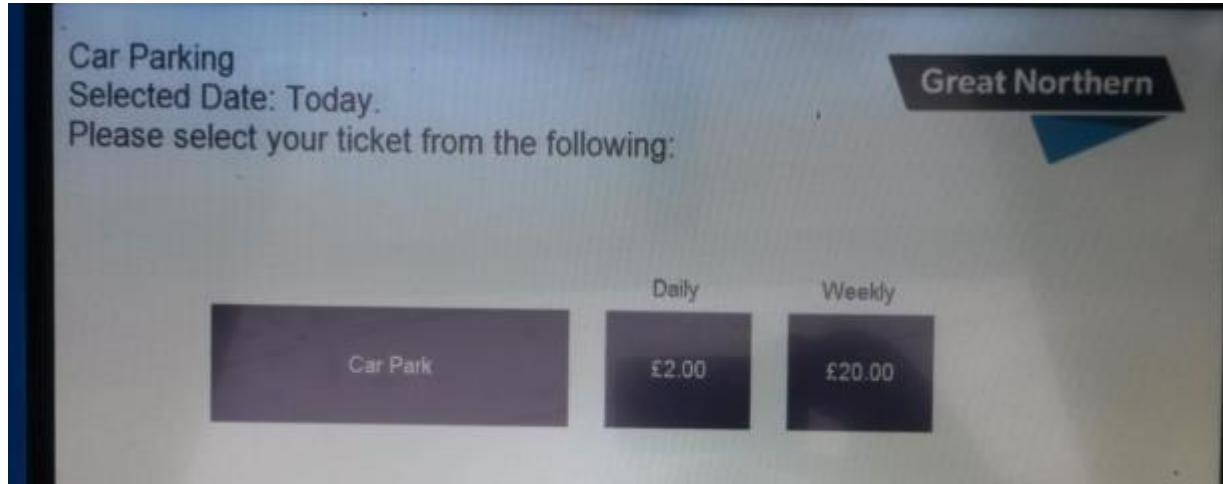
Understandable information – easier said than done



This TVM display has a simple interface – giving the full date for today and tomorrow is good – but why are tickets only available for “tomorrow morning”?

Can it only sell peak-time tickets for tomorrow? Seems a bit unhelpful.

Weekly car parking tickets don't seem like a very good deal!

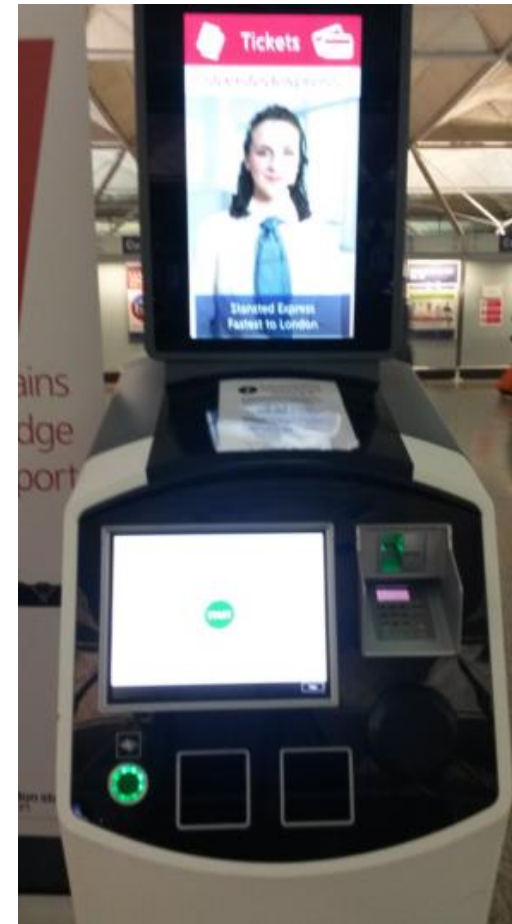
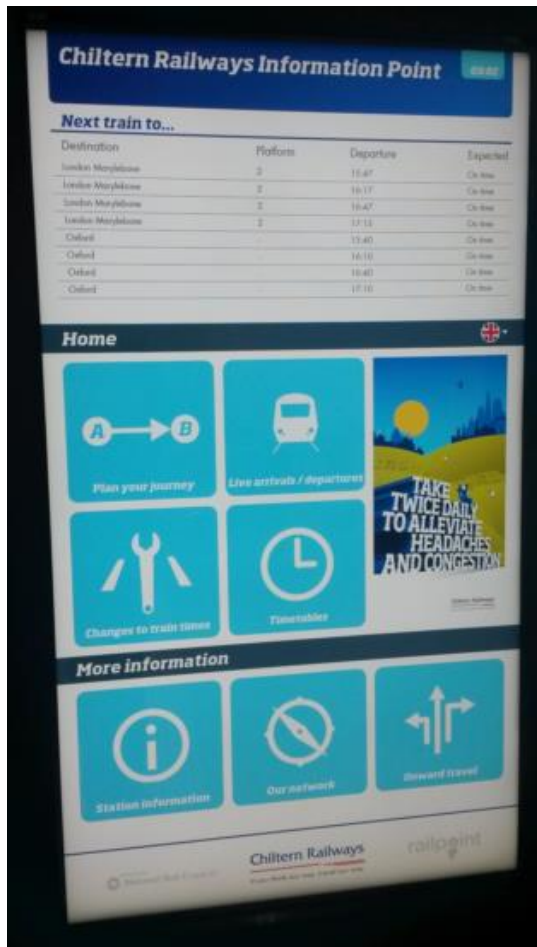


