

## **Kings Cross Station Operational Plan**

### **Kings Cross Station Taxi Share/Drop-off/Pick up** Revised 21.02.2012

Revised 18.04.2012 – DJ/KW for JMP

***Produced by:***

.....  
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#### **Endorsement and Authorisation:**

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***Accepted for issue by:***

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## Contents

1) Purpose .....	3
a. Section 106 2.92: The Taxi and Station Perimeter Management Plan .....	3
b. Planning Consent 2006/3387/P Condition 7 .....	3
2) Background to the design .....	4
3) Description and Scope.....	4
4) Taxi Set Down .....	5
a. Description and Diagram .....	5
b. Times .....	5
c. Signage .....	5
5) Taxi Pick-Up .....	6
a. Description and Diagram .....	6
b. Marshals .....	7
c. Signage .....	7
6) Taxi Share Scheme .....	7
a. Description and Diagram .....	7
b. Marshals .....	8
c. Signage .....	9
7) Users of Disabled Bays .....	9
8) Minimising pedestrian/vehicle conflicts .....	9
9) Contacts at King's Cross Station .....	10
10) Appendices .....	11
a. Appendix A.....	11
Plan 6 from the Section 106 document .....	11
b. Appendix B.....	12
Key Plan for Taxi Drop Off and Pick Up Areas .....	12
Taxi Drop Off Plan.....	12
Taxi Pick Up Plan.....	12

## 1) Purpose

To define how King's Cross Station will operate Taxis in accordance with clause 2.92 from the Section 106 (S106) agreement between Network Rail and the London Borough of Camden and to discharge condition 7 of the planning permission 2006/3387/P.

### a. Section 106 2.92: The Taxi and Station Perimeter Management Plan

*A plan for the management of the pick up and drop off operations of taxis and private vehicles at the locations shown shaded grey and Marked "taxi and private vehicles drop off zone" and "taxi pick up zone" on plan 6 within the development with a view of securing the minimisation of vehicle and car and pedestrian conflicts from such operations and (to the extent it is within the owners control) shall include inter alia the following:*

- *A requirement for taxis to use the taxi rank on Pancras Road shown shaded blue and marked "taxi rank on Pancras Road" on Plan 6;*
- *A requirement for taxis to drop off and pick up passengers in the dedicated drop off and pick up zones shown marked "taxi and Private vehicle drop off zone" and taxi Pick up zone" on Plan 6;*
- *The provision of a private vehicle drop off zone;*
- *The detailed design of a taxi queue management scheme for the property*
- *To use all reasonable endeavours to design, liaise and coordinate with relevant stakeholders to integrate the taxi queue management scheme for the property with the management of the taxi queue on the east side of Pancras Road (North of the St Pancras Station domestic entrance) which may include an electronic messaging system or equivalent as necessary*
- *A requirement to formulate the programme for the establishment and on-going management of a Taxi sharing facility to operate from the property including how the necessary permissions ,orders and requirements necessary to operate the same will be acquired from TfL and any other body operating as a regulator for such a facility; and*
- *A mechanism for working with stakeholders and operators working in the vicinity of the development(including Transport for London's Taxis and Private Hire department)*

(See appendix A for Plan 6)

### b. Planning Consent 2006/3387/P Condition 7

Details in respect of all new works including the following shall be submitted to and approved in writing by the Council as local planning authority before the relevant work is begun. The relevant work shall be carried out in accordance with such approved details.

- a. Layout details of the taxi pick-up passenger queuing arrangements including any pedestrian crossovers to taxi pick-up islands and trolley corrals
- b. Layout details of the taxi drop-off arrangements.

All to be provided at a minimum of 1:50.

