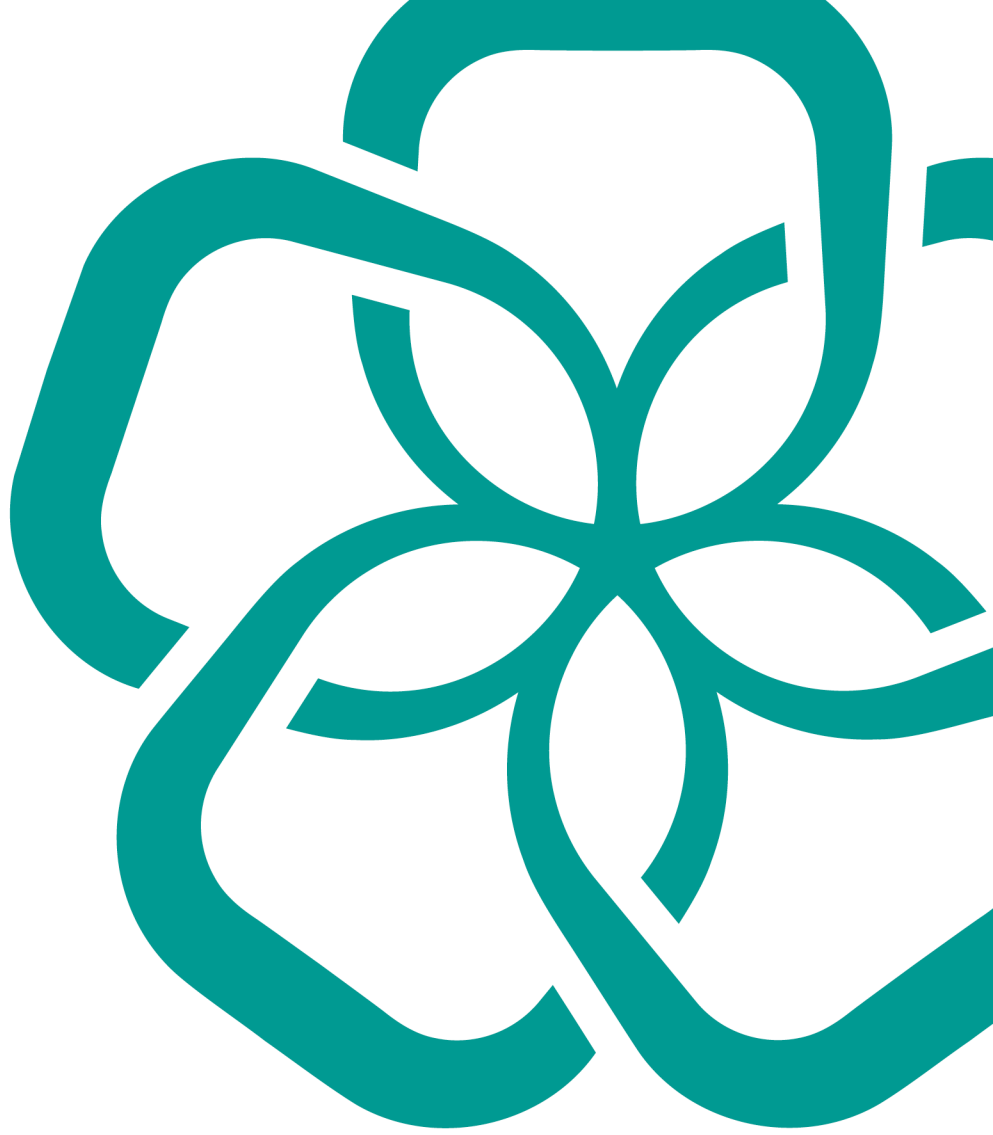




West
Yorkshire
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Authority

Tracy
Brabin
Mayor of
West Yorkshire



Transforming Huddersfield Bus Station (second engagement)

Engagement outcome report

Consultation and Engagement Team
October 2025

Contents

1.	Executive Summary.....	3
2.	Overview.....	4
	2.1 Background.....	4
	2.2 Aims.....	5
3.	Consultation activity.....	5
	3.1 Your Voice.....	5
	3.2 Marketing and communication methods.....	6
	3.3 Events.....	6
	3.4 Stakeholder engagement	7
	3.5 Inclusive engagement.....	7
	3.6 Your Voice engagement statistics.....	8
4.	Engagement results.....	10
	4.1 Overview of survey responses.....	10
	4.2 Analysis of questionnaire responses.....	12
	Section one: The proposals.....	15
	Section two: Your views on the proposals.....	21
	Section three: About you.....	26
	Section four: About the engagement.....	27
	4.3 Equality, diversity and inclusion informed analysis.....	28
	4.4 Analysis of other responses.....	28
5.	Next steps.....	28
	Appendices.....	29
	Appendix one: full list of written comments to open text questions.....	29
	Appendix two: Your Voice questions received and responses provided.....	83

1. Executive summary

This is the second engagement on proposals for transforming Huddersfield Bus Station. The previous engagement was undertaken in summer 2021 (www.yourvoice.westyorks-ca.gov.uk/hdbs) and, following the feedback received, final detailed plans have been developed to this stage.

The project aims to encourage more people to use public transport in Huddersfield and the wider region, these proposals will seek to meet the following objectives:

- Provide a better customer experience for Huddersfield Bus Station passengers by upgrading facilities and improving safety
- Transform inside and outside spaces to make the bus station a modern and attractive gateway to Huddersfield
- Make Huddersfield Bus Station more accessible for all and better connected with the town centre to increase numbers of people travelling by bus
- Improve the energy efficiency of the bus station
- Make the bus station a more secure facility, to improve personal safety and encourage more people to travel by bus

The proposals for Huddersfield Bus Station include:

Improvements to your passenger experience

- New seating throughout the bus station with upgraded timetable stands, with modern bus and rail Real Time Information screens to check live bus arrivals and departures
- New tiling on the floors and walls plus a new ceiling installed
- Public toilets to be refurbished and relocating the accessible toilet and baby change facilities
- Changes to the travel centre layout (the full range of travel centre services to remain) and Real Time Information screen
- Coach stands to move closer to the Market Street exit of the bus station to allow more space for passengers
- New signage and tactile wayfinding line to be installed – leading to entrances, bus stands and passenger facilities
- Changing the main entrance slope to make it more accessible
- New help points, providing instant remote assistance in an emergency
- Addition of handrails in Henry Street entrance/walkway
- New Changing Places facilities providing enough space and the right equipment for people with a range of disabilities and their carers, including a hoist and height adjustable changing bench
- New quiet room that can be accessed by members of the public who need to get away from busier areas of the bus station
- Increasing 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

- New planters and new seating under the canopy and ramp area

Safety and security improvements

- Bicycle stands under the canopy and covered by CCTV
- An extended traffic island on Henry Street entrance to improve safety
- Improved visibility of the concourse from the extended Bus Station Managers' Office
- Improved CCTV (internal and external) and lighting, including additional glazing to increase natural light
- New barriers at bus stands to improve safety and accessibility
- Resurfacing of the carriageway and improving the bus drivers' walkway
- The car park access and stairwells are to be refurbished to make it safer and more attractive

Energy efficiency and carbon saving

- New efficient glazing and doors throughout the bus station
- Green living canopy roof with solar glazing

The engagement took place over a six-week period between 8 July and 17 August 2025.

Respondents were able to give feedback online, by post, phone call, email and at four drop-in sessions held in two locations close to or at the bus station. During the engagement, the Your Voice page hosting the engagement information was visited over 11,200 times and a total of 777 survey responses were received. The engagement was promoted via a press release and on social media, posters and promotional leaflets were handed to bus station users and tenants of the bus station were advised of the engagement.

This engagement outcome report will be used by the project team to help inform changes to the proposals, ahead of the submission of a Full Business Case (FBC) to the Combined Authority in November 2025. Should the scheme be approved, the construction is expected to start in 2026, subject to the relevant approvals, planning permission and contracts. Updates on this programme can be found on the Huddersfield Bus Station website: www.westyorks-ca.gov.uk/projects/transport-projects/transforming-cities-fund/huddersfield-bus-station.

2. Overview

2.1 Background

Huddersfield Bus Station is a key transport hub and enables both local travel in the town and long-distance travel from the wider region. This project aims to deliver a comprehensive transformation of the bus station building and its surroundings; including new entrance, canopy, full interior refresh, improvements to accessibility and security. The bus station will be delivered as one of the first facilities under the Weaver network and included in the first round of bus franchising in West Yorkshire.

The bus station improvements are being led by the Combined Authority, the canopy and works outside of the bus station is Kirklees Council led.

2.2 Aims

The project aims to encourage more people to use public transport in Huddersfield and the wider region, these proposals will seek to meet the following objectives:

- Provide a better customer experience for Huddersfield Bus Station passengers by upgrading facilities and improving safety
- Transform inside and outside spaces to make the bus station a modern and attractive gateway to Huddersfield
- Make Huddersfield Bus Station more accessible for all and better connected with the town centre to increase numbers of people travelling by bus
- Improve the energy efficiency of the bus station
- Make the bus station a more secure facility, to improve personal safety and encourage more people to travel by bus

3. Engagement activity

The consultation ran for six weeks between 8 July and 17 August 2025. Throughout the consultation, a range of communication methods were used to raise awareness of the proposals amongst stakeholders and the local community, who were provided with multiple accessible and convenient means by which to provide feedback. The methods used to engage stakeholders and publicise the consultation are set out below.

3.1 Your Voice

The consultation was hosted on the Combined Authority's digital hub Your Voice at www.yourvoice.westyorks-ca.gov.uk/huddersfield. The page ensured that information on the proposals was readily available, easily accessible, and provided participants with an opportunity to share feedback on the project.

The following tools were available and promoted on Your Voice to provide further information or gather feedback:

Documents: Uploaded to the consultation page so that people could open or download them. Documents provided details of the issues, opportunities, plans/CGI images and proposals

Frequently Asked Questions (FAQs): Provided further information about the project and signposted participants to other resources

Survey: Participants could submit feedback via an online questionnaire. Once a questionnaire response was submitted, it prompted the responder to share details of the engagement amongst their networks by email or social media

Question and Answer (Q&A): Participants were able to submit queries for response by the project team

Email: Responses, questions or feedback were encouraged through the Your Voice email address - yourvoice@westyorks-ca.gov.uk.

Post: The freepost address (FREEPOST WEST YORKSHIRE COMBINED AUTHORITY) was publicised on all engagement materials, providing a further channel for people to submit feedback and pose questions to the project team in writing

Telephone: Metroline 0113 245 7676 was also publicised on materials to allow people to request printed copies and information in alternative formats

Webinar: Presentation from the project team on the proposals for the Huddersfield Bus Station, registration was open to all members of the public interested, with an option to ask questions to the project team during the session

Accessibility Workshop: invitation-only online presentation available to accessibility groups in the Kirklees area and those interested (as highlighted in the stakeholder list)

Drop-in events: details of four public drop-in events at Huddersfield Open Market and Huddersfield Bus Station

3.2 Marketing and communication methods

The consultation was promoted by the Combined Authority and Kirklees Council using the methods listed below.

- **Media:** A press release was issued to media to promote the Huddersfield Bus Station consultation. It was covered by local and regional media, including [BBC News online](#), Yorkshire Live, Huddersfield Daily Examiner, Huddersfield Hub, The Business Desk, Yorkshire Place and radio.
- **Social media and paid search:** Social media posts were placed across X (formerly Twitter), Facebook, Instagram, LinkedIn and Google. The paid for campaign generated 948,922 views and 11,698 link clicks.
- **Email:** Interest groups and local stakeholders were contacted by ourselves and Kirklees Council project teams by email to encourage their participation. People who have registered their interest on Your Voice to receive updates about engagements in Kirklees or West Yorkshire were contacted by email by the Combined Authority. The consultation was also promoted in the Metro and Huddersfield Blueprint e-newsletters.
- **Print:** Posters were displayed at the bus station and distributed to key community venues in Huddersfield and 2,000 leaflets were distributed during peak commuter times and at drop-in events. A1 consultation vinyls were also displayed on windows at the bus station.
- **Real Time Information (RTI) screens:** Engagement details were displayed on RTI screens at the bus station and in bus shelters around Kirklees.
- **Local authority partner toolkit:** The Combined Authority produced a communications toolkit for Kirklees Council to be able to share their own social media posts and to promote the consultation on their channels.
- The campaign created more than 20 million opportunities for people to see and hear our messages. *18,991,744 of those were from a BBC news online article.

3.3 Events

Events raised awareness of the engagement, informed attendees and encouraged feedback. They also allowed stakeholders and members of the public to meet with the project team and

ask any questions. Four advertised in-person events were held, plus two leafleting sessions within the bus station.

In-person events:

The project team present at the in-person events included representatives from those directly working on the project from the Combined Authority, project and engagement teams and Kirklees Council. Over a 1000 people either attended in-person event or passed the stand to find out more information about the proposals, and all were encouraged to provide feedback via the survey.

- Thursday 17 July, 10am-1pm at Huddersfield Open Market, Brook Street, Huddersfield HD1 1DY
- Wednesday 30 July, 10am-1pm at Huddersfield Bus Station, Upperhead Row, Huddersfield, HD1 2JW
- Monday 4 August, 12pm-4pm at Huddersfield Bus Station, Upperhead Row, Huddersfield, HD1 2JW
- Wednesday 13 August, 10am-1pm at Huddersfield Bus Station, Upperhead Row, Huddersfield, HD1 2JW

3.4 Stakeholder engagement

Stakeholder mapping was carried out prior to the engagement in order to identify people and groups who may be interested or have a stake in the proposals, including those connected to the area.

Targeted mapping was carried out to ensure the engagement was inclusive for seldom-heard groups. Emails were sent to a list of stakeholders, including businesses and services, education providers, transport providers, community groups and other statutory stakeholders.

Prior to the launch of public engagement, the project team briefed local ward councillors from the scheme area and the Combined Authority's Transport Committee and Mayor.

Stakeholders, including bus operators were invited to an online meeting, this detailed information on the proposals with the opportunity to ask questions and share any concerns. The Combined Authority and Kirklees tenants based within the bus station were also informed via letters.

3.5 Inclusive engagement

The Combined Authority are committed to promoting equity and value diversity and inclusion. We encourage fairness with equal chances for all to work, learn and be free from any barriers, discrimination, or victimisation. Please click [here](#) to read more about our approach to equity, diversity and inclusion.

