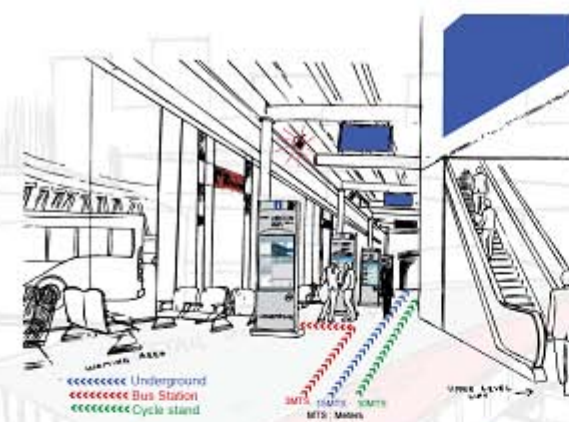




Connectivity

Efficient connections (timetabling and location etc); intermodality; easy to navigate and move around (inclusive access for all users); clear and safe movement flows.



Information systems

Clear, consistent and coherent wayfinding tools; up to date, easy to use real time information; internet access.



Facilities and services

Essential basic facilities and other facilities/ services to reduce the interchange penalty (e.g. retail); good, easy to find facilities for feeder modes (walking/cycling); a safe and secure environment for all users with plenty of sheltered areas, that is clean and easy to maintain.

Key determinants for successful interchanges

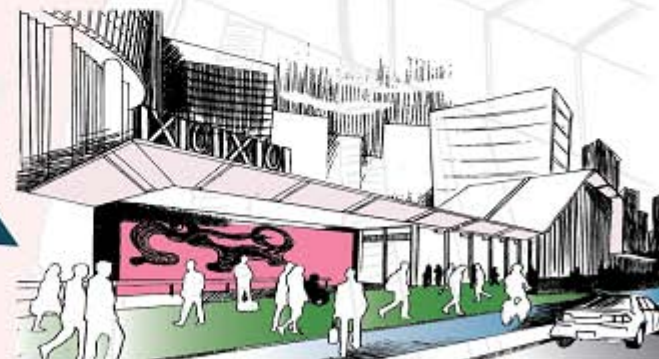
Ownership and management

Good governance; one co-ordinating organisation; clearly set out roles and responsibilities for each stakeholder; good communication; and an agreed management plan.



Stakeholder co-operation and engagement

Good co-operation and ongoing engagement at all stages during the design and operation; involves everyone, including harder to reach groups.



Building elements

Internal: Resilient and responsive design, flexible to change (in terms of demand and climate); standardised, easy to maintain; materials of high quality.
External: Attractive landscaping and public art; overall design considers and complements the local surrounding area.