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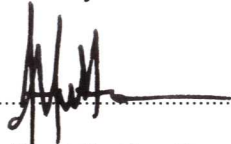
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Level 2

Customer requirements for the provision of train running information on stations

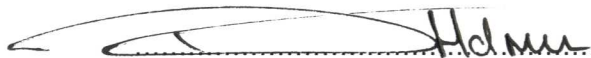
Endorsement and Authorisation

Endorsed by:



A Hutton, Working Group Chair

Authorised by:



Derek Holmes, Steering Group Chair

Accepted for issue by:



Mick McManus, National Standards Manager

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Issue record

Issue	Date	Comments
1	December 2008	First issue

Compliance

This Network Rail standard is mandatory and shall be complied with by Network Rail and its contractors if applicable from December 2008.

When this standard is implemented, it is permissible for all projects that have formally completed GRIP Stage 4 to continue to comply with the Issue of any relevant Network Rail Standards current when GRIP Stage 4 was reached and not to comply with requirements contained herein, unless the designated Standard Owner has stipulated otherwise in the accompanying Briefing Note.

Reference documentation

NR/SP/TEL/30130 *Minimum requirements for electronic visual customer information systems*

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1 Purpose

To provide customers at the railway station with a consistency as to the provision of information screens. The standard describes the type of screen (in terms of the content shown) and the location of each type of screen. This is provided for each type of station based on the station size standard A - F classification and applies to new and enhancement systems, as well as renewals where sufficient funding is available.

2 Scope

This standard specifies the provision of customer timetable and train running information provided using variable message signs located on stations, specifically identifying what is required and where it is to be presented. The station requirements are based on the current A to F categorisations.

Where information points are designated in Figure 1 and in the text as being an "Aspirational requirement", the requirements are applicable if the station information point is defined as Aspirational.

This standard does not specify requirements for providing the information or specify what the information should look like. This is specified in NR/SP/TEL/30130, *Minimum requirements for electronic visual customer information systems*.

For renewal projects this standard may only be applicable to those parts which have funding. Every effort should be made to incorporate the requirements within the budget available.

The maintainability of the asset, including access to it, should be a consideration.

This standard does not specify requirements for static signs and passenger route finding information.

This standard does not currently specify the inter-modal information requirements at transport interchanges such as airports and ferry terminals or combined overground and underground stations.

When designing the customer information systems on stations, it is recognised that compliance with the Disability Discrimination Act is also required. Methods for complying with the Act are not specified in this standard.

Whilst this standard specifies where public announcement systems are provided in the station, it does not specify what messages shall be announced. These will be specified in a separate public announcement standard.

This standard does not specify requirements for providing customer information systems on trains.

Examples of standard types of displays are shown in Appendix A.

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3 Definitions

CIS

Customer Information Systems

due time

time that the train is timetabled to arrive in the station

expected time

estimated time that the train is going to arrive in the station

Concourse

The station concourse is the main waiting area for passengers to determine where and what train to catch.

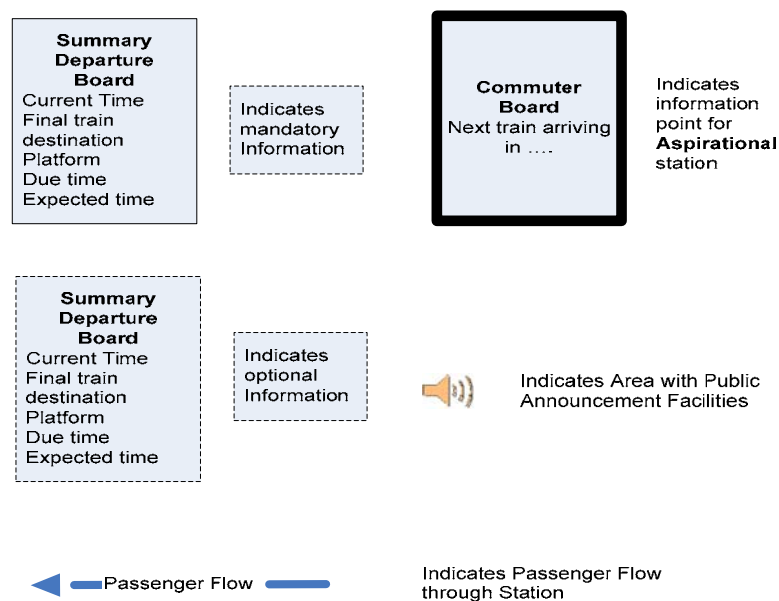


Figure 1 – Diagram key

4 General requirements

4.1

When designing the information points on a station, the design shall be based upon the passenger route-finding strategy throughout the station with the information points being placed at the decision-making points, whilst paying due regard to the potential crowding issues near to entry/exit points and other congested areas.

