Stations Summit II 2015

Principles for the Future of British Stations

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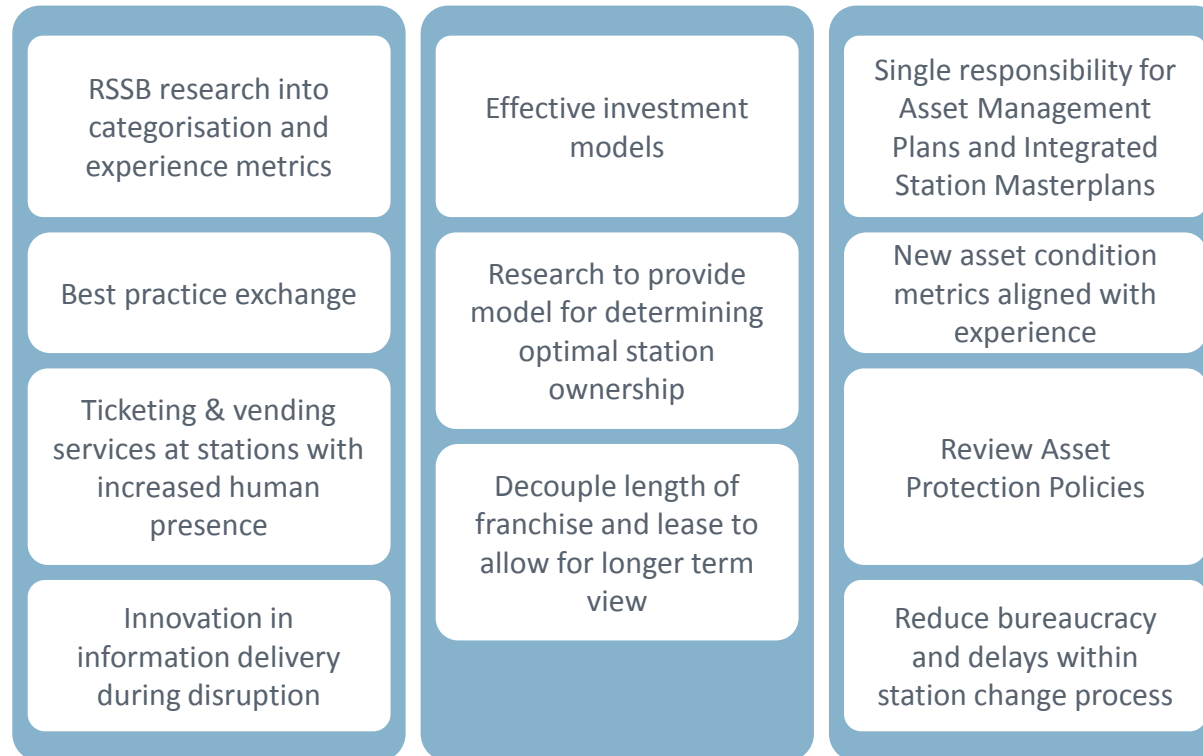
Station Summit II

The Vision for Stations - Recap

Mike Goggin

20 October 2015

The context for its development

- **Station Strategy Group and four supporting task groups**

RSSB research into categorisation and experience metrics	Effective investment models	Single responsibility for Asset Management Plans and Integrated Station Masterplans
Best practice exchange	Research to provide model for determining optimal station ownership	New asset condition metrics aligned with experience
Ticketing & vending services at stations with increased human presence	Decouple length of franchise and lease to allow for longer term view	Review Asset Protection Policies
Innovation in information delivery during disruption		Reduce bureaucracy and delays within station change process

Sought views from:

- Future Cities Catapult
- Rail Industry Association
- HS1 Limited
- Transport Focus
- Welsh Government
- Transport Scotland
- Dept Communities & Local Government
- Dept for Transport
- Office of Rail & Road
- NSIP Board & SSG

