

# Stations and their part on the customer journey

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***Rail Delivery Group***



**Stations Summit 2018**

Establishing the Partnership  
Railway for Stations



National Rail



BRITAIN  
RUNS  
ON RAIL



**Stations Summit 2018**

Establishing the Partnership  
Railway for Stations



**RDG Stations Summit Mark Carne**

**Making the most of what we have**





# Making stations destinations



GRA

JOE & THE JUICE

John Lewis

FOULERS

FOULERS

FOULERS

H&M

Debenhams

Caffè Concerto

**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



PLAN AHEAD  
Check your journey  
beforehand to avoid stress

EUSTON  
DEPARTURES

Subsequent Departures

Christmas Day Rail Meal

Welcome to  
Euston Station

FORMATION

PLAN AHEAD  
Check your journey  
beforehand to avoid stress

**Connecting communities, not cutting them in two**



Abbey Wood





**Housing – 12,000 by 2020**



Twickenham  
Station

Twickenham  
Station

Twickenham Station

Rosebu

# Urban regeneration



**Demand is high**



# Open for Business

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

Anglia

London North Eastern  
and East Midlands

London North Western

Scotland

South East

Wales

Wessex

Western

Freight







