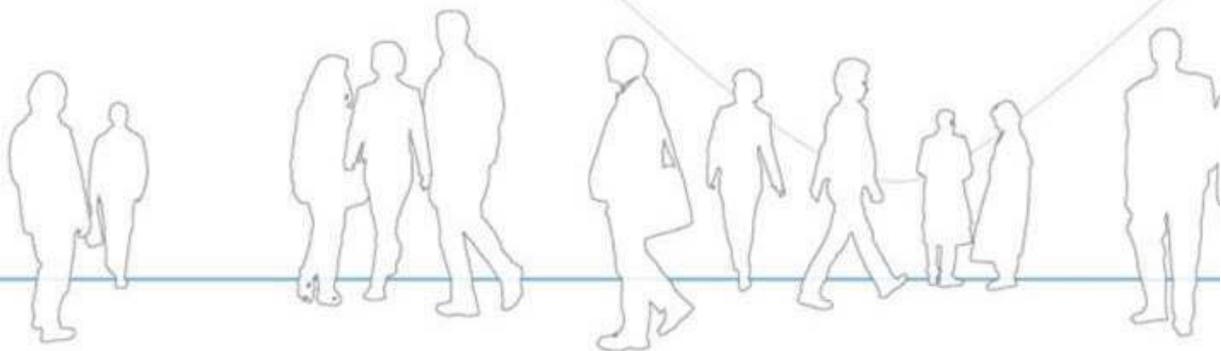


New Street: New Start

The Birmingham Gateway Project

STATEMENT OF PUBLIC CONSULTATION



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Executive summary

Introduction

New Street station is one of the busiest rail interchanges in Europe, used by over 40 million people each year. When it was rebuilt in the 1960s it was designed to manage 60,000 passengers a day but now handles over double this amount. The station is overcrowded and difficult to get around, particularly for people with heavy luggage, buggies or disabilities.

Network Rail, Birmingham City Council, Advantage West Midlands and Centro joined forces to find the best solution for New Street that would give passengers the facilities they deserve and make the station a fitting gateway to the city and region.

About the Gateway Project

The Gateway project will transform New Street station into a bright, modern 21st century focal point for Birmingham. It will provide three and half times more space for passengers; bring light into the station through a giant atrium; deliver more accessible, brighter and clearer platforms; provide better links to and through New Street for pedestrians; and deliver a major stimulus for the physical regeneration of the areas surrounding the station.

At outline planning stage, the proposed design was not considered to have the 'wow' factor. An international design competition was held to help the partners develop New Street, won by Foreign Office Architects.

Community involvement

Birmingham City Council's Statement of Community Involvement encourages applicants to hold informal discussions with the Council, statutory consultees and neighbours before applying for planning permission. This is considered particularly important for major development projects.

The current design for the redevelopment of New Street station is the result of a lengthy consultation process incorporating the views, needs and aspirations of a wide range of stakeholders. This has resulted in a number of enhancements including a new Eastern access, the development of the stunning façade design and the landscaping of the public areas surrounding the station.

Consultation will continue to refine the fine detail of the design and the views of passengers, residents and local businesses will be taken into account on an ongoing basis through a range of research programmes.

Passenger Focus and Network Rail are working together to understand the particular requirements of passengers with mobility or sensory impairment. An event at New Street in July 2009 brought together passenger volunteers to assess what was good and bad about accessibility at the existing station. Tasks such as purchasing a ticket, finding out information and buying a drink were set and the experiences discussed during a focus group. The results will be used by the design team and the report will be published by Passenger Focus.

Public exhibition, October 2009

A two-week period of consultation was held between 12th and 23rd October 2009. Over 600 people answered questions on the proposed design and on the importance of a range of factors in the redevelopment, and over 2,600 visited the exhibition at New Street station held between 15th and 17th October.

The response was overwhelmingly positive. Over 91% agreed (63% 'strongly') that the design was an improvement on the current station. Just over 5% thought that the design would not have a positive impact on people's view of Birmingham as a city. Improving the station environment was ranked as

important by 95% of respondents, and over 90% ranked improving accessibility as important or very important.

The additional comments provided fall largely into ten categories: the appearance of the station; existing track capacity / number of platforms; train operations; integrated public transport; signage and wayfinding; access and accessibility; cleaning and maintenance; environment and sustainability; station facilities and communications. Verbatim comments can be found at Appendix 2.

Conclusion

Extensive stakeholder engagement and consultation has been at the heart of the Gateway project and has resulted in significant changes to the design, such as the new Eastern access. This process will continue to refine the fine detail as the project moves forward.

The response to the public exhibition held in October 2009 is indicative of the level of interest in and support for the project. Overall, people have been very positive about the proposed appearance of the station and the plans to improve the station environment, access and accessibility.

The partners and project team are committed to maintaining a dialogue with the public throughout the project and to looking for innovative ways to involve local communities during the redevelopment.

Introduction

The challenge at New Street

New Street Station sits at the heart of the City of Birmingham and is one of the busiest railway interchanges in Europe, used by over 40 million people each year.

When rebuilt in the 1960s it was designed to accommodate 60,000 passengers per day. However, New Street now handles over double this number, which has led to significant over-crowding. With rail passenger numbers projected to increase, the station will be put under even greater pressure.

New Street station is also difficult to get around, particularly for passengers with heavy luggage, buggies or disabilities. It acts as a block to the city and its appearance is increasingly out of place within the revitalised City Centre.



Finding a solution

Network Rail, Birmingham City Council, Advantage West Midlands and Centro joined forces to find the best solution for New Street station to match the growing expectations of rail passengers and the ambitions of a world-class city in the heart of the vibrant West Midlands region.

The plans for the Birmingham Gateway project, developed in consultation with a wide range of stakeholders, are designed to give passengers the facilities they deserve, make the station a fitting gateway to the city and to the region, and to assist in the physical regeneration of areas surrounding the station.

About the Gateway project

The benefits

The Gateway project will transform New Street station into a bright, modern 21st century focal point for Birmingham. It will enable passengers to travel into the heart of the city for many years to come and deliver:

- Room for even more passengers to use the station in comfort, with airport-style departure lounges to reduce the need for people to wait on the underground platforms,
- A concourse that is three and a half times bigger than at present, enclosed by a giant atrium that will bring light into the station and the Pallasades shopping centre,
- more accessible, brighter and clearer platforms, reached by new escalators and new lifts,
- A landmark new station building and landscaped public areas, adding to Birmingham's growing reputation for good design,
- Better links to and through the station for pedestrians with eight entrances,
- A major stimulus for the physical regeneration of the areas surrounding the station.

At outline planning stage, Birmingham City Council's planning committee recognised these benefits and backed the plans but did not feel the existing design had the 'wow' factor. An international design competition was held to find the best architect to help redevelop New Street. Foreign Office Architects submitted the winning design in 2008, beating almost 50 other practices along the way.



Community involvement

Introduction

Birmingham City Council's Statement of Community Involvement encourages applicants to hold informal discussions with the Council, statutory consultees and neighbours before applying for planning permission. This is considered particularly important for major development projects.

Extensive stakeholder consultation and engagement has taken place throughout the development of the Gateway project from as early as 2003 to the public exhibition held in October 2009.

Outline planning permission to redevelop the station and adjoining land was granted in July 2007 and was subject to a public consultation.

In addition, a local petition was organised in 2006 in partnership with the Birmingham Mail. This saw over 6,000 statements of support for the redevelopment presented to the Department for Transport. This formed part of the partners' wider campaign to secure funding for the Gateway project, which was confirmed in February 2008.

Birmingham City Council also consulted extensively with local residents on the compulsory purchase order relating to the Gateway project, which was confirmed by the Secretary of State in July 2009.

Stakeholder engagement

The current design is the result of a lengthy consultation process which has incorporated the views, needs and aspirations of a wide range of stakeholders.

This process has resulted in a range of enhancements including the provision of a new Eastern access into the concourse, the development of the stunning façade design and improvements to the landscaping of the public areas surrounding the station.

Ongoing consultation will continue to refine the fine detail of the design. Stakeholders the partners have and continue to engage with, both to explain the project and to refine the plans, include:

- The Gateway project partners and funders: Birmingham City Council, Advantage West Midlands, Centro and the Department for Transport;
- Statutory consultees, including Passenger Focus, West Midlands Police, British Transport Police, West Midlands Fire and Birmingham City Council's Transport Strategy and Highways teams;
- Train operating companies that use the station: Arriva Trains Wales, CrossCountry, London Midland and Virgin Trains;
- Government advisory bodies such as the Commission for Architecture and the Built Environment;
- Disability groups, including RNIB and the Access Committee for Birmingham;
- Passengers and rail groups;
- Businesses and business groups, including the City Centre Partnership, individual retailers, taxi operators and bus companies;
- Local residents.

Public engagement

In 2006 a public website was launched to provide information on the Gateway project and the organisations supporting it. The website was re-launched in 2008 at the time of the release of the concept designs and will continue to be improved and updated over the lifetime of the project.

www.newstreetnewstart.co.uk

Network Rail's community relations team also operate a 24 hour national telephone helpline and an email enquiry service so that members of the public can submit queries or comments.

Building accessibility into the redevelopment of New Street

Passenger Focus and Network Rail jointly hosted an event on 31 July 2009 which brought together several passenger volunteers at Birmingham New Street station. Each participant had varying accessibility and other needs:

- three of the volunteers were blind, one accompanied by a guide dog
- one volunteer uses a wheelchair
- one volunteer is deaf and was accompanied by two interpreters
- one volunteer has limited mobility



The passenger volunteers, their carers, representatives from Network Rail and Passenger Focus were split into groups and each given a task sheet which measured the experience of using different aspects of the station. The site visit took the form of a journey sequence that would be made by any passenger, starting with arrival / drop off at the station and proceeding to the furthest point on the station.

The groups were set tasks such as purchasing a ticket, finding out information and buying a drink and the experiences of each group were discussed during a focus group following the walk through of the station.

The results were passed to the design team for consideration in September 2009 and the full report will be published by Passenger Focus.

Ongoing research programmes

The partners behind the Gateway project are keen to understand the views of passengers, local residents and businesses and to gauge awareness of the redevelopment over its lifetime. The results will help guide how future communications and engagement activities are delivered.

Bespoke research was carried out by Research International between 22nd September and 6th October 2009 using a combination of face-to-face interviews and telephone surveys. A total of 929 interviews took place – 125 from local businesses, 275 from local residents and 529 station users.

The results show high levels of awareness of the plans to redevelop the station amongst residents (73%) and businesses (74%). Awareness amongst station users was lower at 45%, reflecting the absence of visible work on the station.

The vast majority of comments received on the plans were positive, with the most common statements relating to a positive impact on the city itself, in particular attracting people to the city, economic benefits and improving Birmingham's profile and image. Of the small proportion of negative comments, the main concerns were in relation to perceived disruption and issues with train prices/services.

This research exercise will be repeated at least annually throughout the project.

Passenger Focus has also been commissioned separately to manage focus groups to assess the information needs of passengers once work on the station itself commences.

Public exhibition, October 2009

A two-week period of consultation was held between 12th and 23rd October 2009 during which members of the public were invited to provide their comments on the updated designs and complete a short questionnaire.

From 12th October, the questionnaire was available for completion online at www.newstreetnewstart.co.uk. In addition, a public exhibition was held in New Street station on the following days:

Thursday 15th October 2009 – 10am-7pm

Friday 16th October 2009 – 10am-7pm

Saturday 17th October 2009 – 10am-1.30pm

Leaflets featuring postage-paid questionnaires could be completed and deposited in a ballot box at the stand or returned by post by 23rd October 2009.

Due to issues with the postal service, the decision was taken to extend the return deadline for postal forms. Questionnaires received up to and including 3rd November 2009 are included in the analysis below. Comments received after this date will be recorded and fed in to the project team but were unable to be counted for this exercise.

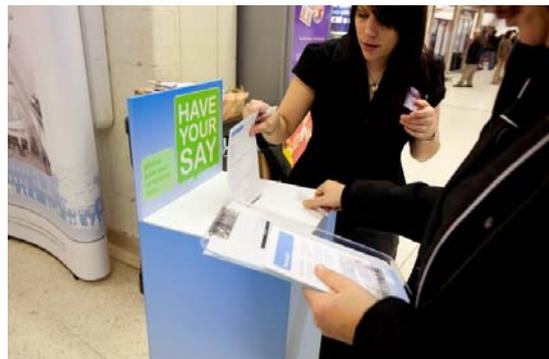
Promoting the exhibition

The two-week consultation period and in-station public exhibition were promoted through a range of channels including an advert in the Birmingham Mail, a press release on 12th October which led to extensive print and broadcast coverage and in-station posters. Additional media coverage at the start of the public exhibition also assisted in promoting the consultation event.

