



HS2 Passenger panel

July Task

11th August, 2016

Agenda

10:30-10:40 - Panel participation

10:40-11:40 - Station Design Document Task

11:40-12:00 - Level Access Lab overview

12:00-12:30 - Next task and AOB

Panel participation and top contributors

Task	Date	Participation
Workshop Feedback	20 th June – 20 th July	97%
Station Design Document	8-29 th July 2016	92%
Ticket Purchasing Concept	12 th Aug – 2 nd Sep	--

Top Contributor:

James Bevis



Closely followed by...

Lexi



Claire G



Nick



Discussion: Station Design Document

HS2 have developed the Station Design Document to be a starting point for all the designers and contractors to refer to.

We would like you to pick two sections of this document and provide your thoughts and feedback on these two sections:

- What do you think about what is written? Do you like it? Does it meet your needs?
- Have HS2 missed anything? Is there anything you would add?
- Did anything in the document surprise you? If so, which parts and why?

Task 83, posted 08/07/2016

HS2 Station Design Document: Design Approach

What is the document about?

The purpose of the document is to offer direction and guidance for designers and contractors who work on the design of stations. Within this, the values of people, place and time that we have seen in the HS2 Design Vision are reflected

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Some sections were removed from the document



Introduction	>	★
HS2 Design Vision	>	★
Integrated design	>	★
Public realm	>	★
Concourse	>	★
Platforms	>	★
Vertical circulation	>	✕
Operations accommodation	>	✕
Common design elements	>	★

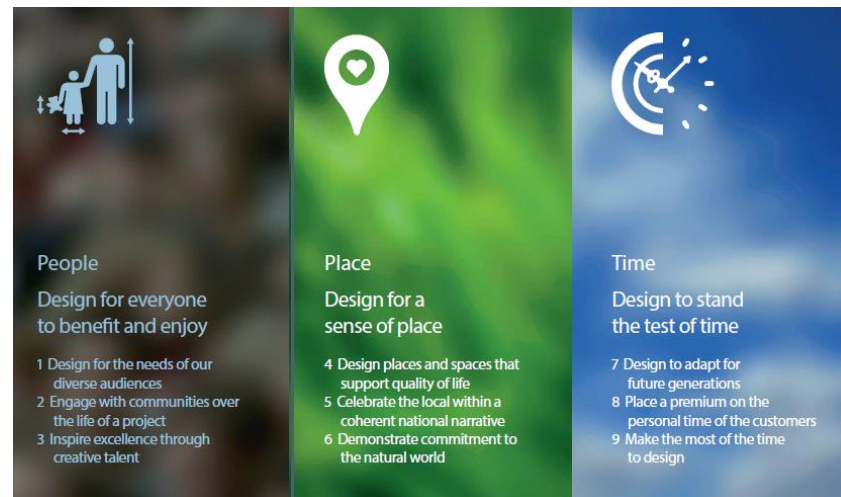
The panel were asked to choose two sections from the document and tell us what they thought of what they read and if they thought anything was missing

HS2 Design Vision

What does this section cover?

This section covers four main areas;

- **Design principles**
 - **People** – accessible, friendly, safe
 - **Place** – integrated, sustainable
 - **Time** – maintainable, functional, value for money
- **People centred design**
 - Quality of experience
 - Inclusive design
 - Flexible design
- **Contextual design response**
 - Unique design to reflect local area
 - Integration with local public transport
- **Timeless design**
 - Standing the test of time
 - Ability to adapt to future needs
 - Efficient and intuitive layout
 - Adapting to the seasons



HS2 Design Vision



What the panel like about the document

- The document is action centred, rather than stated in rhetorical terms
- Recognition of an ageing population and the needs of older passengers is appreciated
- The use of customer feedback and mock ups to adapt to changing needs show the drive for continuous improvement
- The station clock!

