Creating connected stations

A vision and management approach for Britain's railway stations

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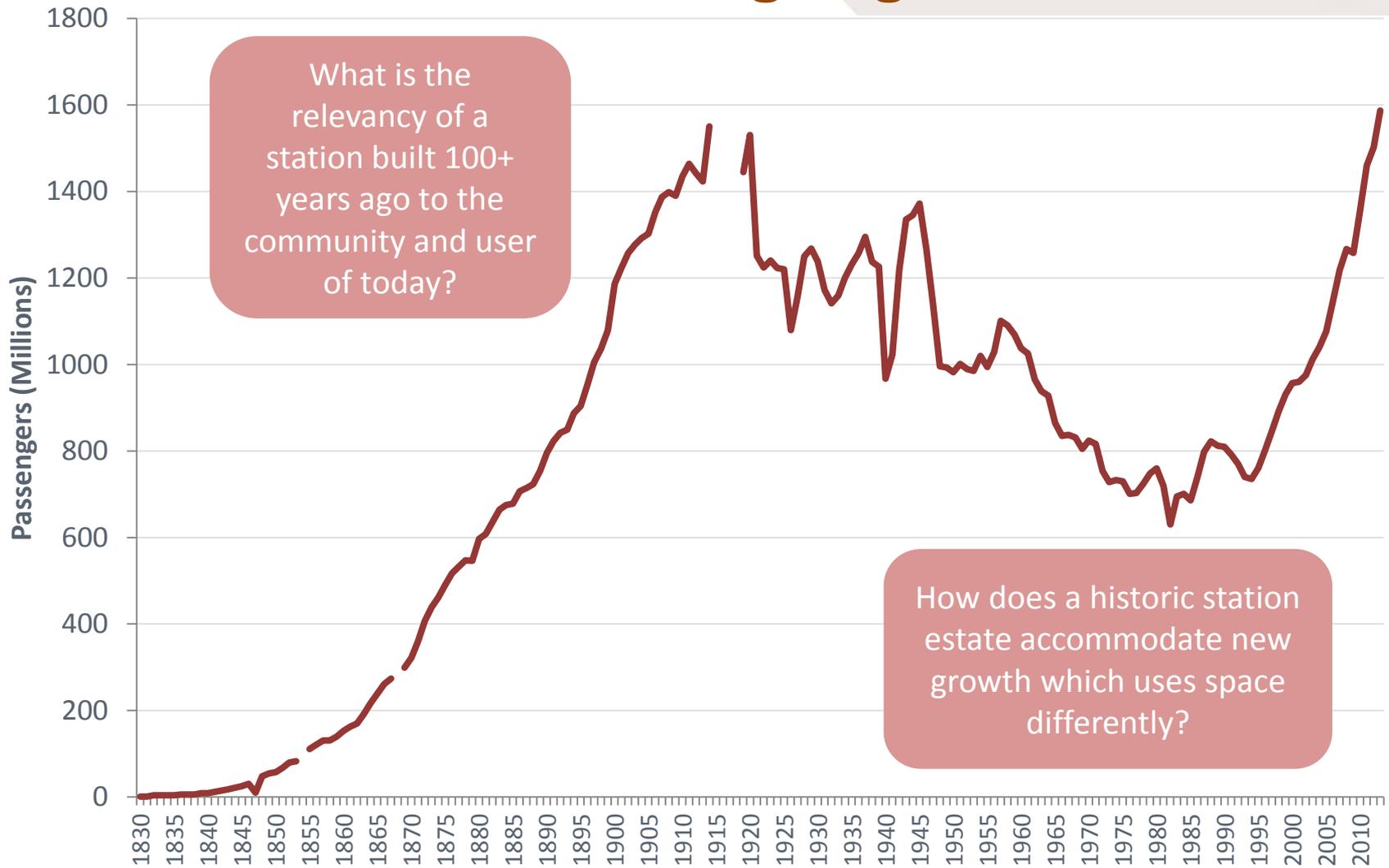- Session: 1-A and Development and Management of Stations

