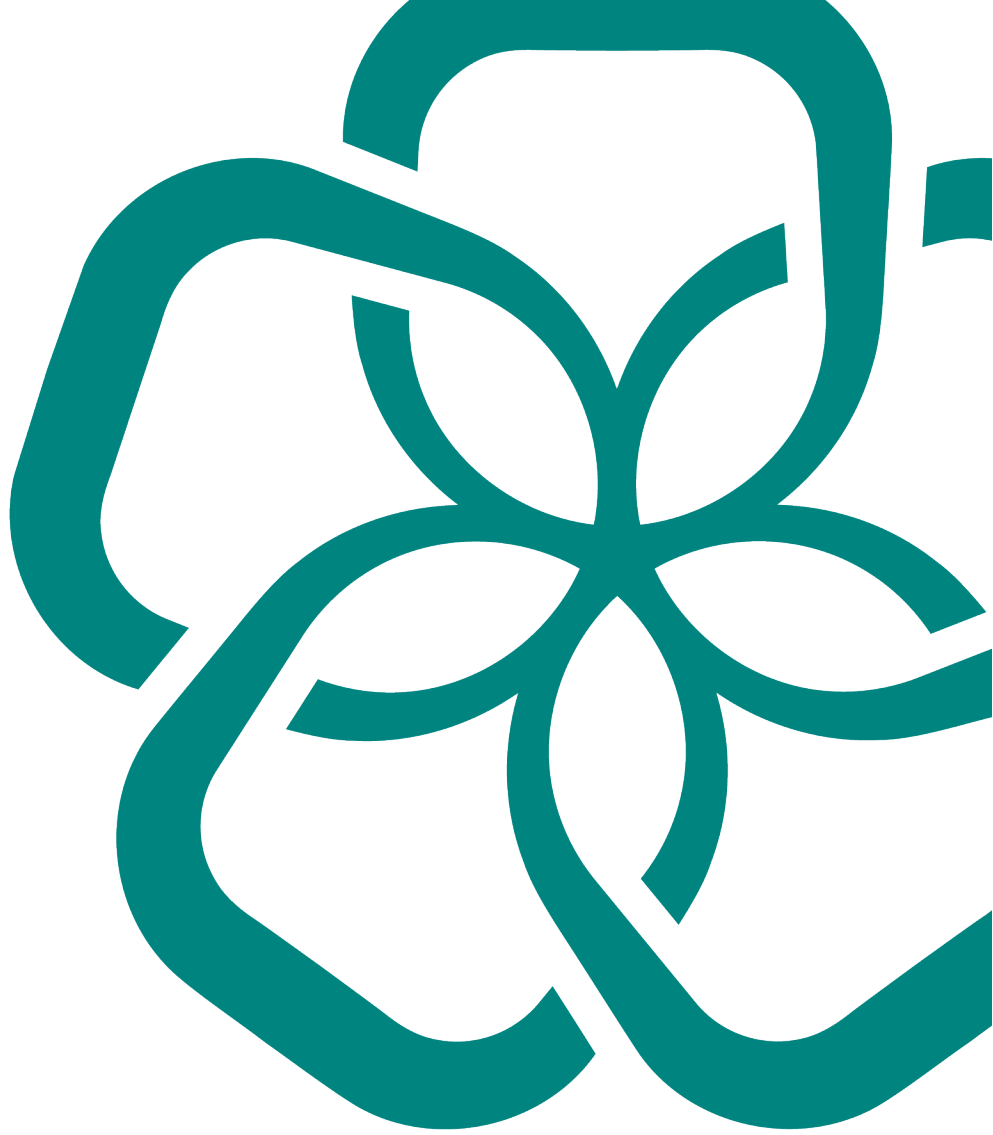




West
Yorkshire
Combined
Authority

Tracy
Brabin
Mayor of
West Yorkshire



Transforming Huddersfield Bus Station

You Said We Did

Public Consultation

The first public engagement on the Huddersfield Bus Station Transformation project took place between 29 July and 12 September 2021, with 280 responses to the survey. Overall, the results of the engagement were positive for the project, with 64% of respondents agreeing that the proposals were good or very good. Only 25% of respondents were satisfied or very satisfied with the current state of the bus station.

The most commonly cited reasons for not using the bus station among respondents were not finding the waiting facilities comfortable, not finding the bus station attractive, not feeling safe using the bus station (for example due to anti-social behaviour) and finding the bus station too noisy.

The features regarded as most important in the bus station by respondents were security, availability of travel information and tickets, toilets, safety (for example from moving buses) and ease of access when getting on and off buses.

The features which caused most dissatisfaction were the appearance and quality of the building interior, environmentally friendly features, toilets, waiting areas and the appearance and quality of the building exterior. Respondents to the consultation had the opportunity to write in any other comments they wanted to raise. Issues raised in this way included the need for better connectivity with the wider area and concerns about accessibility including the availability of seating.

This document contains tables of issues that were been raised during the public consultation on the project and our response to the issues and how the designs for Huddersfield Bus Station have been adapted to reflect this feedback. The tables are grouped into categories of issues:

- Accessibility
- Appearance
- Bus stand flexibility and capacity
- Facilities
- Safety and security
- Sustainability

Accessibility

You Said	We Did
Ease of access when getting on and off buses is important	The bus stands have been redesigned to improve accessibility when getting on and off buses. There will be more space at each stand making it easier for passengers using wheelchairs, mobility scooter and pushchairs to get on and off the bus.
The bus station is uncomfortable, crowded and inaccessible	The proposed improvements have decluttered the concourse to make it easier to walk through.