The same TVM can sell car parking tickets as well as train tickets – very sensible. However, the lack of clarity makes the weekly ticket (equivalent to 10 days) look very suspect.

Of course, it isn't £2 for a "daily" ticket but just for today (Sunday) and it is more expensive Monday-Friday, but one wouldn't know from the display screen.

Why can't you buy car parking for an overnight stay (today and tomorrow)? Many old-fashioned cash machines would have allowed it.





45 TVMs don't have a standard design but new info screens have common symbols **railfuture**

London Underground

Bakerloo	Good Service
Central	Good Service
Circle	Good Service
District	Good Service
Hammersmith and City	Good Service
Jubilee	Good Service
Metropolitan	Good Service
Northern	Good Service
Piccadilly	Good Service
Victoria	Good Service
Waterloo and City	Good Service
London Overground	Good Service
TfL Rail	Good Service
DLR	Good Service

Next fastest trains to...

London Liverpool Street (LST)

Departure	Platform	Expected
20:00	1	20:03

20:15	3	On time
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Birmingham New Street (BHM)

Departure	Platform	Expected
20:21	2	On time

Cambridge (CBG)

Departure	Platform	Expected
20:21	2	On time

21:27	—	On time
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Harlow Town (HWN)

Departure	Platform	Expected
20:15	3	On time

20:45	3	On time
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Ely (ELY)

Departure	Platform	Expected
20:21	2	On time

Tottenham Hale (TOM)

Departure	Platform	Expected
20:00	1	20:03

20:15	3	On time
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Making life difficult, unnecessarily

How many pennies did they save by using obsolete tiny screens rather than modern wide-screen displays?



At Northampton's brand new station building – more than a decade after widescreen displays were first used at stations – two tiny screens are installed.

The top of the posters are two metres off the ground, so the screens are three metres – from a distance the text on them is smaller than on the posters.