Exhibition materials

The materials comprised a 1:250 scale model of the station, an exhibition banner including updated internal and external images of the proposed station, leaflets with information about the scheme with a detachable postage-paid questionnaire and business cards promoting availability of the online questionnaire.

Network Rail employees were on hand at all times to explain the model, guide people through the plans and to answer any questions. Many people had concerns that the construction process would be disruptive and they were reassured that all train services would continue to operate and the Pallasades shopping centre remain open at all times.



See Appendix 1 for full details of the materials used

Participation

Levels of participation were high, both in terms of attendance at the exhibition and the volume of questionnaires completed:

- 2,631 people visited the stand (943 on 15th, 1013 on 16th and 675 on 17th October)
- A total of 615 questionnaires were submitted (163 completed at the station, 250 completed online and 202 returned by post by 3rd November 2009)

The questionnaire

The questionnaire comprised three main questions, each with several sub-questions.

Question 1 asked people to rank the importance of a range of factors relating to the redevelopment, such as improving the station environment, improving accessibility and making it easier to get to the station.

Question 2 asked for people's opinion on the proposed design; whether it would be an improvement on the current station and if it would have a positive impact on people's view of Birmingham as a city.

Question 3 asked how people would like to be kept up to date on progress; in local papers, on www.newstreetnewstart.co.uk, in New Street station itself or by email.

Respondents also had the opportunity to provide additional comments on the design and on the scheme in general. The survey tool Demographix was used to manage the online questionnaire. Written responses returned in the station or by post were entered into the system manually and Demographix used to produce the analysis. Full details of the analysis and the responses can be found at Appendix 2.

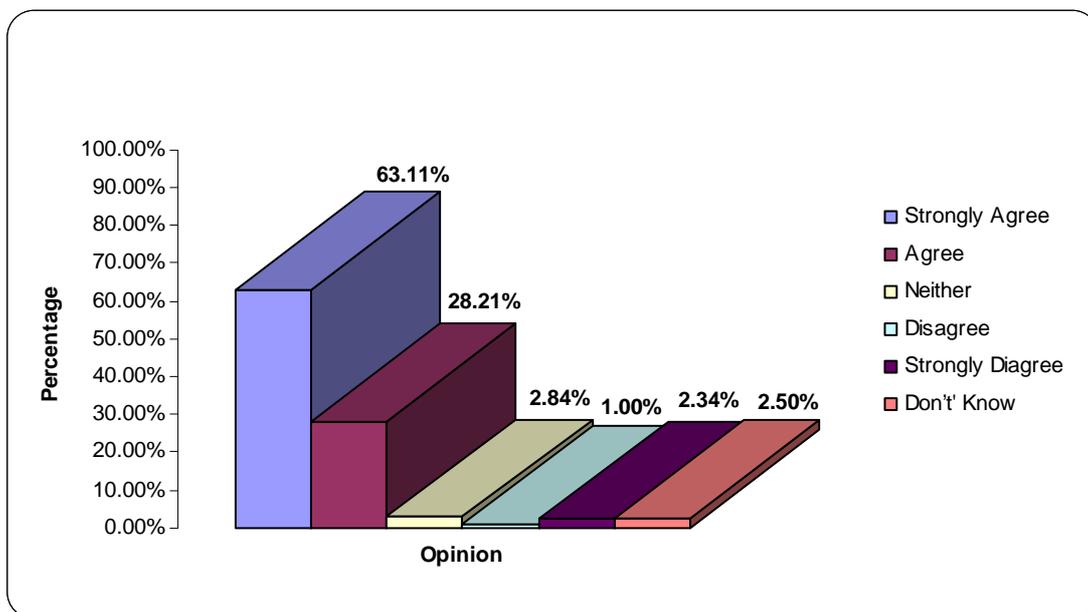
Responses to questions

Overall, the feedback on the design was very positive:

- Over 91% agreed (63% 'strongly') that the design was an improvement on the current station:

Chart 1:

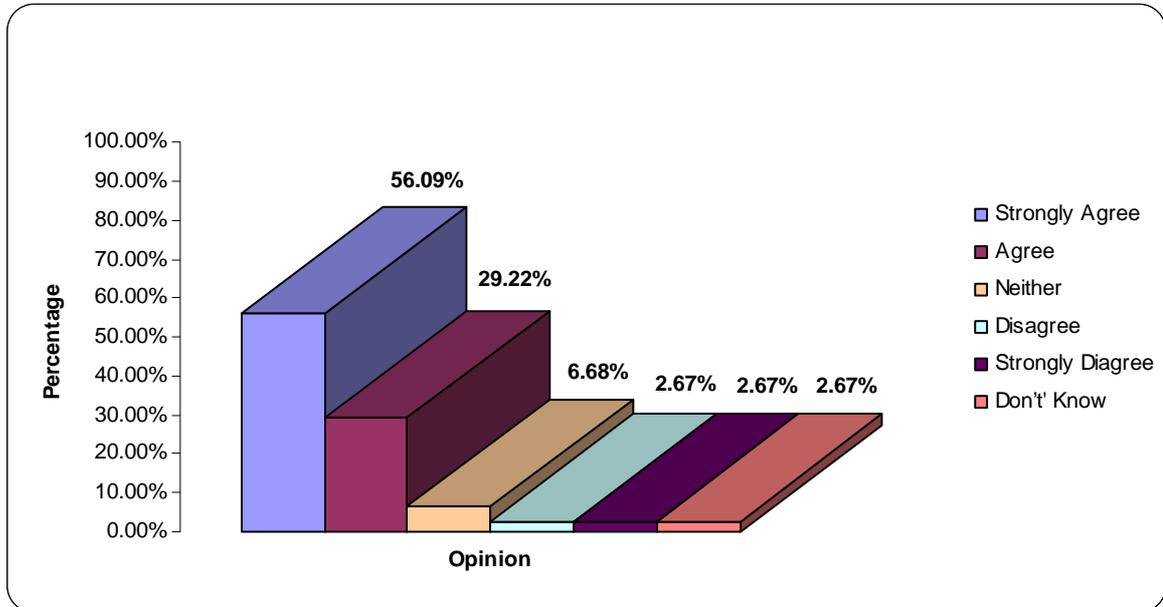
The design is an improvement on the current station



- Just over 5% of respondents felt the design would not create a positive view of Birmingham as a city:

Chart 2:

The design will create a positive impact on people's view of Birmingham as a city



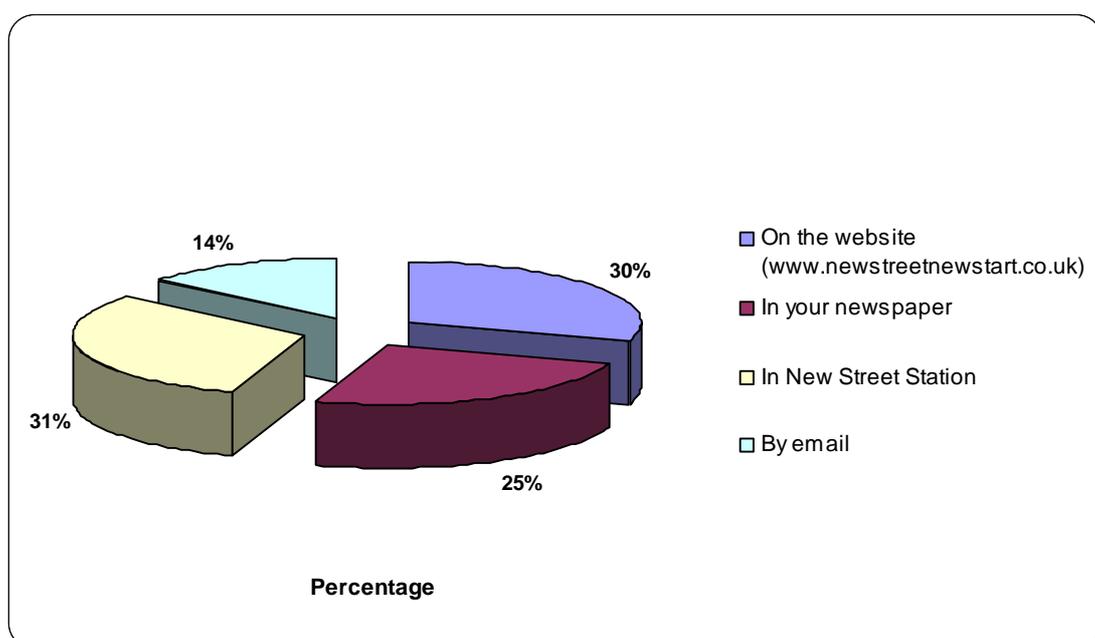
When asked to rank the importance of certain factors related to the redevelopment:

- 95% agreed that improving the station environment was important or very important
- Over 90% ranked improving accessibility for disabled passengers and those with luggage or buggies as important or very important
- Creating more entrances to enable people to get to the station more easily was ranked as important or very important by 86% of respondents
- 86% also ranked as important or very important creating more space for people to wait for their train
- Giving people a better choice of shops and restaurants was seen as the least relevant factor, with 53% ranking this as important or very important

The least popular means of receiving further information on the project was via email. Most people wished to see information online, in their newspaper or inside the station itself:

Chart 3:

Would you like to receive information via the following means



Additional comments

Three hundred and fifty nine comments were added in response to the question “Do you have any other comments on the proposed design for the station?”, and 201 completed the section “Please let us know if you have any other comments about our plans”. All verbatim comments are anonymised and listed in Appendix 2.

Overall, comments from both sections can be grouped into the following 10 areas:

1. Appearance of the station
2. Existing track capacity / number of platforms
3. Train operations
4. Integrated public transport
5. Signage and wayfinding
6. Access and accessibility
7. Cleaning and maintenance
8. Environment and sustainability
9. Station facilities
10. Communications

1. Appearance of the station

Around 150 people made comments about the appearance of the proposed new station and of those a great many expressed positive views. Common responses included the benefits of bringing light into the station, boosting Birmingham's image, how striking/iconic/imaginative the design was and how it complemented its surroundings, for example the Selfridges building.

Of those who made negative comments about the appearance, many expressed their preference for the building of a new station elsewhere over the redevelopment of New Street (see below). This was an option considered

at an earlier stage by the partners but rejected due to: its high cost; the unnecessary duplication; and the fact that it would move passengers out of the heart of the city.

Other comments included that people would have preferred gothic architecture, felt the design could have been more striking and would have liked to see original Victorian architecture somehow included.

Suggestions included that the walls surrounding the station be improved, that analogue clocks be used, that landscaped green areas feature in the design and that levels of natural light down to the platforms be increased.

2. Existing track capacity / number of platforms

Around 60 people made comments about the perceived limitations of existing track/platform capacity, with a number suggesting that the redevelopment of New Street was simply “cosmetic”.

A report commissioned by the Department for Transport on rail capacity in the West Midlands (Birmingham and West Midlands Rail Capacity Review, Department for Transport, 2006) found there was sufficient rail capacity for a 120% growth in passenger numbers at New Street station (based on 2004 numbers). However, this growth would be constrained by a lack of passenger handling capacity, i.e. space at concourse and platform level.

Moreover, the report found that passengers would continue to want to travel to a station at the heart of the city centre, concluding that significant changes would be needed at New Street to allow for this growing demand rather than creating a new station in a less central part of the city.

The Gateway project is designed to alleviate the problem of passenger congestion and to ensure that people can travel into the heart of the city for many years to come.

3. Train operations

Around 20 comments were made on the importance of the efficiency of train operations at New Street. Network Rail and the train operators are working hard to improve services for passengers and will continue to do so throughout and beyond the Gateway project.

4. Integrated public transport

Over 40 people made comments about the importance of integrated public transport including cycling provision.

Many requested increased cycle storage, improved links to Moor Street station and local bus services, better drop off / pick up provision and integration with the proposed Metro extension.