	<p>Accessibility will be improved by the installation of wayfinding lines to the departure doors and new head of queue signs with audio.</p> <p>Where gradients at the main entrance are steeper than new accessibility guidelines recommend, the gradient of the floor is proposed to be changed.</p> <p>The designs include new seating which will offer users a more comfortable place to sit while they wait.</p> <p>We had previously proposed widening of the Henry Street building and changing the gradient there. These works are not now included as they were found not to be feasible but a handrail will be installed.</p>
The steps in Macaulay square are uneven in height and difficult to use for people with a disability	Changes to Macaulay Square outside the canopy area are not within the scope of this project.
The entrance canopy could make access to the bus station more difficult, particularly for those with mobility issues	Careful consideration has been made to access and inclusivity from ourselves and Kirklees Council regarding the location of the cycle parking location and layout. Level access is proposed to be maintained with additional signage to improve wayfinding. The type and location of planting and seating will be given careful consideration at the detailed design to promote fully inclusive access.
A Changing Places facility is needed	A fully accessible Changing Places toilet is included in the project. The project has also included an improved baby changing facility and accessible toilet.
Seating should be more accessible for people with disabilities and priority seating should be available	Proposed additional seating is to be made available so that people with limited mobility have more opportunities to sit. The seating is expected to be similar to that used at Halifax Bus Station, which offers more comfort than the current seating at Huddersfield Bus Station.

Appearance

You Said	We Did
The bus station is not an attractive building to use/not satisfied with the appearance of the building interior/exterior	<p>The proposal is that the bus station will be fully refurbished, with all the interior finishes to the walls, floors and ceiling proposed to be replaced and improved. The exterior of the bus station will also be improved with new materials.</p> <p>The area outside of the bus station includes the construction of a new canopy and improvements to the public space on Upperhead Row and Macaulay Square (improvements only being made under the canopy).</p>

Improve availability of both bus and rail timetables and signage for the Rail Station.	<p>Real time information screens showing train times for Huddersfield Rail Station will be installed.</p> <p>The Travel Centre will be modernised, and the full range of Travel Centre services will still be available there.</p> <p>New heads of queue are also planned, with full timetable information for each stand and new audio information.</p>
--	--

Bus Stand Flexibility and Capacity

You Said	We Did
It is good to retain the current amount of bus stands	The number of bus stands is proposed to be reduced, but we have studied the effect this will have on bus traffic and found there will still be enough stands to accommodate all buses. We are looking to increase the size of the bus stands making it more accessible to enter and exit the buses. The number of bus stands will reduce to 21 stands to enable this improvement whilst maintaining the same number of bus services by increasing the frequency of use of remaining 21 stands.
The bus stand design should cater to smaller bus vehicle types such as the Mellor Strata	The new stand design will cater to a wider range of bus vehicles.

Facilities

You Said	We Did
I don't find the waiting facilities comfortable	The project proposals include new, more comfortable seating at each stand.
I find the bus station too noisy	The new improvements to the bus station include adding a quiet room for people who may find the environment overwhelming.
Availability of travel information and tickets is important	The Travel Centre will be modernised, and the full range of Travel Centre services still to be available there. While the number of counters at the Travel Centre will be reduced, the number of staff will remain the same.
Toilets need improvement / should be free	Charging for toilet facilities funds maintenance of the bus station and deters anti-social behaviour. The proposals include the addition of a Changing Places facility and a new disabled toilet with free access controlled by a radar key/security team.
The current office space at the Bus Station would be an ideal location for health facilities / convenience or grocery shop / coffee shop / transport or tourist information services / food or drink providers / security or police services	There is currently a café, bakery, newsagents, and vending machines in the Bus Station. There is also a Travel Centre providing bus service information. Rail real-time information screens are proposed to be installed, which will provide information about train departures at Huddersfield Rail Station.

	Security guards are present at the Bus Station. A Police Community Support Officer also regularly patrols. Additional CCTV cameras will be installed, internally and externally at the bus station, to improve security.
Include public art, play facilities, or pop-up stalls in the public space in Macaulay Square	The future use of the wider Macaulay Square area is not part of this project at this time.
There should be more planting and trees outside the Bus Station	The proposals include a green living roof on the new entrance canopy. There will be new planters under the canopy.
There should be more seating outside the Bus Station	More seating outside the bus station is proposed under the canopy.
Free wi-fi should be provided	Free wi-fi was available at the bus station but was turned off due to anti-social behaviour. This was done to prevent groups of people congregating at the entrances.

Safety and Security

You Said	We Did
I don't feel safe using the Bus Station (e.g., anti-social behaviour)	Some of the CCTV cameras are proposed to be upgraded to have a wider view. Additional CCTV cameras will be installed, internally and externally at the bus station, to improve security. The Bus Station Manager's Office is planned to be relocated and upgraded to give the Bus Station Manager a view over the concourse.
Safety (e.g. around moving buses) should be made a priority at the Bus Station	The fence on the traffic island at Henry Street has been designed to be increased in height and length to prevent people crossing the bus alighting lane. New safety barriers on the departure stands are planned to be installed to prevent people accessing the bus operational area.
Security in the stairwells should be improved	The stairwells are now being refurbished as part of a separate carpark improvement

Find out more

[westyorks-ca.gov.uk](https://www.westyorks-ca.gov.uk)

West Yorkshire Combined Authority

Wellington House
40-50 Wellington Street
Leeds
LS1 2DE