Communications between stations when assisting passengers

Annex 2: Background on the stations

Birmingham New Street

Network Rail delivers all assistance at Birmingham New Street for the five train companies that operate there – Avanti West Coast, CrossCountry, London Northwestern Railway, Transport for Wales Rail and West Midlands Railway.

During April 2023 to March 2024, 68,040 passenger assists (booked and TUAG) were requested at Birmingham New Street (source: RDG). The peak number of assists delivered in 2024 was 833 on 27 December 2024 (source: Network Rail).

Birmingham New Street had 33.3 million passenger entries and exits in during April 2023 to March 2024, making it the busiest station in Great Britain outside London.

There are 12 platforms that are located below the main concourse which are accessed via stairs, escalators and lifts. The platforms are all through platforms and each one is split into two ends, labelled 'A' and 'B'. There is also a separate bay platform named 4C located between platforms 4b and 5b.

Bristol Temple Meads

Great Western Railway (GWR) delivers all assistance at Bristol Temple Meads for the two train companies that operate there – GWR and CrossCountry.

During April 2023 to March 2024, 28,969 passenger assists (booked and TUAG) were requested at Bristol Temple Meads (source: RDG). The peak number of assists delivered in 2024 was 298 on 23 December 2024 (source: GWR).

Bristol Temple Meads had 10.2 million passenger entries and exits during April 2023 to March 2024 and is the busiest station in South West England.

There are 13 platforms in use at the station numbered from 1-15 (there is no platform 2 or 14). Eight of the platforms at Bristol Temple Meads are terminus platforms.

Crewe

Avanti West Coast delivers all assistance at Crewe for the eight train companies that operate there – Avanti West Coast, LNER, Northern Trains, Transport for Wales Rail, East Midlands Railway, West Midlands Railway, Caledonian Sleeper and CrossCountry.

During April 2023 to March 2024, 21,545 passenger assists (booked and TUAG) were requested at Crewe (source: RDG). The peak number of assists delivered in 2024 was 244 on 23 December 2024.

Crewe had 3.1 million passenger entries and exits during April 2023 to March 2024. Crewe's location on the West Coast Mainline makes it a major interchange station.

There are 12 platforms that are located below the main concourse and are accessed via stairs and lifts. Seven are terminus platforms and five are through platforms.

London Kings Cross

At London Kings Cross, LNER delivers all assistance for four of the five train companies that operate there – LNER, Hull Trains, Grand Central and Lumo. Govia Thameslink Railway (GTR) deliver all assistance for its own services at London Kings Cross. It is the only station we selected that has more than one operator with responsibilities for delivering assistance.

During April 2023 to March 2024, 59,875 passenger assists (booked and TUAG) were requested at London Kings Cross (source: RDG). The peak number of assists delivered by LNER at London Kings Cross in 2024 was 380 on 27 December 2024 (source: LNER). The peak number of assists delivered by GTR at Kings Cross in 2024 was 59 on 28 December 2024 (source: GTR).

London Kings Cross had 24.5 million passenger entries in during April 2023 to March 2024 and is part of a busy transport hub in central London.

There are 11 platforms in total, numbered 0 to 10, all of which are terminus platforms.

Manchester Piccadilly

Network Rail delivers all assistance at Manchester Piccadilly for the five train companies that operate there – Avanti West Coast, CrossCountry, East Midlands Railway, Northern Trains, TransPennine Express and Transport for Wales Rail.

During April 2023 to March 2024, 47,202 passenger assists (booked and TUAG) were requested at Manchester Piccadilly (source: RDG). The peak number of assists delivered in 2024 was 706 on 27 December 2024 (source: Network Rail).

Manchester Piccadilly had 25.8 million passenger entries and exits during April 2023 to March 2024 making it the second busiest station outside London after Birmingham New Street.

There are 14 platforms made up of 12 terminus platforms and two through-platforms (13 and 14). The through platforms are located some distance from the main concourse and can only be accessed by stairs, a travelator and lifts.

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