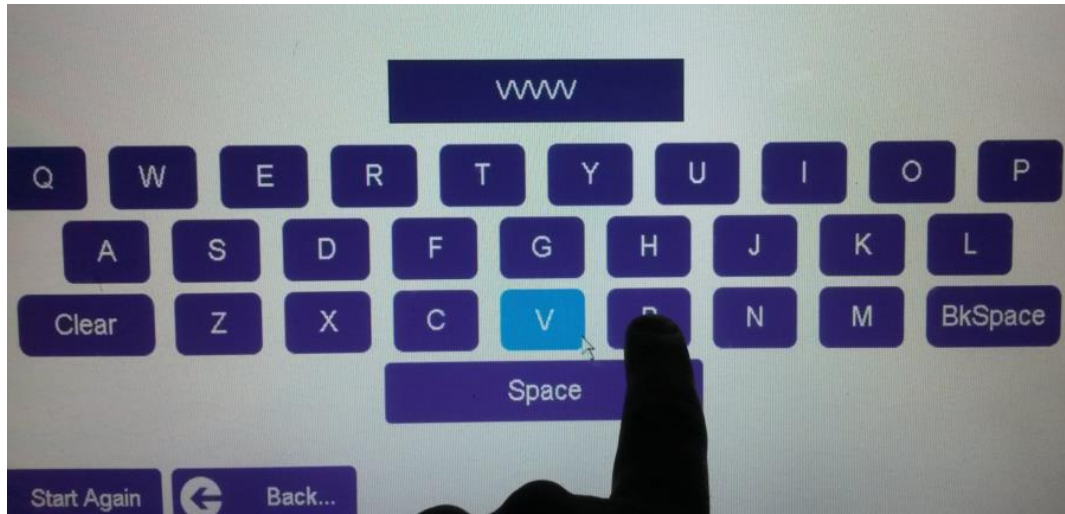


At Salzburg main station a large screen (far left) shows train departures and underneath is a map of the platforms so that passenger can easily work out where to find their platform and which end to stand at.

At Copenhagen Airport, an array of screens shows information in one place with the next train at the top in the largest typeface so that people further away can read it without needing to get close and block the detailed screens.



Faulty TVM screen – keyboard not working



How do you book a train to Birmingham, Bedford, Bristol, Brighton, ...?

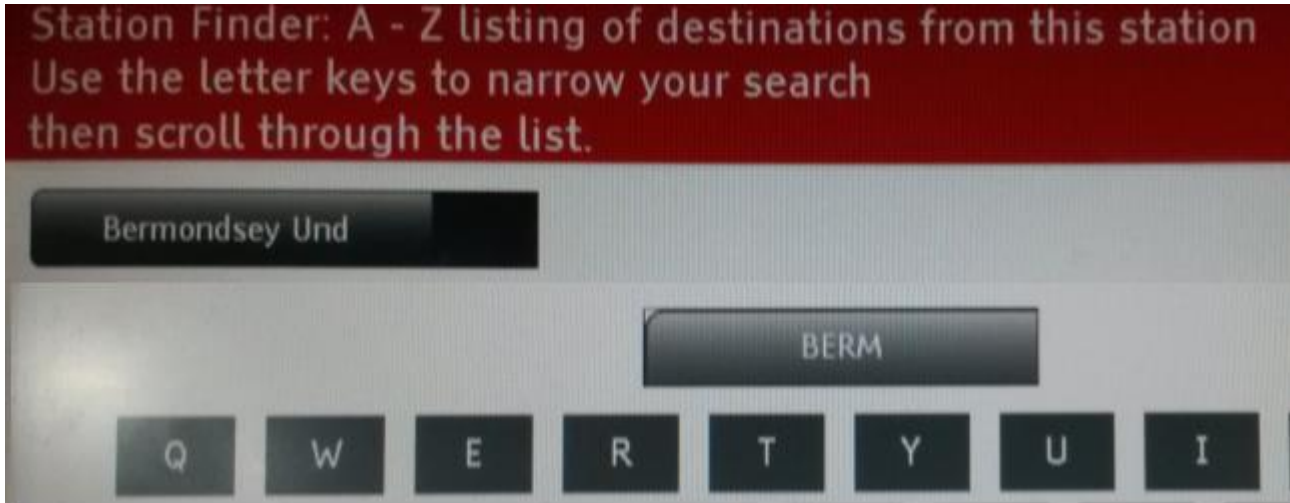
Or collect a pre-booked ticket with a “B” in the code.

Do they not test anything when installing TVMs?

When the user presses “B” they get a “V”. No other key has any problems.

Fortunately Waterbeach station had a TVM on the other platform as well, so it was possible to buy a ticket or collect a pre-booked one, but would passengers realise?

Where's Coventry Arena, Bermuda Park...?



Few TOC
TVMs
supported
new stations
when they
opened – and
many still
didn't two
months later

Abellio Greater
Anglia TVMs and
mobile app show no
stations opened
since December
2013 – 52 months!

