

“Easy Stations” survey checklist – East Midlands

Railfuture’s national campaign to put passengers first, where every journey matters, is looking at what makes a station easy to use and is asking both its members and the public to provide feedback on the stations they use most often. Railfuture will assess where stations are “easy” to use based on feedback from this checklist.

Station name				
Date of survey				
Completed by		Railfuture member Y/N?		
Please indicate Y/N/? in the box provided. If additional explanation is needed comment may be added in box 43 or on an additional sheet.				
		Getting to the station		
		Y	N	?
1	Step free access?			
2	Signage from town/village centre?			
3	Parking within 250 m – comment in 43 on adequacy of parking			
4	Designated disabled parking with a hard surface route to station?			
5	Bus stops within 250 m – if not, comment in 43 where it is			
6	Does the bus stop have a waiting shelter?			
7	Cycle racks/stands?			
8	Are cycle racks/stands covered by CCTV or in a secure area?			
9	Is there any convenient short stay parking for drop off or collecting?			
10	Good local onward journey information?			
		Station and platform		
		Y	N	?
11	All-weather access to trains from entrance?			
12	Station fully compliant for passengers with reduced mobility?			
13	If there are lifts are they available from first to last train?			
14	Is there a barrow crossing between platforms?			
15	If so, is it controlled by lights or telephone?			
16	Platform depth to allow 2 persons of reduced mobility to pass?			
17	Tactile paving to all platform edges? If only some comment in 43.			
18	Do all platforms have an even surface?			
19	Passenger information screen(s) functioning?			
20	Screens showing more than simply train time and destination?			
21	Help point(s)?			
22	CCTV covering all areas?			
23	Ticket vending machine with legible screen (e.g. with sunshade)?			
24	Good clear signage?			
25	Seating on each platform with some under cover?			
26	Is there a covered waiting area opposite where trains stop?			
27	Can a wheelchair user wait under cover?			
28	Free wifi?			
29	Is the Rail Replacement bus stop clearly signposted?			
30	Does the stop have a waiting shelter?			

For staffed stations		Y	N	?
31	Toilets, including persons of reduced mobility and baby-changing?			
32	Waiting room – well lit, comfortable and heated?			
33	Hearing loops?			
34	Some kind of refreshments facility – even if only drinks machine?			
35	Notice showing booking office hours and where tickets can be purchased when it is closed?			
36	Passenger information screen, public address system and/or timetable poster in waiting room (and perhaps café)?			

Optional extras for all stations		Y	N	?
37	Imaginative use of redundant buildings? (please give example)			
38	Community notice board or rail users’ group board?			
39	Evidence of community involvement such as flower displays?			
40	Murals or similar displays?			

From the train		Y	N	?
41	Announcements clear and correctly pronounced?			
42	Station signs clearly visible from train?			

Any other comments or useful features of this station	
43	<p>Continue on another sheet if more space needed</p>

Thank you for completing this checklist. Please send completed checklists by 31 August 2021 to Chris Brown, 22 Cupola Close, North Hykeham, Lincoln LN6 9ZP or email a scanned copy to eastmidlands@railfuture.org.uk.

For more information and a downloadable checklist see <https://railfuture.org.uk/Lincolnshire+Branch>

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