“Something included in the document that both surprised and delighted me was the stated importance of a station clock. Such a tradition! And so useful! Not only for time-keeping but also as a meeting point. Yes, please! Do make sure that each station has its own, individual clock as a special feature!”
(Leisure, Nottingham, 41-50)

What hasn't been addressed enough

- How will stations be designed to be accessible in terms of hearing loops and announcement languages?
- There should be specific examples of how HS2 propose to manage the link between Euston and St Pancras
- How will HS2 aid people and their luggage to get to and around the station?
- More information could be provided about how a step-free station would be designed – lifts/ramps/travellers

HS2 Design Vision



What the panel like about the document

- The focus on the passenger experience
- Integrating local heritage and materials is a really positive step forward for train stations
- Having a distinctive HS2 design in stations is important

*"From the first paragraph I was impressed. It is written clearly and sensibly, I completely understand it and can relate to the writer as a "normal" person."
(Business, Birmingham, 31-40)*

What hasn't been addressed enough

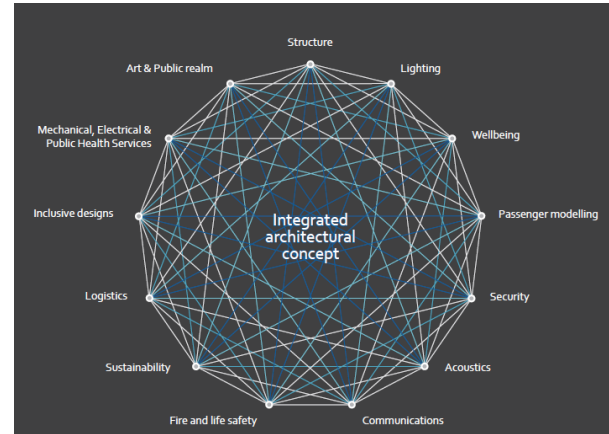
- How far is the distance between platforms and concourse?
- How is passenger safety managed when evacuation is required?
- There seems to be a conflict between encouraging people to visit the station even when not travelling, and get passengers moving at a quick pace through the station
- How will stations be designed to be able to evolve when technologies change so rapidly?
- How will it be timeless?
- How will tickets be inspected?

Integrated Design

What does this section cover?

This section covers a vast array of topics;

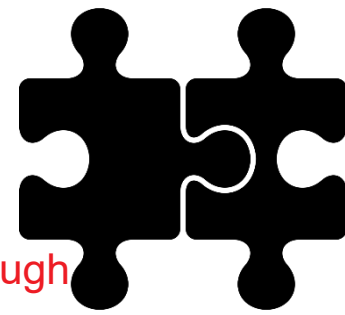
- **Design approach**
 - Sustainable & inclusive
- **Innovation**
 - Driving new solutions
- **Inclusive design**
 - Ergonomic, intuitive, adaptable
- **Sustainability**
 - Social, environmental and economic considerations
- **Structure**
 - Unique and leading structural designs
- **Lighting design**
 - Focus on the use of natural daylight
- **Art**
 - Use of colour, installations and artistic design
- **Spaces for people**
 - Spaces and services for the passengers and community



These topics also fall under integrated design but were removed from the document sent to the panel:

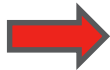
- Acoustic design
- Fire strategy
- Environmental controls and services
- Security

Integrated Design



What the panel like about the document

- The focus on wellness and health
- The use of art for both passengers and the local community
- Using rainwater
- Use of geothermal energy is fundamental

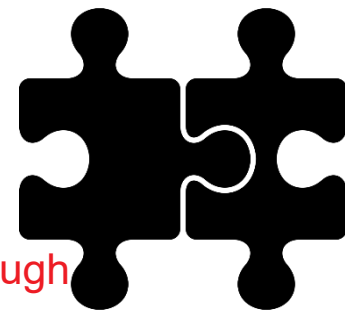


What hasn't been addressed enough

- How will food available reflect the focus on good health?
 - Vitamin D is also a big issue in the UK. Could windows allow UV light to pass?
- This could go one step further and have local artisans displaying their art e.g. pottery and live painting
 - Art could also be used to display local culture and heritage
 - Art should be changed frequently as people soon stop 'seeing' it.
- There are no visual examples of how this could work
- This should be emphasised more as it is so important

