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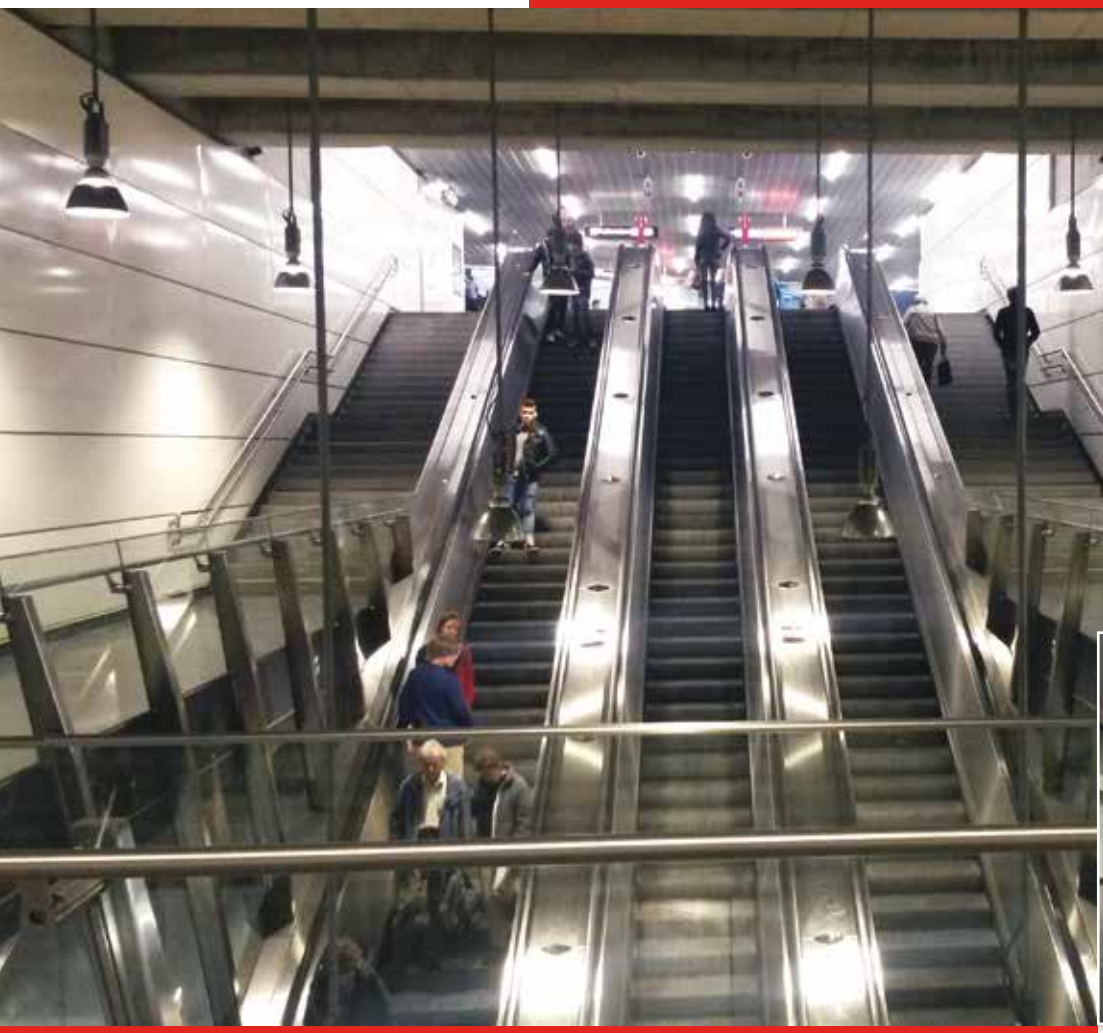
PASSENGER PRIORITIES FOR A BETTER JOURNEY EXPERIENCE



Compare how the following are provided in Britain and abroad:

- **Passenger flow**
- **Helpful staff**
- **Easy and quick connections**
- **Journey time and service frequency**
- **Capacity**
- **Rail/bus integration**

Railfuture seeks out best practice worldwide to support our campaign for easier journeys for rail users in Britain. For more examples, please visit:

www.railfuture.org.uk/Go+and+compare

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Campaigning for a bigger better railway

Passenger flow

London Underground Massive Queues

Moscow Metro

Many Moscow metro stations are extremely ornate. Here is an example of one which is not but shows best practice in terms of station design. Total access to the length of the train. No clutter. Escalators at each end but no lifts.

