HS2 Online Community

Bimonthly meeting

12th October 2015

Agenda

14.00 – 15.00	Panel update - response rates and presentation of results
15.00 – 15.30	Future panel activity for next 2 months
15.30 – 16.30	Workshop planning – logistics and activities
16:30 – 16:45	Publication for 2015/16
16.45 – 17.00	A.O.B.

transport**focus**

Panel update
Presentation of results and response rates

Statistics on panel usage

Across the 8 tasks covering July and August, response rates have mainly been above 80%

Task	Date started	Task type	Response
Luggage Check-in	Fri 3rd Jul	Discussion	95%
Station Design	Fri 10th Jul	Discussion	92%
Toilet Design	Fri 17th Jul	Discussion	87%
Meeting your needs	Fri 24th Jul	Blog	79%
Needs of older passengers	Fri 31st Jul	Discussion	81%
Control centre design	Fri 7th Aug	Discussion	76%
Departure Boards	Fri 14th Aug	Discussion	86%
Help throughout the journey	Fri 21st Aug	Discussion	86%

Three respondents have dropped out since the May workshop. We intend to replace them before the November workshop

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Top Contributors

Across the last 8 tasks, our top panellist who contributed the most to the panel was:

James
44 posts
0 comments
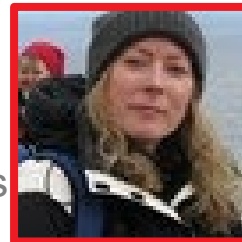
Following this, the most active contributors are:

Anne
42 posts
1 comment

Susan
43 posts
0 comments

Karin
23 posts
4 comments

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Discussion: Task 50

In previous tasks, you've talked about the importance of luggage storage on trains and have suggested that you'd like there to be an option of 'checking in' luggage (like on planes)

We'd like to understand a bit more about how you think this could be organised on board HS2:

Would you, personally, use a luggage check-in system? On which types of journey would you use it?

How would it work – for example, how/where would you check in/ retrieve your luggage?

Would you expect there to be airport-like security with check in bags?

If airport-like security checks were conducted, it might take a while to check in your luggage. If this were the case, would you still want to use a check-in system - or not?

How early would you be prepared to arrive before your journey, to check your luggage in?

Task 50, posted 03/07/2015

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The concept of luggage check-in divided the panel into two groups

Those in favour thought this was a fantastic idea as it would help towards reducing some of the stress that comes with travelling.

"I would definitely use this. I think that it would be too cumbersome to sort out children and bags and would prefer it if someone else could" (Commuter, Birmingham, 31-40)

Those against luggage check-in thought it went against the whole ethos of train travel as a quick, hassle-free form of travel.

"I feel a check in luggage system would take away the ease of getting the train and the ability to arrive a few minutes before" (Car driver, Leeds, 31-40)

- However, some of those opposed to luggage check-in did say that they could see the use for *certain journeys* e.g. holidays

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Those in favour of a luggage check-in system think it would greatly improve train travel

Panellists came up with multiple reasons as to why luggage check-in would be a huge benefit to train travel

TOP QUOTE!

- It would help those who struggle to lift their luggage onto trains and into luggage space

  "I would use it on long journeys as I'm 5 ft 2 and have stick like arms so find it a bit difficult getting massive bags onto the train."
 *(Commuter, Sheffield, 18-30)*

  "As I'm sure that everyone on the whole of Planet Earth - and possibly beyond - must know by now, this would be an absolute godsend for me! So yes, yes, yes, I would absolutely use a luggage check-in system!"
  (Leisure, Nottingham, 41-50)

- It would be one less thing to think about when making a journey

  "its one less thing to think about, knowing your luggage is stored, hopefully safely, on board for you!"
  (Commuter, Sheffield, 18-30)

- It would help those travelling with children and luggage during the boarding process and on board.