Integration of services is at the heart of the Gateway project. As part of the scheme, the access points for vehicles will be reconfigured. Taxi drop-off, passenger pick-up/drop-off, disabled parking and short stay parking will be accessed from Hill Street. Taxi rank and pick up access will be from Smallbrook Queensway.

Storage for 24 bicycles is currently available. This will increase to 52 with provision made for expansion to meet future demand. The new stands will be in a covered location in the West of the station building adjacent to the new pick-up/drop-off zone.

Provision to accommodate the Metro extension has been made in the design, and the proposed route along Stephenson Street will interface with the new North-Eastern entrance.

5. Signage and wayfinding

The importance of adequate signage was raised in about 20 comments, with people requesting well-sited display screens, better signage to platforms, improved platform-level information as well as asking whether announcements would be audible as well as visual.

Effective signage is a key issue for the partners and the project team. Improving access to and through the station is key to the Gateway project, as is making it easier for passengers to navigate their way around New Street station. The team will work with the train operators and other stakeholders such as Passenger Focus and RNIB so that all passengers can find the information they need quickly and easily.

6. Access and accessibility

Increasing the number of routes through the station was seen as important, as was the need for increased facilities for disabled access. Several people commented on the need for improved access to the platforms, for example through lifts and through escalators moving in both directions.

Improving access for passengers with mobility or sensory impairment, heavy luggage or buggies is a central aim of the Gateway project. All platforms will be accessed by stairs, new lifts and new bi-directional escalators. The team will also continue to work with disability groups such as the Access Committee for Birmingham and RNIB to consider tactile signage within the station for those with visual impairment.

7. Cleaning and maintenance

Several people questioned how the atrium and the stainless steel façade would be cleaned and maintained and stressed the importance of keeping the building looking good once complete.

The atrium itself will be constructed from ETFE, a lightweight and durable polymer related to Teflon. Its exterior is self-cleaning, and provision is being made for cleaning the interior. A cleaning and maintenance strategy will also be developed for the external façade.

8. Environment and sustainability

Around 15 comments related to environmental and sustainability factors, including requests for recycling facilities, energy efficiency measures, use of renewable energy and rainwater harvesting.

Sustainability is at the heart of the Gateway project, and the design of the scheme follows BREEAM criteria in terms of energy use and carbon emissions. Measures include the use of natural ventilation to the atrium and for smoke ventilation, a strategy for grey water harvesting, increase in natural daylight and promotion of low energy artificial lighting, and the use of recycled construction materials.

9. Station facilities

Around 50 people made comments on external and internal station facilities. Several people requested consideration of a dedicated smoking area outside, along with a toilet for dogs and external cafés and waiting areas.

Internally, the majority of comments focused on sufficient toilet facilities, the use of ticket barriers, improved waiting facilities, more seating overall including at platform level, and more shops and cafés with seating for when people are waiting for connections.

The fine detail of facilities at the station will continue to be refined as the project progresses.

The Gateway project will introduce airport-style departure lounges designed to increase comfort for passengers and reduce the amount of time people need to spend on the underground platforms.

Lighting at platform level will be improved through removing outdated facilities and replacing others, allowing natural light to filter through from each end of the platform. Artificial light tubes will also be used to simulate natural daylight at platform level. Ventilation systems will also be improved.

A toilet for assistance dogs will be included in the design.

10. Communications

A number of people required more information on the scheme, including drawings, plans and additional visuals. Suggestions for development of the www.newstreetnewstart.co.uk website included the use of RSS news feeds and the introduction of a progress blog. Several people also requested the ability to view exhibition materials on an ongoing basis.

The website will be continually updated and improved over the lifetime of the project to provide easier access to information and to include plans and progress photos.

Consideration will also be given to providing public access to information through other means such as exhibitions and events.

Conclusion

Extensive stakeholder engagement and consultation has characterised the development of the Gateway project and has resulted in significant improvements to the design, such as a new Eastern access.

This process will continue to refine the fine detail as the project moves into the construction phase and towards completion.

The response to the public exhibition held in October 2009 is indicative of the level of interest in and support for the project. Overall, people are very positive about the proposed appearance of the station and the plans to improve the station environment, access and accessibility.

The partners and project team remain committed to engaging with local residents, businesses and interest groups and other stakeholders to keep people up to date and address any concerns people may have over the process of construction.

We will maintain an ongoing dialogue with the public throughout the project and look for innovative ways to involve local communities during the redevelopment.

APPENDIX 1

Exhibition materials

Banner:

New Street: New Start

The Birmingham Gateway Project



More space
Brand new concourse three and half times bigger than the current one

More natural light
Brand new atrium, as high as six double-decker buses

More choice
A whole new range of cafés, restaurants and shops

Better access
Improved platforms serviced by over 15 new lifts and over 30 new escalators

Better connections
Eight new entrances improving links to the city

Better looking
An iconic new station, reflecting Birmingham's reputation for good design

You can have your say anytime between 12th and 23rd October, visit www.newstreetnewstart.co.uk



Business card



Poster



Business Reply Plus
POSTAGE GUARANTEED
 RETURNED TO: RBK/STB/0000

Network Rail
 1 Kings Place
 99 Tottenham Court Road
 LONDON
 W1P 0LJ

Network Rail
 1 Kings Place
 99 Tottenham Court Road
 LONDON
 W1P 0LJ

European New Street Consultation

Timeline of activity

We know passengers and the people of Birmingham are desperate for a new station as soon as possible. We hope to start work on the new station early next year so that everyone can enjoy the first benefits from 2012.

- Feb 07 Outline planning approved
- Feb 08 Funding approved
- Sept 08 Concept design selected
- Sept 08 Major contracts awarded
- Sept 09 Preparatory work started
- 2010 Phase 1 starts
- 2012 New concourse opens
- 2012 Phase 2 starts
- 2015 Redevelopment completes

Working with others

We have carried out an extensive consultation with passengers, business groups and representatives of the local community to develop a vision for New Street which will transform the station and city alike.

Our plans have been refined considerably since the project was born and we would welcome your views on the updated designs.

Working considerably

We know how important it is to reduce the impact of our work during construction. As a result the work would be carried out in two phases, with most construction taking place off the station itself so that the impact on passengers is minimised.

We will keep services running as planned throughout the work and all work considered to be noise and dust from our work is kept to a minimum.

Network Rail operates a 24 hour helpline on 08457 114141 which you can always contact if you have any questions about the work.

HAVE YOUR SAY

New Street: New Start

The Birmingham Gateway Project

This leaflet sets out our plans to transform New Street station. We hope you find it useful and would welcome your comments.

The problem

New Street station is dark, congested and unwelcoming. It is difficult for passengers with buggies, heavy luggage or disabilities to use and creates a poor first impression for visitors. Network Rail, Birmingham City Council, Advantage West Midlands and Centre for Birmingham joined forces to find the best solution for New Street station to match the growing expectations of rail passengers and the ambitions of a world class city in the heart of the vibrant West Midlands region.

Our answer

We carried out an international design competition to find the best architect to help us redawop New Street station. Foreign Office Architects came up with this design to win the competition, beating almost 50 other practices along the way.

The benefits

Our plans would create:

- Room for even more passengers to use the station in comfort
- More accessible, brighter and clearer platforms, serviced by over 30 new escalators and over 15 new public lifts
- A major stimulus for the physical regeneration of the areas surrounding the station
- A concourse that is three and a half times bigger than at present and enclosed by a giant light-filled atrium
- An iconic new station building, adding to Birmingham's growing reputation for good design
- Better links to and through the station for pedestrians with eight new entrances

Questionnaire

Please complete and return by 23rd October 2009. If you prefer, you can complete this questionnaire at the www.newstreetstation.co.uk

1. We plan to transform New Street station. Which of these factors are important to you?

| | Very important | Important | Not important | Not important | Not important | Not important |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Improving the service to passengers | <input type="checkbox"/> |
| Improving accessibility for disabled passengers | <input type="checkbox"/> |
| Creating more space to use the station | <input type="checkbox"/> |
| Creating a new station building | <input type="checkbox"/> |
| Creating a new station building | <input type="checkbox"/> |

2. We would like to know your opinion about our proposed design for New Street station. Do you agree or do you follow the plan?

| | Strongly agree | Agree | Neither | Disagree | Strongly disagree | Don't know |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| The design is an improvement on the current station | <input type="checkbox"/> |
| The design is better than the current station | <input type="checkbox"/> |

Do you have any other comments on the proposed design for the station?

We would like to keep you informed about the project. Would you like to be added to our mailing list via the following e-mail address:

On-line website Yes No

By e-mail Yes No

By post Yes No

By email Yes No

Name: _____

Address: _____

APPENDIX 2

RESPONSES TO QUESTIONS

Question 1

We plan to transform Birmingham New Street station, how important are each of these factors to you?

Number of responses

Improving the station environment

| TOTAL | 598 | |
|---------------------|------------|--------|
| Very important | 447 | 74.75% |
| Important | 126 | 21.07% |
| Neither | 14 | 2.34% |
| Not very important | 5 | 0.84% |
| Totally unimportant | 6 | 1.00% |
| Don't know | 0 | 0.00% |

Improving accessibility for disabled passengers and those with luggage or buggies

| TOTAL | 597 | |
|---------------------|------------|--------|
| Very important | 372 | 62.31% |
| Important | 176 | 29.48% |
| Neither | 31 | 5.19% |
| Not very important | 10 | 1.68% |
| Totally unimportant | 5 | 0.84% |
| Don't know | 3 | 0.50% |

Creating more entrances so you can get to the station more easily from all sides of the city

| TOTAL | 600 | |
|---------------------|------------|--------|
| Very important | 330 | 55.00% |
| Important | 190 | 31.67% |
| Neither | 44 | 7.33% |
| Not very important | 30 | 5.00% |
| Totally unimportant | 5 | 0.83% |
| Don't know | 1 | 0.17% |

Creating more space while you are waiting for your train

| TOTAL | 597 | |
|---------------------|------------|--------|
| Very important | 303 | 50.75% |
| Important | 216 | 36.18% |
| Neither | 44 | 7.37% |
| Not very important | 25 | 4.19% |
| Totally unimportant | 8 | 1.34% |
| Don't know | 1 | 0.17% |

Giving you a better choice of shops, restaurants and cafés

| TOTAL | 597 | |
|---------------------|------------|--------|
| Very important | 163 | 27.30% |
| Important | 161 | 26.97% |
| Neither | 119 | 19.93% |
| Not very important | 102 | 17.09% |
| Totally unimportant | 52 | 8.71% |
| Don't know | 0 | 0.00% |

Question 2

We would like to know your opinion about our proposed design for New Street station. Do you agree with the following statements?

The design is an improvement on the current station

| | TOTAL | 599 | |
|-------------------|--------------|------------|--------|
| Strongly agree | | 378 | 63.11% |
| Agree | | 169 | 28.21% |
| Neither | | 17 | 2.84% |
| Disagree | | 6 | 1.00% |
| Strongly disagree | | 14 | 2.34% |
| Don't know | | 15 | 2.50% |

The design will create a positive impact on people's views of Birmingham as a city

| | TOTAL | 599 | |
|-------------------|--------------|------------|--------|
| Strongly agree | | 336 | 56.09% |
| Agree | | 175 | 29.22% |
| Neither | | 40 | 6.68% |
| Disagree | | 16 | 2.67% |
| Strongly disagree | | 16 | 2.67% |
| Don't know | | 16 | 2.67% |

Question 3

We would like to keep you informed about the project. Would you find it useful to receive information via the following means:

On the website (www.newstreetnewstart.co.uk)

| | TOTAL | 344 | |
|---------------------|--------------|------------|--------|
| Tick all that apply | | 344 | 55.93% |

In your newspaper

| | TOTAL | 294 | |
|---------------------|--------------|------------|--------|
| Tick all that apply | | 294 | 47.80% |

In New Street station

| | TOTAL | 364 | |
|---------------------|--------------|------------|--------|
| Tick all that apply | | 364 | 59.19% |

By email

| | TOTAL | 164 | |
|---------------------|--------------|------------|--------|
| Tick all that apply | | 164 | 26.67% |

Verbatim comments

“Do you have any other comments on the proposed design of the station?”

