

Discussion: Task 78 – HS2 Car parking facilities

Three of the main HS2 stations, Birmingham Interchange, East Midlands Hub and Sheffield Meadowhall are placed outside of city centres. While these stations will be well connected with other public transport systems, many passengers may choose to drive to these stations. Car parking facilities, especially at these stations, will therefore need to be high capacity and easy to use. They would need to be designed so that it is a seamless flow from the car park to platform.

In your experience of using car parks at airports, train stations or more generally, what is good and bad car park design?

What systems do you think could be designed to help manage the flow of cars and passengers from the car park to the platform? Happy for you to be as imaginative as possible!

Task 78 , posted 04/03/2016

For some passengers, using the car park is the first and last thing they do when undertaking a train journey. It is therefore vital that this feature of stations is well managed

Car parks should promote **flow and efficiency**. One factor of parking that creates stress is the **unpredictable** time that it can take.

Whilst there are many things that can be done to create a modern and efficient parking system, the panel are aware that this will inevitably result in an increase in **cost to the customer**.

If the cost for parking is high then it may defeat the object of encouraging people to commute via train. There is a battle between convenience and price. What is convenient for time is not always as appealing in price.

"In my opinion parking is often the first and last interaction we have with a place, space or building and either a good or bad experience can colour our overall experience. Overall, the design of the HS2 car park must be to make using the car park as stress-free as possible and avoid any impact on passenger arrival/departure pressure (Business, Birmingham, 31-40)"





Good examples



Clear where spaces are free

"Westfield Shopping Centre in London operate over head green and red lights to indicate if the space is available or not, I think if we had allocated spaces then we'd need to follow some sort of lighting system to ensure we reach it"

(Leisure, London, 41-50)

Clear instructions

"Recently I booked meet and greet at Gatwick airport. Easy to book on line. Followed by ample information on how to get there, what will happen on arrival and what happens on return. This was good to know to ease the stress of parking etc. On arrival, easy entrance/directions, met by someone who told me exactly where to park, where to drop the key, where to collect them etc. I was told where the car will be taken for storage, some 2 miles away rather than 30 miles away that you sometimes hear of"

(Business, Nottingham, 61-70)

Great service

"If you park via text in Nottingham City centre using 'ringgo' then it texts you prior to your parking running out to remind you and also allows you to purchase further time via text rather than having to return to your car."

(Leisure, Nottingham, 31-40)

Quick and efficient parking system

"Perhaps taking the model of airport hire car parking. If these are located close to the terminal which we found particularly easy in Burlington, Vermont USA, You drop the car off at an assigned point then drop the keys at the office. Job Done! It took about 5 minutes from parking up to arriving at check in for our flight- seamless! All admin is done on line and we found it absolutely brilliant. "

(Business, London, 51-60)

Easy, stress-free and affordable

"We have also used the facility of valet parking, being met at the terminal by a representative and car taken away and returned. That was by far the easiest and less stressful option so if it could be competitively priced, that would be a good way forward."

(Business, London, 51-60)



Bad examples



Poorly designed

"Poor marking of spaces and direction (e.g. if there is a one way system), ramps that people creep up and stay on rather than going up a level, barriers that people scrape their cars on the walls of the ramps, no one on the other end of the intercom when the payment machine fails"
(Business, Leicester, 31-40)

Congestion

"a very bad example of parking facilities had to be Wolverhampton train station. The short stay parking is right in front of the entrance to the station (very small overcrowded) and this has only 10 or so car park slots. As you can imagine at rush time when people are getting picked up/ dropped off there is always congestion and a lot of beeping cars who never give way to anyone because of the tight space"
(Commuter, London, 18-30)

Unpredictable

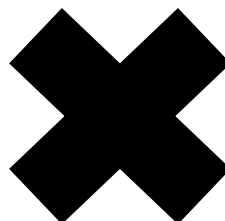
"no bussing from car park to station, that is one of the worst aspects of airport car parks. It makes timings very unpredictable, which is completely inappropriate for HS2"
(Business, Leeds, 61-70)

Not disability friendly

"Inadequately sized lifts are another frequent problem, being inadequately deep for my elevating leg-rest (meaning I have to drop it, and try to bend my knee to fit in, resulting in severe pain), let alone with room for another passenger, and controls which are not reachable once you're actually in the lift."
(Leisure, Glasgow, 51-60)

General car park annoyances:

- Steep inclines (difficult to drive up especially in traffic)
- Small spaces (difficult to park larger vehicles)
- Big pillars (easy to damage the car)



The panel identified several key features deemed necessary

- Clear signage (exits, station entrance)
- Plenty of spaces
- One way system to promote flow
- Wide spaces
- Step-free
- Disabled spaces close to lifts
- Easy to find spaces (e.g. spaces marked with a code which identifies the location, floor or area)
- Clearly marked walk ways
- Separate taxi area



• Baggage drop off

• Sheltered/covered way of getting from car park to platform

• Easy to find luggage trolleys / electric buggies

• Safe – CCTV, well lit, parking attendants



Price:

• Many hoped that car parking would be free or included within the price of the ticket.

