

Station Management

Vision of excellence

NedRailways, as a 100% subsidiary of the major Dutch rail operator Nederlandse Spoorwegen (NS), is intent on ensuring best practice from the experience of delivering punctual and reliable services on high density urban networks is transferred into the British market through the Serco-NedRailways strategic partnership. In the Netherlands NS develops and operates the stations.

A vision for stations

Stations and their surroundings play a major role in ensuring passengers receive a high quality “whole journey” experience. Through its integrated approach to station design, development and operations NS is dedicated to making stations pleasant, hassle-free, clean and safe environments. In order to ensure a consistent level of service is being delivered NS developed three station formulae or service concepts: maximum service, service in shop and basic service. Each of the three formulae provide for a different service package, based on the characteristics of the station, with each offered in a standard way to our passengers.

Station development & transport integration

NS considers its role to be in the development of the urban environment around its stations, as well as inside them. This includes the local real estate as well as the actual stations, including the waiting rooms and retail outlets. Stations are integrated with their local urban environment. Close co-operation with local authorities and other businesses optimises the full potential of a station for customers and the surrounding community.

NS has also developed expertise in optimising station designs to facilitate the smooth interchange between different transport modes. This includes making full use of innovation and best practice to optimise interchanges with buses and trams. We also co-develop walking and bicycle paths to the station, as well as offering innovative bicycle and car rental schemes.

The daily management and operation of stations are core skills. 2,000 dedicated employees work in ticket sales and facility services such as cleaning, maintenance, renovation and ensuring the personal safety of our customers in the station and its surroundings. CCTV is also used where appropriate. Quality control programs and regular customer surveys are an integral part of ensuring standards are maintained and we seek to continually improve these services.

Station retail and services

NS has developed and operates standardised retail and service outlets at all its stations in the Netherlands. In addition to offering retail and ticket purchasing opportunities, these outlets also have a role in improving the personal safety of our customers in the station areas. The three service concepts are determined by the number of passengers using each station, and all the 376 stations are categorised to enable the correct concept is introduced. This standardised approach to station retail and services contributes positively to the overall appearance of NS stations across the Netherlands. It also means that passengers know what to expect, in terms of food outlets, customer service facilities, etc, when they arrive at a station.