CONTENT

- • **Britain's stations in context**

- • **The changing nature and expectations for connectivity**

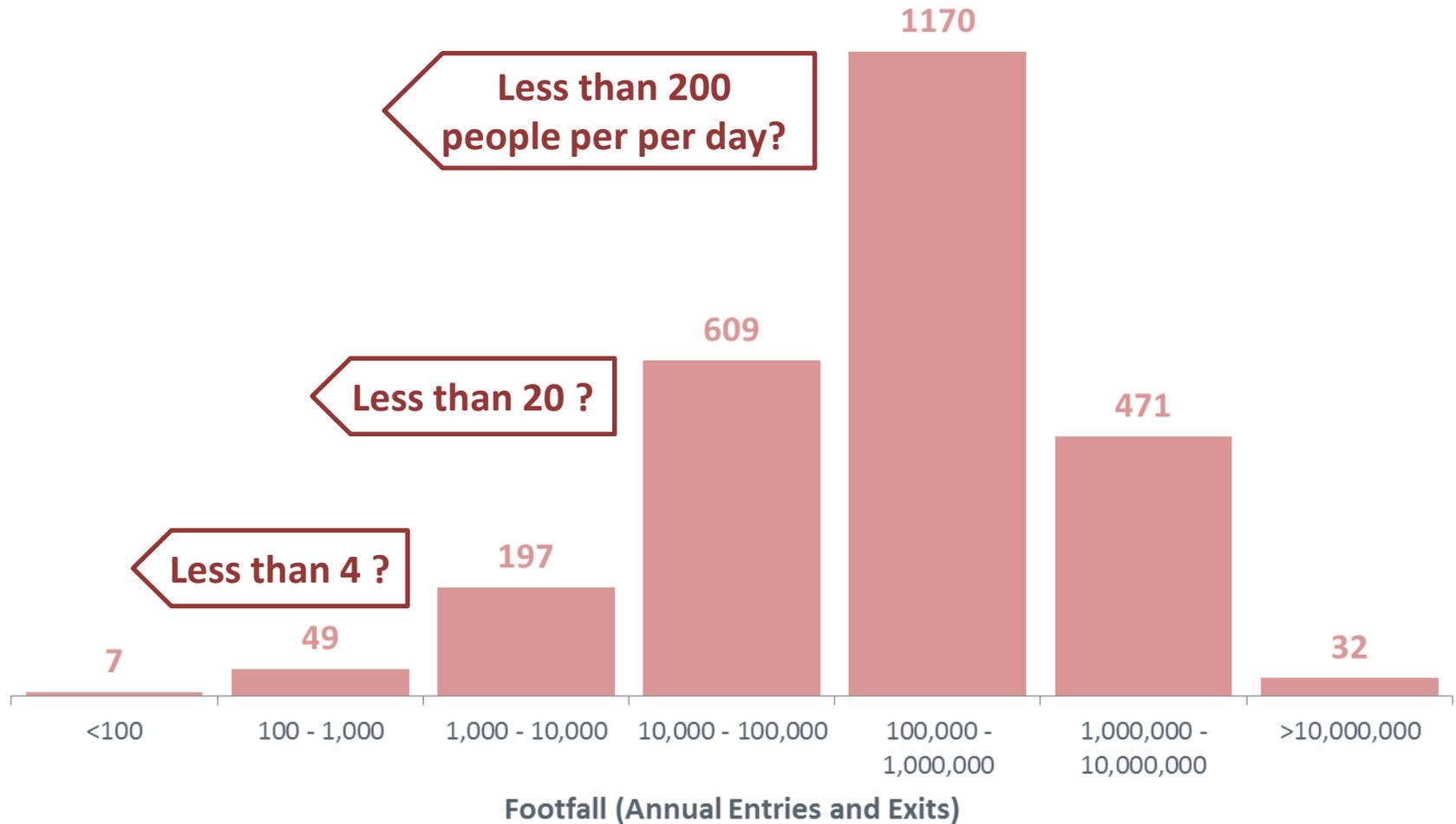- • **A vision and management principles for stations**