  "I would be happy to use the luggage check in purely due to the amount of luggage that you need when you have a young family"
  (Leisure, Newcastle, 18-30)

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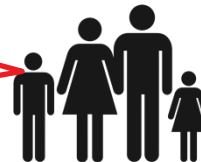
Those opposed to the idea think that it would slow the whole process of train travel down

- It would take too much time

  > "I personally would not use a luggage check in on the train. The best bit about train travel is arriving five minutes before you get on the train" (leisure, Leeds, 31-40)

- Against the ethos of 'high speed' train travel – especially HS2

- Experience with airports has shown how luggage check-in can add stress

  > "That defeats the whole reason why I use the train, for me travelling by plane is very stressful and a big part of it is baggage check in." (Commuter, Sheffield, 18-30)

- Can't just pick up luggage and run off to destination/connecting journey

TOP QUOTE!

> " I would not use a luggage check-in system. It seems an idea which is totally at odds with the ethos of HS2. What is the point of designing and building a rail system which is mainly being sold on the idea of speed and reduced journey times, and then slowing the system down by adding time-consuming luggage check-in" (Business, Birmingham, 51-60)

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There are a number of ways luggage check-in could work

- Drop off at convenient locations nearer home, like shops
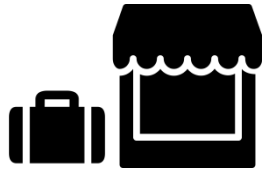
> *"if I could check in my luggage in advance at a location nearer to my home, which would save me having to drag it onto the bus ride to the train station. I rather like Lowegill's idea of a local shop or post office." (Leisure, Nottingham, 41-50)*

- An x-ray system as passengers arrive on the platform.
  - Luggage would then go onto a separate carriage in containers for each stop.

- Check in counters similar to those at airports with retrieval areas that are securely controlled.

Alternatively....

- Safe storage on board rather than luggage check-in
  - With a personalised code on your ticket to lock/ unlock your storage

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The prospect of having an airport style security system divided the panel

Security ✓ ✗

On one side, people thought it would be a necessary requirement in this day and age with security threats

On the other side, people didn't understand why it should be necessary if people can take luggage onto trains now without it

Early arrival

Most people said that they would be willing to arrive 30 minutes early to check their luggage in.

- If there was comfortable seating and enough facilities within the station, then waiting the extra time for this was not seen as an issue

"Having to wait a bit longer for my luggage to be security checked would not put me off using a check in service. The extra time would be outweighed by the sheer convenience, relief and increased comfort of not having to drag my luggage on 3 or 4 different trains in order to reach my eventual destination."
(Leisure, Nottingham, 41-50)

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Despite the opposing ideas about luggage check-in, it was collectively agreed that if a luggage system was put in place, it <u>must</u> be optional

transport**focus**

Discussion: Task 51

You may have heard in the news over the last year that the Gare du Nord in Paris is being completely redeveloped. As well as new station technology, increased space and aesthetic improvements, the station is due to include facilities for both passengers and non-passengers. Imagining you had a blank canvas to create a brand new train station, what do you think would make a great looking station?
-What features would be needed to make it great - and great looking?
-What colours would be used within the station?
-How could the station layout be designed to help create a seamless journey?
-What should be avoided to make it more user-friendly?
-Are there facilities that you haven't seen in stations you have used that you think would improve user experience?
-How could the needs of non-passengers be incorporated into the station?
If possible, it would be great if you could include any examples of stations, airports, offices, leisure centres or other buildings you have visited that you think are particularly impressive. What was it about it that made it stand out? What could HS2 take from this when thinking about station design?
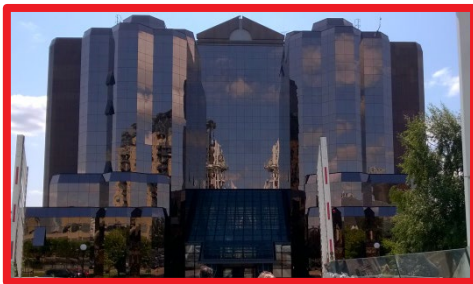Try and be as creative as possible in thinking about how the station would look. Feel free to include pictures, drawings, photos or anything else you think would help us understand your vision.

