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Ticketing; 5.5. Provision of Retail Shops and Other Facilities; 5.6. Accessibility for All; 5.7. Maintenance and Cleanliness; 5.8. Vitality and Animation; 6. Conclusions: Investing in Interchange Hub Quality and Improving Interchanges; 6.1. Developing a Quality Interchange Hub; 6.2. Evaluating Interchange Hubs 6.3. Marketing the New ProductReferences and Further Reading; Appendix: Interchange Hub User Satisfaction Survey; Photo Credits; Figure Credits

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