A vision and management approach for Britain’s railway stations

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- Country: United Kingdom
- Session: 1-A and Development and Management of Stations
• Britain’s stations in context
• The changing nature and expectations for connectivity
• A vision and management principles for stations
An ageing station estate

What is the relevancy of a station built 100+ years ago to the community and user of today?

How does a historic station estate accommodate new growth which uses space differently?
Uneven and different usage

Less than 200 people per per day?

Less than 20?

Less than 4?

Footfall (Annual Entries and Exits)
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
Uncertainty and Frustration

- 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?
- Disruption? What should I do?
- What another queue?
- What do you mean you have changed the platform?
- How many stairs? Where's the lift?
- How do I find my final destination?
- I don't feel safe, what can I do?
- Does my ticket get me to my ultimate destination?
- Why didn't the bus wait?
- Will my bags fit thru the gate?
- Where should I stand for my seat?
- Where can I sit and keep warm?
- Where's the bus stop?
- I need coins to use the toilet?
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.
The approach (1)

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<th>Nine principles</th>
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<td><strong>1</strong> Customer focussed – Build an inclusive culture in which the needs of all customers are placed at the heart of every station</td>
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<td><strong>2</strong> Intelligent use of technology – The latest information and ticket technologies are fully utilised to support and enhance the customer experience at stations</td>
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<td><strong>3</strong> Seamless journey experience – Ensure stations are fully integrated with rail services and onward travel modes</td>
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<td><strong>4</strong> Reflect local needs and opportunities – Tailor stations to reflect local needs and characteristics while still part of a recognisable national network</td>
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<td><strong>5</strong> Safe and secure environment – Ensure all stations and their localities are places where users can feel safe and secure</td>
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### Nine principles

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