

Stations made easy



Department for
Transport

NetworkRail



An agency of  The Scottish Government

ATOC
ASSOCIATION OF TRAIN OPERATING COMPANIES

 National Rail Enquiries

Stations Made Easy

Stations Made Easy is a new interactive tool on the National Rail Enquiries website. It helps people to find their way around stations and, where possible, navigate away from features that make using stations difficult e.g. stairs, to find a more suitable route.

Who is it for?

A whole range of passengers will find Stations Made Easy useful. This includes passengers who have problems walking long distances, people travelling with heavy luggage or parents travelling with children. The Stations Made Easy tool can identify the easiest route for passengers in a station. At bigger stations it can also be used to interrogate other services and facilities that are available at the stations.



Why did we develop Stations Made Easy?

Many people are not aware of the facilities which make stations easier to use. The Stations Made Easy tool was developed to encourage passengers to use rail by showing them how to access stations. It has cost approximately £1.2 million to develop. The funding has been provided by:

| | |
|------------------------------------|--------------|
| Department for Transport | £500K |
| Network Rail | £200K |
| Transport Scotland | £100K |
| ATOC/National Rail Enquires | £450K |

What we did

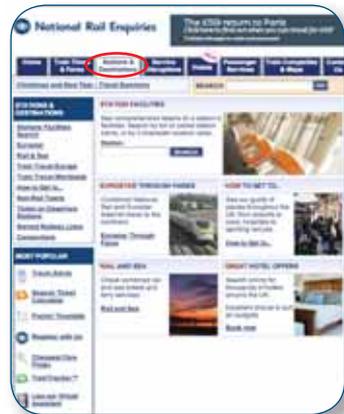
Every station on the GB rail network was access-audited to establish what facilities exist and identify the possible routes that could be taken between different locations in each station. 700,000 photographs were taken to enable customers to make their own assessment as to whether a particular route was suitable for them.



How is Stations Made Easy viewed?

Stations Made Easy is contained within the National Rail Enquiries website.

Customers go to
www.nationalrail.co.uk/stations_destinations/
and type in the name of the station they want to look at.



They then click on the
Stations Made Easy link.

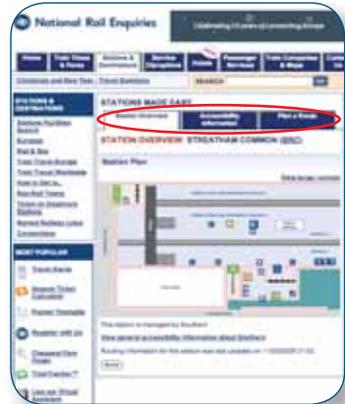


This will then take them to a screen with tabs offering three options:

Station Overview

Accessibility Information

Plan a route



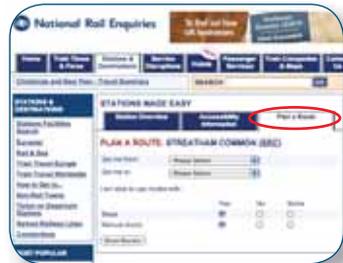
Station Overview gives passengers the chance to look in more detail at various features on a station. Clicking on the map results in a larger version of the map appears. If a mouse is hovered over items on the larger version pop up pictures appear that give more details about particular features in a pop up window.



Accessibility Information tells passengers when staff are available, whether there are any accessible toilets or baby changing facilities, and useful information about station opening hours and ticket office times.



Plan a Route allows passengers to plan a point to point route within a station based upon their preferences e.g. a route from the ticket office to a platform.



Where there is a route available that meets the passenger's preferences a step-by-step photo guide is generated.



What next?

We will be making further enhancements and improvements to the Stations Made Easy Application. You can keep up to date with these via the National Rail Enquires website.

The Stations Made Easy information will be updated periodically and where major changes take place a new audit will be conducted.

We also have an in-house service which shows day-to-day changes in the availability of station facilities. This gives customers an accurate description of what is available at the time they are travelling.





Feedback

Send us your feedback to:

ATOC Disability & Inclusion Team

3rd Floor

40 Bernard Street

London

WC1N 1BY

Stations Made Easy was developed by National Rail Enquiries Ltd and the Association of Train Operating Companies with support from Department for Transport, Network Rail and Transport Scotland.

Photography:

Front cover – Giles Park

All other pages – Paul Bigland