



# Onward travel

Insights from HS2 online panel



# Task:

- What connections with other transport facilities do you need to be available at train stations? (for example, buses, taxis, bicycles or bicycle parking).
- Please describe how this differs across the different types of rail journeys that you take.
- Do you find it easy to transfer between the railway and other forms of transport? How could this be made easier?

Task 28, posted 14/11/2014

# Onward travel: difficult and stressful

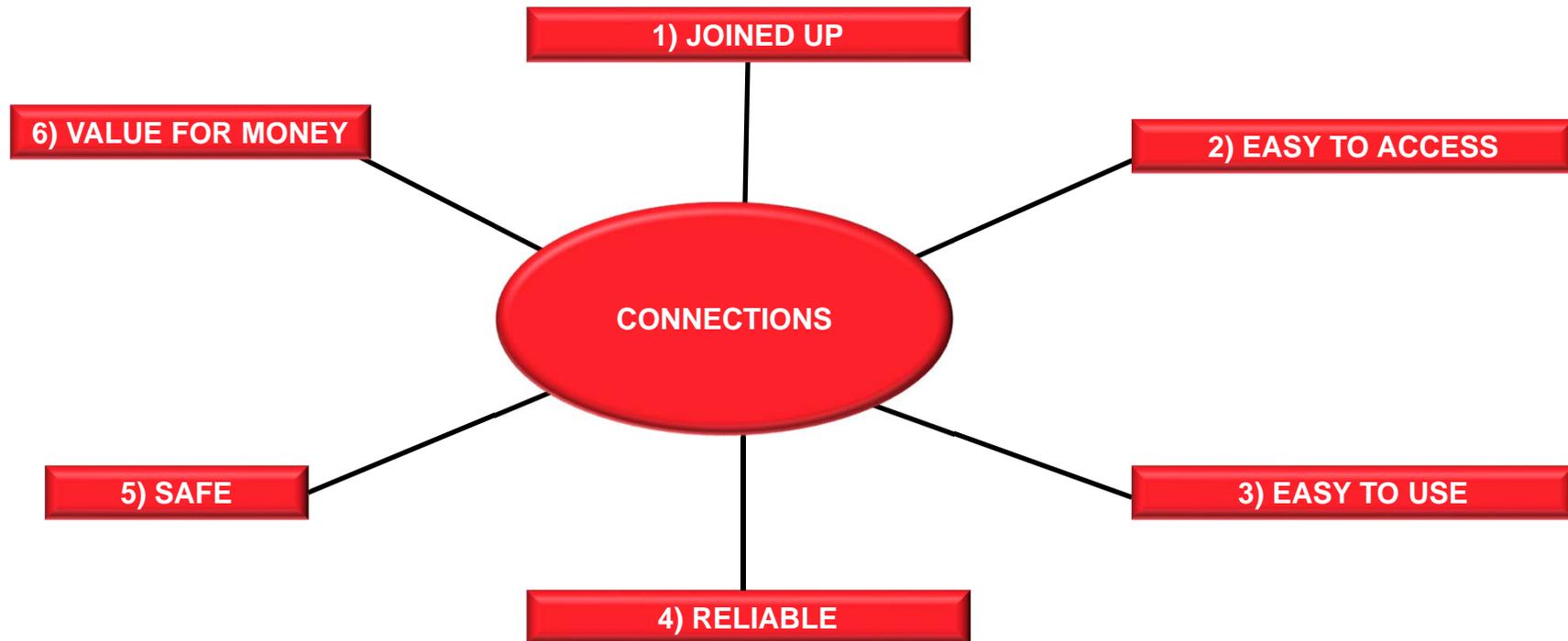
- Connecting to another form of transport is a point in the journey that many dread. Multiple changes can push passengers towards driving instead. Smaller stations in particular are seen as short on options for onward transport.
- Some passengers would like more direct routes with less need for multiple changes and would accept slower journey times if necessary.

*"I absolutely dread the journey as it involves me attempting to lug an enormous, heavy case on and off a bus and then three trains, rushing through stations each time in order to make my next connection. I hate it - and it's a real shame as it means I dread the journey back home to see my family! This could be made a million times easier by creating more direct routes with less connections." (Leisure, Nottingham, 41-50)*

*"In large stations it is easy to get off the train and go to where you need to get a bus or to find a taxi. But it is not easy to park your car close by and costs a fortune if and when you do find somewhere. At small stations there usually isn't very good public transport links in my experience and you have to walk some distance. At these stations it is often easy to park your car as there are normally large car parks but at reasonable prices??" (Leisure, Leeds, 18-30)*

*"I think that all options should be available wherever possible as everyone's needs vary. If the options aren't available, people will simply use another form of transport." (Leisure, Glasgow, 51-60)*

# Onward travel needs to be:



Passengers must be confident that onward transport will meet these criteria.

# Making onward travel work

## 1) Joined up



- Synchronised arrival and departures.
- Trains held or tickets re-booked.
- On board door-to-door trip planner.
- One ticket for whole journey.

*“Again, reflecting on my regular visits to Dresden, connectivity to train, tram and taxi is excellent. You buy one ticket that includes the train and tram. What would be helpful is an easy to use planner for the journey at the start of each journey that can be downloaded.” (Business, London, 61-70)*

## 2) Easy to access



- Close proximity (same building).
- Travelators for quick access.
- No need to carry luggage (due to check-in or courier service).
- Lifts and escalators.
- Clear signs/ colour coded routes.

*“Railway stations and other forms of transport have to be connected. Clarity in signs are crucial, most people feel slightly unnerved by unfamiliarity and that can lead to confusion. Travelators within same building, colour coded routes would help.” (Business, London, 61-70)*

## 3) Easy to use



- Clear timetables, proactive messages.
- Information on electronic screens.
- Phone messages?
- Payment options (cash and card).