The term 'seldom-heard groups' refers to under-represented people and/or, communities, who

rarely have the same opportunities or access to express themselves as other stakeholders. Due to multiple barriers affecting access to and the use of public and social services, often the views of these groups go underrepresented. It is critical that efforts are made to connect and communicate with diverse groups, to facilitate fuller participation and ensuring that our consultations are as accessible and progressively inclusive as possible. Many factors can contribute to people, who use services, being seldom heard, including:

- Gender, including trans identity/history
- Age
- Disability
- Race and ethnicity
- Sexuality
- Mental health
- Homelessness
- Geographical isolation
- Socio-economic background
- Caring responsibilities
- Marriage, partner, and relationships
- Religion and belief
- Pregnancy, maternity, and parental leave

Using existing data, knowledge from within the Combined Authority and Kirklees Council, and building on previous engagement, an equality impact assessment was developed to ensure that the right people were engaged in the right ways. The equality analysis is a review of the actual or potential effects of project or policies on people who identify with any of the protected characteristics outlined in the Equality Act ([The Equality Act and protected characteristics | Local Government Association](#)). This assessment helped us identify who we need to engage with and how.

In our inclusive engagement, we are also keen to reach people who are unable to engage online, feel uncomfortable using online services, or may experience access issues. We supply a freepost address for letters or return of paper questionnaires, a dedicated telephone number for enquiries, printed leaflets, articles in local newspapers and we offer paper versions of our plans and questionnaires upon request. Contact details were supplied for those requiring engagement materials or to request alternative ways of accessing the information.

3.6 Your Voice engagement statistics

During the four-week engagement period, 11,243 visits were made to the Your Voice engagement page by visitors. Visitors can be divided into the following categories:

Aware (9,395 visitors): Visitors that we consider to be aware have made at least one single visit to the webpage. These people have seen the information but not taken any further action by clicking on anything. The total number of visits is higher than the total number of visitors, because a single visitor may visit the webpage several times.

Informed (1,116 visitors): An informed visitor has taken the next step from being aware of the webpage and clicked on something to find out more. That might be to download the plans, read frequently asked questions (FAQs) about the scheme, or view the privacy notice.

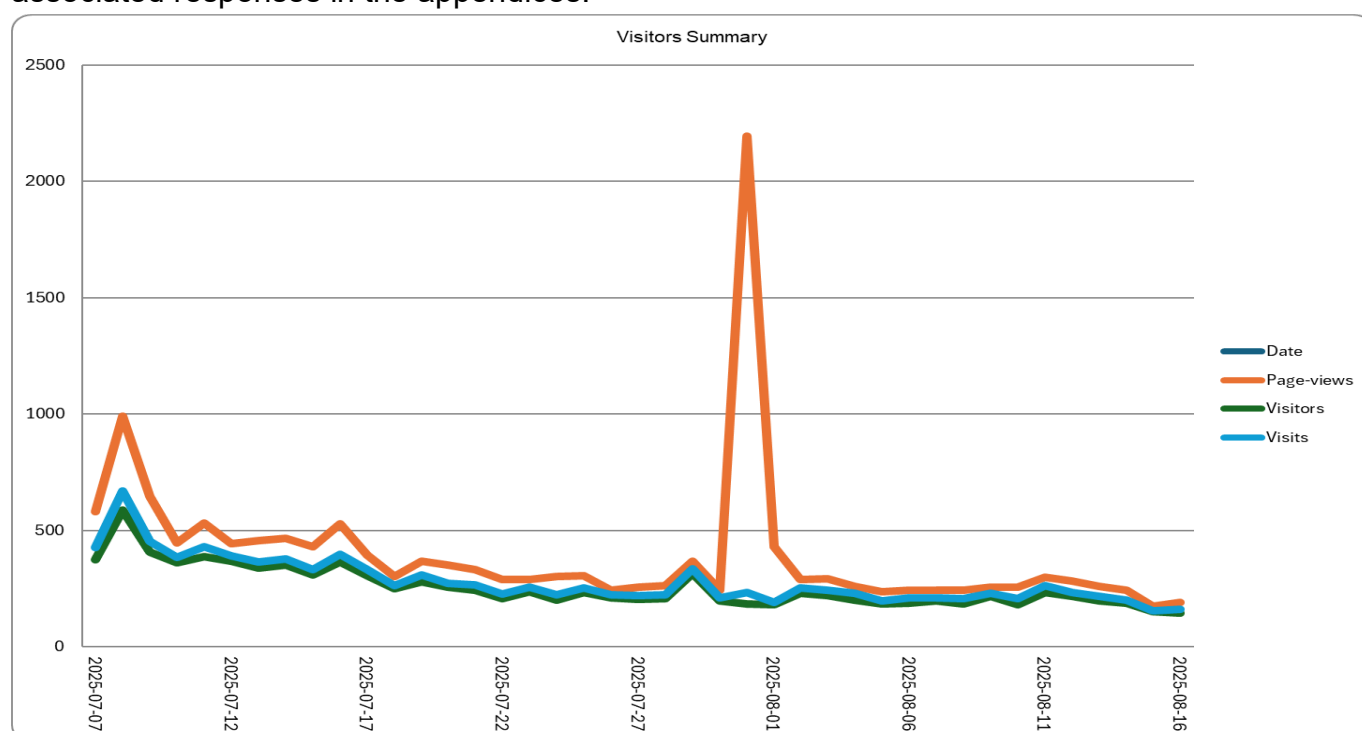
Engaged (732 visitors): Every visitor that contributes using a tool is considered to have actively engaged with the consultation.

730 surveys were submitted online, with a further **47 surveys** received by post

19 questions were asked through the Q&A tool

One letter was received through the FREEPOST WEST YORKSHIRE COMBINED AUTHORITY address

The question submissions received through Your Voice can be viewed in full along with associated responses in the appendices.



Traffic channels

The table below shows the different channels used to access the Your Voice webpage.

Site access routes	Number of visits
Direct: (By typing the webpage directly into the address bar on browser or using links within general emails)	7,050
Social media:	4,334
Facebook	385
Instagram	43
X (formerly Twitter)	49
LinkedIn	
Search engine: (including Google, Bing, Internet Explorer etc)	489
Email: (webpage access through direct email campaigns using external email tools)	134

.GOV sites: (referrals from government websites)	31
Referrals: (re-directed to the site)	857

The number of visitors to the Your Voice page is higher than the number of respondents completing the survey. Whilst we note that there will be various reasons why visitors may not engage further, we would assume that some are not concerned by the proposals and do not feel the need to provide feedback.

Whilst we aim to promote our consultations widely and in appropriate geographical areas, research suggests that even on important issues, participation rates of 1% of the affected population is normal.

4. Engagement results

A total of 777 questionnaires were completed. The questionnaire asked a mixture of closed (quantitative) and open questions (qualitative) to understand people's views. These views are shown in the charts and graphs below alongside summaries. Comments received as open text responses have been coded by topic and grouped into themes and are shown in the tables below, full responses can be found in the appendices. Please note some questions may have fewer responses because respondents have chosen those they would like to answer.

Quantitative data analysis: The quantitative responses from the questionnaire were analysed using standard frequency counts and percentages. Where figures in this report do not add up to 100%, this is the result of rounding or due to a respondent giving multiple responses to a question in which respondents could select more than one option. Responses to these questions are reported by the number of respondents per option. Percentages are not used in the analysis of quantitative questions where respondents were asked to select multiple options.

Qualitative data analysis: Open text questions were included to enable respondents to tell us more about their views and opinions. The analysis of open text qualitative data was carried out using thematic coding. This process involves identifying themes in responses and assigning responses (or elements of responses) to these themes. Comments relating to each theme are grouped together and counted allowing common themes to emerge, aiding a deeper understanding of respondents' views and perceptions. The total count may not equal the total number of comments as some respondents raise multiple themes.

The questionnaire was divided into four sections:

- Section one: Connection to the area
- Section two: Your views on the proposals
- Section three: About you (optional)
- Section four: About the consultation (optional)

4.1 Overview of survey response

Section one: The proposals

- From 769 respondents, 574 respondents told us that they live in or near the area, 572 use the bus station, 398 use the rail station and 376 visit Huddersfield town centre for leisure activities (e.g. shopping, eating out, culture or sporting venues)
- When asked how they usually travel to Huddersfield town centre 617 respondents told us they use the bus and 357 use a car to travel
- The largest response regarding respondents' use of the bus station was 23% (174) using it at least once a month
- 34% (263) of respondents felt unsafe or very unsafe while using the bus station

Section two: Your views thoughts on the proposals

All of the proposed changes to the bus station were supported by respondents:

- 92% (693) of respondents supported improved Real Time Information at the bus bays
- 90% (692) of respondents supported extra safety features in the bus station including more CCTV and new help point facilities
- 84% (648) of respondents supported the installation of a Changing Places toilet
- 83% (633) of respondents supported installing wayfinding lines to assist people with visual impairments in the bus station
- 82% (634) of respondents supported new seating and waiting facilities

74% (578) agreed that the proposals will make the bus station more accessible, 72% (553) agreed that the bus station will be more attractive, and 66% (506) agreed that the proposals will improve their overall experience at the bus station.

When asked about the positive impact the proposals would make:

- 76% (580) of respondents said accessibility would be positively impacted
- 75% (573) of respondents said bus users would have a positive impact
- 65% (499) for those wheeling would also be positively impacted

63% (483) of respondents felt overall positive about the proposals for transforming Huddersfield Bus Station.

49% (371) of respondents were more likely to use buses to travel to or from Huddersfield based on the proposals.

34% (260) of respondents were unlikely to cycle to and from Huddersfield following the proposals to the bus station.

Section three: About you (optional)

Respondents have the option to answer several demographic questions. This section outlines the headline demographic of respondents. It uses the Census 2001, by the Office of National Statistics, as a point of comparison. A map showing postcode areas of respondents can be viewed on page 13.

Age

From 774 respondents who responded, 22% (164) were aged 16-24 years old, which is more than the local population data (12%), 15% (113) were aged 65-74 years old, which is more than the local population data (10%). We also had responses from under 15 year old and over 85

year old age groups in this engagement.

Disability

From the 577 respondents who responded, 26% (148) said their day-to-day activities were limited a little, which is more than the local population data (10%). 8% (49) said their day-to-day activities were limited a lot, which is representative of the local population data (8%).

Ethnicity

From the 719 respondents who responded, 85% (612) said they were White or White British, which is more than the local population data (74%). 5% (33) said they were Asian or Asian British, which is less than the local population data (19%), and 3% (25) said they were Black, Black British, Caribbean or African, which is representative of the local population data (2%).

Religion

From the 721 respondents, 47% (327) said they had no religion, which is more than the local population data (35%). 35% (244) said they were Christian (all denominations), which is representative of the local population data (39%).

Sex and gender/gender identity

From 721 respondents 50% (375) said they were female and 43% (321) said they were male, both are representative of the local population data (51% female, 43% male).

The majority of respondents, 91% (657), said the gender they identify with is the same as the sex they were registered at birth, while 1% (6) said they did not.

Sexuality

Of 718 respondents, 69% (485) said they were heterosexual/straight, which is less than the local population data (90%), and 7% (53) said they were bisexual, which is more than the local population data (1%).

4.2 Analysis of questionnaire responses

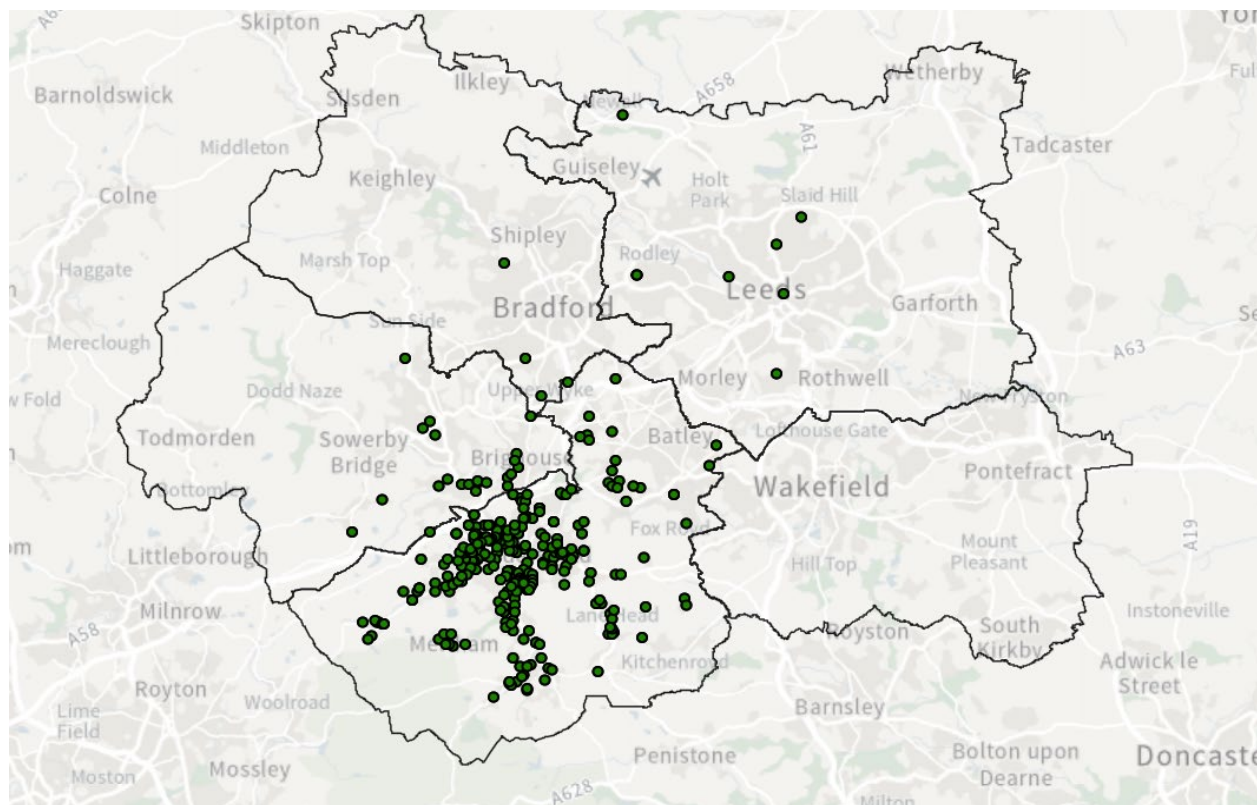
Section one: The proposals

Q1. What is your postcode? (722 responses, 55 skipped)