## 2) Background to the design

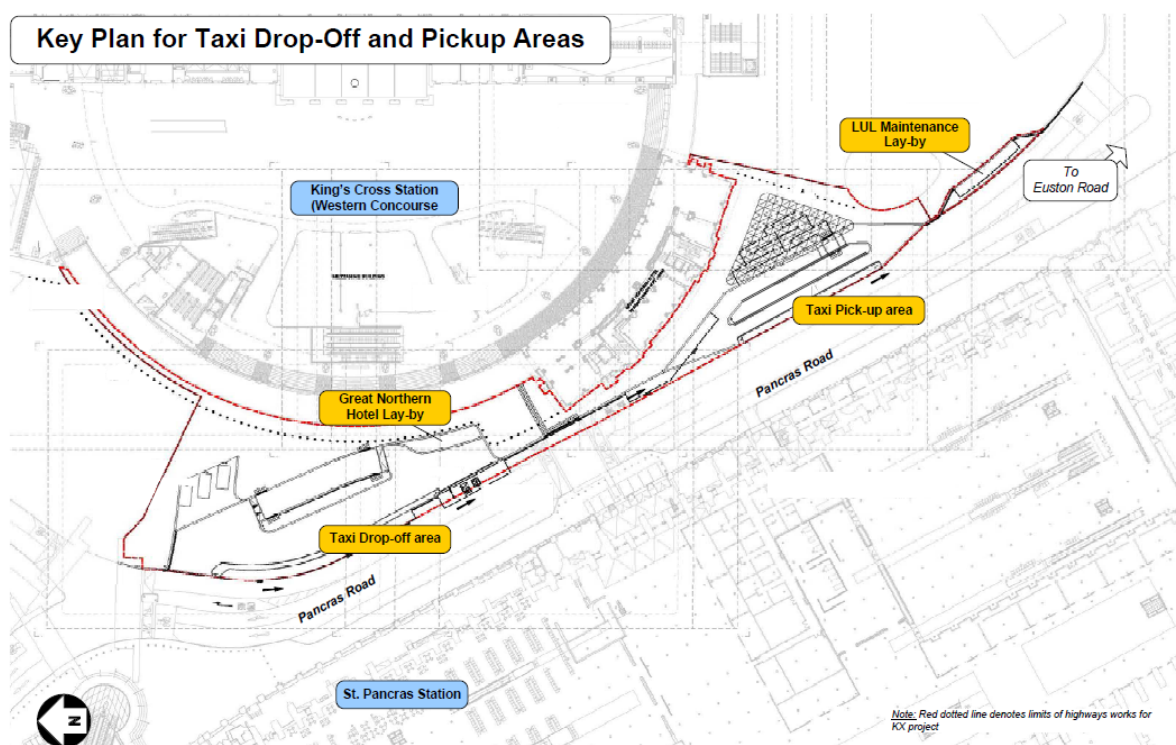
A series of meetings have been held over the last year to agree with various stakeholders (Network Rail, TfL and the Public Carriage Office) the details of the design for the taxi ranks and pick up points and drop off for all vehicles.

## 3) Description and Scope

The King's Cross Station Redevelopment Programme (KXRP) forms part of a major redevelopment of the King's Cross area. The objective of the KXRP is to repair, enhance and renew the existing King's Cross station infrastructure and facilities.

The purpose of this document is to set out the strategy that King's Cross Station will adopt to include:

- Provision of a drop-off area for taxis (including black cabs/private hire cabs), coaches, service vehicles and private vehicles
- Provision of a taxi pick-up area (black cabs only)
- Provision of a taxi share scheme
- Users of Disabled Bays (Blue Badge holders only) – Level access is provided at the end of the disabled bays
- Minimising Pedestrian/Vehicle Conflict



## **4) Drop-off**

### **a. Description and Diagram**

Vehicles will enter the drop-off area in a Southerly direction from Pancras Road. Signage will be in place notifying drivers that their passengers must disembark adjacent to the pedestrian paved area. This will allow them access to the Station directly through the new Western Concourse. A mobility access point will be provided which links directly to the Station Control Room in the Station to those requiring assistance.

There will be no parking other than the two / five minutes allowed for the set down of passengers in this area (see 3b. below). Signage already exists along Pancras Road indicating that longer term parking is located at St Pancras Station. Station staff who currently monitor this will continue to do so. It will be monitored via CCTV having a direct link into the Station Control Room which is manned 24/7 and also by staff completing regular patrols. Ten members of staff will be on duty in the station at all times, patrolling this and other areas. If an issue occurred the BTP would be called for enforcement as part of the security arrangements at the station.

CCTV coverage and recording of all vehicles entering the area will be incorporated into the overall CCTV coverage for the Station in accordance with the requirements of the ATOC/BTP/Network Rail guidance notes issued in March 2006 and the requirements of Transec relating to passenger and station security. CCTV recording of the general public will also be in operation. To limit street clutter all CCTV will be attached to structural columns of the concourse.