• If parking were to be an additional price, they wanted to be assured that paying would be easy including having plenty of ticket machines.

*"I would then have a lift system that takes HS2 passengers up to the top floor which would then connect them to a small **mono-rail** which would stop at the HS2 hub, to be greeted by HS2 staff, check in, have refreshments etc.....and the platform would be accessible a short distance away from the HS2 Hub."*
(Business, Birmingham, 31-40)

*"Perhaps individual parking **spaces could be allocated** at the time of booking, saving the headache (especially when short of time) of driving around looking for an empty space."*
(Business, Leeds, 61-70)

*"For HS2 stations I don't see why car parks cannot be **immediately below the platforms** and concourse allowing for immediate access from numerous levels underground. Given the design opportunity it would make sense for access to be direct to the platform."*
(Business, Birmingham, 51-60)

The Panel's Ideas



*"Some people aren't too good at manoeuvring their vehicles so perhaps an **automated system** where you drive to a platform and then it places you in a spot would save a lots of stress"*
(Leisure, Nottingham, 31-40)

*"**Designated areas for particular journeys** perhaps, not sure how this would work but parking organised so those who will return first will be able to leave quickly."*
(Business, Leicester, 31-40)

*"I quite like the idea of an optional bridge or **covered walkway from the car park directly to the relevant platform**, one with a ticket reader and an optional exit to the concourse for those who need to buy a ticket, perhaps a traveller system too."*
(Business, Leicester, 31-40)

*"I also think it would make sense to direct cars to free spaces, this would eliminate the typical phenomena of cars crawling around seeking spaces. As a vehicle enters the car park it could be **directed to a free space** that has a red "engaged" sign displayed until the allocated vehicle is near the space, this could be controlled using number plate recognition and CCTV."*
(Business, Birmingham, 51-60)

<https://youtu.be/-2WXzBKAA24>

Summary

Using the HS2 service will be a special experience and unique from all other rail services, leaving the passenger with the desire to experience it again. It is important therefore that every detail is well thought out and designed.

However, whilst the panel want an unforgettable experience, the cost to the consumer must be at the forefront of all decisions made.

Discussion: Task 79 - HS2 Car parking solutions

Thinking about all the suggestions that have been made on car parking solutions, what ideas do you think would be the most suitable?

Some of our ideas are: valet car parking, reserved car parking spaces and autonomous cars, which is currently in use at Heathrow airport

<https://www.youtube.com/watch?v=Byk8LcPovOQ>

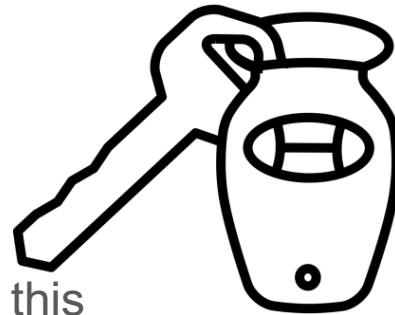
Task 79, posted 11/03/2016

Reserved parking was the most popular idea for how car parks at stations could be managed

Parking at stations was identified as a 'stress-point' in travelling by train. There were many ideas about how station car park's could be organised to reduce this tension. In debating this subject there were a number of elements to trade-off;

- Time, ease, cost, convenience, security

The most popular idea was **reserved parking**. Within this there were different ideas about how this would work. However regardless of what is decided, it must include the key features identified in the first part of this task.



*"I think the most important thing for me about parking is to remove stress and uncertainty."
(Commuter, Manchester, 18-30)*

Whilst reserved parking was identified as the preferred method of organisation, many were keen to highlight that one purpose of HS2 is to decongest the roads. With this in mind, **public transport links should be a priority**.

Reserved parking was seen as quick, easy and efficient

Whilst there was no clear consensus of how this would be managed, many assumed it would involve having a **specific space** that you would be able to find quickly and easily either by **clear signs** within the car park or **via an app**.

This method of parking management was preferred for a number of reasons;

- Guaranteed space
- Passengers don't have to part with their keys (like valet parking)
- Stress-free
- No hunting for spaces

Reserved parking would be **away from the entrance** to the station to avoid creating congestion around this area.

Following reserved parking the next popular ideas were;

1. Automated parking
2. Valet parking

The pods were a popular feature that they felt could be incorporated into any car park system. These would shuttle passengers (and their luggage) to the station from where ever they were in the car park.