Task 51, posted 10/07/2015

transportfocus

The panel came up with some really artistic ideas about how they would create the ideal HS2 train station

There was one overriding theme to their answers…

…The design of an ideal HS2 station should have areas that replicate nature to help promote a relaxing, calm environment

"I like the idea of an indoor garden, as mentioned, I love the Madrid station as I think it conveys calmness and tranquillity, which would I feel impact on my mood and experience at the station"
(Leisure, Liverpool, 31-40)

Example of a building design sent from the panel

The design of the station should set the mood for the rest of the journey

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Old vs New

There were two main ideas for creating a station with a timeless design:

1. **Old on the outside – modern in the inside**
   - Incorporating or renovating old buildings is a great way of preserving history
   - Stations such as St Pancras and Nottingham are good examples of this
2. **Modern on the outside – modern in the inside**
   - Architectural capabilities now mean buildings with creative design can be created, and with the right minds, stand the test of time

...Either way, the design should promote flow through...

Escalators
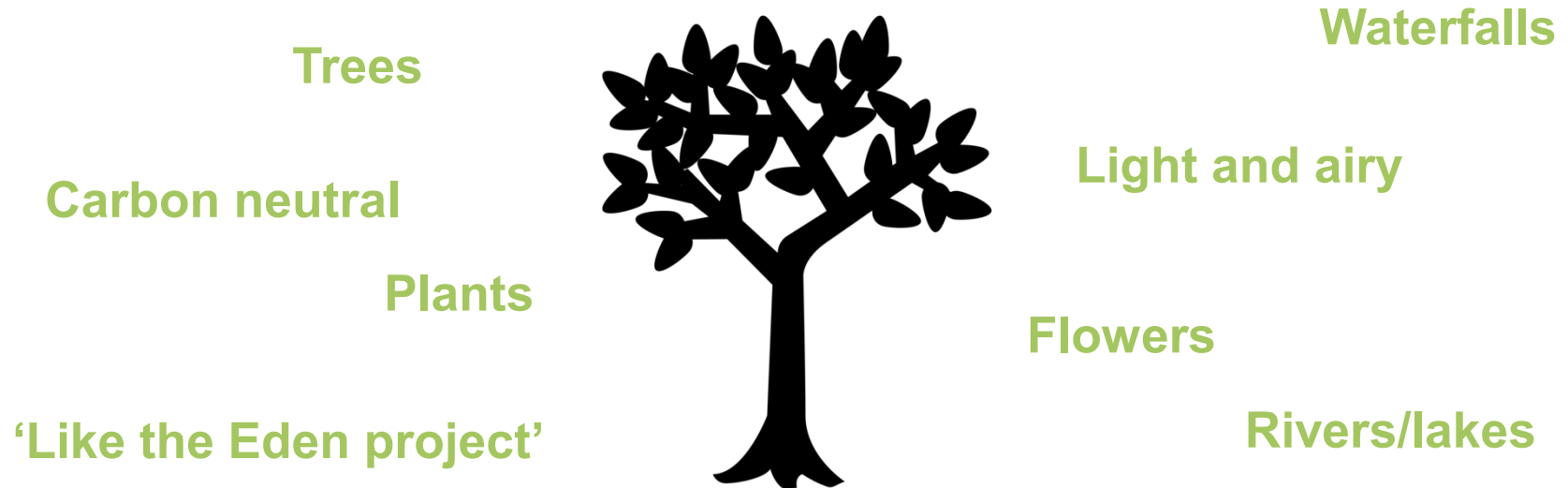Travellators
Smart cards
Logical layout
Separated arriving and departing areas

"everyone is crammed into a single concourse waiting on their train staring at a board. Then when the platform is announced everyone runs as if the world is over" (Business, manchester,18-30)

transportfocus

Avoid: Single departure boards on the concourse to stop people congregating!

The panel <u>love</u> the idea of the station having green areas that mimic nature in order to promote a calm and relaxing environment

Trees

Waterfalls

Carbon neutral

Light and airy

Plants

Flowers

'Like the Eden project'

Rivers/lakes

Panellists like the idea of having green areas inside and outside of the station.