Postcode	Tally	Postcode	Tally	Postcode	Tally
BD4	1	HD6	19	LS4	1
BD6	1	HD7	67	LS6	1
BD9	1	HD8	49	LS7	4
BD11	1	HD9	78	LS8	1
BD12	2	HD15	1	LS10	1
BD18	1	HD9	78	LS14	1
BD19	5	HX1	6	LS21	1
BR5	1	HX2	4	LS27	1
HD1	65	HX3	2	LS28	2

Transforming Huddersfield Bus Station

HD2	60	HX4	8	NG3	1
HD3	66	HX5	9	OL13	1
HD4	106	HX6	1	OL16	1
HD5	73	LS2	1		

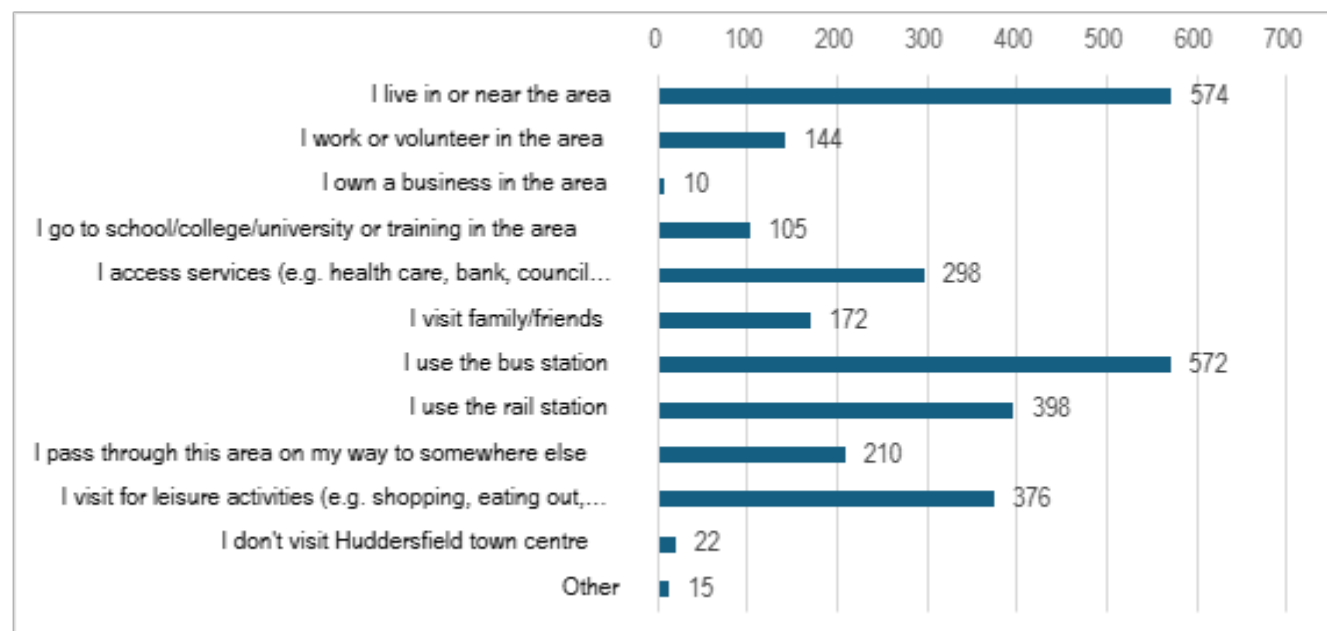


Q2. What is your connection to Huddersfield town centre? (769 responses, 8 skipped)

574 respondents live in or near the area, 572 use the bus station

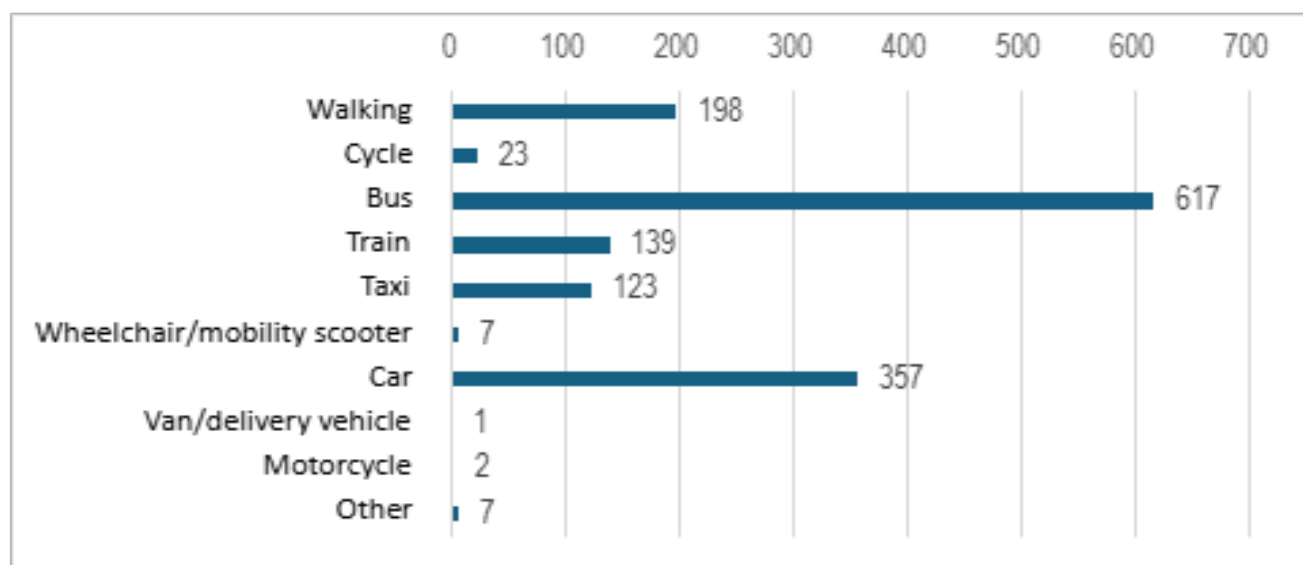
398 use the rail station and 376 visit Huddersfield town centre for leisure activities (e.g. shopping, eating out, culture or sporting venues)

We received 15 'other' free text comments which can be found in appendix one.



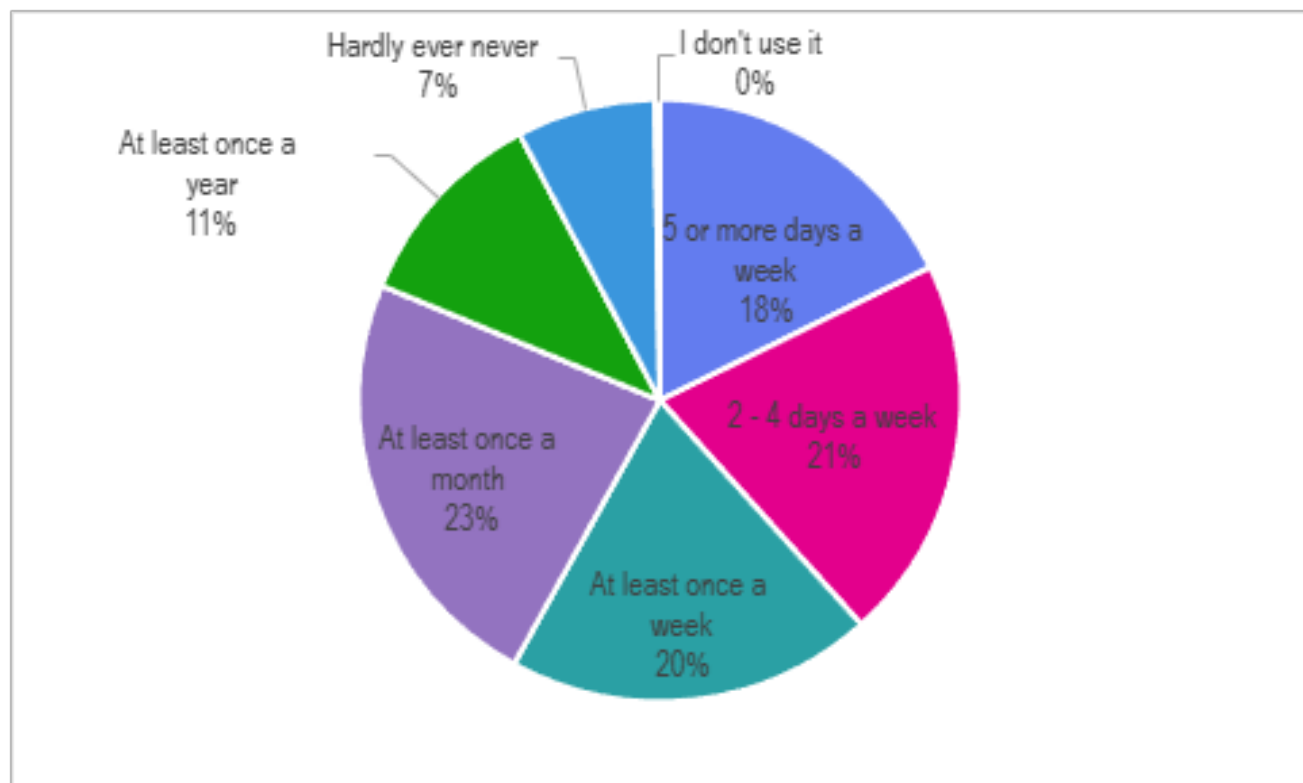
Q3. How do you usually travel to Huddersfield town centre? (766 responses, 11 skipped)

617 respondents use the bus, 357 use a car to travel to Huddersfield town centre
We received 7 'other' free text comments which can be found in appendix one.



Q4. How often do you use Huddersfield Bus Station? (769 responses, 8 skipped)

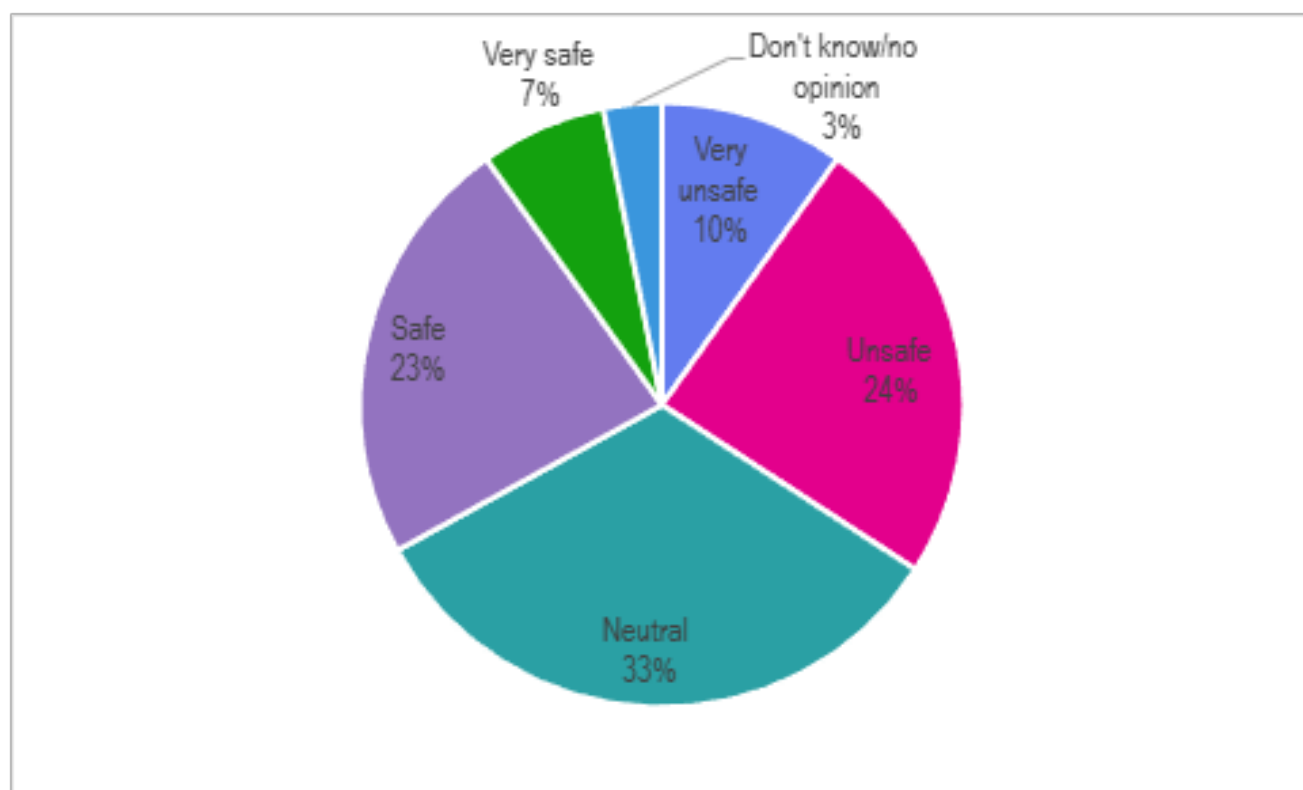
23% (174) of respondents use the bus station at least once a month
20% (155) of respondents use the bus station two to four days a week
19% (148) of respondents use the bus station at least once a week



Q5. How safe do you currently feel while using the bus station? (770 responses, 7 skipped)

34% (263) felt unsafe or very unsafe while using the bus station

30% (230) felt safe or very safe while using the bus station



Section two: Your views on the proposals

Q6. How much do you support the following proposed changes? (774 responses, 3 skipped)

- All of the proposed changes were supported by respondents.