1. 1- More and improved toilet facilities
2- security on platforms and in concourse
2. 1) Given that the capacity of New Street will not increase much in terms of the number of trains, a substantial effort should be put into improving public transport links for those passengers transferring to other modes of transport/stations, e.g. a fixed link with Moor Street, improvements to bus stops around the station (covered links to the immediately adjacent sets of bus stops, better bus shelters, far better information and signposting as to which buses leave from where etc.)
2) Far better lighting and use of lighter materials at platform level.
3) Finally, don't sacrifice the opportunity to create a better station by forcing in lots of extra retail space: the present station is a disaster largely because it has a shopping centre on top of it, making it dark and unpleasant. Large, light, airy spaces are more important than yet more shops - central Birmingham has more than enough retail space already.
3. 1) Include some decent information screens for train departures - see Manchester Piccadilly for examples of what can be achieved. 2) Ensure platform access is controlled by ticket gates - this will minimise fare dodging and reduce anti-social activity on trains.
4. [Illegible] waiting rooms.
5. 1) Make good provision for bicycle parking! The current cycle racks are dark, dirty, and hopelessly inadequate for the number of travellers. Encourage people to cycle to the station.2) Make better provision for taxi pick-up and drop-off. The current queuing system gets overwhelmed during busy times because there is not enough space to board more than one or two taxis at a time.3) In addition to improving the aesthetics of the upper part of the station, we also need to invest in station capacity for trains. People don't go to a train station for a nice place to drink coffee, they go to catch a train. New Street's throughput capacity for trains is limited and we need to either invest in better switching, signalling, or whatever the bottleneck is, or reopen the unused platforms at Moor Street.4) Improve interconnections with local buses. It's difficult for visitors to know where to go to catch a local bus. Trains and local buses should be well-integrated.

6.
 1. I would like to see the proposed Midland Metro stop fully integrated into the station design - so that New Street can be seen as a true interchange
 2. The pedestrian connection to change trains to Moor Street is very poor with an unwelcoming and somewhat offputting route. This needs to be sorted out to further promote train travel
7.
 1. Looks good in theory but I feel it is important that once constructed it should be kept really clean, including the skylight/roof!
 2. I hope there will be plenty of provision for passenger seating on the platforms as even though there will be an airport style lounge above, people will still have to wait for trains on the platforms. The present seating facilities on the platforms are, in my opinion, not very good. Also it would be nice to have seats which are warm to sit on, not like the metal seats which seem to be so prevalent on many stations.
8. 100% improvement - been needed for years
9. A better resolution needs to be found for the both the ramp and staircase into Pallasades, and the hideous concrete walls around the voids above the tracks on both sides of the station. Perhaps some kind of art commission?
10. A great design which is giving light to the station again.
11. a great improvement over the current station
12. A sense of space and light at platform level must be maximised; the lack of this is what causes the present station to give such an awful impression of birmingham to visitors and makes commuters journeys unpleasant. Forget the car park, i encourages people to drive into the city instead of using the train, reducing rail revenue and causing congestion.
13. A vast improvement but rather late
14. Accessible to all, encourage local cafes/pubs to improve, thus improving the image of brum
15. Access to buses must be far better than at present - a priority.
16. Almost anything is an improvement on the current station. It's a pity that you're not doing anything with the track layout - extra platforms for example.
17. Although aesthetically the design presents a real improvement to the existing station it does not solve the issues of congestion (with a huge number of trains running through the station on too small a number of platforms).

Some focus needs to be given to Birmingham Moor Street and Snow Hill to take the load off New Street.

Other than that most impressed with the new design.

18. An impressive initiative which is a great credit to all those directly involved.

19. An opportunity has been lost to make the platforms more user friendly. More light is required and more waiting areas.
20. Any new design would struggle not to improve on current station
21. Any plans are long overdue. Birmingham deserves this!
22. Any redevelopment that doesn't increase actual capacity for trains (not people waiting for them) is cosmetic at best
23. Apart from the extra space which is good. [whether the design will create a positive impact] is a matter for 'other people' who will think differently to me anyway. I'm told the translucent domes won't overheat the spaces below. How is this being achieved and how reliably is it so? It still looks very 'hermitically sealed'. Is there any prospect of sick building symptoms (if only drowsiness like I experience in many modern state of the art trains)
24. Are there going to be any improvements to the platforms themselves? Platforms need to be brighter, more seats, waiting rooms. Need free toilets. Need train platform information screens on all platforms.
25. are you going to incorporate some of the original arches and other pre 1950 features into the new design ?
26. As a person who uses trains for occupation want better connections.
27. As England's 2nd city Birmingham needs more iconic buildings like this
28. As long as it is more open and reduces bottlenecks for pedestrians it's good. Needs much more room for taxis than current station!!!
29. At the moment the lift system is very complicated - the improved plans would help.
30. Availability of luggage trollies if you're away from the lift.
31. B-E-A-UTIFUL! great improvement on the old brutalist lump that we have atm.
32. Being an architect and having put forth an early proposal for 'Eastside' I have many comments but this space is too small!
33. better access for cars to drop passengers off to catch trains. also better bus services to station many at the moment are too far from the station
34. better navigational signs to platform, food offers important. Nice green living, water feature would be good.
35. Better provision for cyclists.
36. Better train timing?
37. Better, cleaner, cheaper and more toilet facilities - need them at several entrances at least
38. Birmingham has had a chequered past in the last half-century with ultra-modern designs. It's important for the design not to look outdated in 5 years! This station should look like a beacon for the city for the next several decades, not an eyesore like the current one did within years of opening.
39. Birmingham new street station will have a change on more passengers coming into new street station and more people using the new facilities it is a great idea.

40. Brilliant project.
41. British sign language interpreter in visual
42. Can only be an improvement. Platforms badly in need of upgrading.
43. Can't wait for the new station.
44. Concourse will be more spacious, light, airy
45. Connection at Bordesley for connecting on to Chiltern services coming to Moor St? Will you increase capacity at Moor Street to relieve BNS?
46. Consideration as to air quality on platforms in particular
47. Could we have single queuing for same day tickets, either by light and call or no ticket with a seating arrangement
48. design - good want a design that harmonises with the rest of architecture
49. Design gives better access - 20 years too late!!
50. Difficult to comment properly because it's not clear how the walk-through videos posted on various sites relate to the existing city, or where the entrances etc will be. The videos / simulations posted show no recognisable features to allow understanding of the orientation of the proposed new station.
51. Disabled access is important
52. Disappointed that the station remains an 'underground'. Just hope the lighting is better than on present station.
53. Disappointing that it does not seem to increase train capacity, just passenger space. Looks great, would look better with the proposed towers.
54. Does not increase capacity for trains at an already congested major station.
55. does not separate out local platforms from larger trains so will not help prevent delays.
56. Drop off/pick up free parking not clear
57. Ensure that all possible is done to ensure the most effective operating of trains.
58. Excellent design, but it is just a bit too much [illegible]. Otherwise a good design.
59. Extensive cycle parking is vital for creating an integrated, sustainable transport system. As other stations are seeing major investment in cycling facilities Birmingham needs to ensure it is not left behind.
60. Exterior and skylit spaces are fine; the heavily columned interior (visible on the interior walkthrough video) is poor and claustrophobic.
61. Fantastic!
62. Feel may not be as iconic as St Pancras.
63. Feel the design will boost Birmingham's image. Having more access to Platforms will prevent congestion.

64. Fits in with design of other buildings in the city. Great for Birmingham.
65. Free toilets past the ticket barriers (you can use the loo for free on the train anyway).
66. Get rid of half the shops! This is a station not a shopping centre!
67. Giggling stage for local bands tucked away in a corner would provide entertainment for commuters i.e. jazz, salsa and string ensembles
68. Go for it. Catching up with the modern world!
69. good design, could fit in to its context better though - less bubble shapes
70. Good design.
71. Good luck, looking good, just concerned about the length of construction?
72. Good to see progress at last.
73. Have you thought about tactile maps RNIB have [illegible]
74. It is a fantastically designed station, why not do something simple, that will also set it apart from other stations?How about a viewing gallery/education centre, complete with touch screens with live line diagrams showing the rail movements into the station. Also as part of the touch screens, have additional information, such as the train types operating, the operators, the history of the railway, and routes in and out of New Street?I don't know of any other station with this functionality, but I have seen similar setups at a few airports around the world, obviously for aircraft instead of trains.I think it would be relatively straightforward to incorporate this into the design, and also relatively inexpensive, whilst at the same time providing a novel user experiance.
75. Hope it is all running to plan
76. Hope that the proposal would not get watered down once the cost comes into play.
77. Hope the passenger experience will be improved but the fundamental problem of track capacity in the station and on the approaches will remain.
78. Hope there will be extractor fans to remove fumes which are very bad at present.
79. Hopefully a warmer and more comfortable waiting area and a cheaper left luggage facility!
80. How are you going to allow for more trains. Will there be more platforms enlarged tunnels for Wolverhampton Coventry four tracking or what. Is there danger of a cosmetic top to a station with insufficeint capacity. What happens if High Speed 2 goes ahead?
81. How are you linking New Street to Moor Street? Have you considered a travelator?
82. How good is parking/road access compared with the present?

83. How has it improved B'ham's 'integrated' transport system?? (ie links to bus station and Moor St / Snow Hill?) (Answer = zero)
84. How much daylight at platform level
85. How will you keep the glass roof clean?
86. I am an occasional visitor from Canada (my daughter lives in Birmingham), and I must say what an improvement this would be. The current station is ugly, crowded, and difficult to move around in, and with a small child in a pushchair, extremely difficult to use.
87. I am concerned at the proposals for airport type lounges - will this alter capacity and dwell times esp. commuter trains?
88. I am hoping very strongly that the scheme will involve more daylight reaching the platforms as well as the concourse above. Is there any provision for daylight being allowed to illuminate the central part of the station underneath the concourse? Daylight conduits could be used if lightwells are too difficult. The effect at platform level could be very impressive.
89. I am visually impaired and would like more audible help and toilet facilities for both public and disabled. I used New Street regularly.
90. I approve of all the plans. Just one small extra thing: Can we have free toilets please??? The current charge of 30p for a wee is outrageous. The toilets at Coventry station for example, are all free, and much nicer than those at New Street.
91. I couldn't see any indication of what platform level would look like
92. I do not think it is possible to create a worse station! New Street really is abysmal.
93. I find that the boards announcing times of trains and platforms are at the moment very good and hope that with the new improvements they will reach the same standard.
94. I have concerns over train capacity.
95. I have no problem with design but the location is wrong. The current location of the station is more important to commuters to the city than many visitors to Birmingham as the latter will require on going transport to their hotels, taxis etc., so development of a station for this type of traveller could have been in an alternative and more suitable part of the city as is the case with other cities in Europe. Visitors don't just come to walk down New Street and other nearby streets. Birmingham should expand from this "New Street is the centre and therefore the most important" image and transport should support this.
Obviously it is too late now as the new project is up and running but I cannot help thinking that a golden opportunity to really upgrade Birmingham as a major player has been missed.

96. I hope that there will be better a better ventilation system on the platforms, the current level of diesel fumes is unacceptable
97. I looked at the model on show on the concourse at New Street last night, and was very disappointed that the size of the atrium only covered about a third of the station - is it big enough to let light down through all the levels to the platforms? It seems to be that size because some roof space is for an access road and storage space for the shops beneath, and other space is still taken up by the multi-storey car park. Lose the cars, and reduce the number of shops; this is a station and we need more of the space back for railway use.
98. I love it!
99. I read that access between platforms will, in some cases, involve passing through barriers twice. This is very unsatisfactory.
100. I think it it is a great looking design for new street station.
101. I think it's just what New Street needs.
102. I think it's nice but unimportant. Money can be spent on better things.
103. I think that the massive amount of surveillance of passengers is absolutely outrageous. I object in the strongest possible manner to having my image recorded on upwards of 100 cameras without my consent, specially as I have no control over what happens to my image. This appalling situation was predicted in George Orwells book '1984'!
104. I think the station will provide a statement of Birmingham as a second city
105. I think this is a debate of 'Design' over 'Function'. There is no point wasting £600 million on a re design of the appearence of the building when this is an amazing oppourtunity to get all the train lines working properley up and down the country that have to come through new street. You would be better blowing the building up and get new super high speed train lines down in place then finish off with the redesign of the building on the outside.
106. I want to see the link between the design and improved service.
107. i would have expected there to be more platforms being put in - and something done about the pallasades
108. i would have preferred a more striking design that is really world class, however anything including the current plans is better than whats there at present.
109. I would like the pedestrian concourse for the Victoria Square entrance to stretch all the way past plat form 12 and have an entrance at each end. Easier access to The Mailbox.
110. I would like to see a new hotel included
111. I would like to see particular attention to the public areas outside the entrances. These should add quality spaces within the city.