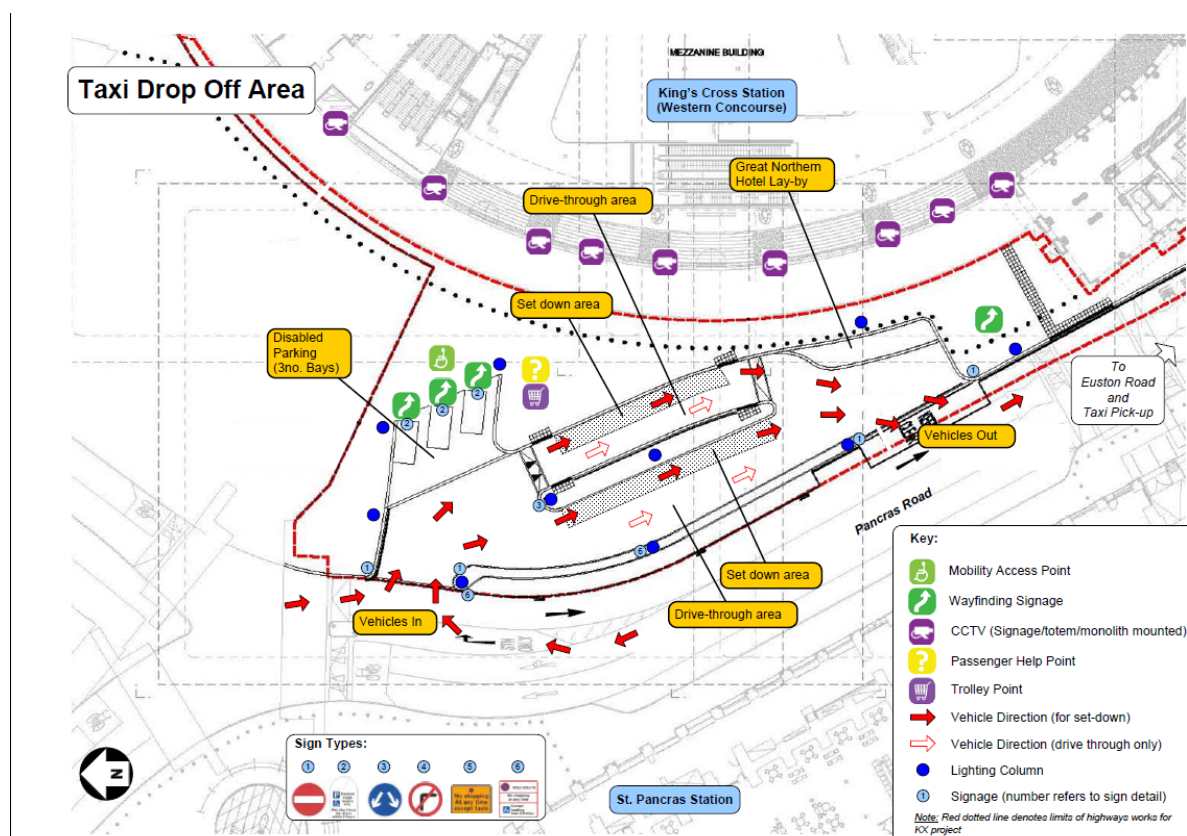
Taxis will then move from the set-down area into Pancras Road and along into the Taxi Pick-up zone (as detailed below). The flow of traffic through the zone will be in a North to South direction with no reversing back into Pancras Road permitted.

### **b. Times**

There will be a two minute restriction on cars waiting in the area and five minutes on coaches at all times. The area will not have a permanent marshal but will be regularly patrolled. It will be monitored by CCTV as per current arrangements. Enforcement (if required) will be in the form of BTP presence due to potential security issues.

### **c. Signage**

Signs will be provided to highlight the restrictions. These need to be within visibility of all vehicles entering the set down area. The signage has been co-located where ever possible in order to minimise street clutter.



Plan showing Drop Off area for taxis, private cars, coaches and disabled parking and signage layout for this area (See Appendix B for larger scale plan).

## 5) Taxi Pick-Up

### a. Description and Diagram

This will consist of a double rank of taxis which will be entered from the southbound carriageway of Pancras Road. An exit will be made onto Pancras Road in the southbound direction only. Clear and concise signage will be displayed stating that only licensed Taxis (in accordance with the licenses granted by the PCO) are permitted to use the area (see plan below). The taxi pick-up area is purely for taxis. No coaches or private vehicles will be permitted. Passengers will benefit from the inclusion of a protective canopy which will provide shelter to users during periods of inclement weather.

The taxi queue extends north along Pancras Road. If a large number of taxis is waiting, the queue may extend north of the wide pedestrian crossing. Taxi drivers keep this crossing clear by waiting further north and only moving forward when there is space to do so.

The location of the Pick-up area for pedestrians will be identified by TfL taxi pole. The taxi pole offers an easy to recognise location where people can catch a taxi. The pole will include information on taxi tariffs to key destinations. Taxis will access the pick up zone following a queuing system flowing North to South directly from Pancras Road up to the entrance of the Taxi Set Down. The queue will have a capacity of 29 taxis. Pedestrians are segregated from the queuing taxis.

CCTV coverage and recording of all vehicles entering the area zone will be incorporated into the overall CCTV coverage for the Station in accordance with the requirements of the ATOC/BTP/Network Rail guidance notes issued in March 2006 and the requirements of



Transec relating to passenger and station security. In order to avoid clutter the CCTV cameras will be attached to the structure of the canopy.