90% (692) of respondents supported extra safety features in the bus station, including more CCTV and new help point facilities

82% (634) of respondents supported new seating and waiting facilities

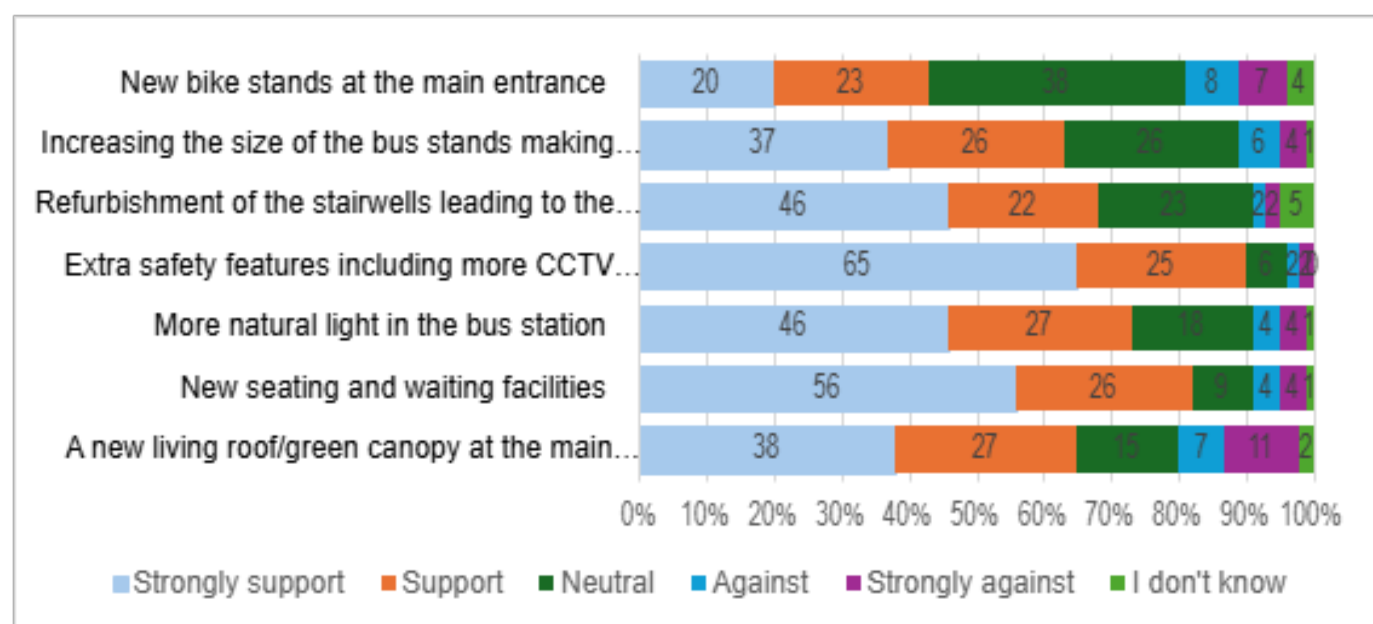
73% (563) of respondents supported more natural light in the bus station

68% (514) of respondents supported the refurbishment of the stairwells to the car park

65% (494) of respondents supported a new living roof/green canopy at the main entrance

63% (486) of respondents supported increasing the size of the bus stands to make them more accessible

43% (326) of respondents supported new bike stands at the main entrance



Q7. Our proposed include several measures aimed at improving accessibility, how much do you support the following proposed changes? (773 responses, 4 skipped)

- All of the proposed changes were supported by respondents.

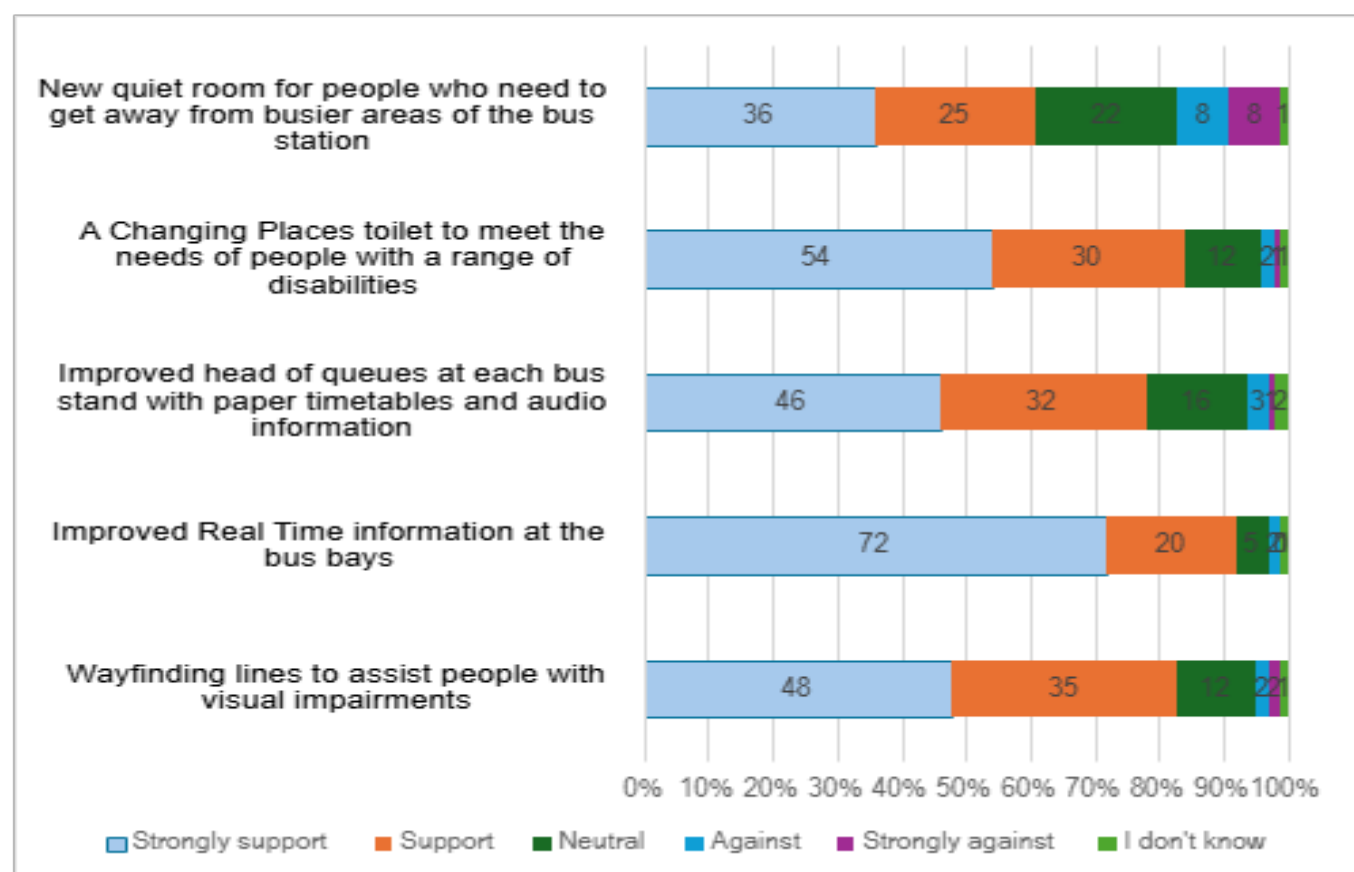
61% (469) of respondents supported a new quiet room within the bus station

84% (648) of respondents supported the installation of a Changing Places toilet

78% (612) of respondents supported improvements to each bus stand with paper timetables and audio information

92% (693) of respondents supported improved Real Time Information at the bus bays

83% (633) of respondents supporting installing wayfinding lines to assist people with visual impairments in the bus station



Q8. While considering all of the proposals, please tell us how much you agree with the following statements (771 responses, 6 skipped)

- All of the statement asked about were agreed with by respondents

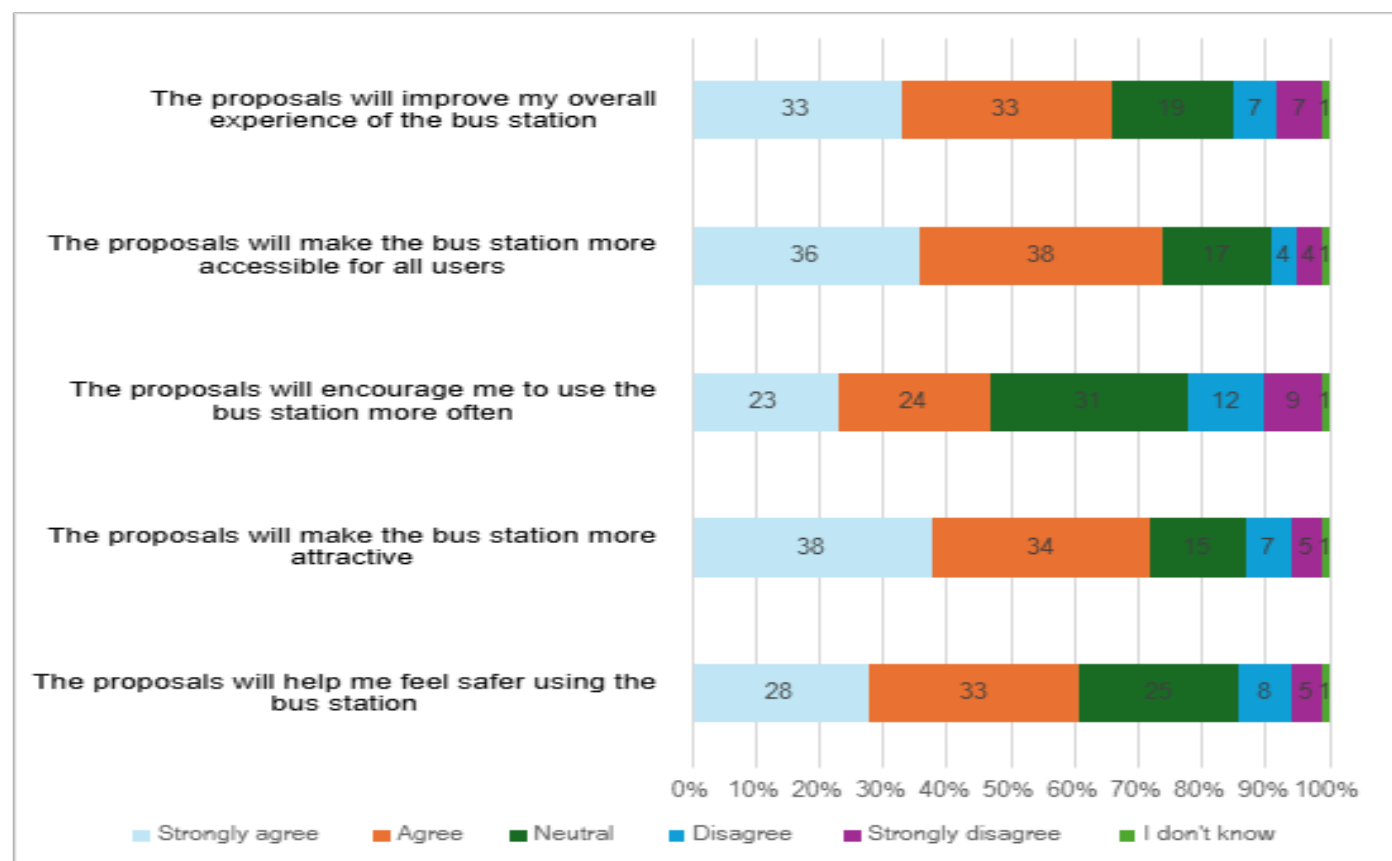
66% (506) agreed that the proposals will improve their overall experience at the bus station

74% (578) agreed that the proposals will make the bus station more accessible

47% (360) agreed that the proposals will encourage them to use the bus station more

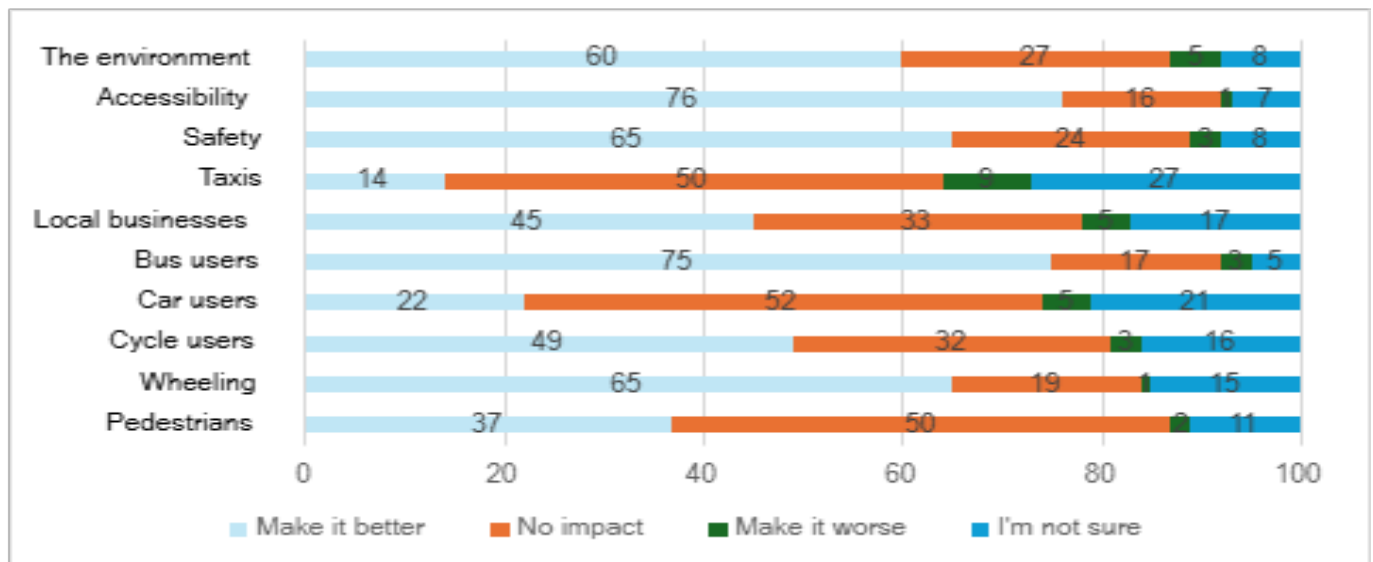
72% (553) agreed that the bus station will be more attractive with the proposals

61% (471) agreed that the proposals would make them feel safer using the bus station



