Stations and their part on the customer journey

Mark Carne
CEO, Network Rail
Making the most of what we have
Making stations destinations
Treating passengers with decency and respect
It's now free to spend a penny!

Toilets at this station are now free of charge.
Our societal responsibility
Making stations greener

Network Rail plans to have made the following changes in its managed stations by the end of 2020:

- Implemented a coffee cup recycling scheme
- Stopped managed station retailers from supplying plastic cutlery and cups
- Expanded the roll-out of coffee grounds recycling to all managed stations

Since July 2017, our partnership with bio-bean has seen 281 tonnes of waste coffee grounds taken from our managed stations and recycled into biofuel – that’s enough to power 100 homes for a year.
Connecting communities, not cutting them in two
Housing – 12,000 by 2020
Urban regeneration
Demand is high
Open for Business

Opportunities for third parties to fund improvements on Britain’s railways March 2018

- Anglia
- Scotland
- Wessex
- London North Eastern and East Midlands
- South East
- Western
- London North Western
- Wales
- Freight