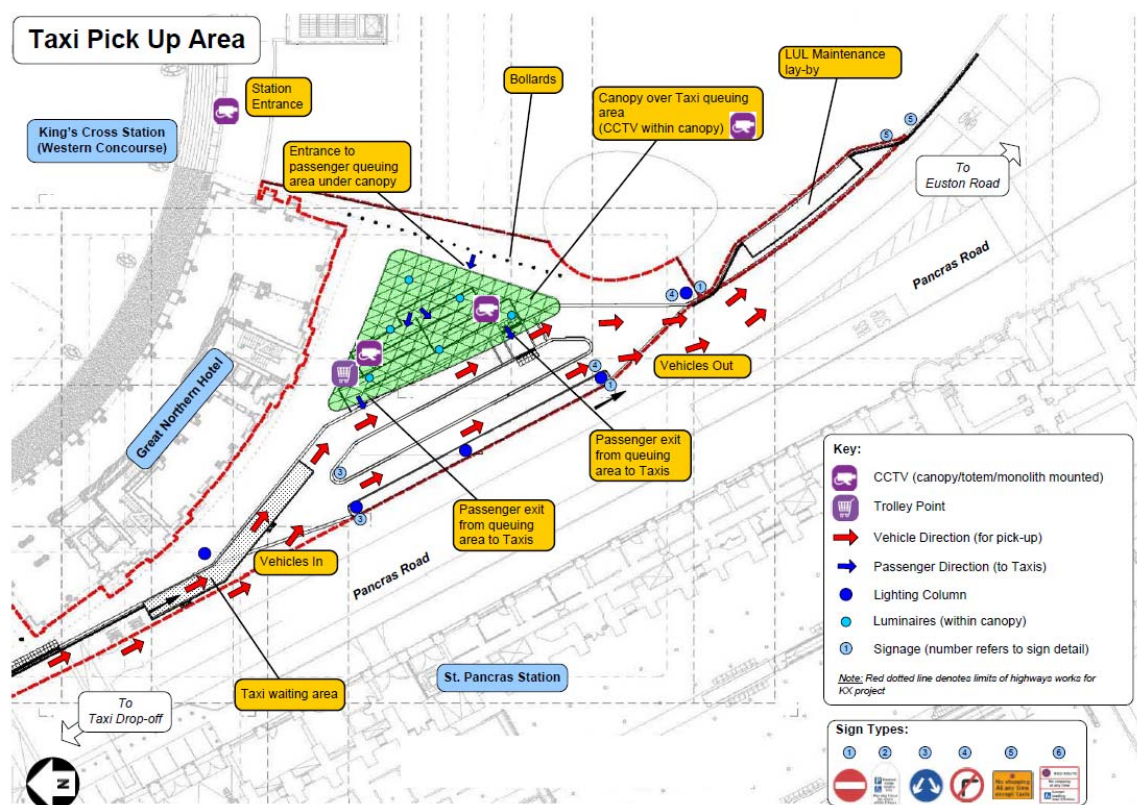
Note that the Pick-Up Zone is for taxis only. Private hire cabs and private vehicles park temporarily in the short stay parking bays under St Pancras Station in order to pick up passengers. Longer term parking is also available under St Pancras Station.

## b. Marshals

There will be no marshals provided for the Taxi Pick Up area unless the Taxi Share Scheme is in operation (see section 5). The taxi pick-up area will be monitored by CCTV and by staff on hourly patrol. Enforcement will be by BTP.

## c. Signage

Signage directing passengers to the taxis will be provided as part of the Signage Strategy for the station as a whole. In addition to this, signage will be provided to show taxis only with no access to coaches or private vehicles.



Plan showing Pick Up area for taxis and signage layout for this area (see Appendix B for larger scale plan).

## 6) Taxi Share Scheme

### a. Description and Diagram

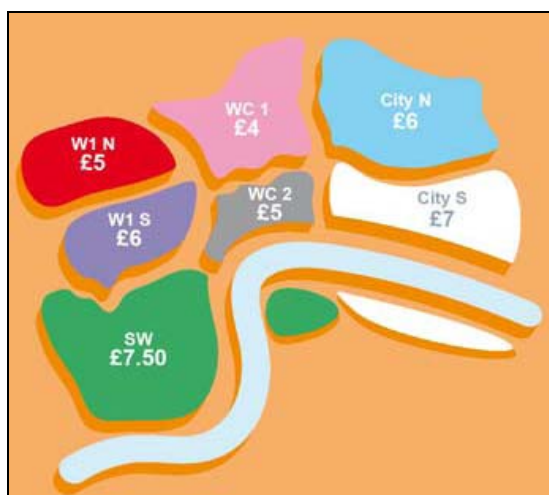
The benefits of such schemes are reducing queuing times for taxis, save money for passengers and reducing traffic and reducing carbon footprint.

The Station will benefit from the reduced queues and greater passenger satisfaction.

The scheme will operate weekday mornings between 8am and 10am when there is extensive queuing. This will be monitored via cameras from the Station Control Room and staff completing their routine patrols.

Passengers collect a destination zone (shown below) from a Marshal/CSA, go to the Taxi pick up area and the marshal/CSA will show them to a shared taxi. There will be a fixed fare shown on the voucher with the driver deciding the best and quickest route for drop offs.

If passengers refuse a request to share a taxi with fellow passengers, they will get a taxi on their own. The marshals will have discretion to give priority to passengers willing to share a taxi, to enable the queue to move quickest.