112. I would prefer it to replicate gothic architecture
113. I would prefer the stations to be opened up to natural light and the ventilation improved.
114. If practical: keep passengers in a holding queue until the train is in a particular platform and it's disembarking passengers have left the platform: to avoid confusion. Normally, of course, only possible in a large station with controlling staff!
115. If there are to be 8 entrances they should each be a different colour.
116. i'm a bit worries aobut the smaller /cheaper shops in the Pallasades - the rent might go up so they may have to shut down
117. I'm most excited about having a better environment on the platforms
118. I'm surprised the opportunity isn't being taken to increase capacity - it seems short-sighted and somewhat foolish not to increase capacity and deal with the bottleneck at the current main entrance. Additionally I hope as much natural light will get through as possible. Current station is horribly dingy.
119. Important to have staff on hand to be available to assist and give advice. Porters would be wonderful to actually help onto trains and carry luggage.
120. Improve free toilets
121. Improved signage and display areas
122. Improvements at platform level are just as important as those at concourse level even though the plan is to limit the time passengers have to be on the platforms. So more accessibility for brighter and less 'cluttered' platforms is good. But how are you going ot make platform level less claustrophobic when you will not be able to increase the headroom. Do you have any 'virtual' views of the new platforms?
123. In main concourse need a 4 faced analogue clock possibly designed and made in the jewellery quarter
124. Interconnectivity is very important - eg buses going to Moor Street. will there be a travelator to New Street or a shuttle?
125. Introducing more light is wonderful the platforms at present are dark and therfore dirty.
126. Is it designed in such a way that all high areas are accessible for cleaning (i.e. glass roof, beams, light fixtures) as this isso often overlooked.
127. It does not solve one important problem - train congestion. Whilst there is only 2 lines in & out at each end train congestion will continue causing delays and giving a bad impression of Birmingham.
128. It does very little for increasing the amount of trains or take into account HS1. The money would be better invested in ARUP's proposal for a complete replacement station adjoining Moor Street/Curzon St. If this project is to go forward, please ensure that sufficient natural light is given to the platform levels.

129. It is sad that the full opportunity was not taken to remove the existing office block from the Stephenson Street elevation to enable a fantastic entrance to be provided to New Street. None of the images show how the station will actually relate to New Street which in itself is an oddity. Birmingham must have the only station that does not have its primary access on to the street that it is named after. Given that the existing station (and name) symbolises the worst of Birmingham for many non-brummies, it may be a perfect opportunity to change the name.
Notwithstanding the above, the modern concourse atria is welcomed as an attempt to provide reference to original Brunel designs and must not be watered down through value engineering or reduced quality of material. You have to realise that the station will continue form peoples opinions of Birmingham. You have to get it right this time.
130. It is sure to be a big improvement on the dismal place it is now. Perhaps more news agents and more than one toilet facility would be helpful.
131. It is very dark inside the station
Access to the platforms is not very convenient
132. It look fantastic
133. It looks a nice exterior but what about the inside; concourse views; details of new entrances; what will improvements look like from the platforms or trains?
134. It looks as though it is going to bring some light and style which is a great contrast to the present one.
135. It looks good [illegible] better
136. It looks good but isn't really necessary.
137. It looks like cosmetic tinkering with a building that is no longer fit for purpose.
138. It looks like something from outer space a flying saucer!

139. It may look good but will be a white elephant if the train services are not improved.
It is interesting that no plans/images of the platform improvements are on the website: this is the area of main importance to users and as yet we have no idea what they will look like.
The refit that took place in the last decade made a huge improvement to the platforms. Very little can be done to improve them further unless there are plans to increase the ceiling height and use modern adaptations to let in more natural light; the only other improvement would be to take the building off the top entirely, although a glass atrium could be created to keep off the rain.
Yes more seating on platforms would be nice, as would improvements to the small waiting rooms at the b ends - all glass instead of glass and brick.
Platforms 1 and 12 need more stairs obviously.
And individual platform info screens at the b end, at the platform level: you can get off a train at the b end and then have to go up to the walkway to look for your connection only to find it was on the adjacent platform and have to go back down again. Can we not have escalators like those in the Bullring - they are too steep, too high and too exposed for those of us who don't like heights.
140. It needs a proper solution for car drivers to drop off / pick up passengers. It's always a nightmare at the moment - people miss their trains because of the traffic - and the new design needs to solve this.
141. it still doesn't solve the problem of track capacity for the number of trains passing through the station, as it will still be a bottleneck.
142. It will be nice to have more room. A great improving for disabled passengers buggies luggage.
143. It will compliment the bull ring and selfridges, make the station look/feel safer and light. More uplifting for commuters!
144. It would be fantastic to see an area for recreation/resting built outside the station whilst passengers wait for trains or wait to meet friends. Rather than sitting indoors, passengers can sit on benches in an area outside. This would be great during the summer
145. It would be great if you can offer free wifi to passengers in the waiting room
146. It would be hard for it to be any worse, but it doesn't deal with the real issue of capacity which should be the main concerns for Birmingham now. How can we provide train services for more people in the city?
147. It would be hard not to be an improvement - however public access to the new station will still be difficult and I don't see proposals for additional platforms. Unsurprising - there just isn't space. It would have been better to have developed the Curzon Street site as part of the overall redevelopment of Birmingham city centre - the plans for which remain a complete mystery for most citizens.

148. It would be nice having some decoration on the facades, [illegible] design for instance.
149. It would be nice to be able to see the trains as you approach the station rather than the high concrete walls.
150. It's ok, but nothing original. Think Guggenheim in New York, think inside of the Selfridges building, think Southern Cross station in Melbourne So many things it instantly reminds me of – seems a shame as it would be nice to get something original. Still – I suppose that there are limitations with location and a dome roof structure would maximise natural light which the station desperately needs.
151. It's a lot of money for a cosmetic refurb. Whats being done to address the need to increase train capacity?
152. It's a shame you could not increase the station capacity with more lines and platforms!!
153. It's fantastic that money has been made available to improve the station environment and it's certainly needed, but until something is done to increase the track capacity into the centre of Birmingham it'll just be a (much) nicer place to wait for your delayed train which is caught in a bottleneck.
154. Its great about time. great for site better drop n go passenger access needed, less parking as it is open for abuse.
155. It's long overdue. At the moment it does not create the most positive impact for people visiting Birmingham by train.
156. It's not only the design of the station that stays in peoples memories, but also the service provided!
157. I've not seen any of the way-finding design as yet but it needs to be easier to follow than what's there at the moment. People rarely know whether their platform's to the left or right as they run for their train!
158. Keep it clean. Back stairs stink of urine.
159. Keeping access open during the renovation. Improving access to Victoria Sq exit.
160. Knock down Stephenson Tower as soon as possible
161. Landscaped green frontage
162. Large Atrium. Open space while waiting for train or looking at information board (similar to Euston waiting area)
163. Leeds is quite a good model to emulate
164. Level travelling people's conveyor belts for crossing large spaces so can have a rest from walking too far inside, toilets for dogs (not just guide dogs), lots of seating for people (not only in restaurants)
165. Like the idea of atrium giving natural light. Will be less of an underground feeling.
166. Like to see more natural light
167. Long overdue
168. Long overdue.
169. Long overdue. Increased capacity i.e more platforms should have been included.

170. looking at the model proposed i am very impressed and confident new street travel will become more convenient for everyone
171. Looks a lot cleaner and brighter
172. Looks a lot cleaner, not dark and dingy.
173. Looks fantastic. Will be a credit to Brum. Can't happen soon enough!!!
174. Looks good. Very impressive.
175. Looks really futuristic, fantastic!
176. Looks to be a vast improvement on the new footbridge at the west end of the station installed not so long ago which was rather a wasted opportunity
177. Lots more loos in various locations
178. lovely design
179. Machines collecting tickets instead of people doing it
180. Make sure exhaust fumes are extracted properly. It is a health hazzard! Make sure there are no bottlenecks like now - getting crushed!
181. Make sure the lifts to platforms are clearly signposted.
182. Make sure you air condition the station as much as you can, it will have to be done eventually, do it now!
183. May date very rapidly
184. Money wasted.
185. More cycle parking is desperately needed. Some stations are planning for 1000 spaces for bikes which seems a reasonable figure to begin with but is still much lower than many European cities.
186. More escalators very important. Down as well as up.
187. More glass, less concrete if budget permits
188. More lifts. More escalators.
189. More light and cleaner out at platform level. How will New Street copy with increase in train use and more trains on the network given that no more platforms have been proposed?
190. More light on platforms
191. More loos and free
192. More natural light needed at platform level. More screens needed listing destination and calling points (not the digital boards we have now - we used to have a screen for every platform above WHSmith a few years ago that were much better!). More clocks needed throughout. A reduction in noise at platform level when diesel trains are present.

- 193. More platforms
- 194. More platforms. Less bottlenecks.
- 195. More post boxes - there's only one and its full every morning. Lots space. Lots escalators. Easy access for all.
- 196. More shops and cafes with seating needed when awaiting trains.
- 197. More space is needed at platform level. This could be achieved by dispensing with the sidings between certain platforms and using the space thus made available to widen adjacent platforms.
- 198. More toilet facilities required
- 199. Natural daylight needs to spill down to the platform level which is where the "dinginess" is that the public complain about. The current concourse is already well lit , albeit artificially.

This smacks of the cheapest option as it is largely based on the existing footprint of the station. My suggestion is to buy back the 'air-rights' above the station from the Pallsades and develop something along the lines of Berlin Hauptbahnhof

- 200. Navigation around station needs to be good - especially as a tourist to city or visitor
- 201. need easy access to platforms when wheeling large case and luggage also more toilets on platforms and food shops on platforms
- 202. Need for continuous update to be kept in mind
- 203. Need more parking - lifts to all platforms essential.
- 204. Need natural light to platforms
- 205. Need to ensure that as you are approaching the station by train all the rubbish/vegetation is cleared
- 206. New Street needs to play its part in city living through use of a green roof. This will also help to manage surface water run off and provide green space for workers if a roof garden was formed.
- 207. New Street Station ought to have a main exit out to new street, as did the pre-1960 station
- 208. New Street station was good, but times have changed. The new design seems to encompass what is needed.
- 209. Nice
- 210. Nice design, but unfortunately this does not tackle the fundamental flaw of Birmingham New Street station, that being it does not increase railway track capacity and train throughput. The station is a major bottleneck in the UK transport system and it is not merely a regional station. The money should have been saved on this project and used as part of a scheme to increase the number of platforms & or train tunnels accessing the station in order to meet a national requirement. Some continental European stations have even created platforms below the existing ones. Backside forward, people and trains first, before shops, cafes and atriums.