Britain's railway stations are too cramped, even the ones we are building from scratch today because we design down to a cost. Queues at King's Cross Underground station formed because the ticket barriers were closed as the platform area was too crowded.

On the Continent there are rarely ticket barriers. Vienna U-Bahn (front page) is spacious with plenty of escalators, lifts, stairs and wide walkways and platforms. As a result it never suffers from overcrowding. Not only does this speed up people's journeys it also reduces risk and staffing levels, as no-one is employed to shout "Mind the gap".

Helpful staff

The friendly open desk at King's Cross has space for three people. However, at the Eurostar terminal in Brussels a lone person had to deal with questions from hundreds of delayed passengers caught up in disruption caused by an incident in Britain. This appears hostile and exposed a dreadful lack of care. Passengers don't just need a fixed information desk but access to additional people providing help when things went wrong.

Eurostar Information Desk overwhelmed in Brussels

King's Cross Concourse Information Desk

Easy and Quick Connections

Multi-modal interchange.

Deliberate design for good integrated transport means that passengers alighting a tram at the Schlachthausgasse terminus (above) in Vienna have just five metres' walk to the lift and stairs down to the U-Bahn platform.

London's Victoria Line was constructed to have a cross-level platform interface with Bakerloo line at Oxford Circus. At Längenfeldgasse (right) in Vienna the U4 and U6 lines have two island platforms both giving cross-platform change with a walk of just five metres. It goes a step further by reducing the waiting time on platforms as the train departure times are co-ordinated to leave together. Each train driver can see the departure time for the other train.

Cross platform changes and co-ordinated trains.

Journey time and Service Frequency

There's little point in running faster trains that are competitive with other modes if people do not know they exist. The cheapest form of advertising is to existing customers. Austrian trains advertise the journey time of long-distance national and international services on the sides of trains so that passengers at the station are aware of them. At Stansted Airport there is considerable advertisement of the fast service to London, although many people arriving may have already made travel arrangements.

Capacity

This commuter is so used to not having a seat that she carries her own stool.

thanks to: @frenchgarden2

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More comparisons from Moscow, Prague, Salzburg, Vienna and Washington DC at:

www.railfuture.org.uk/Go+and+compare

In Britain trains become overcrowded because the operators run short-formed trains when they know there will be a large number of people travelling. To passengers it can seem like a "can't care less" attitude. Sometimes the cause is a lack of spare stock and they cannot borrow it from another operator (owing to Britain's fragmented railway structure); sometimes because the track access costs and leasing charges add to costs; sometimes because the platforms do not allow longer trains to run. In other countries there is usually ample rolling stock to cope with the peaks and most stations have long platforms (sometimes longer than the longest ever train) so that overcrowding only occurs when operational problems occur such as a train being cancelled – not because it is peak-time or there is higher than usual patronage.

Rail/bus integration

Rail/bus integration is not just about bus services stopping immediately outside the railway station, it is also about the provision of information, with real-time updates. At Bedford the bus service times are displayed on the concourse. At Vienna Airport passengers can see the choice of rail and bus services displayed on side-by-side screens.

Bedford Bus Timetable

Vienna Timetables

You can help on your next trip abroad by using your camera, phone or tablet to take pictures of good and bad practice and sending your impressions to **feedback@railfuture.org.uk**

Join online at www.railfuture.org.uk/join

When you no longer need this leaflet, please pass it on to a friend, relative or colleague who travels by train and may be interested in Railfuture.

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