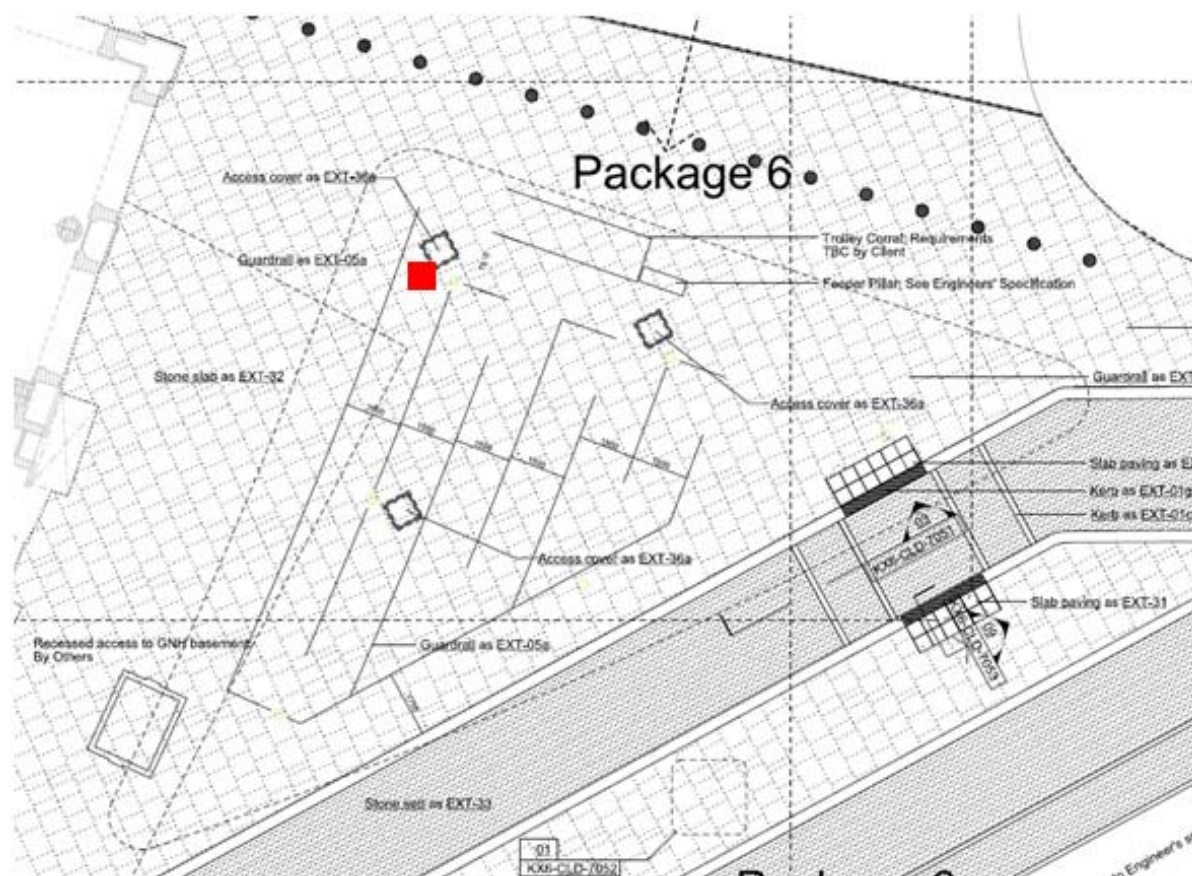


*Diagram showing fares for different postcodes in the Taxi Share Scheme*

#### **b. Marshals**

If the queue reaches the marker point shown by the red square below, i.e. if it reaches capacity and the queue starts to interfere with other circulation, a Customer Service Assistant will be deployed to implement the taxi share scheme. It is anticipated that the taxi share scheme will operate between 8am and 10am (and other times if necessary).





Plan showing queue layout under the taxi canopy.

### c. Signage

Signage within the taxi queue area will be provided explaining the taxi share scheme and fitted to the columns of the canopy where possible. The second rank (nearest Pancras Road) will be used for the taxi share cabs. Passengers will be directed to the island and grouped into appropriate zones.

## 7) Users of Disabled Bays

Three Blue Badge disabled bays will be provided in the Set Down Area. The bays are slightly ramped, from a level access at the front end down to a standard kerb height at the road end. The individual bays are clearly delineated by the direction of the paving, set within stainless steel edging, and centred on the signs. There is sufficient space between and behind the bays for a wheelchair. The space allows a wheelchair to be taken out from the side, or unloaded from the rear, clear of other traffic. It can then be wheeled (either accompanied or not) up onto the pavement without any step.

The area will be patrolled and monitored by CCTV to ensure all users of the 3 disabled bays are blue badge holders only. The maximum stay will be limited to 60 minutes; this was felt to be sufficient in consultations with local disability groups.

## 8) Minimising pedestrian/vehicle conflicts

The design of the taxi ranks incorporate measures to separate passengers and vehicle movements. Islands are provided between taxi lanes for passengers to wait. Zebra crossings are provided to give pedestrians right of way over vehicles. Barriers are also provided to stop passengers from taking short cuts that put them in danger (see diagram below).