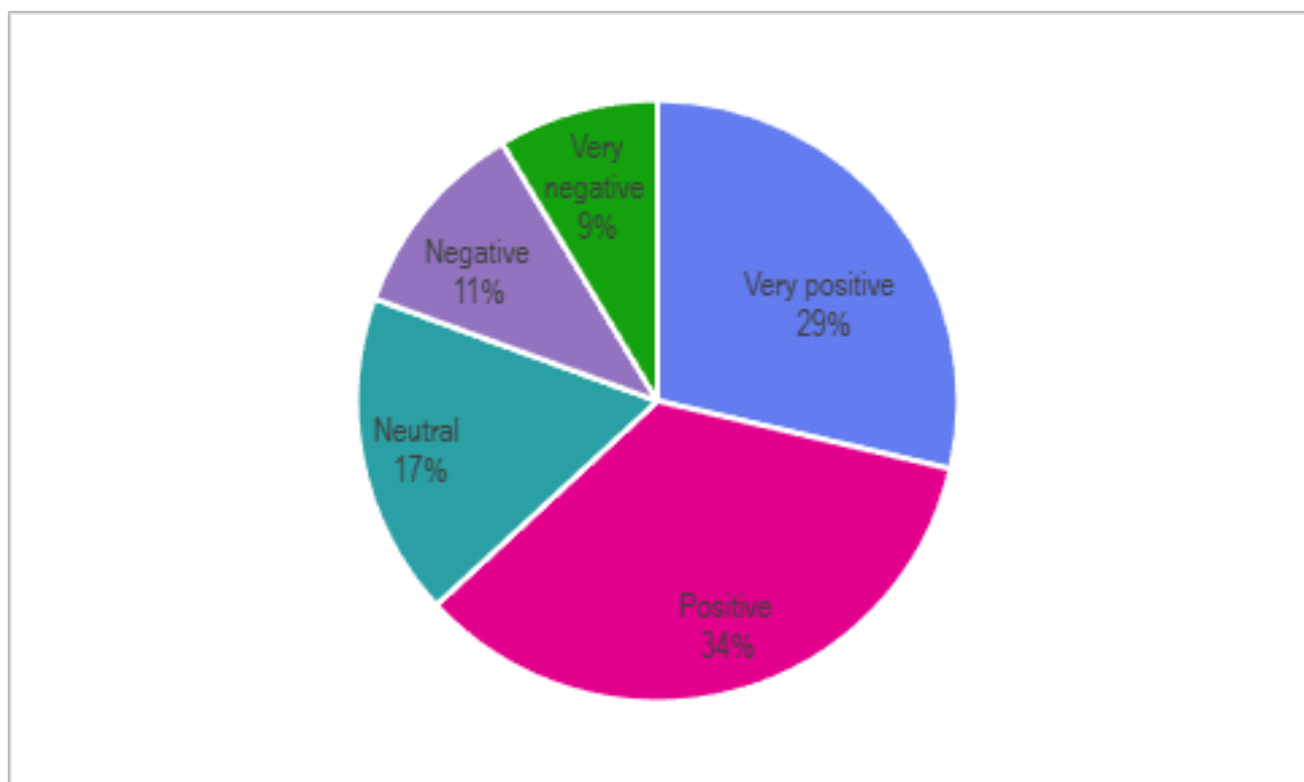
Q9. How do you think the proposals will impact the following? (769 responses, 8 skipped)

Respondents thought the bus station proposals would improve accessibility (76%, 580), make it better for bus users (75%, 573) and for those wheeling (65%, 499) 52% (399) of respondents felt there would be no impact for car users, 50% (378) taxis and 50% (386) pedestrians



Q10. How do you feel about our proposals for Huddersfield Bus Station? (765 responses, 12 skipped)

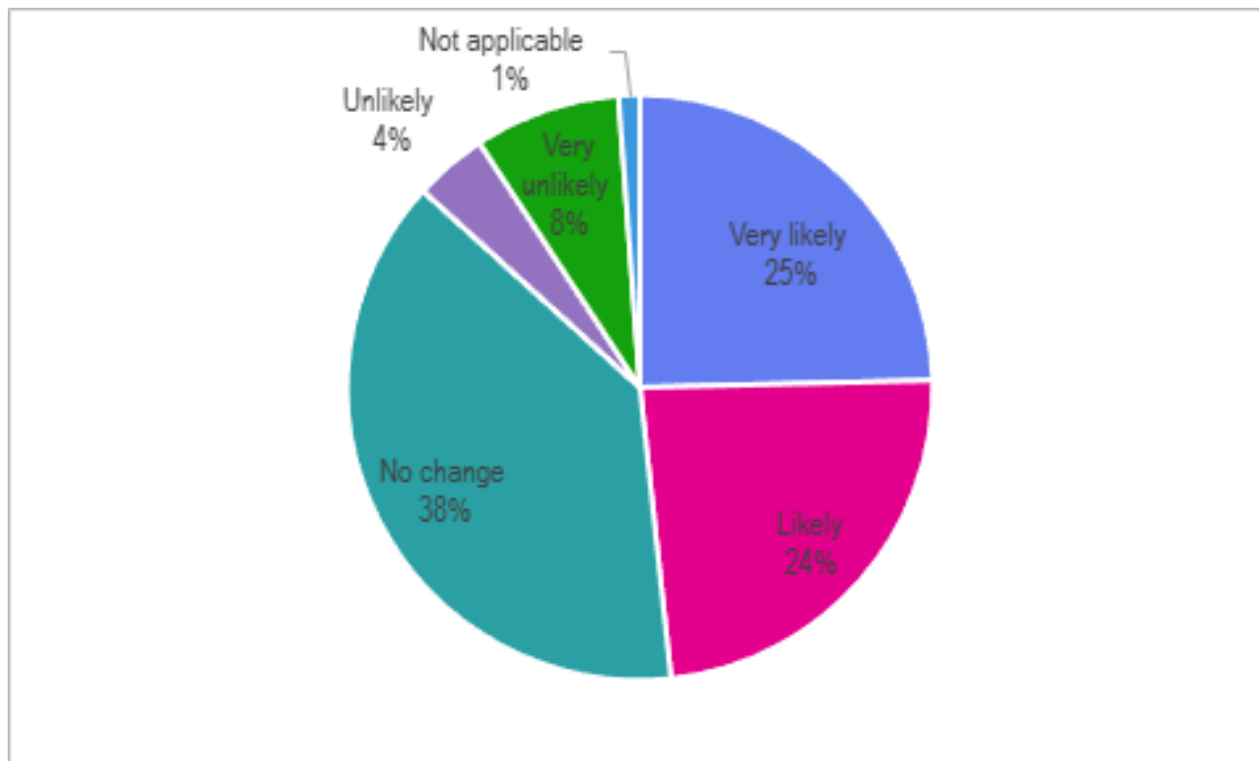
63% (483) of respondents felt positive about the proposals for the bus station
20% (149) of respondents felt negative about the proposals for the bus station



Q11. Based on the proposals for transforming Huddersfield Bus Station are you more likely to use buses to travel to or from Huddersfield? (768 responses, 9 skipped)

49% (371) of respondents were more likely to use buses to travel to or from Huddersfield based on the proposals

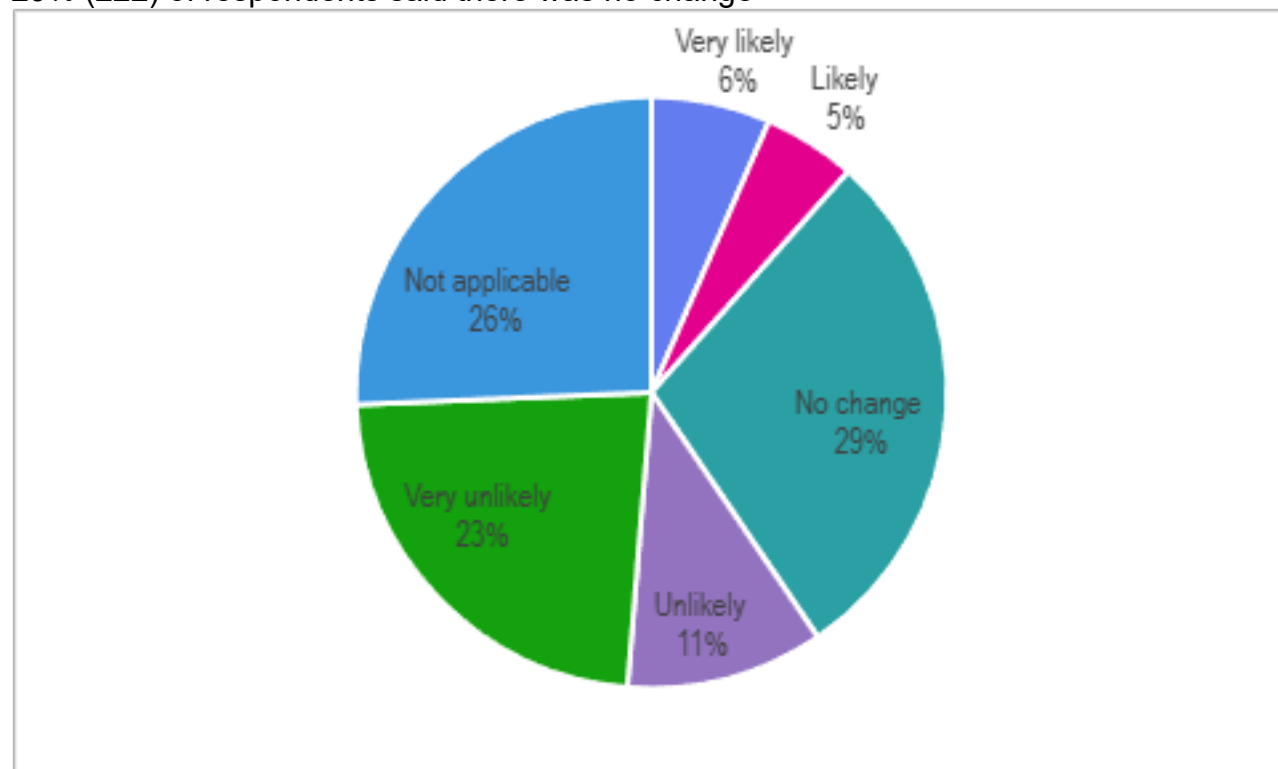
38% (93) of respondents said there was no change



Q12. Based on the proposals for transforming Huddersfield Bus Station are you more likely to cycle to travel to or from Huddersfield? (768 responses, 9 skipped)

34% (260) of respondents were unlikely cycle to and from Huddersfield following the proposals to the bus station

29% (222) of respondents said there was no change



Q13. Please use this space to provide any further comments or feedback of the scheme (412 comments)

The full list of verbatim open-text comments received can be found in appendix one. Where a comment covers numerous themes these have been placed accordingly.

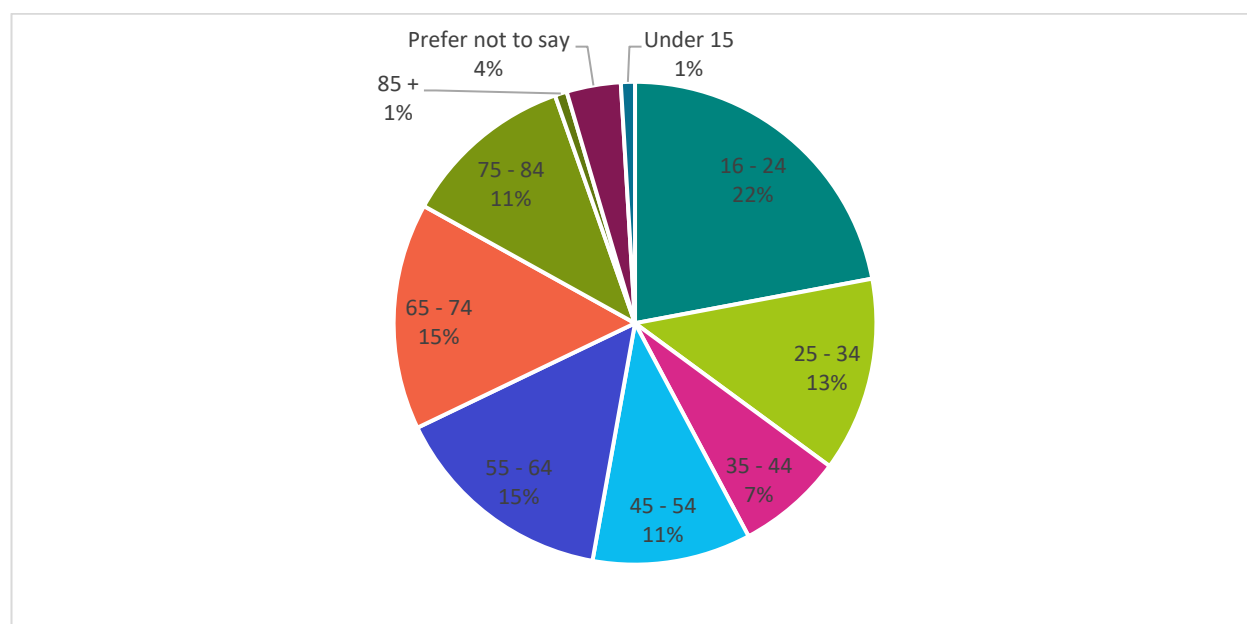
Themed comments	Number of comments
Concerns about the cost	92
Reliable bus service needed	75
Anti-social behaviour concerns in the bus station	48
Security staff within the bus station (improvements needed)	44
Comments supporting the scheme	42
Improvements to toilets	37
Seating improvements needed	35
Concerns about the overall design of the bus station	28
Accessibility comments	28
Comments about cycling provision (including storage)	27
Environment (sustainable) improvements	23
Other comments	20
Real Time Information board improvements	13
Retail units within the bus station	10
Comments about the engagement process	9
Improvements needed to CCTV	9

Feeling unsafe in the bus station	9
Comments about the car park (including access)	8
Comments about the flooring in wet weather (slippages)	5
Comments about the reduction of bus stands	4
D/deaf and accessible services in the bus station	2

Section three: About you (optional)

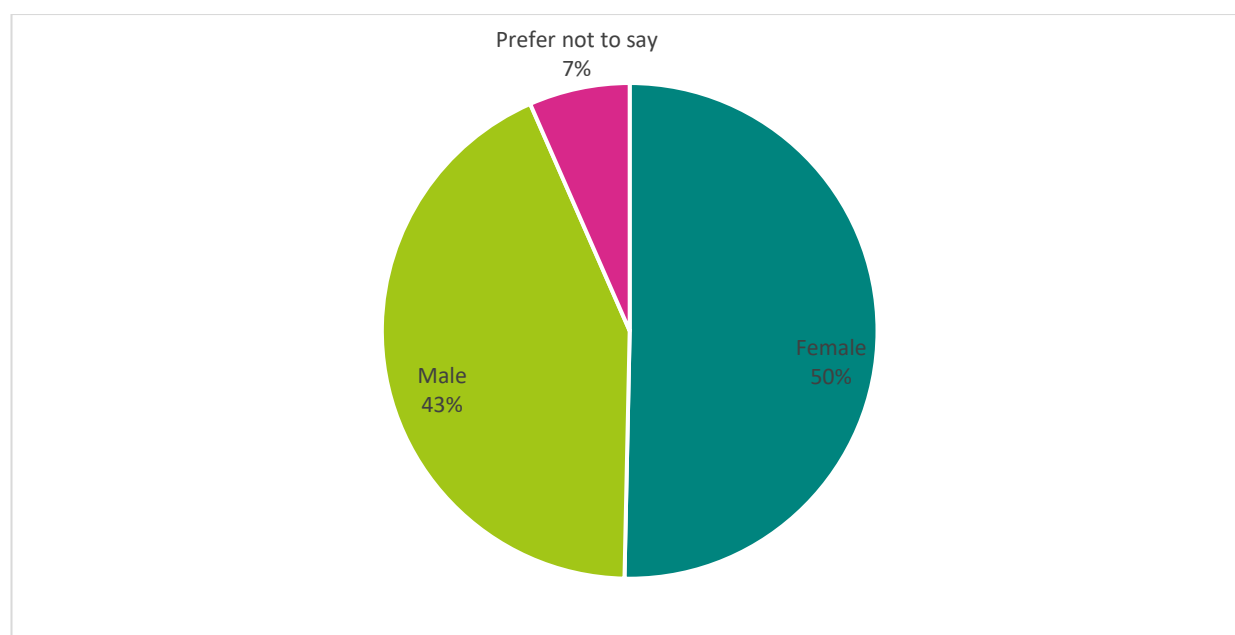
Q14. How old are you? (744 responses, 33 skipped)