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4.2

Audible and visual customer information sources shall be designed and installed at the same time to provide consistency of design and allow the use of alternative information sources as a means of complying with the DDA Act.

4.3

All information provided on a station using different methods, i.e. the information provided by different visual displays and the audio public announcement system, shall be consistent.

4.4

The requirement to use Aspirational station information points shall be determined by all stakeholders during the initial design consultation stage.

5 Category A: National hub

NOTE Category A stations are major termini providing access to major centres and connecting major cities across the UK. They contain, and are perceived to provide, the highest number of facilities of all station types. Some Category A stations have been developed into "flagship" stations, refurbished to serve the increasing demand and needs of passengers.

Due to the nature and size of Category A stations, it is expected that the information strategy will form a part of any station refurbishment or upgrade and as such will be bespoke.

The information strategy for Category A stations shall be based on Category B stations with additional information points and displays added as required by the station. It is also recognised that split or multiple concourses will impact on the design criteria.

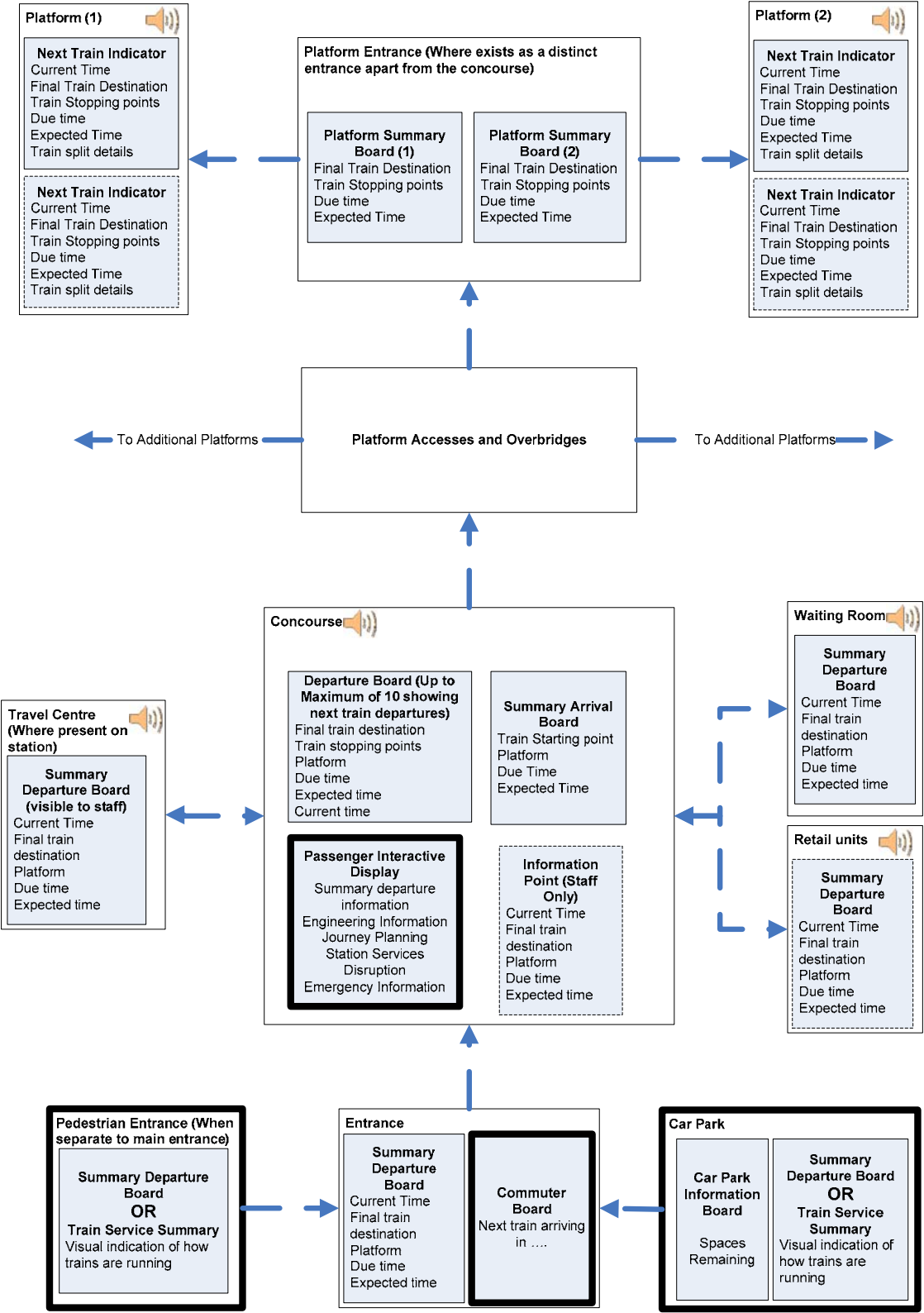
6 Category B: Regional hub

NOTE Category B stations or regional hub stations service important cities, towns or business centres.