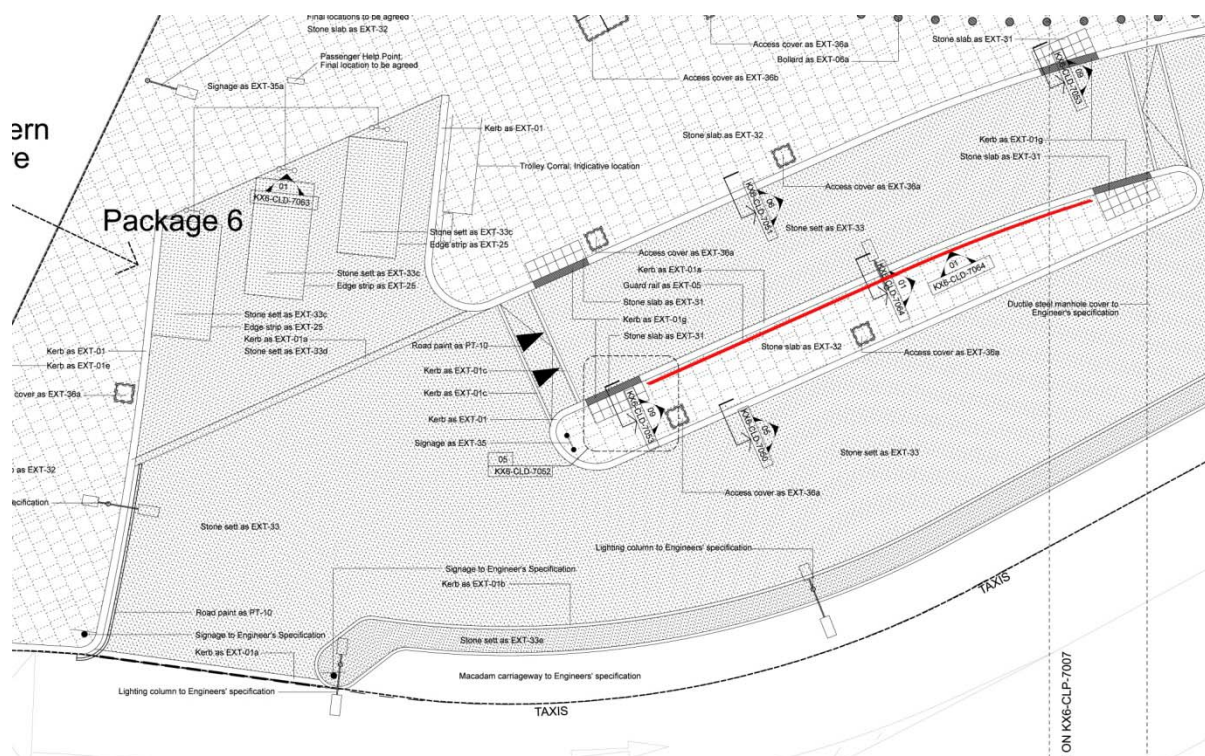


Diagram showing the location of the barrier (highlighted in red). Barriers are also used to contain the queue in the Taxi Pick Up area.

## 9) Contacts at King's Cross Station

Name	Job Title	Contact Number
Rebecca Hauxwell	Station Interface Manager	07702 913152
Terry Cully	Station Interface Manager	07920 277611

## 10) Review of this Document

It is intended that a Workshop will be held within 12 months to review the operation of the Plan for possible updating. The following will be invited to this Workshop:

Transport for London

Public Carriage Office

High Speed 1 (for St Pancras Station)

( and we could also include

London Underground

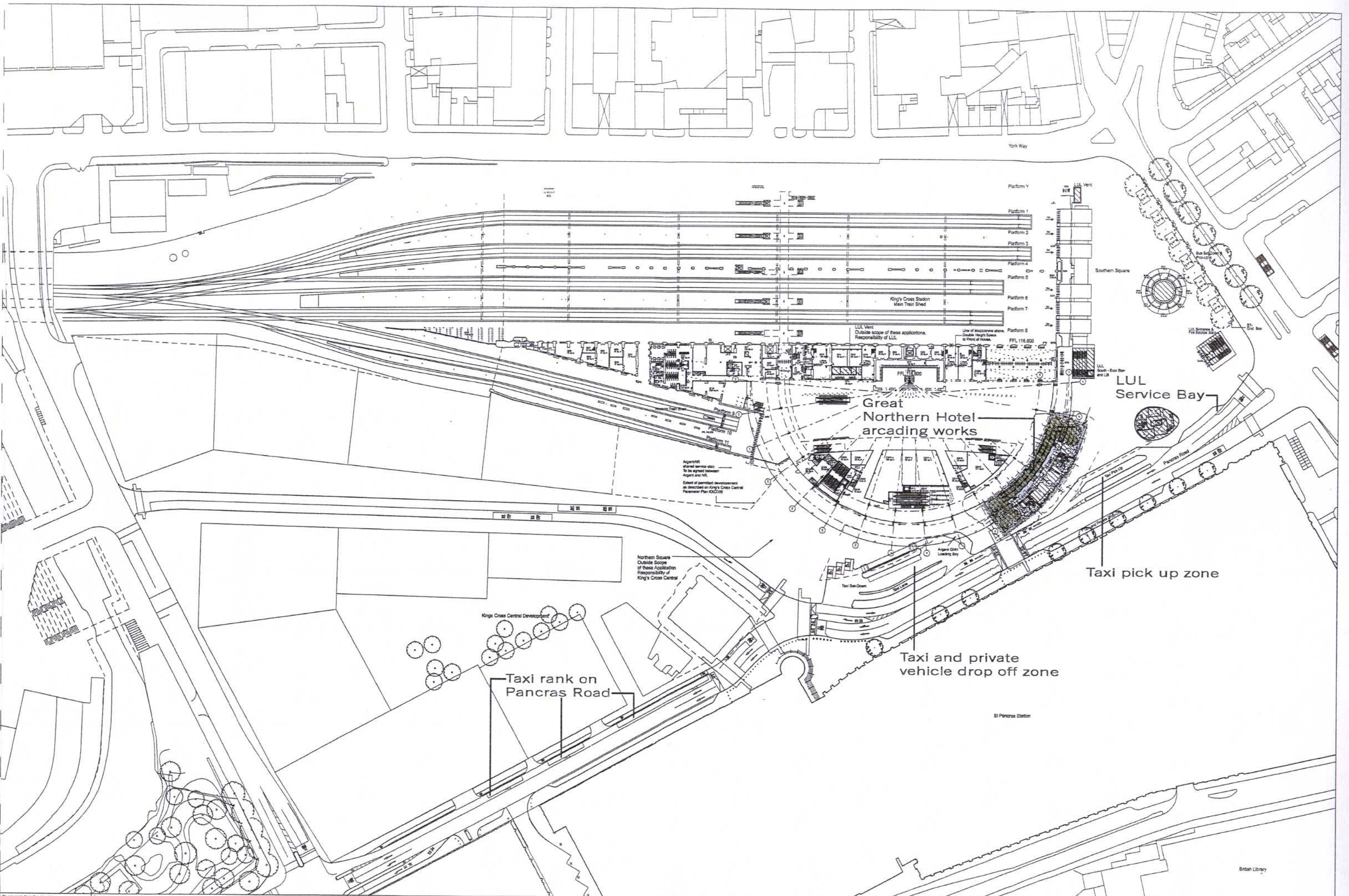
Argent (for Kings Cross Central Development) )