"I'm very excited that art is a focus. I had some time to kill at Sheffield station and there was a display from the university about the final year projects of the architecture students"
(Commuter, Sheffield, 18-30)

Integrated Design



What the panel like about the document

- Respect for the existing areas
- Improving air quality through the use of vegetation shows dedication to innovation in design
- 'Way-showing' rather than way-finding shows how intuitive station design will be
- Incorporating a wide array of amenities for passengers
- The use of new technologies was very interesting
- Natural lighting is fundamental

What hasn't been addressed enough

- It could be beneficial to see a layout plan for a station to illustrate how these concepts would work
- Colours could be used to guide people to their platforms. This has been seen on tube lines and hospitals
- How will rubbish/recycling be managed? This is a huge issue in many stations
- There is a fear that traditional signage will be replaced by technology

"This sounds good to me. I'm visioning different colour lights directing you to different platforms. ie, follow the green line/lights to platform 1, the red to platform 2 etc. Especially useful to those who can't read English or those with special needs. My brother is autistic and I would feel comfortable for him to follow a light path rather than to get all confused and irritated by numbers and words in an especially crowded place which only panics him.."
(Business, Birmingham, 31-40)

Public Realm



What does this section cover?

Within this section, 3 core topics are addressed;

- **Design approach**
 - Station as a destination in its own right
- **External spaces**
 - Public transport & pedestrian access, landscape and weather protection
- **Masterplanning & regeneration**
 - Regeneration of local areas



Public Realm

What the panel like about the document

- Very thorough and comprehensive
- The focus on the economic benefit to the local area is great
- The focus on activities in external spaces around the station rather than a pure focus on the train and station itself is appreciated
- The attention to how entrances can be designed to manage crowds of people is good as this is currently an issue in many stations
- The focus on needs of cyclists and not just pedestrians/transport users

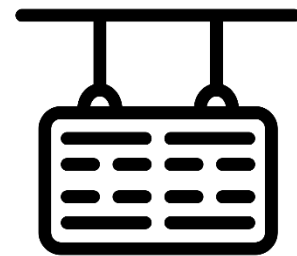
What hasn't been addressed enough

- Images showing how bikes could be safely secured could be useful
- Artist impressions would help visualise the concepts
- There could be a HS2 hub to detail the making of HS2, routes and provide an area for people to have their input into decisions HS2 are making
- The language could have been more inspiring
- How will the congregation of people smoking at entrances be managed?

*"I was at St Pancras on Wednesday and the pavement in front of the side doors (near the Eurostar terminal) were overflowing with people smoking which made it difficult to pass and the smoke was blowing back into the station."
(Business, Sheffield, 18-30)*



Concourse



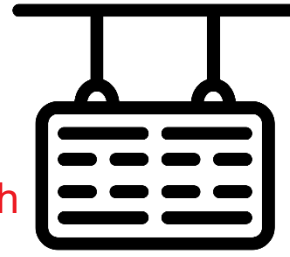
What does this section cover?

The two topics covered in this section are;

- **Design approach**
 - Intuitive link to platforms
 - Use of daylight
 - Clear entrance/exits
 - Clear signage
- **Internal spaces**
 - Facilities
 - Way-showing
 - Amenities
 - Toilets
 - Assistance



Concourse



What the panel like about the document

- Advertising will not effect signage
- It is encouraging that this area is intended to be transformed into an experience in itself
- Toilets – use of durable materials
- Well explained, positive focus on signage and amenities
- The use of natural lighting and transparent materials helps promote a natural and stress-free environment

“The way signage should in my mind be continuous to enable you to quickly move through the station without having to stop and look around”

(Business, Liverpool, 41-50)

What hasn't been addressed enough

- Could those arriving by car access the platform without going via the concourse? This could reduce congestion
- Is luggage check-in possible?
- Will there be a charge for toilets?
- Toilet areas need to fit both luggage and passenger (and sometimes children)
- How will capacity be managed so that stations don't get overcrowded e.g. when tube stations get crowded and close
- Examples like the virtual shopping in South Korea are confusing – does this mean HS2 will be doing this?