211. No - but then new station will be lovely light and airy which is what's needed
212. No daylight getting down onto the platforms still!!
213. No improvement at all. It's a railway station! The tracks should open to the sky. The real problem is capacity for more trains.
214. On the basis of the few photos, it seems a design that pushes the possibilities of engineering and is certainly eye-catching. Which is probably what people said when the current New Street was built.
215. Only an improvement if step free access to all areas. Causes chronic fatigue. Do not use stairs - health problems. Get rid of diesel fumes.
216. Only disappointment being no overall train shed with daylight on platforms like the original New Street station.
217. Overall, I think the proposed design is fantastic, and I'm really looking forward to seeing the finished product. Just a couple of comments: 1) The more natural light feeding down to platform level the better! 2) Can anything be done to improve the walls of the bridges that carry Hill St and Navigation St across the station? 3) Can the pedestrian access point onto New St ("The Ramp") be improved further (e.g. through the addition of an "eye")?
218. pity the 'throat' can't be widened to allow more trains to use the station
219. Platforms need plenty of seats, people are weary and tired after shopping.
220. Platforms need to be lighter and wider. More seating on platforms.
221. Platforms to be light and airy and have more seating.
222. Please build out spots where crime / ASB can occur!
223. Please consider how you will maintain the building to keep it looking good
224. Please create a bright, clean, modern and safe space - warm in winter and cool in summer.
225. Please let this be the end of platform alterations! It would be great to see a private waiting area, away from the rush.
226. Please make the platforms and waiting areas full of 'Brum' images, no a.n other city in a.n other region!
227. please provide a smoking area. The front of the station is a disgrace. As an ex-smoker I understand the need but the entrance is not the place. far better to have a designated area, especially if you have missed a connection.
228. Please provide plenty of visual displays about train times, delays, platform alterations - for those of us who cannot hear loudspeaker announcements
229. Please, please, please, cycle parking facilities fit for the 20th century let alone the 21st? I've been to lamp-post request-stop stations in the middle of the Welsh countryside with better cycle parking than New St. Thanks!
230. Poor design like Selfridges

231. Proposals seem very good as far as can be ascertained from the very poor exhibition. More exhibition boards, plans and artist impressions.
232. Provide cash ticket machines for local services and a more spacious and well-staffed advance ticket office. More customer information outlets.
233. Public spaces and walkways must be much more spacious! At present they are cramped and very stressful. For the city and for the image of rail travel the external appearance of the station is important. What about some public art?
234. Really like the etfe roof to allow natural light into the station
235. Really need anything to improve Birmingham.
236. Regeneration of land to the east of New Street station for a purpose built state of the art 21st century site would have been preferable allowing a concentrated link-up with the current Moor St - Snow Hill line.
237. Remove Atkins.
238. Rubbish (and Stratford) No train to [illegible]
239. Same standard of WC please (but 30p is a bit steep). Existing station uses fans to extract fumes that don't always work (unpleasant and dangerous?). Can you fix it? At rear has male urinal masquerading as steps down to Station St. Can you fix it?
240. Self-cleaning or mechanism for cleaning
241. Should have free wifi and decent waiting areas for when the trains are inevitably delayed
242. Shuttle bus to the bus station? changed bus stops?
243. Softwares such as staff's attitude and quality should be improved with the updates of the hardwares.
244. Space with adequate seating. [Illegible] a nightmare with no seats.
245. special offers for customer
246. Tactile maps at entrances for future and driving walls. Can we have braille at platforms.
247. The blank walls / bridges on Navigation Street and Hill Street need to be vastly improved - as no one can see the shiny new station behind them and they will continue to make those streets unpleasant and feeling unsafe.
248. The building seems to be an integral part to the city centre's High Street. It's an icon, a gateway to a dynamic city
249. The buildings around the station also need updating otherwise the station will look odd.
250. The car park design is excellent! An absolute benefit to such a busy station. This gives a clear idea how it will really help me! Thank you.
251. The complex is very modern.

252. The creation of new entrances and the pedestrian routes through the station 24/7 will allow increased footfall to all parts of the city and put the station at the heart of the city as a meeting place for a city with global ambitions. The improved 24/7 access should require public toilets accessible by passengers and visitors, not restricted to passengers once passing through ticket barriers. A coherent signage for attractions and street exits needs to be developed to tie in with the city council and its development through the Big City Plan and other projects to enable passengers and those using the station to traverse the city to easily find their way.
253. The design does not appear to improve access via the ramp to New Street / Stephenson Street. This ramp gets crowded/congested - is not attractive.
254. The design is bold and beautiful
255. The design is far above anything we could imagine
256. The design looks good, but hope that it is not diluted along the development process.
257. The design needs a 'wow' factor to make a big impact. The limited visuals are good, but they look what they are - computer generated and the model I saw at New Street on Sat 17 Oct does no favours at all. You need to get this right now.
258. The design should be respectful for the historical context of the city center
259. The design would do well to make the station feel like it has a "main" way in rather than the current design. Also the design looks lovely but it will only make waiting for late trains better.
260. The emphasis should be on the station functions not shops (other than newsagents/cafes). Natural light is important and attention to detail on the interior to make it feel like a spectacular place to arrive.
261. The exhibition as useful as far as it went, but it did not show the new platform environment, so it was impossible to decide whether the new station will be good/indifferent/bad.
262. The glass roof will create a lot of light in spring/summer months. Glass roofs are lovely if kept very clean.
263. The iconic design will be a landmark for the city as well as providing an enhanced environment.
264. The increased amount of natural light is particularly welcome
265. The Midland Metro extension has to be extended in time for the new station.
266. The model on view is difficult to understand in regards to alignment with present city. Some labels would be useful.
267. The modern design may put some people off (like Selfridges). I don't care if there is not a single shop or coffee bar etc as there are all nearby. I go to the station to catch a train not shop.
268. The most important thing for me is access to information about train times, platforms, etc. This should also be available for people with deafness/blind or people with English as a second language.

269. The new design looks like a new shell for the station, rather than the rebuild it really needs. I am not convinced it will improve on the dark, dirty, concrete bunker "welcome" we currently give to visitors getting off trains. And why do Birmingham officials always think that bunging a load of retail outlets in something will improve it, instead of looking at the actual user experience?
270. The new station will be a wallpaper job. A complete new station should be built at Curzon Street (think a hundred years ahead not twenty).
271. The outside departure boards are a brilliant idea. My only concern is that, if unmaintained, the exterior of the station will quickly become coated with the grime which has gathered on the ceilings at platform level.
272. The Pallasades Centre over New Street station was a planning disaster. Any proposals which do not completely clear this are a repeat of the mistake. This possibly explains the unnecessary complexity of the proposals and its six year programme. Consider Barlow's, St Pancras 1861 and remember Paxton's Crystal Palace 1854. Look at photos at B'ham Snow Hill 1950 and go now!
273. the pictures available do not seem to show the proposal at track/platform level - the platform environment and the entrances are the 2 key problems so without this information it is impossible to evaluate the proposal
274. The plans for the new concourse are well designed and thought through. It is a shame that whilst this is being undertaken that no provision for extra platforms/trains is being included to ensure that a reliable train service can match the new station environment.
275. the platforms will still be subterranean though, so that awful smell of diesel (wich is not pleasant and makes me cough / wheeze) will still be there. But it's still a massive improvement and I'm 100% behind anything that will show off Brum in a positive light.
276. The primary purpose of a station is to provide trains for people to board. The new design does nothing to improve the number of trains that can access the station.
277. The proposed design is right, bright and smart
278. The proposed design links to the new area of the city around the Bullring. Also a bold contrast is the high class Victorian architecture around the city.

279. The skylit concourse looks like it could be really superb.

However, I do not believe the floor will be anything like the open space shown. I suspect it will be filled with crude standalone kiosks and clutter, a lot like the old Paradise Circus atrium. So while the rendering looks fab, the floorspace looks like a fib.

The fab atrium is one thing - but what about at track level?

This display shows two partial views of the platforms. It looks like they might be open to the skylight in one part of the station - but the existing pit view from Smallbrook hasn't changed, nor has the track layout, and I'll bet the noise won't be any better in a big echo chamber. Why build a fancy new lid when the platforms seem to have been left out of the picture? Why make the effort to have a glass atrium when the blighted pit next to the Rotunda remains as is?

Overall, it looks like a new cap on the existing skeleton.

I reckon that's a waste of money, resources, and time.

Please go back to the drawing board and come up with something that's a proper solution, not just a bit on the top.

280. The sooner the better.

281. The sooner the better. New St must be the worst station in the country for accessibility, congestion and other associated problems.

282. The station needs to have clear and visible entrances and integrate with other modes of transport. It needs clear and ample cycle parking provision, adequate space for people waiting for taxis, information about where to board local buses.

283. The station building needs to be a more sustainable design including lots of bicycle parking spaces.

284. The station has a greater civic responsibility than just operating as a transport hub with retail.com the design give back community to the city that it currently misses? i.e a glass roof. - somewhere to be without feeling you have to buy something. The only place this occurs is St phillips - the city needs green spaces/parks. The design doesn't respond positively along Stephenson Street. currently opposes by the first floor overhang - should present a more open solution which talks to the opposite shops.

285. The station has to move from the old 1960s style, as now into the 21st Century. This design seems to fit the bill.

286. The station is badly in need of improvement. There is nowhere to sit and wait between connections.

The exhibition in the station concourse was very poor and should have included more plans, artists impressions and videos.

287. The station is crying out for decent cycle parking. At the very least, the number, quality and location of stands needs to be improved significantly. The type(s) of cycle parking installed should be the subject of consultation with existing and potential cyclists who use the station, local cyclists' groups and draw on best practice elsewhere in the country and abroad. This is once in a generation opportunity – don't blow it! The approaches to the station are just as important as the interior. The design and facilities provided should encourage passengers to travel to the station by foot, cycle or public transport. Can the bridge at the Victoria Square end of the station not be integrated into main body of the station, rather than being stuck out on a limb? As far as I can see from the images on the website, little more than a makeover of the bridge is proposed. There must be full access to all platforms including platform 1 from this end of the station. Given that it has not proved possible to keep the white exterior of the existing bridge clean, how will the proposed new glass exterior be kept clean? Don't just put a new façade on the side of the station facing Stephenson Street. The whole street needs to be transformed, especially the current footway underneath the Pallasades. Can't wait 'til the new station is completed.
288. The station needs more platforms. I arrive/ depart from the station at least once each weekday and my journey is almost always delayed due to platform issues with other late arriving/ departing trains.
289. The station needs more seating. Very clear sign posting to public transport. more lifts.
290. The station will fit in with the rest of the 'new Birmingham'
291. The towers proposed as part of the station redevelopment should not be allowed to be forgotten. Whilst I understand the towers have been re-phased to a later date due to the economic climate, they are crucial in providing the city wider legibility the city's main station needs and deserves!
292. The visuals will be improved but from a transport point of view there has been no change to integration of station with existing bus and train links.
293. The website is appalling, all hype, small images and very little info such as where the entrances will be and how much up and down one will have to do to get to platforms and lifts. The exterior of the station is not very visible at present, the new cladding will not look as bad as Selfridges but that's not saying much.
294. There appears to be little improvement down at platform level. No additional capacity for more trains. The associated property development appears to have gone - how's it all to be paid for. How is existing traffic to be managed - when it was last rebuilt there were extensive diversions to Snow Hill - no longer really available.

295. There are many other important areas to be considered: have you not been listening to people's comments up to now?
For example:
- how will New St be a better part of an integrated transport system (especially making it easy for cyclists)?
- how will the fragmentation of services from different rail companies be reduced?
Many thanks.
296. There hasn't been much effort to show the people of Birmingham the designs, other than the shots show in the media and on this website - where can we view the detailed plans?
297. There is no mention of energy saving and reducing CO2 either in the building or operation of the new station. This is very important.
298. There is no reference to public transport integration. Where are the bus stops. How will access via Smallbrook Queensway be improved. Good integration with other public transport would reduce congestion in surrounding areas.
299. There must be a high quality metro interchange which must be in place by 2014. It must be well signposted and intergrated. Why not include a viewing platform as some continental stations have. It would give a view over train and platforms and be a bonus for rail buffs - it would be very impressive for everyone else too. More importantly, it would be a 'first' i think for this country. Everyone agrees, yes sooner the job is done the better.
300. There need to be more places to store bicycles, the roof should collect energy (and water). The idea of holding areas upstairs is disagreeable - would prefer to be on the platform early
301. There need to be more selfservice machines, need to keep plaque about those who died in the war.
302. There should also be recycling bins on the platforms and cycle facilities and somewhere to store luggage.
303. These so called 'improvements' will not improve train punctuality which is bad.
304. This could create more job opportunities
305. This is a very short public opinion survey not a consultation, the main purpose of a station is that it operates efficiently in terms of the movement of people and trains. Much of the new design is to be welcome BUT it will still be buried in a mass of consumption and offices. As a regular user of the station the one thing which would improve the situation for me would be free cycle storage at all of the entrances to the station in a prominent position which says to all that cyclists are welcome. The second issue would be creating a much more airy and open aspect to the building as a whole as the gateway to the City that it is. The staff at Bham New St do a tremendous job on a day to day basis of operating the existing facility way beyond its "limits" they are a credit to the industry and the City. These people need to be taken into consideration through this whole process of construction.