## **11) Appendices**

### **a. Appendix A**

**Plan 6 from the Section 106 document**





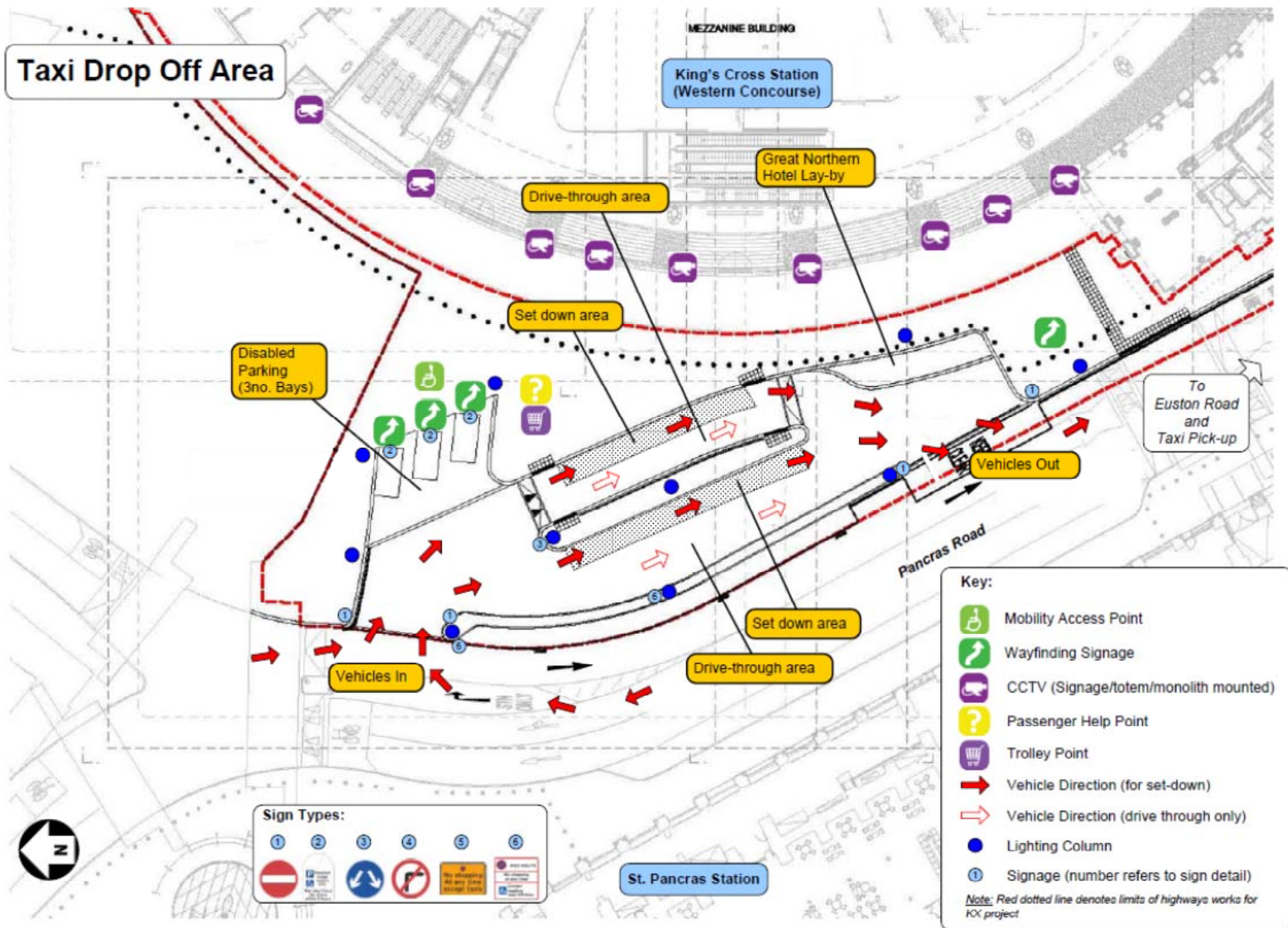


**b. Appendix B**

**Key Plan for Taxi Drop Off