



Concept designs for Euston Station, HS2 Ltd

HS2 station signage

In January, the panel met to discuss HS2 Ltd's design intent for customer information signage within all HS2 stations.

The meeting built on several previous discussions between HS2 Ltd and the Design Panel, and focussed on the RIBA Stage 4 (Technical Design) designs which have been developed to date. HS2 Ltd will next begin a process to procure a manufacturer to prototype and refine the designs ahead of their implementation within each HS2 Station.

Overall, the panel congratulated HS2 Ltd on the work done to date, commending the design process and the energy spent on product research, benchmarking and testing. The progress has been positive and provides a robust foundation for the delivery of high-quality station signage.

An important next step will be the commissioning of full-scale prototypes, following the procurement of a manufacturer. However, the panel urges HS2 Ltd to continue to test techniques and applications prior to this stage. For example, the clock and departures board should be developed further to ensure that they provide the same strong visual identity for HS2 as the other signage.

The virtual reality testing and accessibility audit HS2 Ltd has completed is positive, and the panel feels that this provides good insight into the usability and legibility of the customer information signage.

The panel encourages HS2 Ltd to apply the customer information signage design approach across the whole of the HS2 customer journey, from the website and ticketing and all the way through to the trains themselves, the external signage and the branding of stations.

Design Panel activities December 2022 and January 2023

2

Workshop meetings

- Customer Information Signage
- Rolling Stock Manufacturer mock-ups

4

Governance meetings

- January monthly team meeting attended by the Design Panel chair, vice chair, secretariat and HS2 Ltd
- Learning Legacy - HS2 Independent Design Panel
- HS2 Customer Experience refresh - Prof. Sadie Morgan
- HS2 Customer Experience refresh - Gillian James

HS2 train interiors

In December, the Design Panel met with Hitachi Alstom High-Speed, a joint venture appointed by HS2 Ltd (December 2021) as the HS2 train manufacturer. This was an opportunity to provide the panel with an introduction to the train manufacturer team, the work that has been completed to date, and the forward programme.

The panel highlighted that the design quality of HS2 trains will be central to the project's success. HS2 Ltd should ensure that there is sufficient time to design trains that will deliver the aspiration for a transformational railway.

The HS2 Customer Experience Vision is compelling and robust, and the panel stressed that it should be central to the design of HS2 trains. It understands that the West Coast Partner Development (the shadow operator for HS2 trains) is refreshing the vision, but it is important that the intent of the existing vision is not compromised. For example, the research that drove its content should also be at the heart of decision making for the design of HS2 trains.

Work by Hitachi Alstom is at an early stage, and there is still a long way to go to deliver the transformational experience that the HS2 Design Vision sets out. The panel urges the team to learn lessons from other train manufacturers and operators to avoid repeating mistakes, and to deliver the step change in the experience of rail travel that the nation expects.



Artist impression of HS2 train, HS2 Ltd



James Dawson
Senior Rolling Stock Engineer,
HS2 Ltd

People's stories

James Dawson is a Chartered Mechanical Engineer and joined HS2 Ltd in 2018. He is now a Senior Rolling Stock Engineer and HS2's Collaborative Design Manager for Rolling Stock. He is responsible for leading the design development of all passenger-facing aspects of HS2's first fleet of trains.

Early in his career with HS2 Ltd, James took part in HS2's 'Design Champion' programme. This programme highlighted to him the importance of design advocacy across HS2 and has helped him in his current design client role.

'My aspiration for the passenger-facing elements of HS2's rolling stock design is to arrive at a truly user-focussed design. It must be welcoming to all, stand the test of time (HS2 trains are due to be in service for 35 years), and embody the HS2 Design Vision.'

Learning legacy

The panel has been helping HS2 Ltd to capture key lessons from the project as part of a Learning Legacy workstream. In January it met to discuss the journey to establish the Design Panel and its initial activities. The discussion involved panel members, the secretariat, HS2 Ltd, and the HS2 Ltd supply chain. The conversation will form the basis of a paper that sets out the value of a Design Panel, including details on how to establish and embed a panel so that it can provide a project with valuable insight and guidance.



Frame Projects
Secretariat to the
HS2 Independent
Design Panel

**HS2 INDEPENDENT
DESIGN PANEL**