22% (164) of respondents were 16-24 years old
 15% (113) of respondents were 65-74 years old, 15% (112) were 55-64 years old



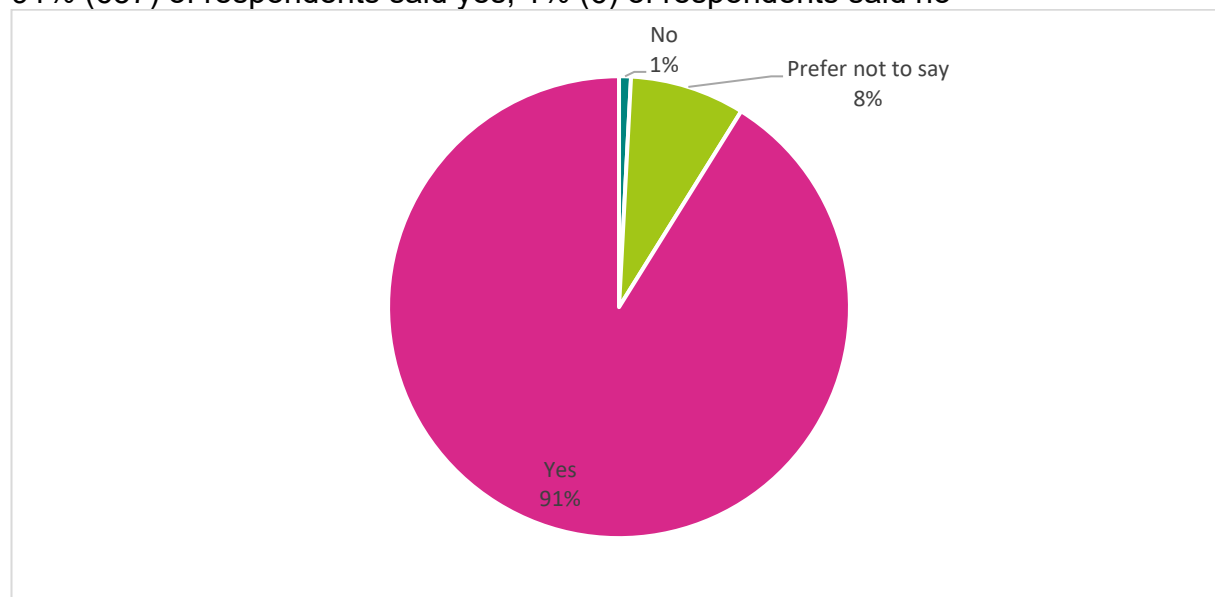
Q15. What is your sex? (745 responses, 32 skipped)

50% (375) of respondents were female, 43% (321) of respondents were male



Q16. Is the gender you identify with the same as your sex registered at birth? (731 responses, 46 skipped)

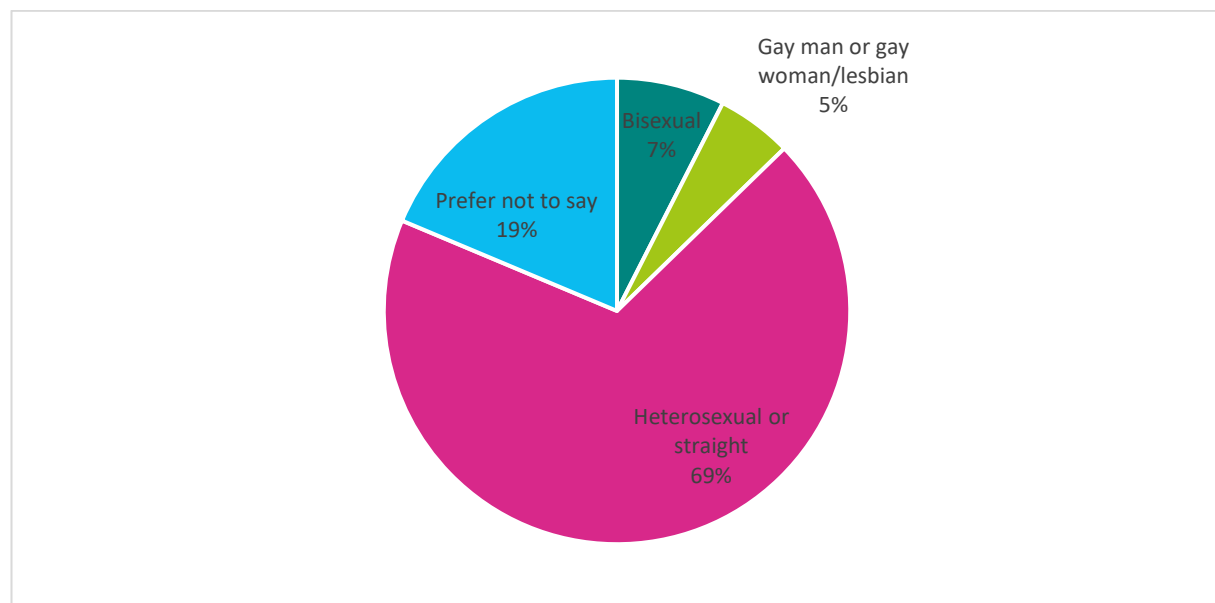
91% (657) of respondents said yes, 1% (6) of respondents said no



Q17. How would you describe your sexual orientation? (718 responses, 59 skipped)

69% (485) of respondents said they were heterosexual/straight

7% (53) of respondents said they were bisexual

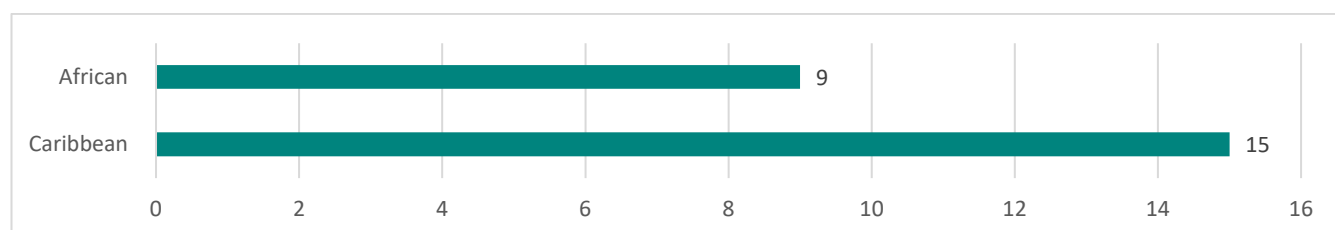
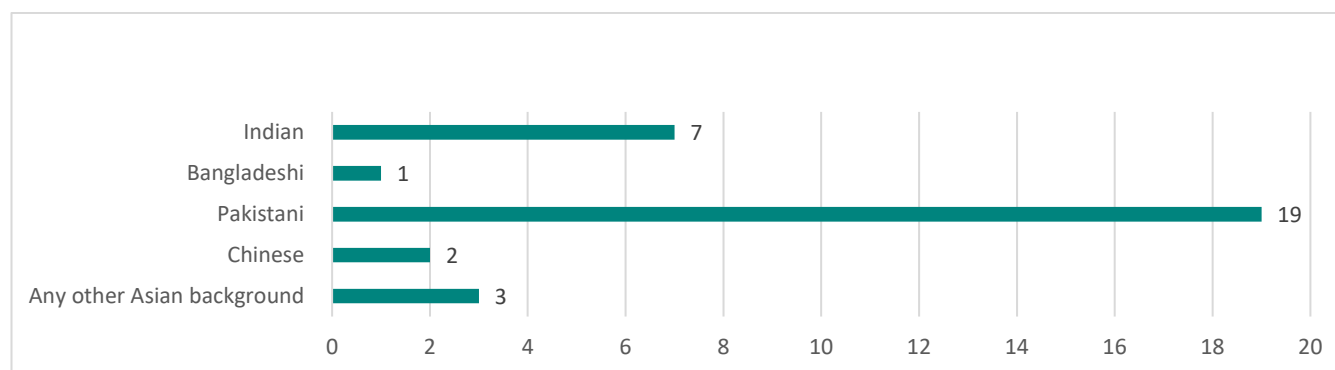
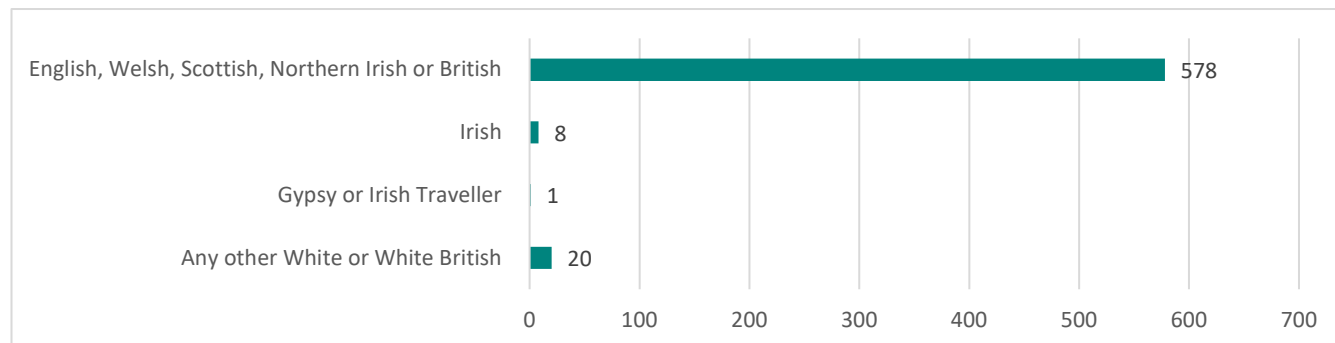
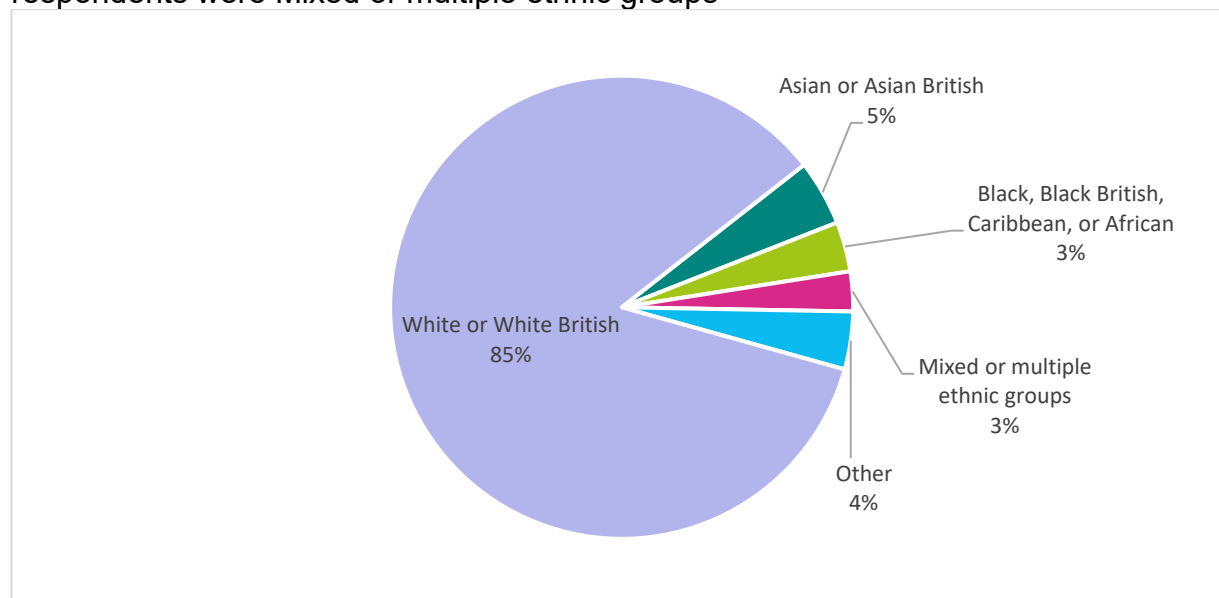


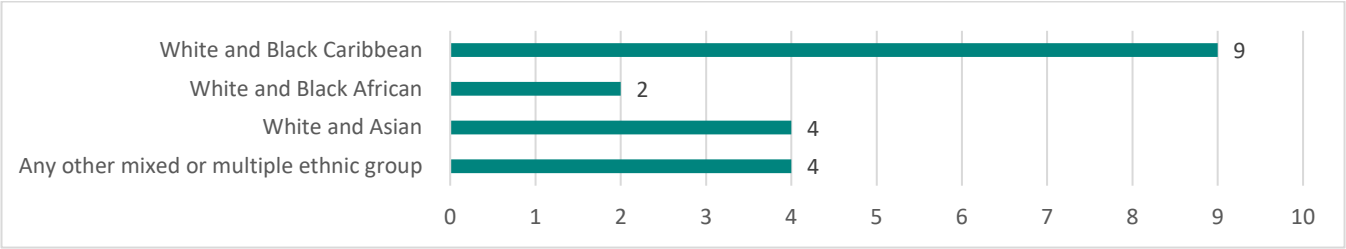
Q18. How would you describe your ethnicity or ethnic background? (719 responses, 58 skipped)