and Pick Up Areas**

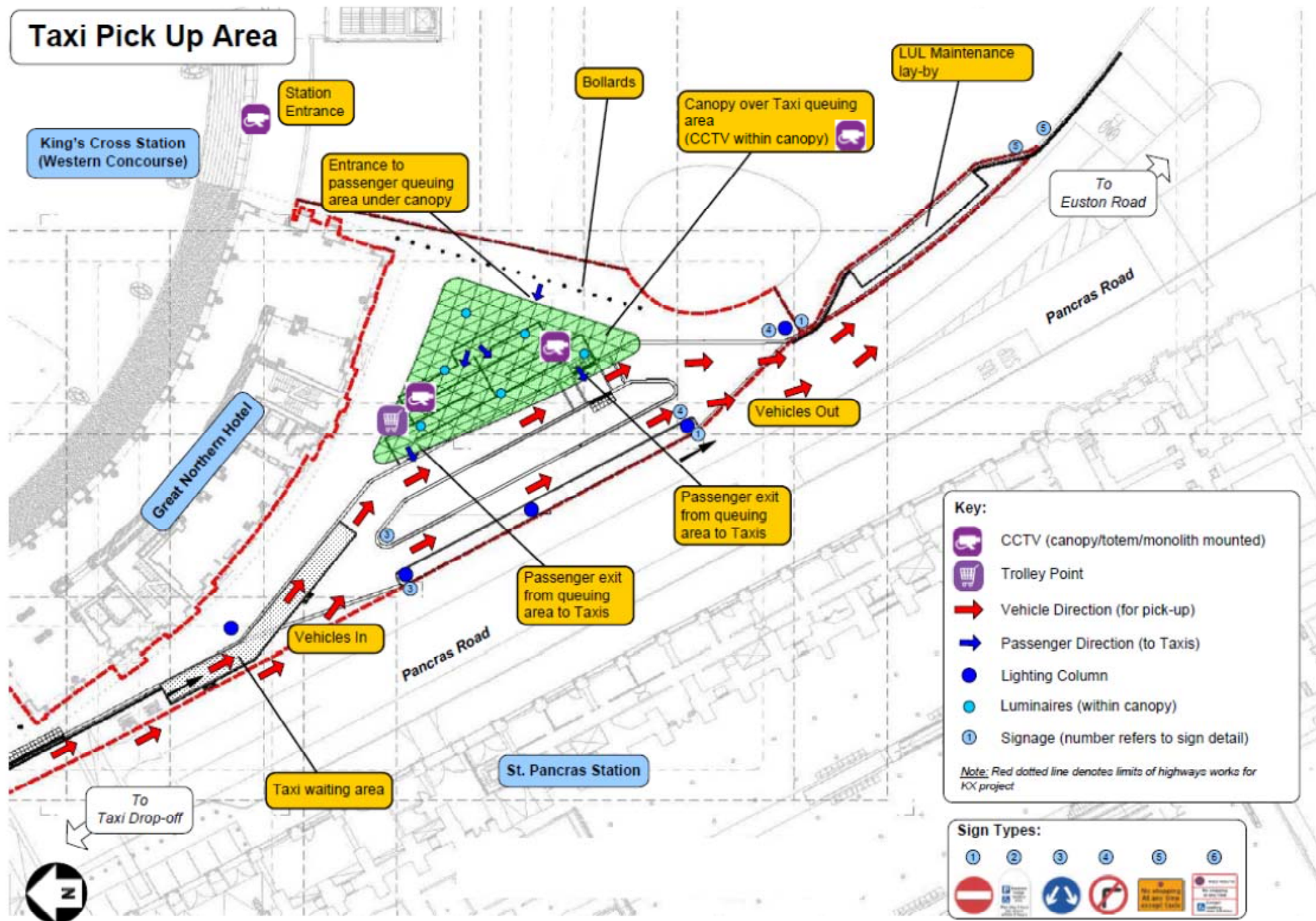
**Taxi Drop Off Plan**

**Taxi Pick Up Plan**





# Taxi Pick Up Area



## Key Plan for Taxi Drop-Off and Pickup Areas

