

Issue	Proposal	Action	Owner	Next Steps
The variance between commuter and leisure passengers is significant. A smaller number of leisure passengers can't development much higher levels of congestions due to unfamiliarity mixed with laissez faire attitude and luggage. Leisure passengers are less likely to plan and be less familiar with the station interchange. Passengers will not self-serve solutions, in particular, when their journey encounters engineering works.	Social media, e.g. Twitter, could be used to provide up-to-date information to customers	Add Twitter to the weekly service updates for the weekend. Link from RTI to Twitter feed.	Mike Donnithorne	Liaise with Jill Walthew, Internal Comms, to develop proposals and to develop an action and outcomes plan.
Unfamiliar passengers will descend the escalator at Euston in search of the District/Circle/Met. The route and distance to King's Cross and Euston Square stations is not very clear.	Roving staff on the NR Concourse on hand to assist those "looking lost" to ensure they are directed to where they need to be.	Engage with the relevant stakeholders to see how existing information point staff might be utilised and to develop and deliver an action plan.	CS M Damian Rattigan	Mike Donnithorne to provide an update following a discussion with Damian on the development of an action and outcomes plan
	Wayfinding - Platform finders ... colour coded	Engage stakeholders in a signage and wayfinding review. TO include NR, TOCS, local authority, other modes and neighbouring stations.	Signage – CS M Darren Hurst	Mike Donnithorne to provide an update following a discussion with Darren on the development of an action and outcomes plan
	Wayfinding – Line colours on the floor		Stakeholders – CS M Damian Rattigan	Mike Donnithorne to provide an update following a discussion with Damian. on the development of an action and outcomes plan
	Provide clear directional signage that is continuous across station and street boundaries.			

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Working relationships between stakeholders is not very strong and although there is good cooperation in times of disruption the day-to-day liaison is not as strong as it could be.	Strengthen stakeholder liaison in and around Euston Station to drive up synergy and to promote a more cooperative working relationship.	Engage with Euston Stakeholders to develop a plan to improve the liaison and drive up the levels of cooperation through "normal" operations	Stakeholders – CSM Damian Rattigan	Mike Donnithorne to provide an update following a discussion with Damian. on the development of an action and outcomes plan
Passenger movements during the busy times need a greater degree of management. This management needs to be delivered in a consistent way.	Moving passengers down the platform	Measure (photo) current situation. Try new things. Capture what works and build a plan for all staff to deliver to.	Rasaki	Staff/Team engagement Measures Build an action and outcomes plan and implement.
	Create "no waiting" space on the platforms to maintain a "route thru congestion".	Cross-hatching a walking route through the busiest sections of platform to encourage people to move down the platform.	Derek	Contact Jim Redmond and ascertain feasibility. Review in six weeks
	Develop a consistent approach to "queue busting". Everybody giving the same message.		Derek	Develop an action and outcomes plan and implement.
	Discourage people from loitering just passed the gateline (in and out) and at the top and bottom of escalators.	Install cross-hatching on the floor.	Derek	Contact Jim Redmond and ascertain feasibility. Review in six weeks
	Understand the impact of customers requiring assistance.	Measure the impact of customers requiring assistance on station operations	Rasaki	Add an additional column to the record sheet to capture the impact. Plan a review fro six months hence.