- Outside – for views to look out on, and also to help blend in with the surrounding environment
- Inside – to help create relaxing spaces that passengers and non-passengers would visit.

"I picture this meaning lots of glass to let in natural light and have a view of the surroundings."
(Business, manchester, 18-30)

transport**focus**

The station should be decorated using natural colours

There was a strong consensus that natural colours should be used throughout the station
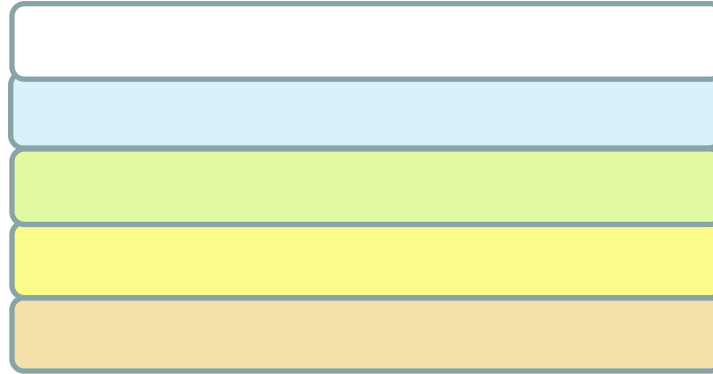
- White, light blues, greens, yellows and beige were highlighted as colours that would promote a pleasant atmosphere for passengers to use and visit
    - This was thought to fit in well with the theme of nature.
    - The HS2 brand should also be clear throughout!

However splashes of colour should be used for key areas such as help points!

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The needs of both passengers and non-passengers should also be catered for

The station should be a destination in itself!

Shops

Supermarket collection points

Banks

Post offices

Museum of local area

Gym

Pet care

Doctors

Hairdressers

Museum in Edinburgh Waverley Station

The local community should be included within design of the station through:
- Having shops selling local produce
- installing information pods/a museum of the local area
- building green areas for people to come to and relax.

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In summary a HS2 station should be...

- Beautiful but practical. It must cover the fundamentals – accessible, clear signage, intuitive layout, comfortable, not crowded…

- A destination in it's own right

- Recognisable as being part of the HS2 brand

- Able to blend in with and recognise the local community

- Setting the mood for the journey

- Timeless

- Accessible through links to other transport

- Spacious

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Discussion: Task 54

This week we would like you to think about how well it caters to the needs of a specific group; older passengers i.e. 65+
-How well do you think the current rail network meets the needs of older passengers? In what ways are they met / not met?
-Please think about both older passengers who do have mobility difficulties and those who do not?
-What could HS2 learn from this to meet their needs to a better standard?
Whilst answering this question, please think about yourself (if you are 65+) or alternatively, ask friends and family who are in this age bracket.
If you see any interesting examples of how the needs of older passengers have/haven't been catered for within transport/buildings/public spaces, please feel free to take a photo! Would be great to see some examples!

Task 54, posted 31/07/2015

transportfocus

The current rail network is considered largely not to meet the needs of older passengers

