



Quality waiting environments for the rail passenger

The opportunity exists for the rail industry to shape the major entrance ways into our cities, towns and rural communities through attractive and thoughtful station design

Over 2.7 million rail trips are made by passengers on an average weekday. ATOC has stated that passenger numbers are expected to more than double in the next two decades. As a result record expenditure has been planned by Network Rail, Transport for London, Department of Transport and TOCs. Research by Passenger Focus highlights that rail passengers want to see investment in the rail industry, specifically more waiting rooms and station toilets.

Major transport interchanges are an increasing focus for public realm developments to improve the social well-being and safety of passengers and to enhance the local environment to the benefit of the local economy and community. Transport interchanges act as a gateway for the passenger and a poor experience can leave a lasting impression on an individual as they leave or enter a place. Major new-build and refurbishment programmes are already underway at rail stations across the country.

These projects are all looking at ways to improve the rail passenger experience.

Macemain + Amstad is the leading designer and manufacturer of rail passenger transport infrastructure and give clients the opportunity to add value to their station developments. Continuing investment in laser CNC machining technology and skilled workforce combined with the elegant use of modern materials, enable Macemain + Amstad to offer clients a variety of quality products and a bespoke design service.

In response to its client's desire to continually improve facilities for the rail passenger Macemain + Amstad has taken the design concept of the fully enclosed automated waiting area to the next level to provide the rail passenger with a greater variety of potential services and facilities within a single unit, 'The Modular Station Ticket Office'.

The modular station ticket office can accommodate a variety of design aspects and comes in any number of configurations, with a multitude of facilities and services depending

on the client's requirements. The comfort of the rail passenger is central to the design specification of the unit and can include for any combination of the following:

Modular station ticket office

- Fully integrated station building based on a nominal modular size of 1500mm x 1500mm, utilising a nine panel, three panel or full-height tab-fixed glazing system
- Variable roof design and materials
- Full-length platform canopies
- Automated push button door(s) with full-height pocketed safety screen and/or swing door(s)
- Quality materials and attractive design: stainless steel finish, toughened glass, bumper rails, non-slip tile flooring and entrance mats
- Fully secure ticket office area incorporating comfort cooling, heating and beach split-height ticket counter with security sonic window
- Customer open plan information desk
- Heated passenger waiting area with seating
- Lighting
- PIR and touch timer operating systems
- DDA-compliant passenger toilet(s)
- Customer information systems, help points and CCTV
- Ticket vending machines
- Staff welfare facilities including kitchenette and toilet
- External and internal storage areas
- Retail unit(s)
- Adjoining semi-enclosed passenger waiting area(s) with perch seating

Macemain + Amstad has also sought to incorporate the successful 'Paragon Shelter' design features within its modular station ticket office providing clients with strong design continuity and options for branding. Where there are specific design requirements or restrictions such as limited platform depths or existing platform canopies the use of Macemain's bespoke design service can provide practical and workable solutions.

Northamptonshire-based Macemain + Amstad recently delivered a new modular station ticket office at Shotton station for Arriva Trains Wales. The building design was based on the paragon nine panel glazing system providing strong design continuity with existing Paragon infrastructure throughout the regional network. As 'main contractor' Macemain + Amstad had responsibility for all



Modular station enclosure at Stratford International station

delivery aspects of the contract.

The contract ran very smoothly, Adrian Carrington, retail development manager at Arriva Trains Wales commented, "..... the design for Shotton station building was similar to the building installed for us by Macemain + Amstad at Cwmbran so we were confident that we would be getting a high quality building.....Throughout the whole design and construction phase of the project the team from Macemain have been helpful and always have answers to problems to ensure the programme was maintained. The final completed building is to a very high standard and is a great place for our staff and customers alike to work and visit. I wouldn't hesitate in using Macemain again on a similar

project across the ATW network."

In contrast, Macemain + Amstad worked together with Bovis Lend Lease to provide Southeastern with a very contemporary modular station waiting enclosure, with customer information desk, using full-height tab-fixed glass on a new platform at Stratford International station. The design and materials used facilitated the natural surveillance of the waiting area from other areas of the station increasing the inherent safety of the environment for passengers. The result is a stunning, glass and stainless steel station enclosure with lighting, heating, seating, automatic doors with safety screen, CCTV, CIS screens and open plan customer information desk, all giving rise to a safe, welcoming and attractive quality waiting environment for the passenger.

It is the design team expertise in conjunction with long-term experience in the provision of station infrastructure and creating quality waiting environments that has enabled Macemain + Amstad to provide a project management service to its clients that can successfully deliver a striking portfolio of products that can significantly enhance station developments.

Please come and view our modular station ticket office and meet the Macemain + Amstad Team at **Railtex 2011 on Stand D81.**

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Modular station ticket office at Shotton station