

Stevenage Train Station - Audio Map

Overview

Stevenage railway station is situated on Lytton Way in the centre of the town. It has five platforms in total, two island platforms and one terminating platform. Island Platform One and Two are used by southbound trains towards London, with island Platform Three and Four used by trains to the north. Platform Five is a single terminating platform on the west side of the station for trains to London via the Hertford North loop line; this includes Old Street Station which is the nearest station to Moorfields Eye Hospital.

Currently, the station is staffed 24 hours a day and is classified as a B1 step free access station. Please refer to National Rail enquiries for the latest station opening times.

There is step-free access from the street level entrance to the main station concourse entrance which is situated on a pedestrian overbridge running east to west across Lytton Way. At ground level there is a drop-off point, taxi rank, bus stops (on Lytton Way), cycle racks, and a car park. The overbridge is also a public thoroughfare linking the town centre on the east of the railway to the Leisure Park on the west side and therefore gives access to the station concourse entrance from both sides. There are staircases, a ramp, and an incline with steps from ground level to the overbridge.

There are two station entrance points from the overbridge directly to the platforms:

- The main concourse entrance area to Platforms One to Four.
- A separate entrance to Platform Five towards the west end

Car park

To the left of the footbridge, facing the station building at ground level, a small car park is visible. One car park is managed by Stevenage Council and is not station property. A cycle rack is located to the right of this car park. A flight of stairs in the middle of the footpath will take you up to the footbridge and station.

To the right of the footbridge is a sloped staircase in the middle of the footpath; beside this is a lift. This is managed by the Council, and a radar key is required to access the lift outside of core hours. Another cycle rack is located in front of the stairs and to the right of the lift. Two blue badge parking bays are available next to

the cycle rack. The area in front of the stairs is a taxi rank where vehicles park two abreast.

this is also a pick-up and drop-off area so moving cars will be present.

Lastly, a small number of short-stay bays are located on the right-hand side of the car park, they are for a maximum stay of twenty minutes.

Access to onward travel options including buses and taxis is also located on Lytton Way.

A larger long-stay car park is located to the north of this area but is managed by Stevenage Council and is chargeable.

Footbridge level

Access to the Leisure Centre and Old Town is located at the station entrance via an extended footbridge over Lytton Way. Moving forward along the footbridge, a coffee booth is located on the left-hand side, which is also attached to a small retail outlet, currently a convenience store.

Opposite this another retail outlet is located, this is currently a takeout Costa Coffee which has no seating area. A-board advertising is sometimes located at the front of this area.

Continuing along the footbridge, a smart card reader can be found on the left-hand side before the lift to Platforms One and Two. Out of the alcove and along the main footbridge, two ticket vending machines (TVM's) can be found along the wall line on the left. Beyond these is a cash machine and another retail outlet. On the right of the footbridge, a large tactile map can be accessed. Another smart card reader and a smartcard collection point can be found before a second alcove where the lift to access Platforms Three and Four is located. Opposite the alcove and lift, four TVM's can be found on the right-hand side along the wall line. Crossing the footbridge here to access these can be difficult as it can be busy at times. At the end of the main footbridge on the right-hand side, a telephone is located. A ramp and stairs down to the Leisure Park can be accessed here. Beyond this point on the left-hand side another footbridge on the left takes you down to a lift and flight of stairs to access Platform Five. Tactile wayfinding has been used to support BPS people to navigate this area. Tactile lettering and braille are also used at the top and bottom of the handrails in this area. A tactile map is also located on the wall opposite the lift.

Station concourse

The station concourse is accessed via the footbridge by using the entrance to the east on Lytton Way or the entrance to the west via the Leisure Park.

If entering from Lytton Way, the gate line can be found on the right-hand side; staff are often stationed here. The accessible gate is first, then four other gates. Some of these gates will be inward, others will be outward, and both include smart card readers.

To the left of this is an area which opens up slightly. Information boards are located behind the tactile map facing the gate line. To the far left of this area, an onward travel lounge can be found, although this is not open 24 hours a day. Onward travel boards with information about access to travel planning can be found in front of this area; beyond this, the ticket office is located. Three ticket booths are available at this station, but may not all be open, this will depend on time and staffing. No low-level counter is available here. Retractable barriers are used in this area as a queueing system. Note that this area is quite narrow.

Beyond the gate line, Real Time Information boards (RTIB's) are located on the wall opposite the ticket barriers. The boards are above head height but are in a contrasting colour.