Whilst it was acknowledged that a lot of improvement has happened over time, it was agreed that the rail network still does not sufficiently meet the needs of older passengers (65+)
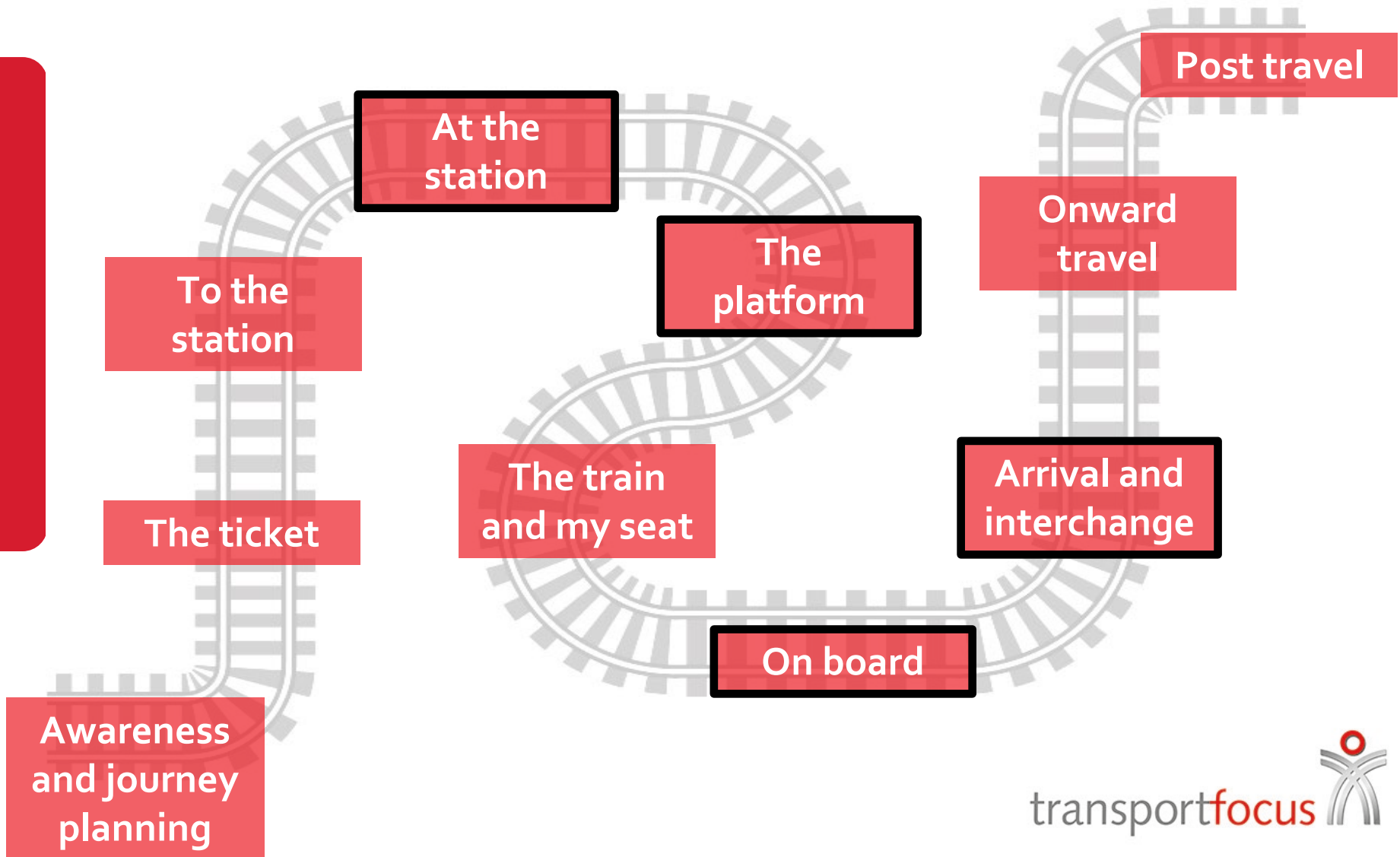
From their own experiences, and the experiences of friends/family, the main areas that were identified as danger areas were:

- Signs
- Staff
- Accessibility
- Announcements
- Seating comfort

"Television is telling us all the time that the over 65s are the fastest growing demographic age group in the UK, so it stands to reason that it would be a good idea to improve the standard of the service being offered"
(Leisure, Manchester, 61-70)

transport**focus**

Stages of the journey where older passengers needs are not being met were identified

Post travel

At the station

The platform

Onward travel

To the station

The train and my seat

Arrival and interchange

The ticket

On board

Awareness and journey planning

transport**focus**

The station was identified as a key stage where older passenger needs are not met

At the station

Technology in the station needs to be more user friendly

Information boards can be difficult to see for those with poor eyesight

There's not enough visible staffing

Turnstiles for toilets are a hazard for older passengers

Travellators would help older passengers with luggage

Wearable tickets would be more user friendly to avoid dropping or losing paper ones

