

# Ideas and suggestions park

**Additional Exit?** - What can be done at the station to improve passenger flows?

**Moving stuff out of the way** -  
Help Point  
GLAP  
Fire Point.  
All in the wrong place.

**Journey Planner** - could it be made to suggest alternative modes that might be quicker?

**Stations Sub-sites** -  
One for each to present a combination of static and live information, including virtual (recorded) journeys through the station and rolling RTI.

Luggage and WAGs - most effective routes

Feed increased train frequency into the passenger flow study as another area of focus.

**Queue busting at Ticket Machines** -  
Communications opportunity  
... Screens displaying alternative ways to pay including contactless.

**Station Accessibility** -  
SA Team to be engaged to review the lift at Euston and the impact on customer perceptions (that the station has step free access).

**Oyster Card Refunds** -  
Install charity boxes for returned oystercards.