306. This is a wonderfully creative and imaginative design. It will be a fantastic asset for the City if it comes to fruition as shown. I hope that the materials and quality of build will match the marvellous design. I have some concerns however about the areas around the main concourse - will these be used for open space or shops or pedestrian walkways - and about how the platform levels will be kept clean and free from diesel soot. Outside the station is there any chance that the ugly walls bounding the roads on the Navigation St./Hill St. crossroads/bridge will be improved in appearance and that the visually depressing back of the Odeon building, which is very prominent when looking from the Bullring, will become less obvious. These latter are minor matters however and I really do hope that this beautiful and stunning design becomes reality.
307. This is needed for Birmingham to improve the image of Birmingham.
308. This is primarily a railway station but your model does not show the platform areas. I gather from your representatives that it is proposed to operate as at an airport with waiting / seating on the concourse above until the train is due but I would like more information on the actual proposed working arrangements please. Eg will rail passengers be held on the concourse and funnelled down when the train arrives or will there be room for holding on the platforms?
309. This is the worse consultation document I have ever seen. There is no question about what the railway is for: TO TAKE PEOPLE (presumably more and more people) TO FURTHER PLACES. The issues with rail capacity (LACK OF TRACK) do not appear: WHY NOT? Instead we are asked about shopping...
This should address the purpose of the station. To allow ever growing numbers of people to access the site easily by public transport ON FOOT OR ON A BIKE. As such the questions and this consultation is so daft it is hard to find adequate words to describe its worthlessness.
310. Ticket barrier access/egress needs to be less cumbersome and confusing (i.e entry / no entry signs more visible with clear one-way access and ticket barriers need to be wider and without obtrusive ticket barriers inspectors who only randomly look at tickets - they are more hindrance a nuisance and standing in the way of access to platforms. Lifts required up and down to each platform
311. Too Fancy
312. Train station should keep TRAINS & access to them as key priority... we do NOT need more shops. I hope design has taken into account energy use, natural lighting and ventilation. I enjoy train rides, but England could learn much from places like The Netherlands!
313. Travel information desks. General enquiries. Toilets.
314. Unhappy at new timetable [illegible] - New Street
315. use of 'moon' for people with dual sensory impairment. Talk to deaf/blind UK for details.

316. Use rail network has new road structure. concrete over it all and let people drive as trains out-moded and smelly.
317. Use the Swiss railway clocks please - no fancy digital ones.
318. very good
319. Very good
320. Very impressive - just what Birmingham needs
321. Very light, Airey
322. Very nice if all goes to plan.
323. Visible security personnel would make the station feel safer esp late / early.
324. Want to see some plans for the interior
325. Waste of money. I just want to buy a ticket or get information without long queues and catch a train remaining reliably on time. This will do nothing to meet these ends.
326. We all know what it is all about: making better use of the commercial opportunities of the site. Passengers are your last consideration: more shops and offices come first
327. We need more tracks, not a fancier shopping centre.
328. Welcome at last Bham to the 21st century, well overdue!!
329. Well done.
330. What a lost opportunity! Large roof area wasted. Roof garden, outdoor cafes, solar panels, wind turbines, rainwater recycling.
331. what about the short stay car park?
332. What is really needed is the capacity to handle more trains; to improve interchange with Moor Street Station; to ensure local connections can easily be made with HS2
333. What is the project doing to minimise disruption while the construction is going on?
334. what matters for a station for city the importance of birmingham is an adequate number of platforms to cater for existing and future traffic rather than a cosmetic building
335. What took you so long.
336. What will be done to alleviate inconvenience to passengers the development stages (6 years!)
337. Where are the extra platforms to cope with the ever-increasing number of trains.
A four track suburban station under New Street/Moor street linked to the Cross City Lines and the Wolverhampton - Coventry line would relieve the pressure and allow the proposed High Speen Trains to use New Street - Think Paris Gare de Lyon, Munich Huptbahnhof, Milan Passante etc. Underground stations don't have to be dark & dingy holes.

338. Where is the design to be seen?!
339. Where will passengers be dropped off during proposed work? I understand present car park will go.
340. While few could disagree that the proposals are an improvement over the existing station, the proposals just do not go far enough to improve the capacity of the station for dealing with more and more trains. This project is really just an incredibly expensive "lip gloss" for the station itself - tart it up and make it look "world class", whereas underneath the surface, we the passengers will still be travelling on grossly overcrowded trains in the peak periods. A wasted opportunity and an incredible waste of LTP money.
341. While the station improvements are nice to see, I don't see how the changes will improve the over crowding problems, or train service reliability, as there will be no significant changes or expansion at platform level.
342. Whilst the station isn't great it serves its purpose fine. I can't help but think as an unemployed graduate that the council should be focusing on job creation rather than a show off station.
343. Will it cut down on the noise of diesel trains at adjacent platforms? Will there be 'Japanese' markings to show where Coach C will stop?
344. Will materials proposed be easily maintainable such that the "crisp new" image can be maintained through the life of the structure.
345. WILL ROAD ACCES TO/FROM THE STAION BE IMPROVED AS WELL?
346. Will there be air conditioning?
347. Will there be an underground link to Moor Street staion making it easier for passengErs to change to this station.
348. Will there be easier access between stations when changing at New Street. It is also hard if there is a sudden change in platforms.
349. World class. What Birmingham needs for the transport hub it is.
350. Would like some sort of iconic statue within station quiet room.
351. Would like to see artwork and water feature
352. Would the station design stand out from other cities in the UK, whereby some all look the same.
353. WOW with capital letters
354. Yes, knock the Ladywood building and replace it with something new.
355. You have missed an opportunity! The number of platforms will be the same. You say longer trains will be used. You are already using one platform for two trains. How will 2 longer trains fit on 1 platform when the tracks are already full to capacity.
356. You have the same amount of tracks/platforms. Thus your NOT doubling up for the 21st century.

357. You need another platform.
358. You need to make the whole rail station work - get rid of the shopping centre - widen the rail bottle neck - and then build from the ground up. I am bored of the train chaos every Friday evening rush hour - totally caused by the rail network bottleneck. This will not be solved by having some more shops.
The first sight many visitors have of BNS is of a dark dingy basement. We need much more of the rail platforms open to the air.
Let the shopping centre go at either end of the rail platforms - will help with phasing the development too, as the new transfer structures over the rail lines can be built before the existing shopping centre is demolished.
359. Your model did not clearly identify main or other entrances. No details of what was next to buildings. No details of what was at platform level. Seems a high cost just to change main thoroughfare.

“Please let us know if you have any other comments about our plans”

1. ..refreshing.
2. [Want to know more] in the free newspaper delivered to houses.
3. A comfortable place for disabled people. Make the signage clear for partially sighted people.
4. A facelift in itself won't improve the rail passenger experience or impression of Birmingham. Issues that need to be addressed include; Network Rail: improved throughput of trains - increase in train numbers, improvement in time for trains into and out of the station, eliminate trains waiting outside the station, reduce conflict of priority between local & national routes
Birmingham City Council: improved taxi rank facilities, eliminate taxi queue congestion, eg Hill St, improve set-down/pick-up points for people taking or meeting passengers, eliminate congestion on approach roads to the station, create a rapid transit connection to Moor St Station
5. A 'smoke and mirrors' project that provides the illusion of improvements but doesn't solve fundamental problem of train access.
6. All we're getting is a lighter and airy concourse. 3 lounges to keep passengers in away from platforms. I can't see it holding so many.
7. And seating.
8. Answered in question 2

9. As a finer detail, I don't like the recent very 'glarey' arrival departure screens. It would be good for me if they were more like the older blue background types for 'new' New Street.
10. As above - what plans are there to deal with the bottlenecks of traffic on either side of the station, given that it'll be difficult to lay any new tracks now the Bull Ring is in place? The things that irk most about New Street are the delays and endless platform alterations caused by the bottlenecks - the cosmetic improvements, which are very welcome, will probably do nothing to change that.
11. As great as the revamped station is Birmingham is still crying out for another railway station and a more integrated transport system. This should be just the start.
12. At last we get rid of that underground, but not quite, feeling. Hopefully the dingy appearance to visitors to our City will arrive and believe Birmingham is a Fantastic City, but can anything be done about the approach roads??
13. At platform level better information should be clearly provided for those changing trains.
14. Avoid areas where young people can gather, it can be very intimidating.
15. Be bold and make a statement, don't go for the safe design option. And please get it finished as soon as possible.
16. Bin them and start again.
17. Birmingham is an international city in saying that I would like to see something different and sui generis which could be a landmark to WM. I did not like the project the way you intend to develop it. Keeping the ladywood house is a big mistake. Is an ugly building associated with this project.
18. Birmingham needs a high profile station and this is it.
19. board changing every six months highlighting the progress
20. Brilliant idea
21. But no train capacity still spend life at signal NS15a!
22. But not just too expensive, rather more healthy shops. Areas for litter so that it stays clean, clearly signed exist and maybe bus stops and taxi ranks connecting easily without need to run around
23. Can this possibly be the first building to be 'on time' and 'on budget'??
24. Can we have a building that looks like a railway station ie London King's Cross or London Waterloo?
25. Can you have trolley / pram friendly escalators like in Geneva
26. Can you keep me up to date by post please.
27. Car drop off/pick up point works very well. I hope it isn't taken away.
28. Carpark should be run by Network Rail

29. Cheap and a bit tacky which wont enhance the Birmingham skyline and will certainly not provide any additional train capacity. This is just to keep the council happy and nothing else so it can be seen that they are actually doing something about NST. Where is HS2 going to go? certainly not here if this scheme gets the go-ahead.
30. Concerned about fumes at platform level. It is terrible at the moment and without open air I don't see how it can improve.
31. Concourse needs adequate ticket windows and well sited display boards
32. Consider describing access needs etc directions by main access points - places where you can find info.
33. Continued cleanliness essential
34. Could it be made clear that Birmingham International is 'airport' station.
35. Current platforms always stink of Diesel fumes. Can anything be done about this?
36. Definitely like exhibition to show progress.
37. Don't over spend!
38. EASTSIDE! EASTSIDE! EASTSIDE!
39. excellent idea
40. Excellent.
41. Exhibition good on an ongoing basis
42. Exhibition on site excellent.
43. Fab.
44. Facilities should not cost more for travellers. Adequate counters for buying tickets (not machines)
45. Fantastic!
46. Feel that the new station improvement looks good
47. For the 3rd Millenium it's essential to improve public / rail transport that is integrated.
48. Good luck
49. Good luck!
50. good to have interpretation of what is happening
51. Good waiting room facilities and toilet facilities are important. Plenty of seating space to be dotted around the station.
52. Great to have an exhibition on an ongoing basis
53. Has consideration been given to bringing Curzon St back into use for trains terminating in B'Ham
54. Help points - for mobility impaired passengers

55. How will the plans improve the running of trains? Nothing has been said about that. Yes, Birmingham's largest railway station needs rebuilding and I'm sure the new station will be another vision in concrete and glass - but the proposals are inadequate and will not improve the running of trains.
56. HS2 needs to come to New Street. This plan will not increase capacity. Local services could use Curzon Street and tram link poor.
57. hurry up and get it finished. it's long overdue and needed
58. Hurry up and get started!
59. I am concerned that the plans include no provision for increasing the number of trains which can use the station - this seems crazy. Once you have put a new glass top on the station will you be able to retrospectively increase capacity or will the new building be an actual constraint to further development? If so, then I strongly believe you should wait until you can fix the station at both platform level and above (rather than simply put a new concourse over a congested interchange).
60. I am sorry that there is no space for extra platforms. This would be for further expansion, in a few years time, when more rail services, from surrounding areas, are passing through or terminating at New Street Station.
61. I believe that this development will be taking place at the same time as Wolverhampton's new transport interchange is being created(?).
This will inevitably cause disruption when travelling between the two cities. Have Centro considered this and is there a plan in place to account for this?
62. I cannot see any mention of improving the actual train service ie. speed and number of trains in this project. It seems to really be a commercial development for retail first and foremost, putting their needs before those of rail users. The current station is totally substandard, so it is great to see it being brought up to scratch. But the idea the 'Gateway' will totally transform first impressions of Brum are misguided. That first impression starts miles from the centre as the train slowly crawls towards New St, stops, starts, stops again... This is a missed opportunity. I just hope the High Speed station can be located close enough to prevent it being a massive squandering of public finances. Still, the dye is cast so good luck with the project!
63. I guess building a station is disruptive as commuters will not really benefit and have 215 years of decay and hassle
64. i hope it will be completed on time and budget
65. i hope it will look nice it will. yeh
66. I hope most time & money goes to making station enjoyable and sustainable for PASSENGERS, and little is wasted on fancy architecture which will be out of fashion soon.

