



Euston big screen to show travel updates not ads 281224

Description



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The big screen in Euston station that caused complaints when it was used for advertising will now display information about train departures and arrivals.

Network Rail, which runs the station, said the change was made in response to feedback from passengers “who wanted to see a return of a large focal point on the concourse for travel information”.

The screen was turned off in October as part of a review ordered by the then-transport Secretary Louise Haigh.

Network Rail was criticised for converting the main concourse departure board into a large advertising hoarding, with passengers having to use smaller train information screens.

‘Calmer environment’

Rail engineers will begin tests on Wednesday evening to display live travel information, with plans to fully activate the service from next week.

Transport secretary Heidi Alexander welcomed the change as part of plans to alleviate some of the issues faced at Euston, particularly at this time of year, when the festive period brings an increase in passengers.

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She said: “We’ve been clear the station simply hasn’t been good enough for customers, and that’s why we recently tasked Network Rail with making immediate improvements to address crowding and give passengers the experience they deserve”.

In October, watchdog London TravelWatch warned that passengers at Euston were being put in danger by high levels of overcrowding.

It has also said last-minute announcements meant passengers rush to platforms, and staff “appear overwhelmed by the sheer numbers of people”.

Network Rail said recent changes to allow passengers to board trains earlier have allowed passengers to board “at a more relaxed pace” and created a calmer station environment, especially during peak times.

Station operators have also committed to expand concourse space and upgrade toilet facilities, streamline operations during disruptions and improve infrastructure and train service reliability.

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