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Boarding and alighting the train were highlighted as key danger points

Platform steps are hazardous

Announcements are not clear enough for those hard of hearing

The platform

Staff on the platform should be looking out for those who may need help

Arrival and interchange

The platform gap is dangerous to cross

Platforms are busy, crowded places that can be unsafe for vulnerable passengers

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Many suggested that improvements could be made for older passengers on board

Seating needs to be sufficient. Elderly passengers cannot be expected to stand

There are not enough visible staff on the train to help stow away luggage

Vulnerable passengers are not able to easily call for assistance on board

Leg space is not sufficient, especially for those with joint problems

Aisles are too narrow for some elderly people to navigate

On board

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The main factor that was seen as the most fundamental area in need of improvement was visible and helpful staffing

- Some elderly passengers have had to request assistance around 7 days in advance. Even then, it did not always materialise.

- Many suggested a 'Travel Buddy' system
  - This could be either openly available or pre booked

- Assistance MUST be available for the entire journey
  - arriving at the station, boarding the train, stowing luggage, alighting the train and helping organise onwards travel.

- Regardless of how this would be organised, staff must be helpful, kind and most importantly respectful.

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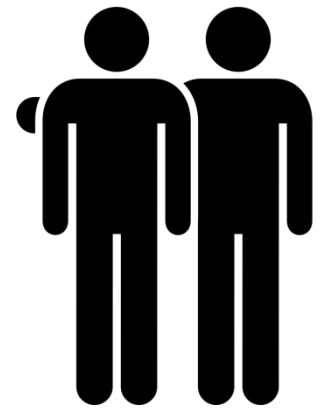
In order to provide a better, more suitable service for older passengers, HS2 should…

- Take into account the varying needs older passengers may have – hearing, sight, mobility…

- Help vulnerable passengers whilst respecting their needs for independence

- Provide step-free access at all stages of the journey

- Build aisles within the trains that have passing spaces to avoid congestion and collision

- Provide separate 'older friendly' carriages that are quieter, mobility friendly and assisted.

- Airport assistance is a great model for catering to older passengers – An extremely personal, catered service from beginning to end

"I think it's vital that any service for the elderly avoids being patronising and honours their independence. One size doesn't fit all and an individually tailored buddying service would most certainly have saved my poor mum and the rest of us a lot of worry and stress."
(Business, London, 51-60)

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Discussion: Task 56

Many of you have spoken in the past about bottlenecking and crowding within train stations. This week we would like you to think about one aspect of this.

Train stations such as Euston and Kings Cross have large departure boards in the concourse that passengers congregate around, often leading to congestion. If HS2 did not have one large central departure board, how would this make you feel?

What would they need to put in place instead, to make sure you could still find the information that you need?

Please think about how information is conveyed when you're using other forms of transport.

Feel free to include pictures, drawings, photos or anything else you think would help us understand your thoughts.

Task 56, posted 14/08/2015

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Whilst removing a main departure board was generally thought to reduce station congestion, there was concern that taking it away would be confusing and unnatural

• Some thought that it was an intuitive part of travel to enter a station and head for a main departure board.

•However others felt that it would be more useful to have multiple areas where this information could be held to reduced crowding and sudden rushes of people

•There were multiple ideas of where and how this information could be presented

> *"most people look for a central hub where they can find out information. It would be the first thing I look for when I arrive at a station. It might cause more issues if this wasn't there or obvious."*
> *(Business, 31-40)*

> *"More often than not you find yourself having to battle through the masses that have congregated …But the fun really begins when a platform number is announced as then it just becomes a survival of the fittest!"*
> *(Business, Birmingham, 31-40)*

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Those who were in favour of keeping a single departure board felt that it would take a lot of time before it would begin to feel natural not looking for a central hub

• Many felt that an instinctive part of travelling by train is to look for a central information place and by removing it, more chaos could be created.

   •People may not know where to look for information
   •Crowds would start forming around areas where staff are

•However, some did think that whilst it would be better to keep a central departure board; there are benefits of putting up multiple smaller information points.

