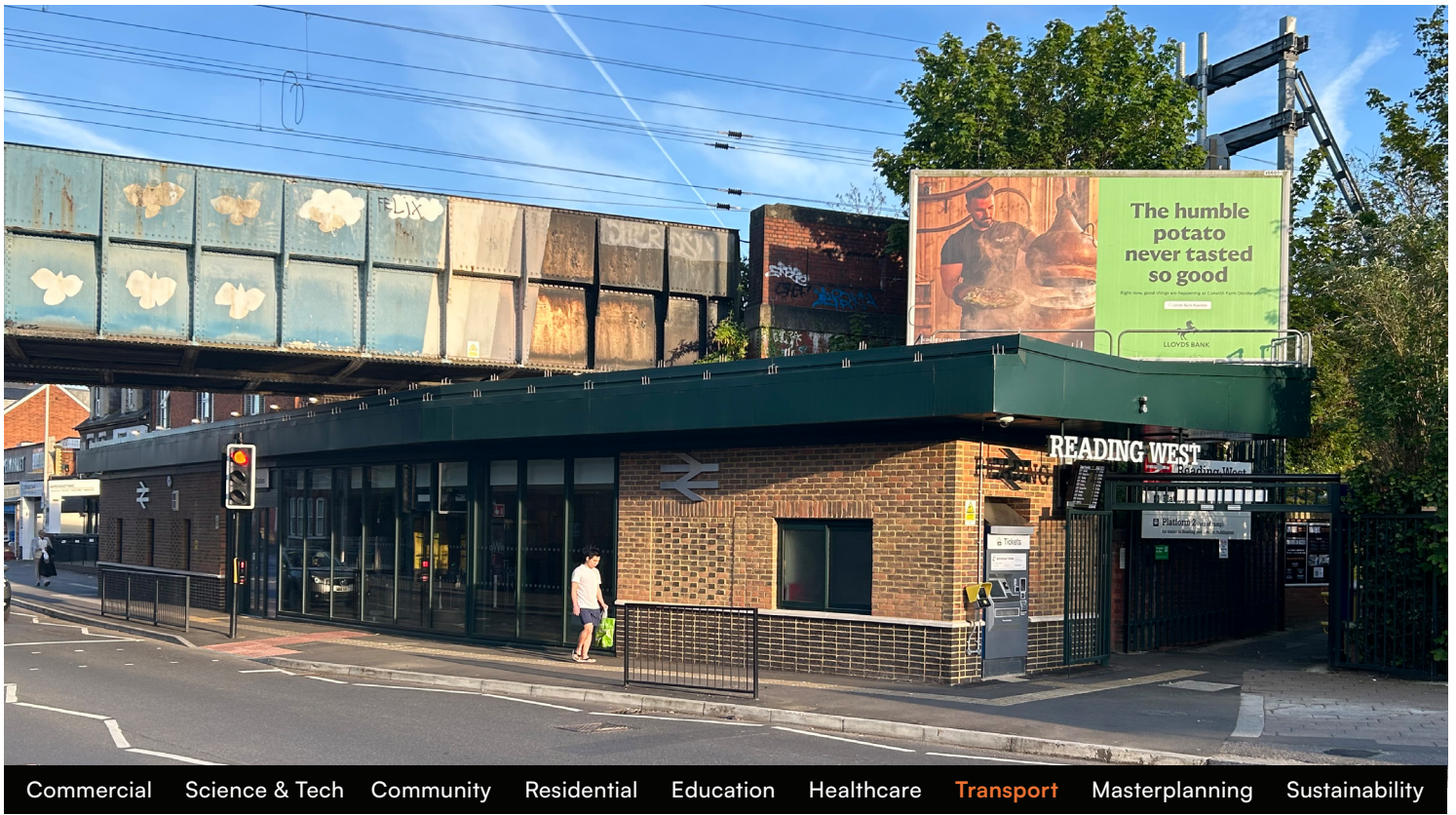




Commercial Science & Tech Community Residential Education Healthcare **Transport** Masterplanning Sustainability

READING WEST STATION TICKET OFFICE

READING

Improvements to the customer experience at Reading West Station was identified as a key to increasing train and bus use in the area. The project is also a catalyst for the re-generation of Oxford Road. The small brick buildings book end the glazed ticket hall, emphasising its presence on the street and draws passengers in.

The scheme delivers the following improvements:

- Provision of a new Station building with level access, gate-lines and retail facility at the Oxford Road interface under rail bridge.
- Installation of gatelines for the Oxford Road and Tilehurst Road entrances.
- Enhanced wayfinding signage.
- External TVM's to facilitate out-of-hours purchasing within the Station building footprint.
- Provision of enhanced CCTV, CIS/information boards, PA.
- Additional cycle parking.
- Out-of-hours access gate to platforms.



PROJECT DETAILS

- **SCOPE**
180sqm ticket office, including ticket hall gatelines, public WC and staff ancillary areas
- **ROLE**
Lead Consultant, Principal Designer
- **CONTRACTOR**
Nationwide Rail
- **CLIENT**
Great Western Railway
- **VALUE**
£5m
- **DATES**
Feb 2022 - Jan 2024

KEY ASPECTS

- Project team collaboratively working with Reading Borough Council, LEP and Highways to deliver scheme
- Maintaining Network Rail access to rail bridge for on-going maintenance
- Providing a manned station presence to passengers and passing public
- Improving security and accessibility for station users



KEY ASPECTS

- Project team collaboratively working with Reading Borough Council, LEP and Highways to deliver scheme
- Maintaining Network Rail access to rail bridge for on-going maintenance
- Providing a manned station presence to passengers and passing public
- Improving security and accessibility for station users
- New station building presence within public realm providing a more secure and welcoming entrance in the station