Walking slightly diagonally to the left from the main gate line and past the ticket office area, the concourse turns into another overbridge; to the right, all toilets can be found. Along the wall line, the male toilet is first, second is the accessible toilet and baby changing facilities and lastly, in the corner, the female toilet. Opposite the toilets, and on the left of the footbridge, stairs to access Platforms One and Two can be found. Coming back to the concourse area, to the left on the overbridge, and turning 90 degrees when you reach the wall line, another flight of stairs is located to access Platforms Three and Four.

Platforms

The platforms will be described from the south end of the platform, nearest to the lifts, working along the platform to the North end. All five platforms at Stevenage Station have tactile markings on the edge of the platforms along with yellow painted lines.

Platforms One and Two

From the lift towards the south end of the platform, two seating areas are located periodically in the middle of Platforms One and Two. After these two seating areas, more seating can be found in a shelter; this area has a roof and sides but does not have doors. Lastly, a final seating area is placed in the middle of the platform towards the end. There is a barrier and foam rivets at the end of the platform.

Walking back along the platform towards the north, you will walk under the footbridge; opposite the lift, doors to an indoor seating area can be found. To enter, you must walk up a ramp or enter through the side door to the left of the room.

There is a step to get in and out of this waiting room. RTI boards are visible in the waiting room, but no audible announcements are made here. The platform is slightly narrower here when walking along the building line. After the footbridge, the stairs can be found in the centre of the platform. Directly in front of the stairs a small coffee shop can be found. Past the shop, two seating areas are situated periodically along the platform towards the end. These are located in the middle of Platform One and Two. RTI boards are also located periodically along the platform. Announcements are made but for the most audible sound it is best to stand under the canopy by the stairs. Again, a barrier and foam rivets are placed at the end of the platform.

Platforms Three and Four

From the lift towards the south end of the platform, a single seating area is located in the middle of platform three and four. After this seating area is more seating in a shelter. This area has a roof and sides but does not have doors. Lastly, a final seating area is placed in the middle of the platform towards the end of the platform. This platform has a barrier and foam rivets at the end of the platform.

Walking back along the platform towards the north, you will walk under the footbridge, opposite the lift, doors to an indoor seating area can be found. To enter you must walk up a ramp or enter through the side door to the left of the room. There is a step to get in and out of this waiting room. RTI boards are visible in the waiting room, but no audible announcements are made here. Again, the platform is slightly narrower here when walking along the building line. After the footbridge, the stairs are located in the centre of the platform. Directly in front of the stairs a small coffee shop can be found. Past the shop, two seating areas are situated periodically along the platform towards the end. These are located in the middle of Platform Three and Four. RTI boards are also located periodically along the platform. Announcements are made but for the most audible sound it is best to stand under the canopy by the stairs. Again, a barrier and foam rivets are placed at the end of the platform.

Platform Five

Exiting the lift at the west end of the station, ticket machines are located on the right-hand side along the wall of the stairs. Opposite the TVM's, an interactive Help Point can be found. This feels like a touch screen and a button to request assistance is located halfway down the body of the unit. Past this, a small booth for station staff can be found next to the gate line. The accessible barrier is on the left with two standard barriers to the right; one of these will be exit only. This gate line is manned predominantly during station opening hours apart from when platform checks are taking place by staff. If necessary, use the Help Point for assistance. Beyond the gate line, tactile wayfinding will guide you towards the platform. A gap has been placed between the wayfinding and platform edge tactiles. The wayfinding also leads to an indoor waiting room which has level access and an automatic door. This

platform is a terminus so does not go under the footbridge and has foam rivet mats at the end of it.

Glossary

Concourse - the main, internal area of the station before the gate line. This is enclosed by a large glass canopy.

Forecourt - the external area outside and in front of the station (South), which is covered by a large glass canopy.

Gate line - where the ticket barriers are located, separating the main concourse from the platforms.

Island - a bus stop or train platform which is in the centre of a roadway or between train tracks.

Passenger Assist - a free service provided by train operators to help passengers who may need extra support while traveling. A designated member of staff will assist you onto the train and call ahead so a colleague will meet you when you exit the train. It is a service you can book in advance or request when you arrive at the station.

Terminus - where the tracks / platforms are the end of the line. Trains come into the station and leave in reverse.

Wide gate – an accessible barrier which is wider than usual for people with luggage, users of wheelchairs, mobility scooters or for anyone that may require extra space. Wide gates usually have staff available to assist.

Ends