67. I hope you use information boards and not loud speakers to direct to platforms. Help for blind and deaf.
68. I just want to be able to enter the station without steps and be able to get to platform on travelator as they are better than escalator. Travelator are flat all the time.
69. I like the public open space created by removal of Stephenson Tower. Lets keep it that way instead of building two more towers!
70. I suspect that 'fancy' curvy cladding to the footbridge at the Wolverhampton end will prove impractical due to clearances and signal sighting issues.
71. I think the plans are great, but i worry about the disruption to the train service whilst work is carried out
72. I would be interested to find out when is it Crewe stations turn for re development as the site at the moment dosen't give the town any justice with it steeped in its famous railway tradition.
73. If not about [illegible] waste of money
74. I'm a little concerned that they don't go far enough and are likely to be scaled back still further by post-election cutbacks.
75. I'm not entirely convinced that the walkway at the back of the Odeon is a good idea - it'll be a bleak, dead feeling route with no active uses. The money would be better spent by covering more of the other side of that void to improve the direct visual route from the BullRing facing entrance to the Rotunda.
76. important to have plenty of secure parking for bicycles. environmental factors to be taken into consideration in design and running of new station. more recycling facilities for passenger litter
77. Improving / spending millions of pounds on the exterior/concourse areas wil lnot change the efficiency of the station because of the tracks into the station area. If a train breaks down in a tunnel the whole system jams up.
78. In the end it is the efficiency of the service I am most concerned with.
79. interaction on New St & Model shows the 3D view better than photos.
80. Is there any cost to the council tax payer
81. It does not address the issue of actual train capacity rather than passenger capacity. It is a real bottleneck on the train network and I feel there has been a real missed opportunity by choosing redevelopment over other options.
82. It is good to see investment plans outside London. There is a need for many more.
83. It was a really good idea to have the model showing the layout on the concourse at New Street Station, but it confused a lot of people who visited the dispay that the model had not been orientated in the correct direction in relation to the real buildings around the New Street area, and there were no labels on it showing the street names.
84. It wil be nice to see some images from internal perspective, platforms concourse etc

85. It's a once in a lifetime opportunity to make a big difference to Birmingham - don't cut corners and mess it up. Everyone is behind the project so deliver your promises and shout loud about it!
86. Keep it up!! very impressive work
87. Let us hope that the new design will feel more spacious, less cramped and with better ventilation, so that the sense of being in fume filled dungeon, which characterises the present station, will be a thing of the past.
88. Like exhibition on an ongoing basis
89. Liked the idea of having an onsite exhibition.
90. Look forward to seeing the end product. Where will the signalling centre be located? Ex retired signaller.
91. Looks clean, airy, bright.
92. Looks fantastic. It will be credit to Brum. Can't happen soon enough !!!
93. Looks good and cannot be worse than the existing. It's difficult to believe that the present station was a great improvement on the previous station back in the 1960's or 1970's.
94. Lots more ticket machines in designated area please.
95. Make sure it integrates into the city's CHP schemes. Make sure expansion is possible to deal with high speed rail. Try and integrate with Birmingham buses (main bus stop outside the station).
96. Make sure there should be as many escalators and going up and down
97. Make sure you take plenty of photos of the current station so that we can remember just how bad it is!
98. Make this as good as the pictures!
99. Manchester Picadilly is a good example
100. marvelous
101. Maybe more open space within the station
102. Moor St / Snow Hill still largely local stns except links to Hereford / Marylebone
103. More lifts and escalators (both ways we assume) excellent improvement
104. More loos please and local traders in the atrium area. Less chain stores exactly the same as every other town and city. Glasgow is a good example.
105. More trains would be nice
106. Need lots of light!
107. Need more cycle racks at the new station
108. Need names and numbers of all building subcontractors awarded packages
109. Need to consider location of smoking areas. How about a viewing gallery for train spotters and curious small children?

110. New Street is a Station. The bullring is across the street for shopping.
111. New Street station has always been dark and congested. Hopefully the plans will change this and make New Street more pleasant to passengers.
112. New Street was once one of the most magnificent stations in the Country, after the wartime damage and subsequent dire 1960's redevelopment I am hoping that New Street Station can rise as a magnificent building once again.
113. New waiting rooms [illegible] and toilets
114. Nice to see it is more than a basic upgrade
115. No
116. No extra capacity for more trains - a wasted opportunity
117. Pallasades needs to go! replace it will bullring 2!
118. Particular effort must be made to act on the needs of the young, old, disabled and women.
119. Perhaps a safe place to leave your bike
Also have large lockers which people can use.
120. Platforms need more light than at current
121. Please add RSS to the website.
122. Please create a progress blog
123. Please have recycling facilities
124. Please listen to those who use the station every day - the platform environment is very important.
125. Please make it happen; for too long Birmingham has had a sub-standard station not befitting for the city. However, let's not create another 60's carbuncle that our children will hate. Will the new design be still be liked in 30 years.
126. Please put sustainability at the heart of everything that is done in this design. The building must be as energy efficient as possible and promote support for small-scale local businesses, not just big chains. All bins should be recycling separated ones and all retailers should be instructed to minimise waste.
Making it easier to cycle to and from the station will also make it a much more attractive option for local commuters. It is currently not a bike-friendly station in any way shape or form.
Better connections with bus services and better signage for people going to or leaving the station would also be hugely beneficial.
127. Post? I don't buy papers or have internet
128. Reflective cladding is a nice idea, but keeping it clean in a city centre environment will be very difficult. Appropriate attention will need to be paid to a cleaning system to stop it becoming dulled.

129. Seating is a problem I encounter at the station often. A comfortable seated area to wait for a train and get a coffee would be a vast improvement on the current site.
- Clear signs detailing incoming and outgoing trains, delays and platforms could be more prominent.
130. See previous comments
131. should look much better and give people visiting a better impression of B'Ham as they come via the station.
132. Sooner the better
133. speed up entry/exit of trains, more platforms to ease train congestion.
134. St Pancras is a great example of station redevelopment
135. Station needs more platforms. It is already a bottleneck and making it into a pretty shopping mall won't get all the extra travellers on to trains unless there is adequate capacity.
136. Station to have directions to platforms and way out easily visible.
137. Stephenson Street needs to be a large entrance as important access route for passengers.
138. Stop some of the westbound train at Longbridge & Barnt Green for people living on the south side of Birmingham.
139. Taking too long. 5 years?? (and the rest)
140. Thanks for letting us have a say. I hope it's not too late to do something worthwhile, that people actually want, instead of wasting our money on retail tat and ignoring the real problems.
141. Thanks for putting this out, but I'd like to have more detail, in more accessible formats like PDF.
142. The 2 proposed towers either side of the Stephenson Street entrance will detract from the design
143. The atrium space looks a bit minimalist. Will there be anything in it?
144. The best lighting for platforms to create natural daylight can be seen on the Jubilee Line in London.
145. The bigger concourse is probably needed and conveniently placed lifts would be a great advantage. I understand that there will be a 24hr walk-through available but I didn't find any info on the website.
146. The design is stunning and will be a welcome sight in Birmingham
but is going to cost an awful lot of money considering that it will not increase train capacity which I think is as important as a good looking station
147. The images always show the same view - that from the Smallbrook Queensway or Station Street. I have yet to see how the building looks or works from other existing entrances/viewpoints which leads you to think that work has not yet been done on them. It is difficult to fully support a scheme when you don't know what it looks like. Of course the biggest issue is delivery. Please just get it moving.

148. The model would be easier to understand if orientated the right way.
149. The planners 50 years ago got it wrong. Please don't waste our money. Move the lot to a new site not a mile away.
150. the plans are still flawed as it does not improve capacity!!!! I hope there will be some planning for deep underground tunnels
151. The plans need to ensure that there is an easier route through the Pallisades shopping centre to the station rather than the circuitous route it presently takes.
152. The sooner the better!
153. The sooner the better. The present station environment is dire. It must give an awful impression to visitors. Platform access and exits are dreadful.
154. the station itself looks great. It is a pity that we cannot increase the number of lines through the station
155. The station needs better provision for cyclists.
156. The station needs much improved cycle parking NOW the minimal stands available are always full and are off putting to cyclists especially as they are surrounded by signs on nearby railings that bicycles will be removed if secured to those railings.
157. The waiting area should have a cafe for tea and coffee in sight of your luggage. £7 per bag is too costly to check in luggage. I had a 4 hour wait for my train.
158. There needs to be MUCH better facilities for cyclists. 12 cycle stands full of mostly broken bikes is an embarrassment.
159. There needs to be plenty of seats.
160. There seems to be no information about solutions to the train 'bottleneck' problem, its all very well rebuilding the station but unless the problem of train delays due to the track space and capacity are sorted it will still leave passengers and train operators with the same problems
161. Think about the future, an impressive station is all very well but if it cannot cope with future volumes of traffic it will be a complete wast of time & money and we will be back to where we are now.
162. This is much needed but the consultation / communication with people in the city has been shocking. You've already started construction and yet we've never been given the opportunity to see detailed plans.Would be very concerned if the existing numbers of drop-off spaces were to reduce as a result of the new proposals.
163. This is window dressing on a very grand scale and does not address the major problem of track / platform capacity. The plan shows a lack of vision by all concerned.
164. This website says all services will continue to serve New Street whilst work is underway. How will this be possible when platforms are systematically taken out of commission for access improvements?

165. Ticket barriers should be a lot more strategically placed than their current location. The congestion during rush hours can be terrible.
- Hoping the station will be cool during summer when temperatures are high and warm during the winter
166. Too late should have been years ago, if was now so it is fallen back.
167. Try to keep within budget!
168. Very ambitious. Will the Pallasades still be able to operate with the re-construction work?
Is there any scope for adding extra rail lines/platforms while there is an opportunity?
169. Very much in support
170. Very much needed project
171. Very necessary. NB clear verbal message important.
172. Very nice to see it being done for disabled passengers and luggage and buggies.
173. Very proactive.
174. Waiting space should be on platforms - not on concourse level.
175. Walkways good idea to get from North to South
176. Wants tactile plans at station
177. We haven't heard much about what'll be happening to the Pallasades. What exactly will be happening there? There are lots of empty shops there so will it be dismantled with the old station?
178. We need more cycle racks!
179. Well done the old is out in with the new a refreshing future for New Street station.
180. Well i think there should be free wifi access as a lot of people check work emails before they get on the train as well as generally browse the internet while they wait for the train. I also think that there should be a way to charge mobile devices for a limited time so people can arrange to be picked up when there battery dies.
181. Well worth the effort to get it right and good to seek comments!
182. What a fantastic visual demonstration of future improvements.
183. what about updates on RSS feed, or via twitter.
184. What effects does New Street station being a Section 12 [Sub-Surface] have upon the designs? I'm thinking of surface coatings [non combustable], compartmentation, Fire alarm systems, the existing fume extract system etc etc.
185. What will the platforms look like? Any projection?

186. Whilst the concourse plans are admirable thr train services won't improve because ofthe line restrictions through the tunnels!
187. Will platforms be widened particularly at centre near stairs? A lot more seating required on every platform.
188. Will there be free (and more) toilets?
189. Will this modern project date? With the city left to deal with this later? I don't mean this negativley - I love the modern approach!
190. Will train times and information be in sound or just visual?
191. Wonderful. Fantastic.
192. would be lovely to see participation from the public advertised to and encouraged from the digitally disenfranchised.
193. Would like a better idea about:
 - a) Inter-relationship of spaces.
 - b) Time taken to reach different parts of the station.
 - c) Are there too many changes in levels to get from one platform to another.
 - c) Parking availability
194. Would like to have these public exhibitions over the project life.
195. Would like to see the interchange between trains at Smethwick Galton bridge developed - a cafe there would be good
196. Would love to be more involved - look at BCC DIY, people want to be asked when a lot of public money is being spent.
197. Yes, but its the actual platforms that are the worst instead of the white panels which make the platforms clincial and gloomy instead of just gloomy. Could we have a well designed brightly coloured ceramic murals reflecting aspects of birminghams history and culture? not boring minimalism please!
198. You should be lobbying hard to get lines conected and services diverted into Moor St and Snow Hill stations, to relieve the pressure on train capacity at New Street
199. You should spend the money on integrating the lines and creating access to the Moor Street lines not wasting it on more shops/ The job of Network Rail is about Rail, otherwise it would be called Network Shops!

200. Your plans are more about retail improvement to an area already swamped with an unsustainable level of retail duplication.

You lack the strategic ability to properly increase the rail capacity and integrate the site into a modern local transport system to serve the region.

201. As such this whole venture is a bodge.
zero carbon would be good