

Foreword



The Mayor wants to improve Londoners' quality of life and central to this is the experience of travelling around our city. We will be investing billions in achieving this through better transport - boosting capacity on our transport network, delivering Crossrail and a host of other measures to revolutionise the experience of navigating the Capital.

But we also want to fundamentally improve the interchange experience and expand passenger choice, by making transfers as smooth, seamless and stress-free as possible. London has some fantastic interchanges but if your interchange is crowded and unclear, impeded by clutter and poor signage, chances are that you will take that stress into the rest of your day.

In carrying forward these interchange improvements, one of our guiding principles must be to bring back a sense of place, which is why I am so pleased these guidelines make us consider more than Efficiency and Usability criteria in the way we design, operate and maintain interchanges. They also encourage us to consider Understanding (legibility, permeability, wayfinding, information) and Quality (perception, built design, spaces and sense of place).

Interchanges by their nature require cooperation, and - Network Rail, the London Boroughs, developers and others are all investing in and around interchange zones in order to make them better places to live, work and play in, as well as travel through. We must continue to work in partnership to transform our interchange spaces which are so essential to making a better city on behalf of the Mayor I welcome these guidelines which will help deliver real results at our interchanges and their interchange zones.

A handwritten signature in black ink, appearing to read 'Kulveer Ranger'.

Kulveer Ranger

Transport Advisor to the Mayor