Platforms

What does this section cover?

This sections talks about 3 areas of platform design;

- **Design approach**
 - Welcoming environment
 - Sheltered from the weather
- **Platform shelter**
 - Maximum daylight to create safe environment
 - Functional and well designed
- **Platform environment**
 - Lighting to provide comfortable, safe environments
 - Consistent use of colour



Wide-span roof

Liège-Guillemins Station,
Belgium



Expansive column-free spans lit by daylight clearly articulates the station concept creating a dramatic experience for arriving and departing passengers.

Canopy

Amsterdam Bijlmer
Station, The Netherlands



Warmth of the natural timber finish to canopy soffits and the human scale achieved by independent canopy structures create a welcoming impression to alighting passengers.

Station structure

Berlin Hauptbahnhof,
Germany



Where platforms are weather protected by overhead structures, generous height and visibility of activity on the upper levels are critical to achieving a dramatic spatial experience.

Platforms



What the panel like about the document

- The focus on design to improve acoustics. The lack of attention to this in other stations has led to missed announcements
- One size does not fit all philosophy comes across well in the document
- Shows that everyone is being catered for
- Pleasing to read that servicing of trains will be separated from the passenger environment where possible

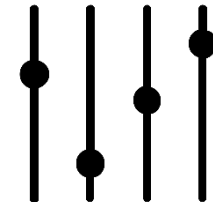
*"I didn't feel that safety was given enough consideration in this section as there was no real evidence of how these issues would be catered for. I'm surprised they didn't and I'd really like to see HS2 address that in their platform design."
(Business, London, 51-60)*

*"It can be really grim standing on a freezing platform for even 5 minutes in winter. I suppose in my mind HS2 was going to bridge some of the gap between the standards set by the airline industry and current rail services"
(Business, Liverpool, 41-50)*

What hasn't been addressed enough

- Comfort of passengers on the platform e.g. Lounges on the platform
- How will wind tunnels be prevented?
- How will overheating be managed if platforms are covered?
- Level access is not addressed enough
- Safety on the platform needs addressing e.g. platform doors
- Would separate boarding/alighting platforms be possible?
- More illustrations would give a better picture of how the concepts may look
- There needs to be a greater focus on managing platform congestion
 - Glass partitions /different levels/ opposite ends for on and off /better signage

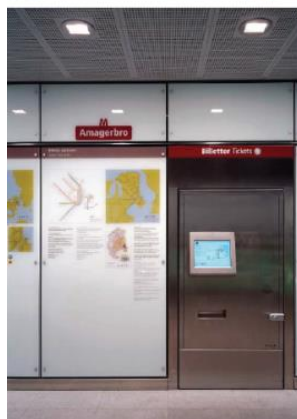
Common Design Elements



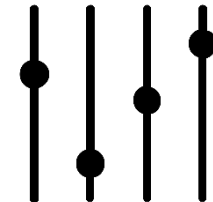
What does this section cover?

A number of elements will be seen in all HS2 stations to help create the distinguishable HS2 identity. These may include such things as;

- Customer service facilities
- Information and signage
- Furniture, fixtures and fittings
- Vertical circulation
- Landscape elements
- Internal building fabric



Common Design Elements



What the panel like

- It makes it clear what the benefits of having a common design are
- Having ticketing systems that are consistently the same in all stations is reassuring to the customer
- The recognition of problems found in existing stations e.g. advertising impacting station design

What's missing?