Example of central departure boards sent from the panel
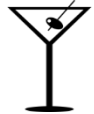

PLATFORM 1

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These multiple departure boards/information hubs could help passengers utilise other station facilities

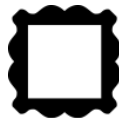Information boards could be spread around the station

- Shops

- Restaurants

- Toilets

- Walls

- Cafes

> *"I also think that smart voice activated devices installed throughout the station, whether it be outside the toilets, sandwich shops, waiting rooms etc....could be utilised where you would simply state your destination and you would be told details of the next train , platform, delays etc.."*
> *(Business, Birmingham, 31-40)*

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Some systems have managed to create a flowing structure without a central board

- Airport departure boards

> *"I like the airport style signage as they tend to have viewing points at a variety of different areas of the departure lounge. That way, you don't get that hideous' banking up' that you get at train stations."*
> *(Business, London, 51-60)*

- Train Station – miniature boards

> *"   I have many a time stepped out of the station just to grab a coffee at one of the shops just outside the main entrance. Whilst in there I have been able to relax, enjoy a cuppa as well as keep an eye on the departure board as they have a series of screens "*
> *(Business, Birmingham, 31-40)*

- Platform markings in other countries

> *" I think there needs to be more information and organisation of platforms…to ensure that there's a good flow of people. In Germany you know that if you wait at say platform 5.J your seat will be in the carriage (or near)where you board"*
> *(Leisure, Nottingham, 31-40)*

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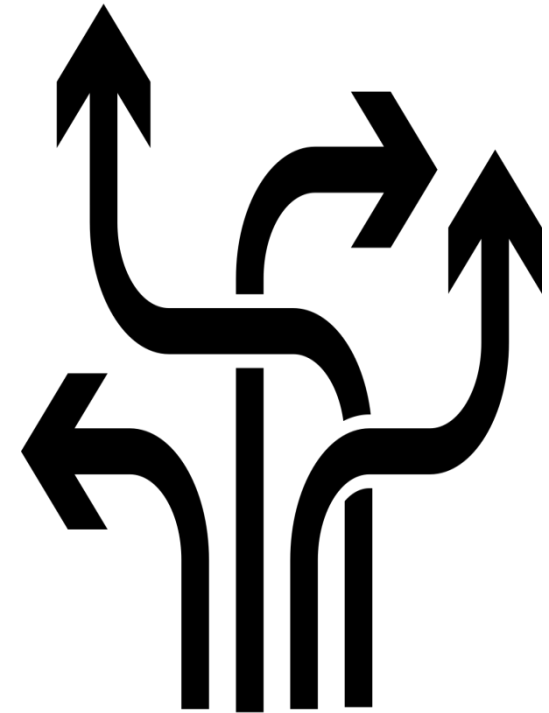
The panel were very creative in how they envisaged a new information system to be

• As well as information boards in Shops, Restaurants, Toilets, Walls and Cafes, there could be….

- An app with departure information
    - *It was however recognized that this kind of technology may not be suitable for all e.g. those less tech-savvy*

- Touch screens around the station to find information for your journey

- A text messaging service with the passengers journey details

- Braille and audio facilities for those with site/hearing difficulties

- Tickets with departure information on them

- A check in service that would tell the passenger everything they need to know

And even more imaginatively …

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…There could also be

- Holograms of people that could direct passengers

- 2d projections (similar to those in Kings Cross)

- Information projections onto walls and floors

- Voice activated information screens that give details of requested journeys

Alongside all of these ideas, the station MUST have helpful staff who could advise passengers should they not be able to find the information they need

transport**focus**
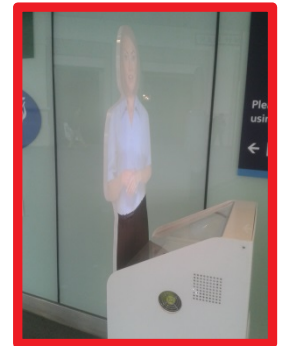
Summary of the panel's 'technology vision'

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The panel expect technology to be there at all stages of the passenger journey

- Booking tickets (online and via an app)

- an app that assists them throughout the journey (planning the journey, finding the seat, organising onwards travel..)