85% (612) of respondents said they were White or White British

5% (33) of respondents said they were Asian or Asian British

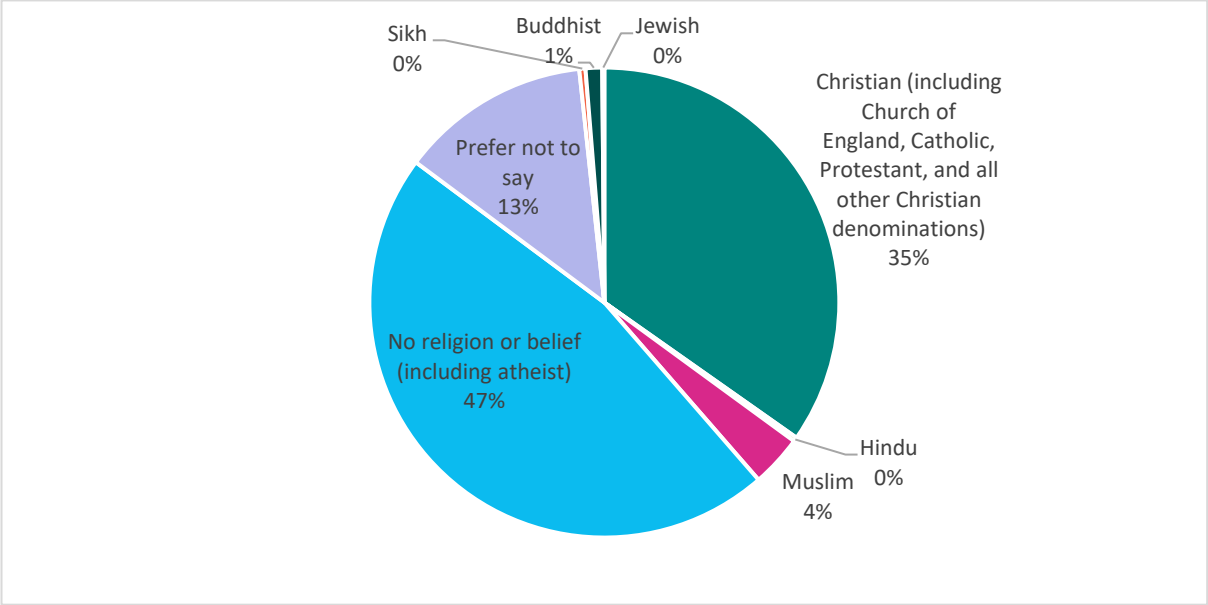
3% (25) of respondents were Black, Black British, Caribbean or African and 3% (20) of respondents were Mixed or multiple ethnic groups





Q19. What is your religion or belief? (721 responses, 56 skipped)

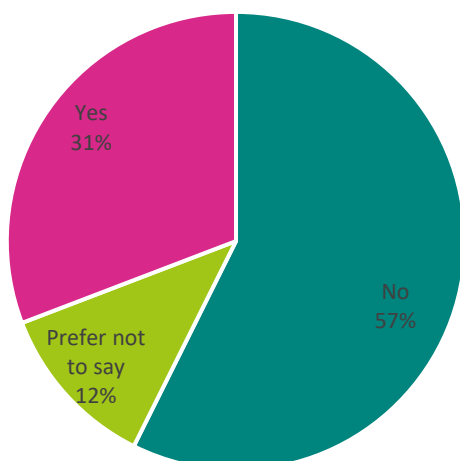
47% (327) of respondents said they had no religion or belief (including atheist)
35% (244) of respondents said they were Christian (all denominations)



Q20. Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more? (730 responses, 47 skipped)

57% (417) of respondents said they did not have a physical or mental health condition or illness lasting or expected to last 12 months or more

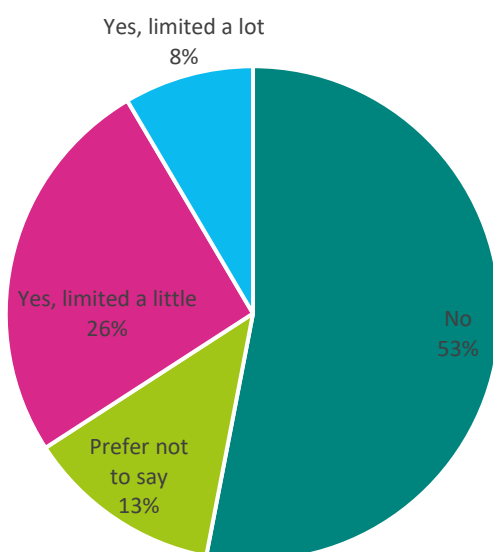
31% (224) of respondents said they did have a physical or mental health condition or illness lasting or expected to last 12 months or more



Q20b. If yes, do any of your conditions or illnesses reduce your ability to carry out day-to-day activities? (577 responses, 200 skipped)

26% (148) of respondents said the condition or illness limited their ability to carry out day-to-day activities a little

8% (49) of respondents said the condition or illness limited their ability to carry out day-to-day activities a lot

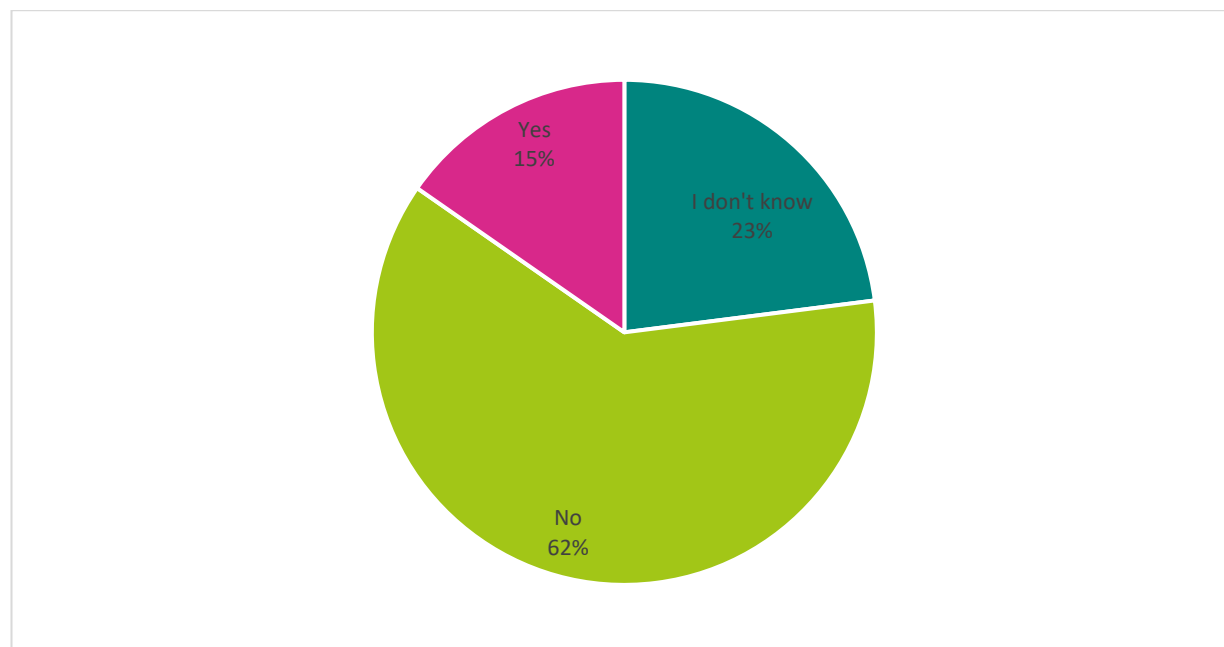


Section four: About the engagement (optional)

Q21. Did you respond to the first consultation in 2021? (744 responses, 33 skipped)

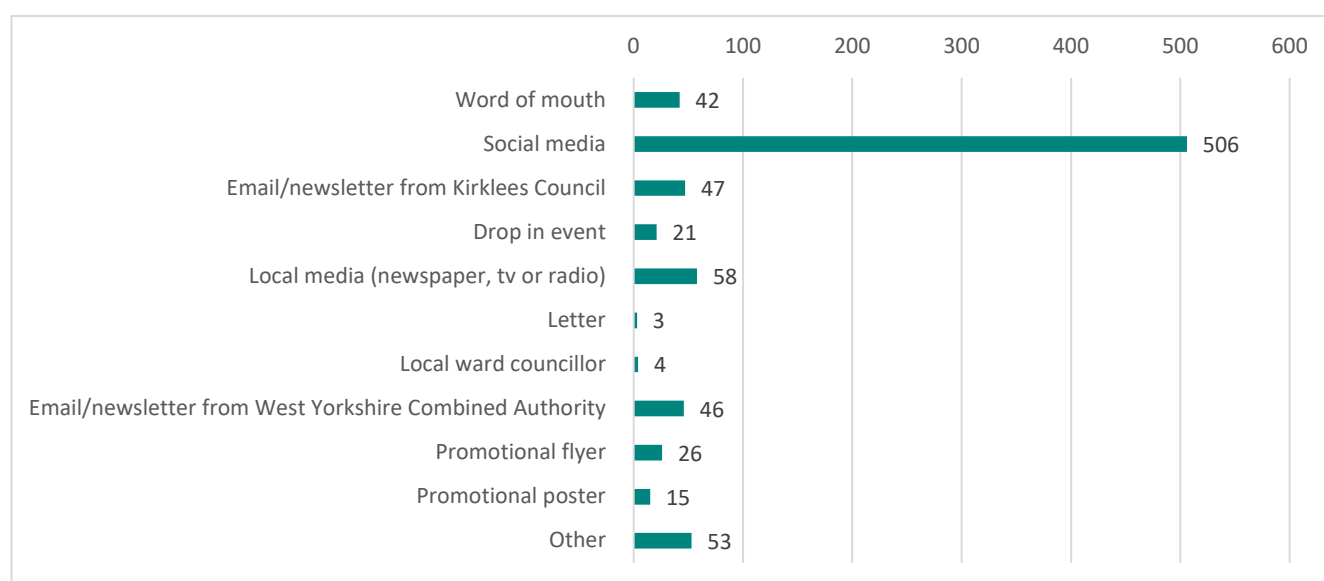
62% (459) of respondents did not respond to the first consultation in 2021

15% (114) of respondents responded to the first consultation in 2021



Q22. How did you find out about this engagement? (737 responses, 40 skipped)

506 found out about this engagement through social media, 58 through local media (newspaper, TV or radio) and 47 through email/newsletter from Kirklees Council



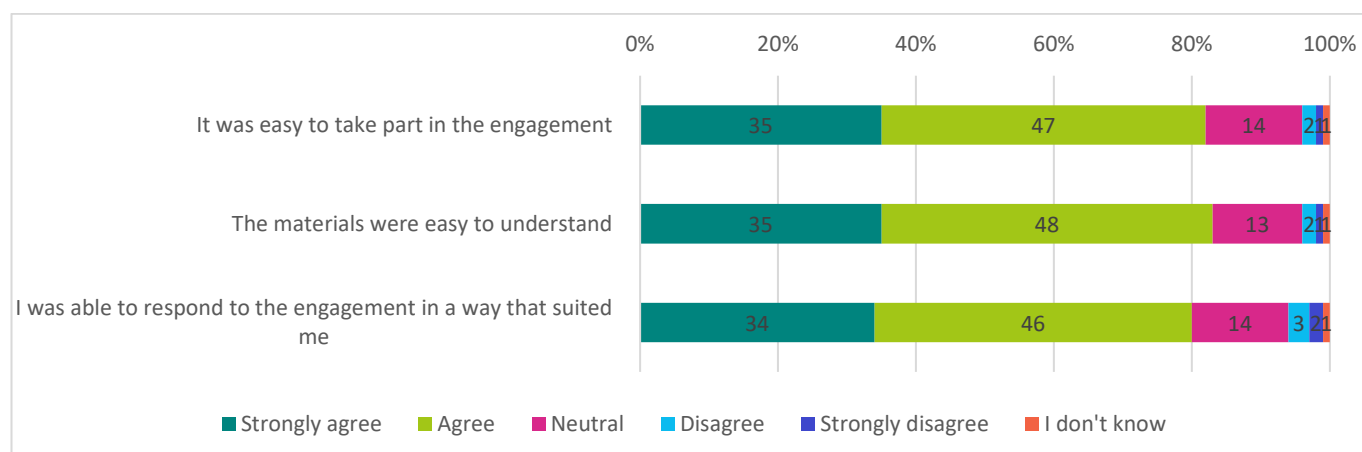
Q23. Please tell us about your experience of responding to this engagement? (740 responses, 37 skipped)

- All respondents were positive about how they were able to engage with the Transforming Huddersfield Bus Station project

82% (257) of respondents said it was easy to take part in the engagement

83% (258) of respondents said the materials were easy to understand

80% (248) of respondents said they were able to respond to the engagement in a way that suited them



4.3 Equity, diversity and inclusion informed analysis

We have a statutory duty to demonstrate that we have considered the impact our work has on members of the public and to identify changes we can make to reduce or remove any negative impacts.

In our equality impact assessment, we identified a number of key groups we should particularly consider and engage with for this project. This included the protected characteristic groups of age, disability & sex

We received responses from people from each of these identified protected characteristic groups. We have analysed the responses from young people, older people, people with disabilities and women separately to understand their experiences and challenges.

Age (under 15 years old)

We received seven responses from the under 15 year old age group, six of those told us that they live in or near the area. Six of the respondents in this age group were female. Three respondents felt unsafe and four were positive about the proposals to transform the bus station. When asked for further feedback or comments on the bus station one female respondent told us: *'The people in the bus station make it a bad atmosphere'*.

Age (over 85 years old)

We received six responses from this age group, three of those told us there would be no change in their use of the bus station following the proposed changes. Three respondents were positive about the proposals to transform the Huddersfield Bus Station.

Disability

225 of respondents said they did have a physical or mental health condition or illness lasting or expected to last 12 months or more. 137 respondents use the bus station at least once a week, 46 of these use the bus station five or more times a week. 78 of respondents felt unsafe whilst using the bus station. Comments regarding the safety of the bus station was mentioned *'With regards safety for users of the bus station, there needs to be a major improvement in security personnel to actually do something about youths harassing people waiting for their bus. The staff there at present see this and just walk away.'* And more specific comments regarding accessibility requirements: *'Area for those with support or guide dogs with water for the support animals'* and *'You mention measures for blind or partially sighted people but not adding BSL for D/deaf people e.g. on video screens. This would significantly improve accessibility'*.

