



Campaigning for  
better services  
over a bigger  
railway  
[www.railfuture.org.uk](http://www.railfuture.org.uk)

You can use this form to help you carry out a station audit (including the area around it).

*Concentrate on the items that are good or poor, rather than satisfactory.*

*You can also make suggestions for improvements.*

NOTE: Regardless of whether the station is staffed or not, you need approval to be at the station for purposes other than travelling. If it is staffed then you should sign in with a member of staff when you arrive. The staff will often be willing to give their views on station facilities and provide background information.

**Name of station surveyed:** .....

**Date:** ..... **Who:** .....

NUM	DESCRIPTION	YES	NO
<i>Station Exterior</i>			
001.	Station name displayed (at all entrances)	<input type="checkbox"/>	<input type="checkbox"/>
002.	Double-arrow sign displayed	<input type="checkbox"/>	<input type="checkbox"/>
003.	Main entrance signposted	<input type="checkbox"/>	<input type="checkbox"/>
004.	Main entrance safe	<input type="checkbox"/>	<input type="checkbox"/>
005.	Main entrance well lit	<input type="checkbox"/>	<input type="checkbox"/>
006.	Main entrance clean and litter free	<input type="checkbox"/>	<input type="checkbox"/>
007.	Step-free access available	<input type="checkbox"/>	<input type="checkbox"/>
<i>Getting to and from the station (by all modes)</i>			
008.	Local area map at station	<input type="checkbox"/>	<input type="checkbox"/>
009.	Pedestrian route to city/town/village centre signposted	<input type="checkbox"/>	<input type="checkbox"/>
010.	Public facilities and attractions near station signposted	<input type="checkbox"/>	<input type="checkbox"/>
011.	Segregated path for cyclists	<input type="checkbox"/>	<input type="checkbox"/>
012.	Cycle route on to station signposted	<input type="checkbox"/>	<input type="checkbox"/>
013.	Cycle route on to station safe	<input type="checkbox"/>	<input type="checkbox"/>
014.	Cycle route on to station well lit	<input type="checkbox"/>	<input type="checkbox"/>
015.	Cycle racks available	<input type="checkbox"/>	<input type="checkbox"/>
016.	Cycle racks CCTV	<input type="checkbox"/>	<input type="checkbox"/>
017.	Cycle lockers available	<input type="checkbox"/>	<input type="checkbox"/>
018.	Good interchange for bus passengers	<input type="checkbox"/>	<input type="checkbox"/>
019.	Bus stop map at station	<input type="checkbox"/>	<input type="checkbox"/>
020.	Up-to-date bus timetables displayed	<input type="checkbox"/>	<input type="checkbox"/>
021.	Bus shelters	<input type="checkbox"/>	<input type="checkbox"/>
022.	Bus real-time CIS	<input type="checkbox"/>	<input type="checkbox"/>
023.	Route between bus stops and station signposted	<input type="checkbox"/>	<input type="checkbox"/>
024.	Route between bus stops and station safe	<input type="checkbox"/>	<input type="checkbox"/>
025.	Route between bus stops and station well lit	<input type="checkbox"/>	<input type="checkbox"/>