- Could restricting the design elements in this way have a negative impact on the aesthetics of different buildings?
- How similar will they all look. It may not be appealing for them all to look identical. They should look distinctive from one another but with a common and recognisable thread

*"I do hope that each building doesn't contain the same fittings in a way which makes it resemble a Holiday Inn or Travelodge!"
(Leisure, Nottingham, 41-50)*

In Summary...

The panel were surprised and delighted about how much of the document they recognised as their own ideas!

The attention to detail, the action-centred language and the consideration of passengers needs delighted the panel.

The main areas they felt were missed were;

- Safety
- Accessibility
- Rubbish
- Illustrations for how some concepts may look

Whilst some of these were addressed, the panel wanted further clarification and more emphasis on these areas.

There is also concern that this is idealistic and big compromises will have to be made when budget is taken into consideration

Some other areas the panel felt could be improved were the use of jargon and how vague some sections were thought to be

"I absolutely love the idea of incorporating a broad range of amenities from gyms to kiosks - HS2 have really listened to our requests!"
(Commuter, London, 18-30)

"I do feel there was a lack of illustrations/mock-up drawings of concepts which I feel would of certainly helped visualise the design side better and more accurately"
(Commuter, London, 18-30)

"I thought, overall that the document was an excellent publication. I was extremely impressed with the thought that had been given to the extremely logical dividing up of subject matter so that everything would be clear and to the point."
(Business, Birmingham, 51-60)

Level Access Lab

27th July 2016

Level Access Lab

What: Level Access Lab

Where: FIRA Stevenage

When: 27th July 2016

Who:

Travel type	Notes
Leisure	Hearing and sight impairment (has a guide dog)
Leisure	Has used wheelchair in the past
Leisure	Uses a self propelled wheelchair
Leisure	Occasional wheelchair or crutches user
Leisure	Arthritis
Leisure	Has suffered with mobility issues in the past



Level Access Lab

The day:

“We met at FIRA offices in Stevenage and after a brief introduction from Mark (HS2)...We were going to trial steps, slopes and gaps in a mock up of a train carriage and platforms with ramp access. It was explained to us that the HS2 stations are built just by them for them there would be little need for gaps between carriage and platform but where HS2 joined up with existing rail networks the flexibility would be more limited. Nevertheless HS2 want to achieve better than the standard. The group's tasks would be to get on and off the train and negotiate the platform , any steps or slopes, using our differing mobility aids, whether that be Claire's assistance dog Tia, Maria's wheelchair with the heavy fake "child", Yvonne with her buggy, Kay with her wheelchair, pusher or walking stick, me with my crutches or the lady from Brum with her weapon of a wooden walking stick... Once we had accessed the train at level one we filled in individual questionnaires on the degree of difficulty of the manoeuvre, the height of any step, any pain we experienced; there was space for us to add personal comment on any aspect of the process. We did this four times, with differing heights, slopes and steps”
(Leisure, Birmingham, 51-60)

Level Access Lab

The panellists really enjoyed the day and found it very interesting...

"The most interesting thing I learned was that psychologically I was more likely to step across straight on to the platform when there was the 2cm step down followed by the 2cm step up."
(Leisure, Birmingham, 51-60)

"what a really really good day it was, and good friends have been made along the way"
(Leisure, London, 61-70)

"Thanks to the group members for their friendship, commitment and honesty. Its not easy to talk about how disability impacts on travelling and for some of us it will be the first time we have come out !! And survived !!"
(Leisure, London, 61-70)

"I thoroughly enjoyed the day and in particular how open those conducting the tests were to input from those participating"
(Leisure, Nottingham, 61-70)



"I found it a very interesting and thought provoking day. It has certainly made me more aware of problems encountered by others which had never occurred to me before"
(Leisure, Nottingham, 61-70)

Next Task (9th September) & AOB

Next debrief: 15th September