

Exeter Central improvements completed

A £2.7 million upgrade of Exeter Central station to enable it to better cope with its almost three million passengers per year is now live.

The concourse has been expanded and smart-ticket gatelines installed, along with an open-plan customer assistance desk and new retail space.

It has been funded by the Industry Revenue Generating Investment Programme, managed by Network Rail, and targets financially positive

schemes which can reduce overall costs to government.

The changes are intended to eliminate peak-time bottlenecks and overcrowding on stairwells and improve safety. Gatelines can now be used at the busiest times safely, while the open-plan customer assistance desk is aimed at making the station more inclusive.

Great Western Railway and Network Rail Western Joint Route Strategy Director Joanna Grew

said: "These improvements have been designed with the customer at heart. By creating more space, improving the flow of passengers through the station and introducing new smart ticket gates, we have made it easier and safer for people to move around, particularly during the busiest periods.

"The expanded concourse and open-plan customer assistance area will help us provide a more welcoming and accessible

experience for everyone. We know how important it is that customers feel confident, comfortable and safe when travelling, and these upgrades will make a real difference to the millions of people who use Exeter Central every year.

"This investment demonstrates our commitment to improving the railway for the communities we serve, while ensuring Exeter Central continues to play a vital role as a gateway to the city."



Completed upgrade: the revamped concourse at Exeter Central. Courtesy GWR