An ageing station estate
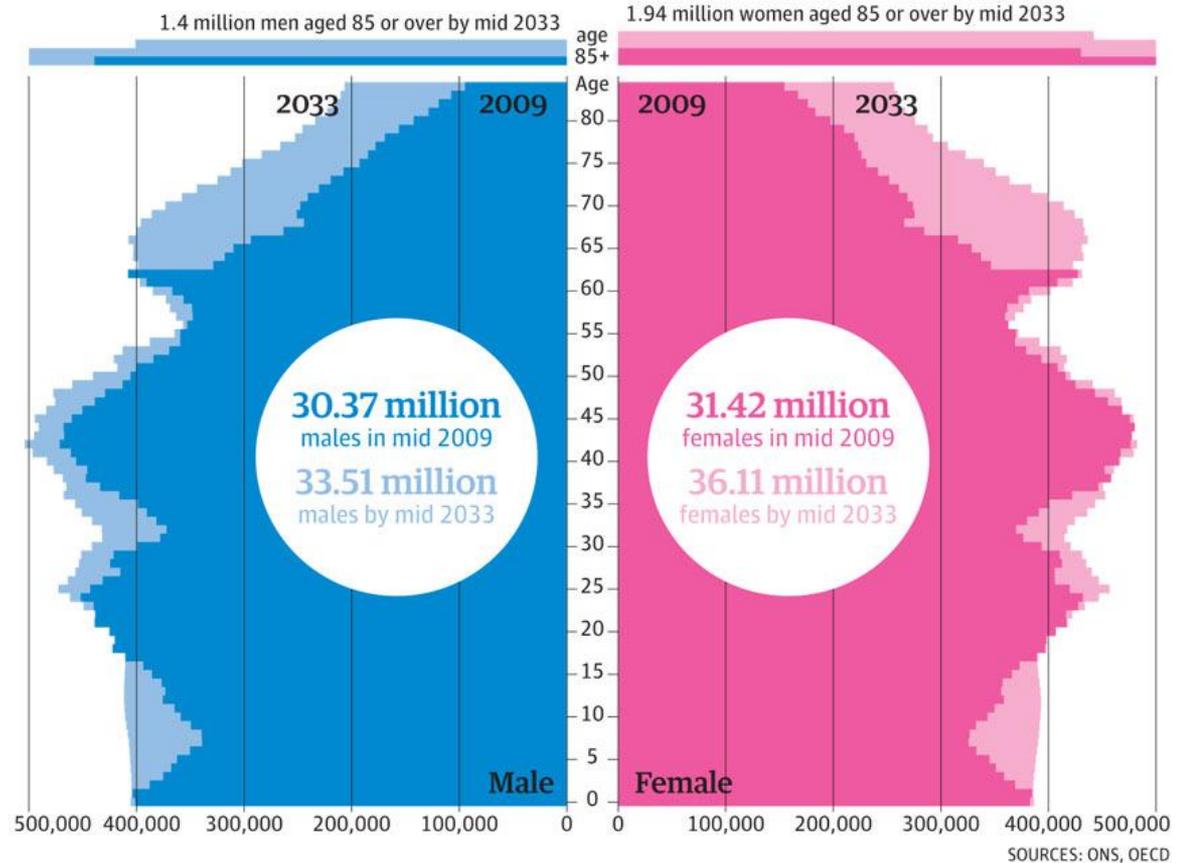
Changing demographics of usage

- 70 million people in UK by 2029

- 45% of increase from outside the UK

- State retirement age will be 68 in 2028

- a million over 50s claiming benefits

- Trains are more consistent with Accessibility TSI

The changing shape of the UK

Age structure of the UK population

■ Males 2009 ■ Males 2033 ■ Females 2009 ■ Females 2033

1.4 million men aged 85 or over by mid 2033

1.94 million women aged 85 or over by mid 2033

age 85+

2033 2009 Age 2009 2033

80
75
70
65
60
55
50

30.37 million
males in mid 2009

33.51 million
males by mid 2033

45

31.42 million
females in mid 2009

36.11 million
females by mid 2033

40
35
30
25
20
15
10
5
0

Male Female

500,000 400,000 300,000 200,000 100,000 0   0 100,000 200,000 300,000 400,000 500,000

SOURCES: ONS, OECD

Will there be a car parking space?

Will I be able to secure my bike?

Have I got the best ticket?

Can I use any ticket machine?

What another queue?

Disruption? What should I do?

What do you mean you have changed the platform?

How many stairs? Where's the lift?

How do I find my final destination?

Where's the bus stop?

I need coins to use the toilet?

Where do I put my litter?

Where can I sit and keep warm?

Where should I stand for my seat?

Will my bags fit thru the gate?

Why didn't the bus wait?

