



Station survey checklist

You can use this form to help you carry out a survey of your local station and the area around it. Concentrate on the items that are good or poor, rather than satisfactory. You can also make suggestions for improvements.

NOTE: If the station is staffed, you should tell a member of staff who you are and that you plan to survey the station.

Name of station to be surveyed

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| 1. Station name displayed | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 2. Double arrow sign displayed | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 3. Main entrance signposted | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 4. Main entrance safe | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 5. Main entrance well lit | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 6. Main entrance clean and litter free | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 7. Step-free access available | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 8. Local area map at station | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 9. Pedestrian route to town centre signposted | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 10. Public facilities and attractions near station signposted | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 11. Segregated path for cyclists | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 12. Cycle route on to station signposted | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 13. Cycle route on to station safe | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 14. Cycle route on to station well lit | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 15. Cycle racks available | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 16. Cycle racks CCTV | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 17. Cycle lockers available | yes <input type="checkbox"/> | no <input type="checkbox"/> |

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| 18. Good interchange for bus passengers | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 19. Bus stop map at station | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 20. Up-to-date bus timetables displayed | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 21. Bus shelters | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 22. Route between bus stops and station signposted | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 23. Route between bus stops and station safe | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 24. Route between bus stops and station well lit | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 25. Route between bus stops and station clean and litter-free | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 26. Taxi rank nearby | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 27. Taxi telephone numbers displayed at station | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 28. Public telephone available | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 29. Signposted routes to and from town centre for motorists | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 30. Adequate provision for kiss and ride for motorists | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 31. Short-term parking available for motorists | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 32. Day parking available for motorists | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 33. Car park safe | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 34. Car park well lit | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 35. Car park litter-free | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 36. Car park CCTV | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 37. Car park has no abandoned vehicles | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 38. Car park ticket machines working | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 39. Car park ticket machines visible in bright sun | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 40. Car park fees displayed | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 41. Booking hall available | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 42. Booking hall ticket machines available and working | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 43. Ticket machines available when booking hall closed | yes <input type="checkbox"/> | no <input type="checkbox"/> |

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| 44. Booking hall opening hours displayed | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 45. Booking hall open as advertised | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 46. Booking hall way in signposted | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 47. Booking hall alternative way in (if hall locked) signposted | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 48. Booking hall step free entrances | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 49. Booking hall doors easy to operate | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 50. Booking hall slip-free flooring | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 51. Booking window accessible | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 52. Booking hall well maintained | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 53. Booking hall welcoming | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 54. Booking hall litter-free | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 55. Booking hall litter bins | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 56. Booking hall seating | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 57. Booking hall well lit | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 58. Booking hall CCTV | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 59. Booking hall refreshments | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 60. Booking hall up-to-date posters | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 61. Booking hall up-to-date leaflets | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 62. Booking hall display boards for special notices | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 63. Booking hall electronic information display | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 64. Booking hall tourist information | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 65. Ticket gate line working | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 66. Ticket gate line staff on hand | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 67. Platforms signposted per travel direction | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 68. Platform numbers signposted | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 69. Platform facilities signposted | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 70. Platform way out signposted | yes <input type="checkbox"/> | no <input type="checkbox"/> |