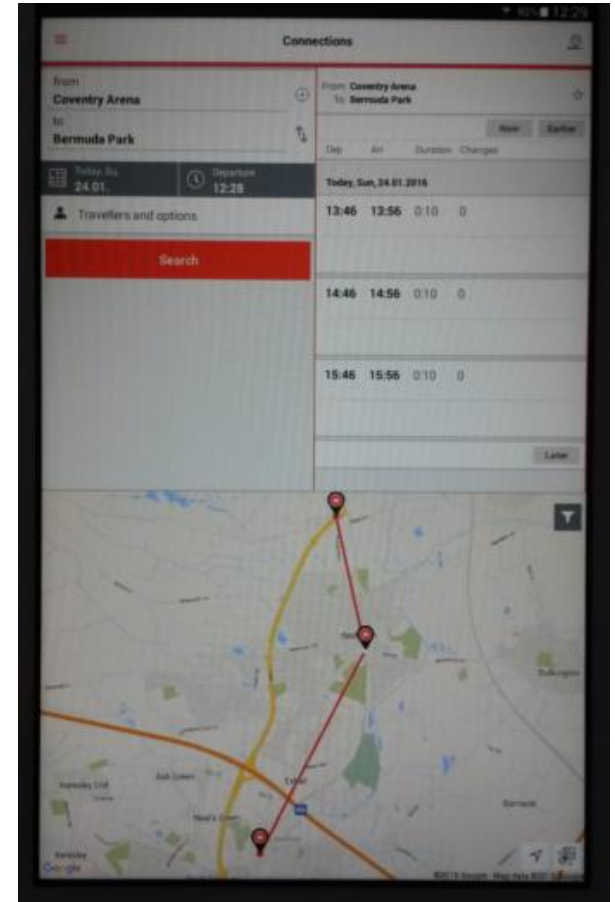


What information source can you trust?

If you want to get accurate train information about Britain's railway then National Rail Enquires can be relied upon...

And so can German and Austrian railway's web-site and mobile apps – they even give you a nice map of the end-to-end journey.

Resorting to a foreign railway's web-site to find out about your railway really does take the biscuit.



CIS – ON TRAIN



On the European mainland most modern trains have very useful train passenger displays giving arrival times (revised times if late) and connections to other trains (trams, buses) plus the train speed!

TANGERINE TICKET IMPROVEMENTS (TIME FOR A RE-THINK?) AND ALTERNATIVES

The Tangerine tickets, dating back 40 years have recently been revamped to avoid separate reservation tickets, but the new format is universally disliked by both passengers and staff as hard to read. Railfuture has ideas on improvements.

All forms of ticketing are rapidly evolving as technology improves and passengers become more comfortable with new payment methods. The only certainty is yet more change, but it must be for the benefit of passengers.



The Key (from Govia Thameslink Railway) is just one of many transport smart cards being rolled out across Britain. What is really needed is a single smartcard that will cover all travel in Britain – other countries such as Denmark offer this.

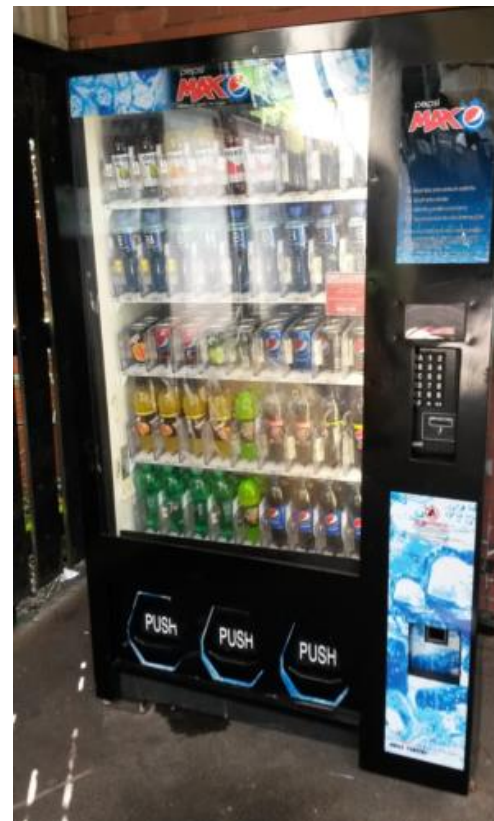
Or are the days of smartcards already numbered as alternatives overtake it?

REFRESHMENTS

Some passengers may bring their own food and drink but many don't. People want hot food and drink. For short journeys they can be bought at the station and taken onto the train, but for long-distance journeys it's important that hot refreshments are available on board. It's also important that the stock is topped up en route.

On-board catering may be loss making but it may be a necessary loss leader to entice people onto trains.

AT STATION



ON-TRAIN REFRESHMENTS



It's important that passengers are aware that on-board refreshments are available and where to find them.

Equally, passengers should be told prior to boarding if the normal service will not be available).

The Chiltern Railways buffet is closed on Sundays (left).

On Austrian railways sandwiches and beer is served by a steward.





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