- interactive screens on the back of seats

- ordering food online before a journey

- tickets on phone/NFC.

The panel feel that almost the entire journey could be organised via different forms of technology. **HOWEVER** staff <u>do</u> need to be present for reassurance. There is recognition that whilst technology is a great help to many within different aspects of life, some people are not comfortable using technology.

The HS2 app:

The HS2 app should be a **<u>one stop shop</u>** for the whole journey, beginning to end:
Planning route, checking travel news, purchasing tickets, updating calendar, sending details to friends & colleagues and organising other related bookings for the trip; restaurants, hotels, shopping...

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Activity for next quarter

Strategic theme: Ticketing (4 weeks)

- **QUESTION 1: Ticketing approach**
  - Panellists to look at ticketing options from train and other transport modes
  - What ticket structure would they like HS2 to have
  - What do they find confusing/easy?

- **QUESTION 2: Standard ticket**
  - Is there such a thing as a 'standard ticket'?
  - How many price options would there be?
  - Should ticket prices be affected by rolling stock used?
  - What 'add-ons' could there be?

- **QUESTION 3: Basic tickets**
  - If there were a more basic ticket, what would be included in this ticket?
  - Would the price be dramatically different to a standard ticket?
  - What time of day would this option be available?

- **QUESTION 4: HS2 Railcard**
  - Should HS2 have some sort of railcard?
  - Who would be eligible for it?
  - What other forms of reduced price travel options are available?
  - What's good/bad about the options that exist now?

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Smaller themes: Staff and Values 2 weeks

- **QUESTION 1: HS2 staff structure**

  - What type of 'culture' and 'structure' there would be in HS2
  - Would HS2 have a number of very clearly defined layers of decision making? Or should it be more collaborative/ open?

- **QUESTION 2: HS2 recruitment**

  - What would the job description for HS2 staff be like?
  - Would contractors or companies that work for HS2 need to adopt the same values/culture as front line staff?

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Other potential questions (approved)

RAIL TRACKS

- What is the panel's awareness of the HS2 services running over Network Rail's tracks?

PASSENGER PERSONAS

- Can the panel identify which of HS2's 'passenger personas' they fit into? Would they change/ add to the descriptions of their profile?

INCLUSIVITY

- How do we make HS2 inclusive without perpetuating the current ways of doing things?

INTEROPERABILITY

- What do you know about/think of interoperability?

SAFETY

- What makes you (or would make you) feel safe, throughout the different stages of the passenger journey?

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Other potential questions (approved)

GREAT JOURNEYS
- How could a HS2 journey compare to your best journey?

CUSTOMER FEEDBACK
- How would you like to give customer feedback?

VIEW COMING OUT OF THE TUNNEL
- HS2 to obtain examples of potential views on coming out of the tunnel

HOT FOOD
- How could hot food be arranged if services are not available on trains

GOOD REFRESHMENTS
- What does 'good refreshments' mean? Twining's tea or just nice quality/tasting?

DATA SECURITY
- If HS2 are keeping data / preferences; would you have any data security concerns?

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Other potential questions (approved)

PLATFORM DOORS
- Full height vs. half height (full height Jubilee, half height 3-4 feet)
- What else could the doors be used for (advertising, electronic navigation)

COMFORT OF SEAT *(From lunch and learn session)*
- Would it be important to control the temperature on-board?

PASSENGER ANNOUNCEMENTS *(From lunch and learn session)*
- What should be communicated, how often (train vs. station), how long should they be? Etc.

LOYALTY *(From lunch and learn session)*
- What does this look like? Will there be a 'different' type of loyalty reward for regular and infrequent passengers?

LOST PROPERTY *(From lunch and learn session)*
- How should they deal with it? Would you want a barcode for all items?

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Workshop planning
Logistics and activities

Any other business?

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HS2 Online Community

Bimonthly meeting

12th October 2015

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