Does my ticket get me to my ultimate destination?
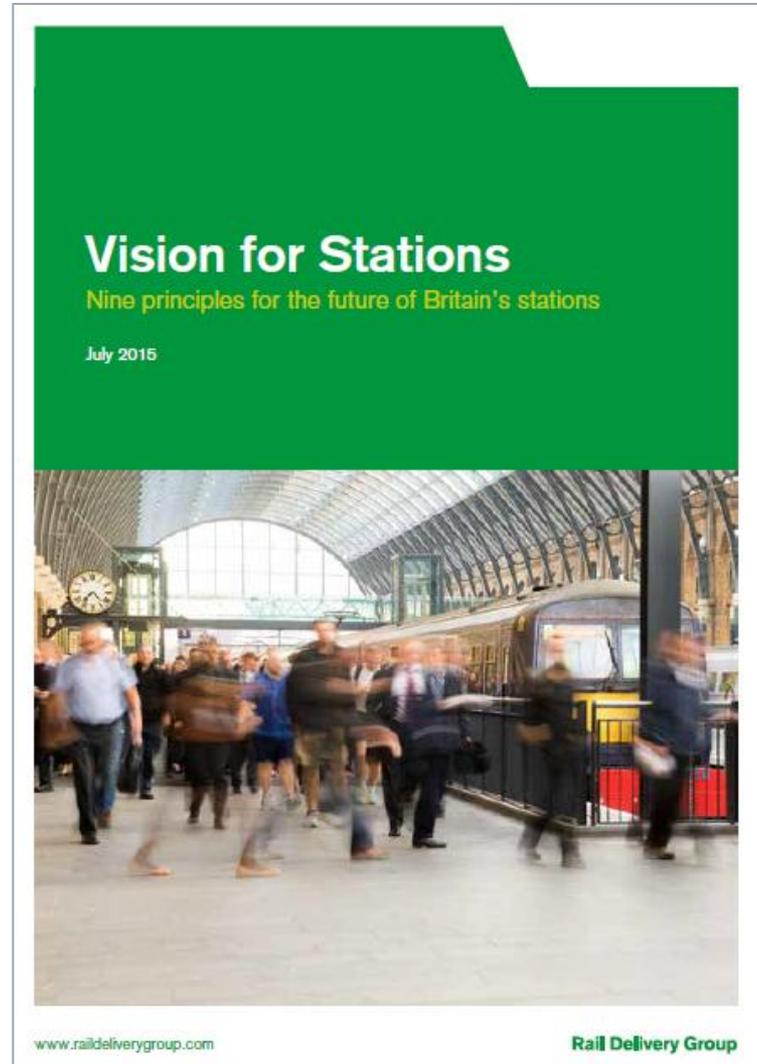
I don't feel safe, what can I do?

Rail Delivery Group's Vision

"

Our vision is for Britain's stations to be places which are inclusive and welcoming, and which encourage everyone to travel by rail.

This vision will be enabled by those working at the station, by the innovative use of technology, and by the involvement of the communities which stations serve.

"

Vision for Stations
Nine principles for the future of Britain's stations

July 2015

www.raildeliverygroup.com

Rail Delivery Group

Nine principles

1 **Customer focussed** – Build an inclusive culture in which the needs of all customers are placed at the heart of every station

2 **Intelligent use of technology** – The latest information and ticket technologies are fully utilised to support and enhance the customer experience at stations

3 **Seamless journey experience** – Ensure stations are fully integrated with rail services and onward travel modes

4 **Reflect local needs and opportunities** – Tailor stations to reflect local needs and characteristics while still part of a recognisable national network

5 **Safe and secure environment** – Ensure all stations and their localities are places where users can feel safe and secure

Nine principles

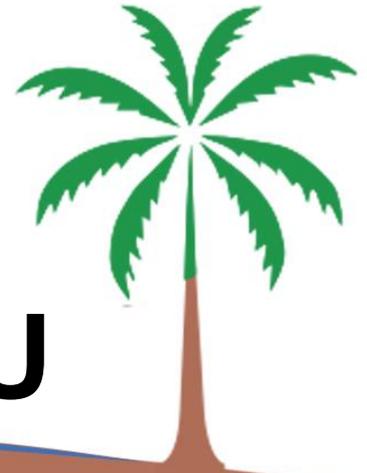|	
6	**Entrepreneurial spirit** – View stations as potential catalysts for innovation and entrepreneurship, and thereby enhancing the railway and local economies
7	**Flexible and long-term stewardship** – Plan and operate stations for the long term, with built in flexibility to adapt to change
8	**Shared industry know-how** – Share knowledge and experience of what works best at stations in meeting passengers' diverse needs in the most efficient and effective manner
9	**Optimised network** – Realise the full value of every station while minimising inefficiencies through investment and operation based on objective and informed decision making

- UK Government looking at stations as:
  - Contribution of requirement for housing
  - Catalysts for regeneration and economic activity
- Industry actions:
  - Station Categorisation
  - Development of illustrative station concepts
  - Influence our next spending round 2019-2024
  - Continue to refine the management model

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THANK YOU

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