

One Space

Transport Focus worked with HS2 Ltd and Arup to understand what passenger preferences were regarding the layout of train interiors.

'One Space' is a new concept for seating and service arrangements on trains being considered by HS2. New to the industry and to the travelling public, One Space is centered on the idea of service-based seating zones rather than the traditional First Class and Standard Class carriages.

The concept appealed to a majority of passengers, often because it seemed to offer more space onboard. For those passengers who found the concept less appealing, it was usually because they preferred the segregation between First and Standard or because they felt the new concept would be noisier and less relaxing.

Perhaps unsurprisingly the biggest influence on the choice of ticket type by far of the options presented is price. This is followed by journey time, seating layout and catering.

Four in 10 would choose a One Space option when offered alongside existing First and Standard seating, though this is mainly when looking at Standard Class passengers. However, First Class passengers have some interest in the more premium One Space options.

On this basis, the research suggested that offering the One Space option in addition to Standard and First Class would encourage more people to travel by train.

This research was carried out before the Covid-19 pandemic. It is possible that the appeal of more space would be even greater now.