

# Management of stations

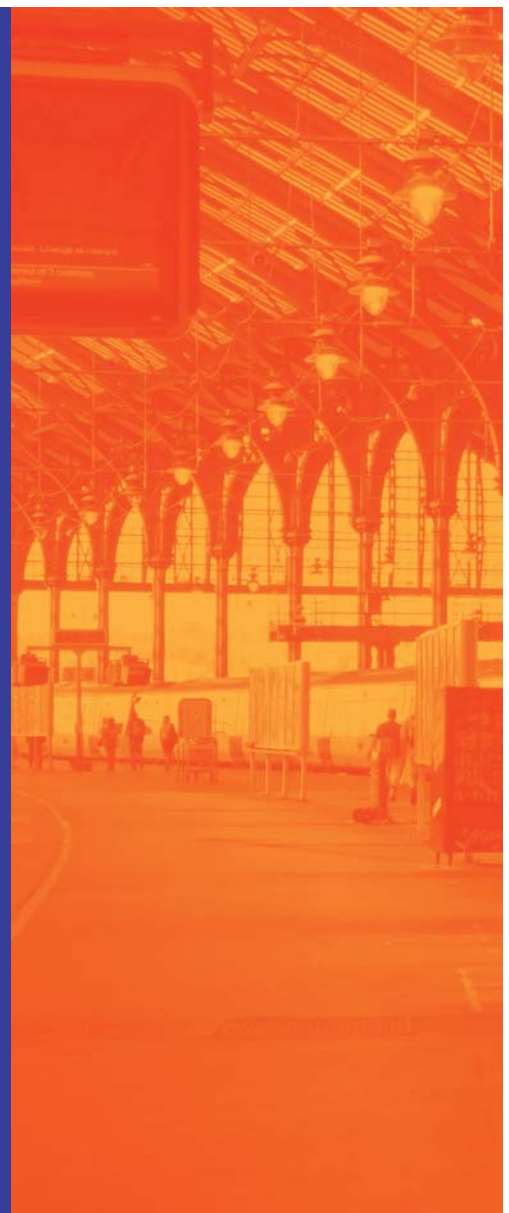
Our consultants are experienced in the full range of activities which comes under the scope of station operations. We are able to work with station operators and managers to develop solutions in order to ensure the efficient, safe running of stations regardless of size. Safety is a key concern and all our solutions will ensure that this is the highest priority for staff and passengers alike.

## The challenges

When developing station management systems there are many and varied factors to consider:

- passenger throughput;
- ancillary services and facilities, including retail outlets;
- ticket issuing and revenue protection arrangements;
- competing requirements of train operators and on station services;
- passenger transfer, either between modes or within the station;
- platform access/egress;
- track and signalling characteristics;
- train despatch; and
- staffing.

Our knowledge and experience in these areas is therefore vital in understanding the risks behind successful station operation in its many and varied guises.



## Our experience

Our highly experienced operations group can offer tailored advice in the following areas;

- pedestrian modelling and flow analysis in order to determine congestion hotspots and develop measures to keep the pedestrians flowing efficiently;
- security and emergency planning constraints and operational plans;
- automatic ticket gates, models, locations and modifications;
- development of competency management systems for both safety critical and non safety critical staff;
- developing new or reviewing existing systems to manage the platform-train interface;
- access and management control systems for contractors;
- developing systems to ensure that current legislation is adhered to in relation to fire precautions where necessary; and
- developing procedures to ensure that interfaces at stations are managed efficiently.