*"I think that reserved parking would be great if you could book a parking space when you book your tickets that way you would be guaranteed a parking space."
(Leisure, Birmingham, 51-60)*



There were many great ideas for how parking could be managed, but with these ideas, also came concerns

Reserved

- People may not turn up
- People may take the wrong space

"What happens if it's reserved and the person doesn't turn up? Does that mean no-one can use it?"

(Commuter, Birmingham, 31-40)

Automatic

- This would inevitably come at a high cost
- Is it reliable?

"Any of the above are going to warrant a cost, the automatic option being more expensive than the rest"

(Commuter, Birmingham, 31-40)

Valet

- Who's responsible if the car is damaged?
- Handing over car keys can feel uncomfortable

"I once traded a valet parking ticket for my car key on our first trip out to America at a restaurant, and on reading the fine print on the valet ticket it stated that the business does not assume any responsibility for lost, damaged or stolen items Moreover, we found that the degree of responsibility assumed by any business providing parking services for any lost car or item, varied from one valet service to another."

(Business, Birmingham, 31-40)

“Whenever I think of anything new, I always think of the same questions. Will it add value? What impact will it have on myself and others? What impact would it have on the quality of passenger experience?”

From a very simple perspective, I would like to know as soon as I arrive on site where 'my' parking space actually is and be guided there seamlessly. Depending on the size of the car park, then some form of solution to take me and my family to the station (if far enough away).

My concern with additional things such as valet parking, pods and all other technological advances is there will be a significant cost to this, and this has to be picked up by the customer at some point! If you are trying to raise the profile and use of the service, then it still needs to be affordable!!”

(Leisure, Newcastle, 18-30)

Discussion: Task 80 - Passenger Announcements (Part 2)

A few weeks ago we asked you what kind of messages annoy you. This has already helped us with ongoing work on information and communication. Building on this topic, we would be interested to know all the different kinds of messaging you hear over the course of a week.

Over the next week please record all the different messages you hear about disruption, for example 'delayed due to earlier disruption because of a faulty train in the Clapham junction area'.

Task 80 Posted: 18/03/2016

Passengers report much frustration around the topic of announcements due to both the way in which they are conveyed and the nature of the message

From the types of announcements that were recalled, the key frustrations were;

- Responsibility not taken for disruptions
- Preventable reasons for delays (no driver)
- Repetitive messages
- Unclear instructions of how to continue journey



"There was a platform announcement at Waterloo underground on the Northern Line that was incomprehensible! I had no idea what was being said and that is both annoying and worrying as I am sure it is relevant to my journey(or why announce it) but no idea what the problem is!!! Grrrrr! Clarity has got to be key!"
(Business, London, 51-60)



"The guards tone was critical of the company ...you were left feeling he was distancing himself from the problem with the term "the powers that be", but in reality he was the only person who had the information and details for people as to how they were going to get home and you would hope for something a little more caring "
(Business, Liverpool, 41-50)

A wide range of announcements were recorded over the last week

- Cancellation/delay due to no driver
- Instructions for journey alterations
- Being held at a red signal
- Terminating early due to late running
- Delays due to objects on the line
- Delays due to congestion
- Delays due to vandalised tracks
- Delay due to an ill passenger
- Delay due to too many passengers
- Delay due to broken down train
- Urgent call for security staff – Creates fear!
- Keeping feet off seats
- Cancelled due to earlier fault
- Waiting for a member of staff
- Being held outside the station

It's not just what is being said that can cause frustration, but also what is not being said



"Held up at St Neots due to a track side fire. Announcements were few and far between and travellers were starting to get annoyed due to the lack of information.

Also no information on the delay compensation scheme was announced which means to me the train company was trying to avoid it."

(Commuter, Newcastle, 41-50)

However, not all announcements cause irritation...

<https://londonist.london/2015/01/the-funniest-things-youve-heard-tube-drivers-say>

Humorous train drivers are much appreciated (by most!)

"It really does make a difference to how you feel about the journey I think. More drivers with personalities please!"
(Commuter, London, 18-30)

Some also recalled times in which the information given to them went beyond their expectations and should be used as an example to all

"We were stopped at Carlisle, initially not knowing what was happening, but when the head steward made his announcement after only a few minutes, regarding the line blockages fore and aft due to fallen trees, it was done in a very positive manner, and with some humour. He gave us full details of the problems, explained fully what would be provided for journey continuance, and the whole announcement was given in an animated and reassuring manner, not in the least monotone. Furthermore, he came to speak to me personally, reassuring me that I would be provided with a taxi home, and even brought me a free coffee! As we had to wait on the train for about half an hour until alternative transport arrived, he continued to give updates and weather reports, with ETAs for the alternative transport. I don't know what his name was, but I'd gladly give that man a medal for the positive, friendly and reassuring way he handled the situation."
(Leisure, Glasgow, 51-60)

Panel experiences

"I was on a Grand Central train once where because it had been held up due to something or other the train crew advised that passengers could alight to stretch their legs at an unscheduled stop. After about 15 minutes the train starts to pull away with people still outside of the train without any announcement.