026.	Route between bus stops and station clean and litter-free	<input type="checkbox"/>	<input type="checkbox"/>
027.	Taxi rank nearby	<input type="checkbox"/>	<input type="checkbox"/>
028.	Taxi telephone numbers displayed at station	<input type="checkbox"/>	<input type="checkbox"/>
029.	Public telephone available	<input type="checkbox"/>	<input type="checkbox"/>
030.	Signposted routes to and from town centre for motorists	<input type="checkbox"/>	<input type="checkbox"/>
031.	Adequate provision for kiss and ride for motorists	<input type="checkbox"/>	<input type="checkbox"/>
032.	Short-term parking available for motorists	<input type="checkbox"/>	<input type="checkbox"/>
033.	Day parking available for motorists (and close to station)	<input type="checkbox"/>	<input type="checkbox"/>
034.	Car park safe	<input type="checkbox"/>	<input type="checkbox"/>
035.	Car park well lit	<input type="checkbox"/>	<input type="checkbox"/>
036.	Car park litter-free	<input type="checkbox"/>	<input type="checkbox"/>
037.	Car park CCTV	<input type="checkbox"/>	<input type="checkbox"/>
038.	Car park has no abandoned vehicles	<input type="checkbox"/>	<input type="checkbox"/>
039.	Car park TVMs (ticket machines) working	<input type="checkbox"/>	<input type="checkbox"/>
040.	Car park TVMs (ticket machines) visible in bright sun	<input type="checkbox"/>	<input type="checkbox"/>
041.	Car park payment by mobile app possible	<input type="checkbox"/>	<input type="checkbox"/>
042.	Car park fees displayed	<input type="checkbox"/>	<input type="checkbox"/>
043.	Car park size adequate for demand	<input type="checkbox"/>	<input type="checkbox"/>
044.	Charging points for electric cars	<input type="checkbox"/>	<input type="checkbox"/>
<i>At the station</i>			
045.	Booking hall available	<input type="checkbox"/>	<input type="checkbox"/>
046.	Booking hall TVMs (ticket machines) available and working	<input type="checkbox"/>	<input type="checkbox"/>
047.	TVMs (ticket machines) available when booking hall closed	<input type="checkbox"/>	<input type="checkbox"/>
048.	Booking hall opening hours displayed	<input type="checkbox"/>	<input type="checkbox"/>
049.	Booking hall open as advertised	<input type="checkbox"/>	<input type="checkbox"/>
050.	Booking hall way in signposted	<input type="checkbox"/>	<input type="checkbox"/>
051.	Booking hall alternative way in (if hall locked) signposted	<input type="checkbox"/>	<input type="checkbox"/>
052.	Booking hall step free entrances	<input type="checkbox"/>	<input type="checkbox"/>
053.	Booking hall doors easy to operate	<input type="checkbox"/>	<input type="checkbox"/>
054.	Booking hall slip-free flooring	<input type="checkbox"/>	<input type="checkbox"/>
055.	Booking window accessible	<input type="checkbox"/>	<input type="checkbox"/>
056.	Booking hall well maintained	<input type="checkbox"/>	<input type="checkbox"/>
057.	Booking hall welcoming	<input type="checkbox"/>	<input type="checkbox"/>
058.	Booking hall litter-free	<input type="checkbox"/>	<input type="checkbox"/>
059.	Booking hall litter bins	<input type="checkbox"/>	<input type="checkbox"/>
060.	Booking hall seating	<input type="checkbox"/>	<input type="checkbox"/>
061.	Booking hall well lit	<input type="checkbox"/>	<input type="checkbox"/>
062.	Booking hall CCTV	<input type="checkbox"/>	<input type="checkbox"/>
063.	Booking hall refreshments	<input type="checkbox"/>	<input type="checkbox"/>
064.	Booking hall up-to-date posters	<input type="checkbox"/>	<input type="checkbox"/>
065.	Booking hall up-to-date leaflets	<input type="checkbox"/>	<input type="checkbox"/>
066.	Booking hall display boards for special notices	<input type="checkbox"/>	<input type="checkbox"/>
067.	Booking hall CIS (electronic information display)	<input type="checkbox"/>	<input type="checkbox"/>
068.	Booking hall tourist information	<input type="checkbox"/>	<input type="checkbox"/>
069.	Ticket gate line working	<input type="checkbox"/>	<input type="checkbox"/>
070.	Ticket gate line staff on hand	<input type="checkbox"/>	<input type="checkbox"/>
071.	Platforms signposted per travel direction	<input type="checkbox"/>	<input type="checkbox"/>
072.	Platform numbers signposted	<input type="checkbox"/>	<input type="checkbox"/>
073.	Platform facilities signposted	<input type="checkbox"/>	<input type="checkbox"/>
074.	Platform way out signposted	<input type="checkbox"/>	<input type="checkbox"/>
075.	Platform secondary way out (if booking hall locked) signposted	<input type="checkbox"/>	<input type="checkbox"/>