Due to the size of these types of stations and the number of passengers that pass through them on a daily basis, a large number of information points are required with a clear strategy determined taking into account passenger route finding and waiting areas.

The information requirements at the different locations of a Category B station shall be as specified in Figure 2.

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NOTE The boxes provide details of the required visual indicators and the speaker symbol indicates the areas of public announcements.

Figure 2 – Category B information strategy

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6.1 Station approach (Aspirational requirement)

NOTE Information points at these locations are intended to provide information to passengers as they approach the station to enable them to determine how services are running. They allow passengers to make an assessment as to whether they use the station or seek an alternative route.

Expected locations for this information are entrances to the car parks and at the start of any long pedestrian entrances to the station. These are commonly found at transport interchanges such as airport or ferry terminals.

6.1.1 Train running Information

The display shall be located at the car park entrance in a location such that it does not impact upon the traffic flow in and out of the car park. It shall, based on the type and location of the station, be:

- a) an easy-to-read visual indicator of how services are running out of the station. This could be done through the use of a traffic light indication on a map of similar type systems; or
- b) a summary departure board detailing the status of all services at the station.

A similar board shall be installed at the entrance to any long pedestrian access points.

6.1.2 Car park indicator

The car park indicator shall detail if spaces are available for parking and, if so, how many are available. The car park indicator shall be provided in the same style as those provided by the car park managing company.

6.2 Entrance

NOTE Information at the entrance is to allow passengers entering the station an indication of the services at the station as well as ensuring that passengers standing outside the entrance can obtain the current status of the train.

6.2.1 General

This information shall be detailed enough to allow a passenger to know if their train is running on time.

Information at this location shall be a summary indication of all trains running through the station with the following information:

- current time;
- final train destination;
- platform;
- due time;
- expected time.

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6.2.2 Commuter board (Aspirational requirement)

NOTE The information on this board is intended to provide the commuter with an indication as to which train will arrive first at the chosen destination.

A commuter indication board shall be provided detailing the next train running to London or the nearest Category A or Category B station.

This board shall detail the departure details for the train as well as the arrival time.

EXAMPLE

“The first train to arrive in ‘London’ departs from Platform 1 at 14:23”

6.3 Travel Centre

NOTE The information is provided to allow those queuing for tickets to determine if their train is running on time.

Visual boards shall be located such that both passengers and staff are able to read the displays. Where the layout of the booking office restricts the locations of visual indicators a separate board can be provided for staff. The board shall be a summary of all services leaving the station and contain the following information:

- current time;
- final train destination;
- platform;
- due time;
- expected time.

6.4 Concourse

6.4.1 General

Visual information shall be sufficient to allow passengers to determine where and what train to catch.

6.4.2 Location

The location of the displays shall take into account the passenger way-finding on the station shall be positioned so as not to impede passenger flow.

6.4.3 Departure board

A main departure board shall be provided to allow passengers to identify the train they need to catch and the platform it is to leave from. The main information displays

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shall detail the next trains departing up to a maximum of the next 10 departures from right (10th train) to left (next train).

A departure board in A to Z format may also be provided in addition to the main departure board. Subsequent departures in a summary screen format may also be provided adjacent to the main (10) displays

The following information shall be provided for the main departure displays:

- final train destination;
- via information where relevant;
- TOC name;
- train stopping points;
- platform;
- due time;
- expected time;
- current time (may be a single large clock).
- catering provision.
- message field

6.4.4 Summary arrivals board

A summary arrivals board shall be provided detailing the next trains to arrive at the station. The following information shall be provided for the arrival display:

- train starting point;
- platform;
- due time;
- expected time.

6.4.5 Information point (staff only)

An additional staff-only display shall be provided at staff assistance points where it is not possible to see the main departure boards. The following information shall be provided:

- final train destination (including those due to terminate at that station).
- train stopping points;
- platform;
- due time;
- expected time;
- current time.