Makes them look stupid and unprofessional."

(Commuter, Newcastle, 41-50)

"The Train Manager was very polite, apologetic and kept us informed! She even informed us about services from Stockport to Macclesfield, (which was our destination), the times they departed and arrived into Macc, and also told us via the PA system how to claim compensation! I was very impressed. I recently received my compensation!"

(Business, Manchester, 51-60)

"I also find announcements commenting about how slow passengers are getting on and off the train etc by whiney staff infuriating as its often poor design / overcrowded trains / useless staff who cause these issues in the first place!"

(Commuter, Manchester, 18-30)

"I do find the announcements almost impossible to understand, its like they are an frequency I don't operate on."

(Business, Leicester, 31-40)

Discussion: Task 81 – Panel Feedback

Before we take a short break on the panel, we'd like to hear your feedback on what you have learnt and what you have enjoyed.

- What are the key things you have learnt from being on the panel?
- What things have you enjoyed?
- What was the highlight?

If you were involved in the next stage of the project, what do you think we should do differently?

Task 81, posted 23/03/2016

The panel were extremely optimistic about their time spent on this project

There was a lot of **positive feedback** regarding how the panellists have felt about contributing to this online community.

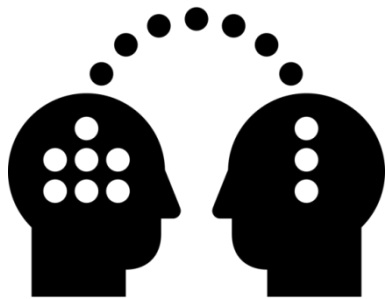
They describe their time on the panel as being a real **eye opener**. They've had fun, learnt a lot and contributed to an **exciting and important project**.

Many reported being very surprised about just how valued they would be. Getting feedback at the workshops on how the panel tasks have been used within HS2 has given them a **great sense of pride** in being involved

"The highlight for me was the London workshop and the passion of the other panellists! Being involved in the visions of the proposed plans, the technology, wildlife concerns, the landscape.. has just been amazing!"

(Business, Manchester, 51-60)





They enjoyed...



Sharing creative and bold ideas

Attending the workshops

The variety of tasks

Being listened to

Sharing personal experiences and opinions

Seeing the progress over the years

Making friends

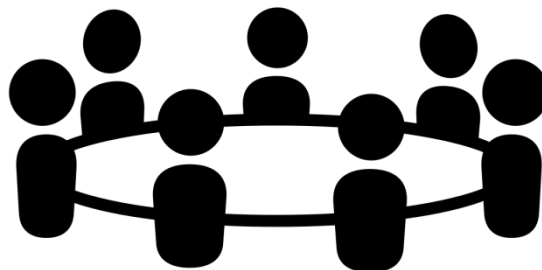
Being involved with such an exciting mission

Hearing from the Professor

Learning from HS2 staff and the other panellists!

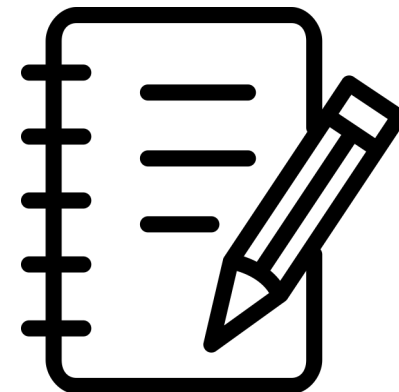
The surgeries at the London workshop

Understanding the complexity of such a project





They would like more...



Workshops

Diary based tasks

Feedback on what happens with panel ideas

Practical tasks

Interaction with HS2 (like the surgeries)



The panellists now see themselves as ambassadors of HS2 and are spreading the word to their friends and family of just how exciting and innovative this new service will be!

The Panel's words

"I have also been amazed and hugely impressed by the knowledge, skills and expertise from the professionals we have encountered."

(Business, London, 51-60)

"I've enjoyed the weekly tasks and sharing opinions, thoughts and ideas with other members of the panel."

(Leisure, Birmingham, 51-60)

"One highlight was travelling to London for the workshop. I really learnt a lot, it was great to see where everyone works from. The best bits were the short insights into the different projects in the afternoon"

(Leisure, Leeds, 31-40)

"I've loved learning about HS2, from the technical and engineering ideas to the social impact, and everything in between. Interacting with all the other panel members, the Illuminas team, and everyone we've encountered within HS2 has been an absolute joy"

(Leisure, Glasgow, 51-60)

"I have really enjoyed this year with HS2, I have found it very interesting and great to be involved with such a massive project."

(Leisure, Leeds, 31-40)

"I have enjoyed the camaraderie and friendships and in getting to know different panel members along the way"
(Business, Birmingham, 31-40)