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| 71. Platform secondary way out (if booking hall locked) signposted | yes | <input type="checkbox"/> | no | <input type="checkbox"/> |
| 72. Station layout plan displayed on platform | yes | <input type="checkbox"/> | no | <input type="checkbox"/> |
| 73. Platform up-to-date posters | yes | <input type="checkbox"/> | no | <input type="checkbox"/> |
| 74. Platform electronic information displays working | yes | <input type="checkbox"/> | no | <input type="checkbox"/> |
| 75. Platform electronic information visible in bright sun | yes | <input type="checkbox"/> | no | <input type="checkbox"/> |
| 76. Platform announcements available | yes | <input type="checkbox"/> | no | <input type="checkbox"/> |
| 77. Platform announcements audible | yes | <input type="checkbox"/> | no | <input type="checkbox"/> |
| 78. Platform announcements helpful | yes | <input type="checkbox"/> | no | <input type="checkbox"/> |
| 79. Platform timely announcements of fast train approaching | yes | <input type="checkbox"/> | no | <input type="checkbox"/> |
| 80. Help points working (make test call) | yes | <input type="checkbox"/> | no | <input type="checkbox"/> |
| 81. Emergency phone dial tone available | yes | <input type="checkbox"/> | no | <input type="checkbox"/> |
| 82. Platform ticket vending machines suitable | yes | <input type="checkbox"/> | no | <input type="checkbox"/> |
| 83. Platform smart card readers | yes | <input type="checkbox"/> | no | <input type="checkbox"/> |
| 84. Platforms well-maintained | yes | <input type="checkbox"/> | no | <input type="checkbox"/> |
| 85. Platforms litter-free | yes | <input type="checkbox"/> | no | <input type="checkbox"/> |
| 86. Platform rubbish bins | yes | <input type="checkbox"/> | no | <input type="checkbox"/> |
| 87. Platform seating | yes | <input type="checkbox"/> | no | <input type="checkbox"/> |
| 88. Platform lighting | yes | <input type="checkbox"/> | no | <input type="checkbox"/> |
| 89. Platform fencing | yes | <input type="checkbox"/> | no | <input type="checkbox"/> |
| 90. Platform gardens or plants | yes | <input type="checkbox"/> | no | <input type="checkbox"/> |
| 91. Under platforms litter free | yes | <input type="checkbox"/> | no | <input type="checkbox"/> |
| 92. Under platforms weed free | yes | <input type="checkbox"/> | no | <input type="checkbox"/> |
| 93. Track litter free | yes | <input type="checkbox"/> | no | <input type="checkbox"/> |
| 94. Track weed free | yes | <input type="checkbox"/> | no | <input type="checkbox"/> |
| 95. Platform shop | yes | <input type="checkbox"/> | no | <input type="checkbox"/> |
| 96. Platform buffet or cafe | yes | <input type="checkbox"/> | no | <input type="checkbox"/> |
| 97. Platform refreshment vending machines | yes | <input type="checkbox"/> | no | <input type="checkbox"/> |

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| 98. Platform shelters adequate | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 99. Platform sheltered waiting areas well maintained | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 100. Platform sheltered areas litter-free | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 101. Platform sheltered areas rubbish bins | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 102. Platform sheltered areas seating | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 103. Platform sheltered areas lighting | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 104. Station toilets available | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 105. Station toilets accessible | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 106. Station toilets clean | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 107. Station toilets well lit | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 108. Station toilets litter-free | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 109. Station toilets flush working | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 110. Station toilets toilet paper available | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 111. Station toilets cleaning brush available | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 112. Station toilets sanitary towel disposal | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 113. Station toilets washbasin | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 114. Station toilets washbasin taps working | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 115. Station toilets washbasin soap | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 116. Station toilets hand dryer | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 117. Directions to alternative toilets if shut or if none at station | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 118. CCTV at station | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 119. Safety notices | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 120. Yellow line along platform edges | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 121. Tactile paving | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 122. Convenient step from platform to train | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 123. Safe ends to platforms | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 124. Footbridge signposted | yes <input type="checkbox"/> | no <input type="checkbox"/> |

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| 125. Lift signposted | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 126. Subway signposted | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 127. Barrow crossing signposted | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 128. Barrow crossing rules for safe use displayed | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 129. Step-free route signposted | yes <input type="checkbox"/> | no <input type="checkbox"/> |
| 130. Footbridge: Gutter for cycle or luggage wheels | yes <input type="checkbox"/> | no <input type="checkbox"/> |

Note any problems with:

Lifts

Footbridge

Lights

CCTV

Barrow crossing

Any other problems

Suggestions for improvements:

If you need to report serious problems:

British Transport Police: 0800 40 50 40, Crimestoppers: 0800 555 111

Network Rail reporting line: 08457 11 41 41. Or report to staff, via help point if necessary

