

The Crowding & Congestion Working Group mentioned Euston in the meeting minutes as follows:

17/01/17

- CS mentioned that Oxford Circus were soon to trial a new congestion management initiative at the station involving rerouting passenger flows. **HM to contact Oxford Circus AM for update on the trial.**
- CS stated that the RTI trial at Oxford Circus had recently gone live, but that there was a short delay for the roll-out to Euston and King's Cross.

Proof-of-Concept

- CM ran through the plan for the proof-of-concept exercises with the working group attendees. The plan was approved by attendees (NB: details of the plan can be found in the attached presentation).
- HM presented the list of stations that were to be considered for the proof of concept trial. The following four stations were agreed as locations, covering gateway, metro and destination stations:
 - Old Street (Metro)
 - Highbury and Islington (Destination)
 - Euston (Gateway)
 - Clapham Common (Metro)
- These stations were accepted with the caveat that they could be changed if there was not sufficient buy-in from station staff.
- JW suggested that the impact of works over the summer period should be considered when launching the toolkit, as stations will be looking at reviewing their plans ahead of works.
- **CM to contact station AMs to initiate proof-of-concept workshops.**
- TA advised that the line PMs should be involved as well to maintain momentum. **CM to ensure that PMs are involved in the proof-of-concept.**

05/07/17

Service Control and Stations

- The issue of varying Service Control centres at interchange stations (such as Oxford Circus) was raised – what influence does this have?
- It is essential for stations to work together with station control to understand congestion problems and solutions – there can be issues during football at Highbury & Islington/Finsbury Park with getting trains to non-stop. SC often can't tell when there is an issue at an individual station that doesn't affect the whole line.
- More clarity is required to develop a relationship between SC and Stations. **HM to include this in the Stakeholder Management section of the toolkit.**

- If SC actively tell stations about problems, they can pre-emptively put things in place.
- The Network Rail interface is a separate issue, e.g, at Euston. Continuous flow is not an issue for gateways - it's when there's NR disruption. CS mentioned an ongoing project between Southwest Trains and TfL to improve communications – **CS to look into NR/LU comms and report back on project.**

Proof of Concept Next Steps

- CM to send out Euston/H&I action plans to station AMs for approval, and then redo staff confidence survey.

02/11/17

Progress Update

- HM confirmed that sessions had taken place with Highbury and Islington and Euston to track the progress of the action plan.

Appendix A: Top 20 Stations

