



Arrival and interchange

Insights from HS2 online panel



Task:

- We'd like you to imagine that you're travelling on a HS2 train and are going to need to make a connection to another train very quickly. You haven't made this connection before.
- What would help you to find and get to your next train quickly and easily?

NOTE ON CONNECTIONS

- As seen in the previous task, connections are a key stress point.
- Even the anticipation of a connection can cause stress.
- Many journeys do not involve connections but, perhaps due to the emotiveness of this topic, response rates on this task were high (85%).

Task 19, posted 12/09/2014

Making connections easy

- There is a strong expectation that HS2 passengers will be able to prepare for their connections with personalised information provided on the train. This could be via mobile phone apps or interactive screens at seats or by doors.
- Other suggested ideas were colour coded routes, lights or arrows showing the way to specific platforms; printed maps; train and platform announcements; clear signs and staff to ask for information or help with bags.

Common questions when changing trains

- Which platform is my onward train leaving from?
- Where are the nearest lifts or escalators?
- What is the quickest route to my onward train?
- How much time do I have and is my connection on time?
- Is this the correct train (on reaching departure platform)?
- Where are the nearest facilities (toilet, baby change)?



Use smarter technology

- Personalised projected arrows could guide passengers to their connection:
<http://www.fastcodesign.com/1669110/never-lost-mit-creates-wayfinding-arrows-projected-from-your-cellphone>

WATCH VIDEO HERE

Ideas in detail

Apps and interactive screens

"A screen on the train wall or in the seat in front of you that has personalised connection information: 'Mr Bloggs we are now arriving at Birmingham, please exit the train and turn left, take the bridge to platform two and await your train to Sandwell. The train will depart at 9:40, giving you time for a coffee at Cafe HS2, located on platform 1.'" (Business, Nottingham, 31-40)

"Information on the train telling you which platform, if you have to take stairs, lift and giving you clear verbal and pictorial instructions of your route to that platform on a screen dedicated to your seat." (Business, Leeds, 61-70)

"If the windows or wall panels were made of Google glass you could intelligently interact with them while on the train to track the platform your train is arriving on, which you need to get to and the quickest way to get there along with train times delays." (Commuting, Nottingham, 41-50)

"An interactive system users can log into via their tablets, phones, apple watches or through screens at their seats or in the station. It will show passengers where their platform is and close by conveniences as well as departure times for connecting trains and buses." (Commuting, Manchester, 18-30)

Floor lighting and arrows

"If a lot of people are changing from one main line to another, glowing arrows lighting up the platform that you follow to the other train - a bit like the lines you follow in some hospitals on the floor." (Business, Liverpool, 41-50)

"A lighted route on the concourse - with verbal instructions over an intercom and a screen with the destination, time to departure and platform number in the colour of the route." (Business, London, 51-60)

Connecting carriages

"People making the exchange in the same carriage, which detaches from one train and attaches to another or moveable seats that go from one train to another via a conveyor belt? Or flashing lights and voice prompts through my smart phone telling me when to turn." (Business, Birmingham, 18-30)

Build quick connections into design



PLATFORM PLANNING

- Common connections on adjacent or close platforms.
- Popular routes clearly marked (signs/ floor markings).



CROWD MANAGEMENT

- Controlled passenger flow to reduce obstructions:
 - “Traffic” lanes as with roads.
 - Separate doors for boarding or disembarking.



GREATER FLEXIBILITY

- Onward trains held if connecting train is late.
- Flexibility to catch different train if connection missed.

“The layout of the station really needs to be well thought out. Where there are common connecting trains why not automatically be on the other side of the platform? I don't really want to walk more than a minute to my connecting train.”
(Commuting, Manchester, 18-30)

“Clear lanes like on roads would be a personal preference, that way you don't have to dodge people.”
(Leisure, Newcastle, 31-40)

“Since our rail network does not operate to clockwork precision I am always amazed at the inability of staff to exercise discretion and judgement in holding this train for a few minutes. Surely they know the arriving train is late but imminently due and that a fair number of passengers want to make the onward connection?” (Business, Birmingham, 51-60)

Overcoming train delays

- The general consensus was passengers should not have to pay again when train delays cause missed connections. They should be able to book a seat on another train via a HS2 app – some even thought this should happen automatically.

“If a train is delayed or the connection time is insufficient, passengers should not be penalised. We should be able to access information regarding the next connection and allowed to continue our journey without having to buy an expensive replacement ticket.” (Leisure, Nottingham, 41-50)

*“It would be useful for an app to automatically book you a seat on the next available service if you should miss the train.”
(Leisure, Nottingham, 31-40)*

*“If the system has all our details and live updating, why not let it take the pain by giving us the option of booking an alternative journey if we are going to miss our connection? This could be incorporated into an app so that if the worst has happened, the app offers an alternative journey with a simple “yes/no” icon to book and reserve a seat. At the carrier’s expense, of course, since their lateness caused the missed connection.”
(Leisure, Glasgow, 51-60)*

*“If you missed the connection through no fault of your own, you should be able to easily know where and when you could get the next train. You should not have to pay for another ticket.”
(Leisure, Birmingham, 51-60)*