*“It would help if there was a bus timetable (updating live) showing when the next bus is due and where it is going so that you have choice depending on how far the journey is and the cost of onward travel. I always get the tube for onward travel in London as the buses are always complicated and you cannot pay on the bus.” (Leisure, Birmingham, 51-60)*

# Making onward travel work

## 4) Reliable



- Enough buses and taxis to meet demand.
- Frequent services.
- Limited waiting required.
- For all destinations (including rural).

*“I have found connections to smaller cities to be not as good or reliable but costing just as much or more. If they want more people to use public transport then giving consideration to the frequency of bus services, availability of bicycles, bicycle parking, should be reviewed and increased.”*  
(Business, Birmingham, 31-40)

## 5) Safe



- Access and waiting areas to be well-lit, sheltered from the elements, well-populated and CCTV monitored.
- No roads to cross to get connection.

*“Safety is a big concern for me and where possible connections within the train station, where there’s CCTV, light and people around, are better. At night, I’m much more likely to jump into a taxi if there are not good connections.”*  
(Leisure, Nottingham, 31-40)

## 6) Value for money



- Reasonable prices.
- Price included in rail ticket.
- Free transfer (e.g. shuttle buses) to onward connection.

*“In most cases if the journey isn’t free or included in my bus pass I will usually walk unless it’s late at night. I don’t think station buses need to be free but they should offer value for money. You pay the same price for a single ticket for about 20 stops as you would for 3 stops across town.”*  
(Leisure, Nottingham, 31-40)

# Having a variety of options is key

## METRO/ TRAMS



- Easy access without congestion.

## TAXIS



- Bookable whilst on board and in station.
- Cab-sharing app to cut cost.
- Wheelchair access.

## HIRE CARS



- Short & long hire.
- Station or other drop off location.
- “Zip Car” business model.

## BUSES



- Cheap or free, included in ticket.
- Reliable services.
- Clear timetables.

## BICYCLES



- Secure, covered storage.
- Ability to take on trains.
- Bike hire like Boris Bikes.

## PARKING/ DROP OFF



- Cheap/ free/ included in ticket.
- High availability.
- Drop off ‘zones’.

Providing these options could encourage passengers to swap their car for the train

# Passengers want flexibility

- Providing a range of facilities will allow passengers to choose the option that best suits their needs for each journey. There are many factors that influence choice.



## Reason for transport choice

- Cost of different options.
- Time and complexity of options.
- Amount of time available, such as when running late.
- Reason for journey (business versus leisure).
- Amount of luggage transported.
- Size of party (alone, with children, friends, colleagues).
- Weather and season.
- Time of travel, especially if late at night.

*“Walk, bus or taxi depending on how big my luggage is and how long I have to catch the train and if the cost is worth the journey.”  
(Leisure, Nottingham, 31-40)*

*“For work, I’ll definitely be requiring cycle storage or some effective way of storing the bike on the train. If it’s a family day, it would be really helpful to have plenty of car parking, free if using the train.”  
(Commuting, Birmingham, 31-40)*

*“Flexibility is key. If I am on business and a tight schedule I may take a taxi so I need good ranking facilities, covered to cater for those inclement times.” (Business, Birmingham, 51-60)*

# Task:

- Please tell us about a time when you arrived at a station or airport and the distance you had to travel to your onward connection (car, bus, train, tube, taxi) felt too long.
- How long did the journey to your connection take (approximately) in minutes?
- Please explain why you think the distance was too far and any other factors that made the journey potentially difficult, for example carrying luggage, lifts, escalators?

Task 34, posted 30/01/2015

# Notoriously difficult connections

- Airport connections were most named by passengers as too being long and difficult along with changing tubes/lines on the London Underground.

## Heathrow tube station - Airport

- Too far to travel between tube station and departures.
- Not enough lifts - stairs or escalators only.
- Bags get caught in gates exiting and entering tube.

## London Kings Cross – St Pancras

- Too far from King's Cross tube to top level of St. Pancras.
- Most direct route not always signposted.



## Paris de Gaulle

- Too far to travel between departure gates.
- No step-free access down to Metro system.



## Birmingham Snow Hill – New Street

- No direct route linking the two stations.
- Poor signage or a lack of signposting.
- Congested due to number of passengers..

*"Travelling to Birmingham Snow Hill then walking ten minutes to get to New Street for connecting services. Due to current tram and station redevelopments around Birmingham it feels more congested." (Commuter, Nottingham, 18-30)*

# 10 minutes is acceptable

- Acceptable connection length varied by transport mode. Passengers accepted longer distances at airports but were critical of times over 10 minutes for short journeys, such as by tube. Passengers expect HS2 connections to be within 10 minutes.
- In addition to distance, the following factors make awkward connections:
  - Negotiating ticket barriers with luggage, especially on the tube.
  - Absence of step-free travel so having to climb stairs with luggage.
  - Taking a bus or shuttle service between terminals.
  - Poor signposting to onward connections such as when getting to taxi ranks.
  - When the time a connection takes is not communicated in advance.

*"I always worry when planning a journey when there is a connection with only 15 minutes difference between arriving and departing at the connecting station."  
(Business, Birmingham, 18-30)*

*"Getting on the underground in Glasgow can also be a pain with luggage because of the barriers at both the subway and Central Station. The barriers really hold up passengers having to keep their cards on the machine to get through."  
(Commuter, Glasgow, 41-50)*

*"It was miles between gates - a good 25 minute walk and NO travelators."  
(Business, London, 51-60)*