Congestion Management Best Practice	
	Euston
Station contact name	████████████████
Visit date	01/02/2016
<u>**Your station**</u>	
1. What type of congestion do you experience at your stations, and why?	Typical commuter congestion Mon-Fri AM and PM peaks Weekends (particularly Sat morning) bring lots of tourists off of the NR trains - often long queues for the ticket machines and ticket hall congestion caused by people looking at maps to figure out where they're going (NB: possibility of better signage placement?). There are many entrances to the station, so it can be hard to stem the flow of people, particularly on weekends where there are reduced staff numbers. Any gap in the service (particularly Vic line) causes issues. If delays on NR trains cause several trains to arrive together, this causes an influx as well. Traffic coming in from the long subway can sometimes conflict with exiting passengers.
2. What type of passengers use your station?	Commuters Mon-Fri and tourists at weekends (mainly from North of England & Scotland)
3. How do you pre-empt congestion issues?	Control room vigilance - screens monitor pinch points such as 'the long subway'. When people start going very slowly/stop moving, station control needs to be implemented. Staff monitor incoming NR trains to see if a large surge of people is expected.

4. What steps do you take to avoid stations closures?	Typically holding people at the entrances to the station (top of the NR escalators, top of the taxi rank stairs). Use Bostwick gates occasionally to do this. Staff are stationed at the top of the escalator to monitor flows. The long subway is closed during the peak during escalator refurb - typically from 8:00-9:30, but times not advertised to allow for flexibility. Worked with NR to do this & people adapted relatively quickly.
5. Do you work with other stations in the area to discuss congestion?	Yes, but only reactively - work with Euston Square, Warren Street and King's Cross primarily. Open to the idea of more proactive working, but doesn't think there's time.
6. What initiatives to reduce congestion do you use now? What has been attempted in the past?	Strong advertising ahead of any planned works/closures to advise customers of alternatives. AM works with publicity to send out relevant tweets (station staff don't use this).
7. What's the biggest challenge you have on your station with crowding/congestion?	
What you do	
8. How do you engage new staff with management of crowds?	New staff are briefed, but it is essential to learn on the job - they'll be buddied up where possible, and control room staff will monitor to make sure they're handling the situation.
9. How confident are staff confident in managing crowds? Does it take time?	Does take time, needs to be learnt first-hand. Pretty confident staff - move them around the station so they don't get stuck in one place. They chat with customers who are waiting, particularly at the top of the NR escalators.
10. How do you manage your gateline?	Close off gates when necessary when escalators are down. Issue will be when escalators are being refurbished in the new year - would be very useful to be able to move the black glass barriers to alter the gateline but this isn't possible.
11. What sort of PAs do you give out?	People at the top of the escalators give messages to customers that are held - receive radio comms from control room to keep them completely up to date

a. What information can you provide to passengers?	Don't give time frames, but do try to say what's going on & where the congestion is (e.g, ticket hall, platform). Staff at the top of the escalators are regularly radioed so they can give the right info to waiting passengers.
b. When do you start PAs relating to congestion?	When station controls are implemented, some messaging around busiest times is given too
c. What information do you need?	
d. Do you have scripts written?	No
i. How do you develop scripts? Are they formal or ad-hoc?	N/A
e. Are PAs consistent or do they change day-to-day?	Some consistent pre-recorded ones, but they change on the day depending on the issue
12. How do you liaise with trains and service control in busy periods?	No time to use the train loading data for the Vic line
13. How do you use the CCEP?	Ask new staff to familiarise themselves with it
a. Do you use it regularly?	Used as a guide
b. Is it useful?	Isn't always useful in the most difficult situations
c. Could it be improved? How?	Doesn't take difficult customers into account, needs to be more user-friendly and generic. Can't be a catch-all solution for every situation.
Next steps	
14. Is there one thing that would make a difference to managing congestion at your station?	Ability to move black glass barriers during escalator refurb in January, and more staff at weekends
15. What additional information or data would be useful to have?	NR train loading data would be useful
16. How would staff use a toolkit?	iPad app is probably most useful