- **Work underway to start developing Control Period 6**

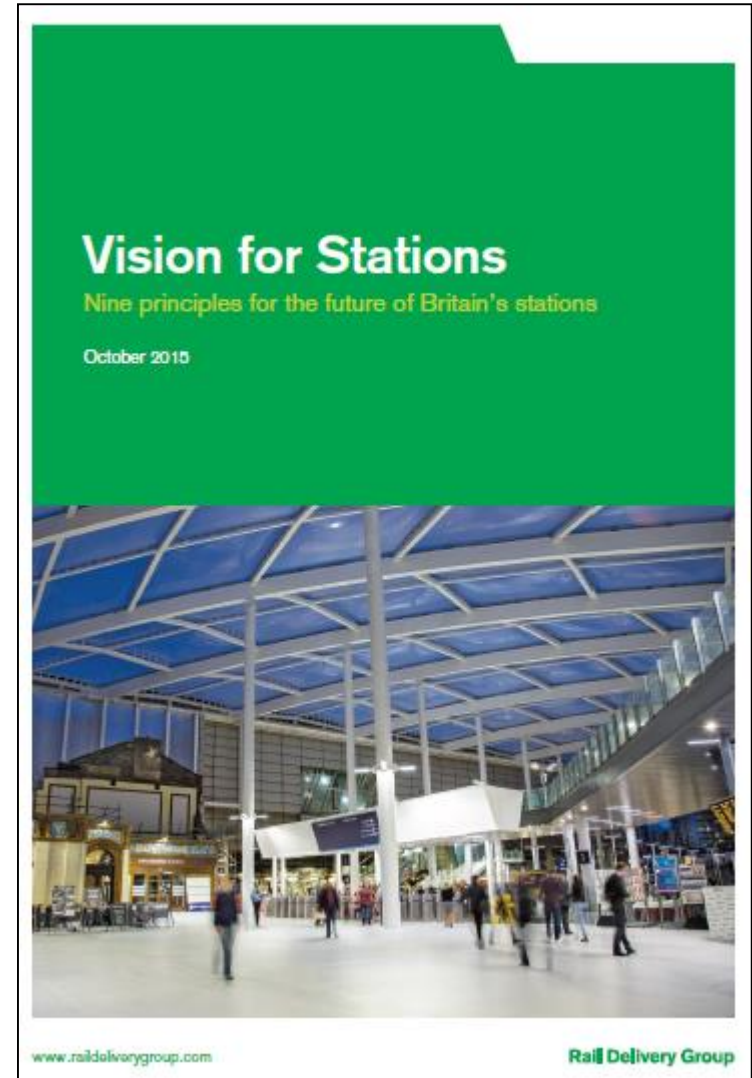# Not only 'what' but 'how' we intend to approach the evolution
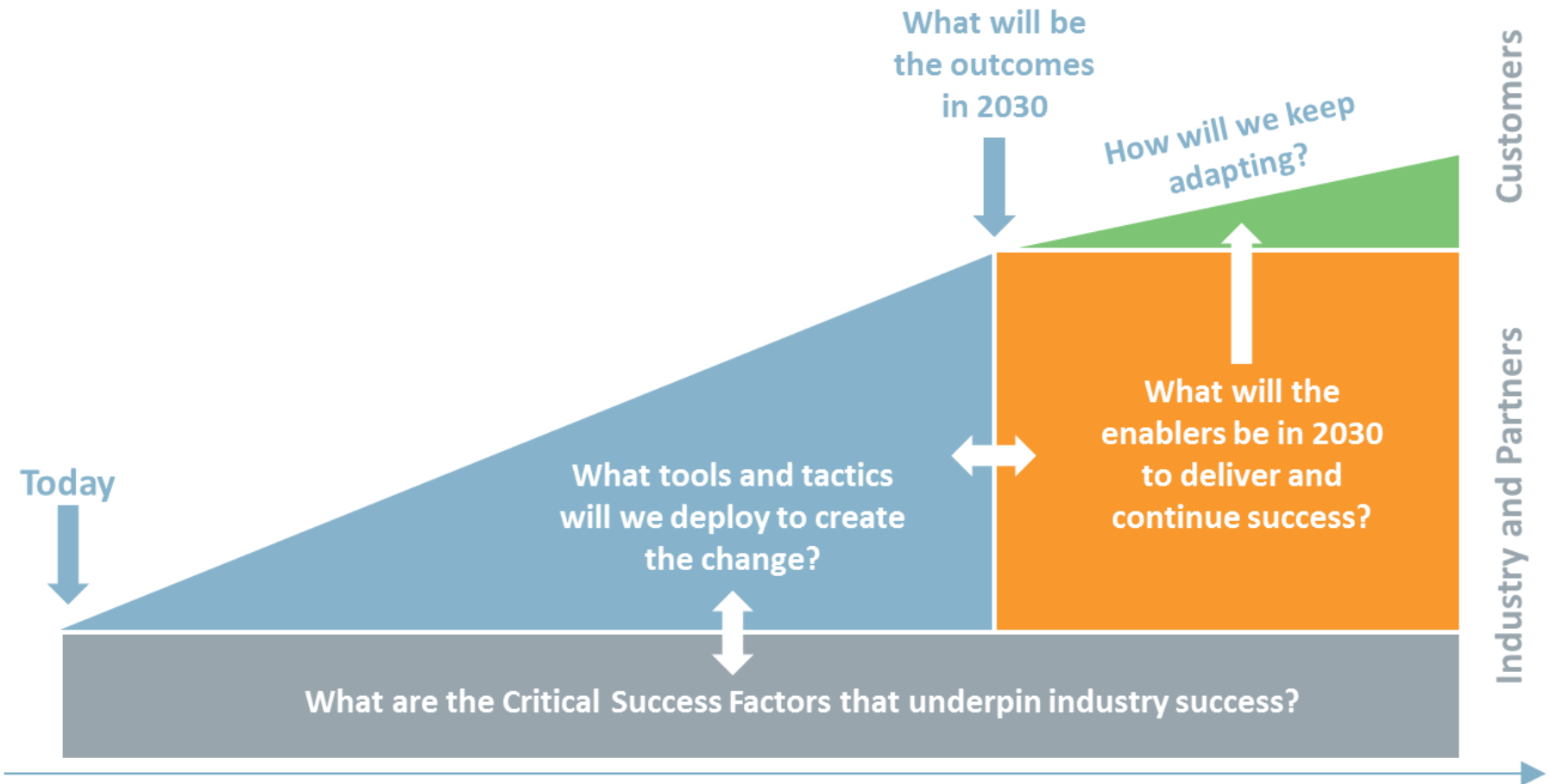
A Vision for Britain's railway stations

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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

October 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

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