076.	Station layout plan displayed on platform	<input type="checkbox"/>	<input type="checkbox"/>
077.	Platform up-to-date posters	<input type="checkbox"/>	<input type="checkbox"/>
078.	Platform CIS (electronic information displays) working	<input type="checkbox"/>	<input type="checkbox"/>
079.	Platform CIS (electronic information visible) in bright sun	<input type="checkbox"/>	<input type="checkbox"/>
080.	Platform announcements available	<input type="checkbox"/>	<input type="checkbox"/>
081.	Platform announcements audible	<input type="checkbox"/>	<input type="checkbox"/>
082.	Platform announcements helpful	<input type="checkbox"/>	<input type="checkbox"/>
083.	Platform timely announcements of fast train approaching	<input type="checkbox"/>	<input type="checkbox"/>
084.	Help points working (make test call)	<input type="checkbox"/>	<input type="checkbox"/>
085.	Emergency phone dial tone available	<input type="checkbox"/>	<input type="checkbox"/>
086.	Platform TVMs (ticket vending machines) suitable	<input type="checkbox"/>	<input type="checkbox"/>
087.	Platform smart card readers	<input type="checkbox"/>	<input type="checkbox"/>
088.	Platforms well-maintained	<input type="checkbox"/>	<input type="checkbox"/>
089.	Platforms litter-free	<input type="checkbox"/>	<input type="checkbox"/>
090.	Platform rubbish bins	<input type="checkbox"/>	<input type="checkbox"/>
091.	Platform seating	<input type="checkbox"/>	<input type="checkbox"/>
092.	Platform lighting	<input type="checkbox"/>	<input type="checkbox"/>
093.	Platform fencing	<input type="checkbox"/>	<input type="checkbox"/>
094.	Platform gardens or plants	<input type="checkbox"/>	<input type="checkbox"/>
095.	Under platforms litter free	<input type="checkbox"/>	<input type="checkbox"/>
096.	Under platforms weed free	<input type="checkbox"/>	<input type="checkbox"/>
097.	Track litter free	<input type="checkbox"/>	<input type="checkbox"/>
098.	Track weed free	<input type="checkbox"/>	<input type="checkbox"/>
099.	Platform shop	<input type="checkbox"/>	<input type="checkbox"/>
100.	Platform buffet or cafe	<input type="checkbox"/>	<input type="checkbox"/>
101.	Platform refreshment vending machines	<input type="checkbox"/>	<input type="checkbox"/>
102.	Platform shelters adequate	<input type="checkbox"/>	<input type="checkbox"/>
103.	Platform sheltered waiting areas well maintained	<input type="checkbox"/>	<input type="checkbox"/>
104.	Platform sheltered areas litter-free	<input type="checkbox"/>	<input type="checkbox"/>
105.	Platform sheltered areas rubbish bins	<input type="checkbox"/>	<input type="checkbox"/>
106.	Platform sheltered areas seating	<input type="checkbox"/>	<input type="checkbox"/>
107.	Platform sheltered areas lighting	<input type="checkbox"/>	<input type="checkbox"/>
108.	Station toilets available	<input type="checkbox"/>	<input type="checkbox"/>
109.	Station toilets accessible	<input type="checkbox"/>	<input type="checkbox"/>
110.	Station toilets clean	<input type="checkbox"/>	<input type="checkbox"/>
111.	Station toilets well lit	<input type="checkbox"/>	<input type="checkbox"/>
112.	Station toilets litter-free	<input type="checkbox"/>	<input type="checkbox"/>
113.	Station toilets flush working	<input type="checkbox"/>	<input type="checkbox"/>
114.	Station toilets toilet paper available	<input type="checkbox"/>	<input type="checkbox"/>
115.	Station toilets cleaning brush available	<input type="checkbox"/>	<input type="checkbox"/>
116.	Station toilets sanitary towel disposal	<input type="checkbox"/>	<input type="checkbox"/>
117.	Station toilets washbasin	<input type="checkbox"/>	<input type="checkbox"/>
118.	Station toilets washbasin taps working	<input type="checkbox"/>	<input type="checkbox"/>
119.	Station toilets washbasin soap	<input type="checkbox"/>	<input type="checkbox"/>
120.	Station toilets hand dryer	<input type="checkbox"/>	<input type="checkbox"/>
121.	Directions to alternative toilets if shut or if none at station	<input type="checkbox"/>	<input type="checkbox"/>
122.	CCTV at station	<input type="checkbox"/>	<input type="checkbox"/>
123.	Safety notices	<input type="checkbox"/>	<input type="checkbox"/>
124.	Yellow line along platform edges	<input type="checkbox"/>	<input type="checkbox"/>
125.	Tactile paving	<input type="checkbox"/>	<input type="checkbox"/>
126.	Convenient step from platform to train	<input type="checkbox"/>	<input type="checkbox"/>

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|------|---|--------------------------|--------------------------|
| 127. | Safe ends to platforms  | <input type="checkbox"/> | <input type="checkbox"/> |
| 128. | Footbridge signposted   | <input type="checkbox"/> | <input type="checkbox"/> |
| 129. | Lift signposted   | <input type="checkbox"/> | <input type="checkbox"/> |
| 130. | Subway signposted   | <input type="checkbox"/> | <input type="checkbox"/> |
| 131. | Barrow crossing signposted  | <input type="checkbox"/> | <input type="checkbox"/> |
| 132. | Barrow crossing rules for safe use displayed                                | <input type="checkbox"/> | <input type="checkbox"/> |
| 133. | Step-free route signposted  | <input type="checkbox"/> | <input type="checkbox"/> |
| 134. | Footbridge: Gutter for cycle or luggage wheels                              | <input type="checkbox"/> | <input type="checkbox"/> |
| 135. | Mobile phone reception  | <input type="checkbox"/> | <input type="checkbox"/> |
| 136. | Wi-Fi provided  | <input type="checkbox"/> | <input type="checkbox"/> |
| 137. | Rail route map at station (showing routes of all operators serving station) | <input type="checkbox"/> | <input type="checkbox"/> |

**Note any problems with:**

- 1 Lifts
- 2 Footbridge
- 3 Lights
- 4 CCTV
- 5 Barrow crossing
- 6 Other

**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

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