Sex (female)

376 respondents said they were female, and 310 of those said they usually travel to Huddersfield town centre via bus. With the suggested proposals, 196 said there were more likely to use the bus station, currently 143 feel unsafe when using Huddersfield Bus Station. 253 were positive about the proposals for the bus station. One female respondent told us about her current experience of the bus station *'The main issue is the people using the station. I avoid whenever possible as every exit has clouds of weed smoke or vape smoke. I've seen countless fights and general violence in the station which makes me avoid it whenever possible. It needs more security actually walking up and down to stop fights before they impact other passengers. It is also filthy and has huge amounts of litter. Honestly the station makes me embarrassed for the whole town, so I hope the changes improve it but please look at the main reasons people are scared to use the station'*.

4.4 Analysis of other responses

Feedback was also captured outside of the survey. During the engagement period, we recorded feedback received by email and through the question tool on the Your Voice webpage. Full details of email and Q&A submissions can be found in the appendices. A total of one email and 18 questions were submitted to the question and answers feature on the Your Voice webpage.

5. Next steps

This engagement outcome report will be used by the project team to help inform changes to the final proposals and design of Huddersfield Bus Station.

The next stage in the assurance framework is the submission of the Full Business Case in November 2025. Should the scheme be approved, construction is expected to take place from 2026 and be completed by the end of 2028.

Updates on the progress of the scheme will be provided at the Combined Authority Huddersfield Bus Station website - www.westyorks-ca.gov.uk/projects/transport-projects/transforming-cities-fund/huddersfield-bus-station. If you would like to contact us, please email yourvoice@westyorks-ca.gov.uk.

6. Appendices

Appendix one: Full list of written comments to open text questions

Q2. What is your connection to Huddersfield town centre? (15 comments)

The full list of verbatim open-text comments.

Wife and daughter work in Huddersfield. I also travel into the town centre on the way to watch Huddersfield Town
Use it occasionally but would use it more if it was more attractive, and quicker more frequent links to Cleckheaton/ Liversedge
I drop off books at the "charity library" book shelf. I hope it will stay when the new bus station is built.
I belong to 3 groups where we do craft activities
commuting
Bus driver
Bus driver
Theatre in Huddersfield town centre
My son goes to college there
I work in huddersfield
I was in charge at Metro for the last refurbishment.
I live in Kirklees council area
I only venture into Huddersfield when absolutely necessary. It is a town in decline and I don't reel welcome in my hometown
U dont go to town now because you massacred it. We have no history now. Anything that was beautiful has been extracted to make was for proffit projects. The town is perpetually being regenerated new, new, new new. For profit. Councils in west yorkshire never like what they build for long. The town centre is now a fashion show and money to be made for investors and councillors like the excitement of perpetually redesigning the town. They hat the town. If they ever built ot had anything they liked... They would have kept it. Soon the university will not even be modern anymore ... Town is a theatre srt now always getting ready for the next stage set and performance as soon as they finished. The consultations democratically meaningless because the council and gov claim that they dont have to act on the feedback. So its just an icebreaker to fish for how many people they are going to infuriate and upset before they do the inevitable.. and make it look like we have some say when everything is already decided. Its a shame really. This was not the case until 1800s Huddersfield boomed working class and invented poor people and then invented a dream they everything that they built (which was an chemical massacre) could be better. And it never is. Now everyone can have something "better". You cannot get better than a North Yorkshire village or the Cotswolds. What huddersfield needs is a one way emigration plan to TOKYO CITY and DUBAI. the bis station was designed on "arrivals" bringing people IN. With the only bus station with a 1st class arrival suite. Yet the natural design of the environment is the river leading to the sea DEPARTURE. People are supposed to come FROM Huddersfield not come to Huddersfield. HOLME VALLEY. HOME. Its no cozy warm Christmas scene... Its now a straight edged design boutique. There is no home no history or ancestry. Our wisdom teeth were pulled out. By chemical industry and smog. Grime. Industry that made a mess... People are supposed to be made here not machines. And not in a science laboratory clinical university building.. Unfortunately the town in the architects and Councillors play ttoy now. Giant mechano set.... They spend eternity building new things in perpetual re design ... To quell their boredom.. i dont know why these people are even living here..and did not move to london. Or

manchester. Fact is that they have been trying to made a dubai manchester city here .. which is not fair on the people when there are prehistoric sites here. Even the ICI Zeneca chemical factory have not .rebuilt their offices as many times as the council have re built markets and shopping centres!!!

GOD save us. Maybe the Sun will erupt a solar flare and all the computers will melt. Im sorry to be pessimistic. But there is nature and history here.. that is WORLD HERITAGE SITE GRADE and its been instead treated as the seaside pier. ... Maybe compo, clegg and Foggy can build a dry stone wall fortress around the town like a scottish Brock to keep people out. Really though, its ok to be welcoming but there will be nothing left here .. they are making ""Dubai* there is nothing left to identify as "Huddersfield" nowhere our grandparents went to or talked about. Nothing that anyone can remember here. Only now products. The buildings are now like walking around toys are us . Each building is a retail stand... The next model playset to be put on the shelf after they sell the current model. Town is a retail unit for builders to buy buildings..... You walk about and pick a building and buy it. They demolish it and then put a new one on display.... Until someone takes it. Its an architect trading village... Like cattle market for farmers but architects. Huddersfield is the architects construction convention .

We are in dire need to evacuate. And BAN building. .

Q3. How do you usually travel to Huddersfield town centre? (7 comments)

The full list of verbatim open-text comments

Uber
The comfy cozy friendly old buses gone. Replaced with VETTING SURGERY BUSES THAT ARENT FIT TO HAVE YOUR PET IN. WHILE DRIVING YOU INSANE. MORE TECH EVOLUTION. NO I HAVE BEEN DETERRED FROM THE BUSES BECAUSE THEY BUT CHEAP AND HORRENDOUS BUSES. WE DONT ALSO WANT Cycle LANES. IS THIS YORK OR CAMBRIDGE???? IS IT FLAT HERE??? ARE THEY GOING TO STEAM ROLLER. THE HILLS?????? FLAT?? SINCE WHEN WAS HUDDERSFIELD A BIKE TOWN?? NEVER!!! DONT DRIVE CORPORATE TRAFFIC HERE LIKE 24HR SUPERSTORES AND WALMARTS AND THERE WILL BE NO TRAFFIC ISSUE. WHOEVER DESIGNED BIKE LANES NEEDS TO BE DISQUALIFIED FROM SERVICE. Ive stopped using everything now. I was using the bus every day. All day. Now never. Because the buses have been massacred by globalist organisations
Nothing to go for any more.
I stat away as much as possible
I do not
Don't bother going it is rubbish
Bus

Q13. Please use this space to provide any further comments or feedback of the scheme (412 comments)


The full list of verbatim open-text comments. Where a comment covers numerous themes these have been placed accordingly. All offensive and personal information haas been removed from comments and noted with 'words redacted'.

Concerns about the cost (92 comments)

£27 million is a lot. Especially as none of these changes will help actually having to wait in the bus station. The seats are uncomfortable and Google maps is more reliable than the electronic timetable. Make it make sense.
£27 million is an excessive amount to spend on our bus station. It won't improve the bus service which is far more important, a living green roof is ridiculous, it'll attract even more

pigeons. It won't improve the town, £250,000 already wasted on New street towers, what will be dreamt up next to waste our taxes on?
£27 million ought to be spent on directly helping those that are in poverty and struggling to put food on the table, assist the often lonely old age pensioners and take drugs and the drug dealers off the streets and destroy their vile trade. Now is not the time to waste money.
£27000000 seems an awful lot of money for something I am never going to use. It won't attract new visitors which the town centre needs.
£27M in these days of tight budgets looks like a complete waste of money.
27 million is absolutely ludicrous, is the mayors brother getting the contract for this? The station meets its purpose well and has plenty of accessibility. At the most it needs new toilets, comfier chairs and air conditioning. What an absurd amount of money allocated to this when the service is extremely overpriced, buses filthy, always late, busy, no ac on hot days.
27 million pounds is a lot of taxpayers money I think it's too much money it could be done cheaper
27million on a bus station revamp with woke green ideas for a grass roof? Any why cycle parking? Surely I would catch a bus to get to the bus station? You can't take bikes on buses so why is there cycle parking needed? I can't bring my bike into Huddersfield on the bus and then cycle to my place of work so this idea seems totally useless and ill thought out. What an absolute waste of council tax payers money. Yes improve security and accessibility but this is another example of our labour council being completely out of touch with the real world in which people in this area struggle to survive and make ends meet. Improve services and fix the roads instead.
a complete waste of money
A complete waste of money like 90% of schemes in Kirklees
A complete waste of money. More seats and a good clean would have sufficed. The main thing is more PROPER security needed. I have seen them turn their backs on beatings and drug dealing. They dobtnt ever get involved. What is the point of them? A lot of elderley are afraid to use the BS now!
A lot of money to transfer a waiting area to another waiting area. More should be considered in the running of the services not just to upgrade a stable for a donkey. Cheaper travel would bring more to the centre.
A total waste of money , money would be better spent on policing the bus station to stop all the anti social behaviour by by unruly gangs of youths , individuals and such people , people are frightened, wary and intimidated by such people.
All the bus station needs is a deep clean & a lick of paint apart from that it is fine. The toilets especially the disabled ones need refurbishing. The money could be put to better use.
All you need to do is provide a better bus service that is on time, clean, more frequent and don't cancel at the last minute. The times I have been late for work because the bus just doesn't turn up or is very late is numerous. All I get from the driver(that's if they even respond to me) is they couldn't care less or that there was no driver for that journey, none of them apologise, which to me is unacceptable. To me refurbishing the bus station is a complete waste of money if your buses don't run on time, or even turn up.
Another massive waste of money.only little changes needed,not all this.
Building Elland rail station and West Horbury curve SHOULD take priority over this scheme. Need clockwise AND anti-clockwise bus shuttles in Bradford, Dewsbury, Halifax, Huddersfield, Leeds and Wakefield connecting bus and rail termini.
Bus station car park? Where is it? Money better spent on homeless and better housing

Complete waste of £27 million pounds. It's a bus station full of (word redacted) like Dewsbury. Next stabbing probably due soon. Get a grip Kirklees you left wing spineless idiots.
Complete waste of money in the current climate
Cost of the scheme - opportunity for so many other things Could the money being spent be used for purchasing and running electric buses for example. RTI system needs correct information what is happening - would like to see live time information correct
Disagree with the cost of £27m
Don't see the point of amount spent on this scheme
Don't spend £24m on the bus station when there aren't enough social workers, support workers or mental health staff. Having a pretty town centre would be and nicer bus station would be lovely if the basic services were right, but it is ridiculous to spend all this money when children and vulnerable adults don't get the help and support they need!
Far too much money to be spent on improvements that are not really required, I thinks it's a waste of money and not needed. Spend the money elsewhere
Funds would be much better spent developing the town centre. If there is little attraction for people to travel to the town, there is no point developing travel infrastructure.
How can 27 million on be spent on something in Huddersfield when there is a 47 million black hole. Towns around all have buildings that want repairs
How many times are you going to make changes to Huddersfield Bus Station? Not just this one either. It is a complete waste of tax payers money. Especially as you have cut extreamply needed bus servicesin Kirklees and refused to replace them. Kirklees towns and villages are cut off from each other, yet you keep saying there is no money for these exceptionally and extreamply needed services that every tax payers keeps telling you they desperately need. So a compleat waste of money. Indeed since your cuts to the bus services, I have not travelled as much as I used to. I feel the last several times I have been to Huddersfield, I have gone by car, as we do not have the service we used to have. These bus cuts have given everyone no alternative but to use their cars more. You are and have failed badly as people now use cars who would never have dreamed of doing so, they have no alternative thanks to your incompetence at your job. We don't want bus stations with no buses. But definitely bring back the 253 bus to link Cleckheaton with Robbertown and Mirfield. Since you took that service off I have only used a car to get between these places. BUT YOU WONT LISTEN ANYWAY. YOU WILL JUST IMPLEMENT WHAT YOU WANT AND IGNORE THE NEEDS OF THE PEOPLE OF HUDDERSFIELD, KIRKLEES AND WEST YORKSHIRE. YOU HAVE BADLY FAILED US ALL. THIS SURVEY WILL BE IGNORED AS IT IS ONLY HERE SO THAT YOU DO NOT GET INTO TROUBLE. IT IS A LEGAL OBLIGATION FOR YOU TO DO THIS. BUT YOU KNOW THERE IS NO LEGAL OBLIGATION FOR YOU TO TAKE ANY NOTICE WHATSOEVER. SO YOU WONT.
How on earth is it costing £27m. Can we have a breakdown of costs and an assurance that this will not escalate beyond it and you have taken all reasonable measures to be cost effective?
Huddersfield doesn't need a new bus station or a bus station upgrade. It needs a long term investment strategy centred around business, business identity and generating startups and scale ups in the region. A bus station is neither here nor there. It won't save or generate jobs. Not one. Better to spend £24m on supporting compelling startups to open in the town. This is a shocking allocation of public funds. People aren't struggling for lack of buses, living roofs and nice seating - they're struggling for jobs, careers and purpose.
Huddersfield is dead and the sooner the council except this the better, transforming the bus station wont do a thing ITS just another white elephant a waste of money not all buses are allowed to use the bus station so what is the point of spending money get your act together

Huddersfield is dead on its' knees. Any money should be spent on removing constraints to business prosperity in order for the town to be reborn. This local authority has been a disaster for Huddersfield and it is time for a change - stop wasting public money on virtue signalling, fantasy pet projects - stick to getting the basics right for a change.
I am sure the facility can be upgraded for a lot less than £27 million
I avoid using the bus station due to feeling unsafe. Too many drunk, drugged, rowdy people there. No visible security and no human to go to for help. As a bust station it is serviceable just needs more humans around to help and make you feel safer. You could employ several humans for the cost of this debacle. In today's climate what a complete waste of funding. Buses to and from Holmfirth and beyond are too I frequent and often cancelled. Get the service right before wasting money .
I believe that this whole proposal is pointless and a waste of money, 27 million for a facelift essentially is laughable when people can't feed their own children never mind themselves along with enough pot roads on the roads that cause whiplash with how deep they are
I believe the money being used could be used for more important things such as homelessness, anti social behaviour etc. The buses services themselves are what really need improvement as they are very unreliable. Upgrading the bus station is not going to stop buses missing or being late.
I can't understand how spending £27 million on this project will add that value back into the local economy from increased passenger numbers. Ultimately if you don't need to travel, you don't travel and if you do, you do. Aside from a few extra CCTV cameras and improved a facilities for disabled people - a very small percentage of passengers - I can't really see much benefit.
I hope that you actually do what your promising as it's a lot of money your spending and Huddersfield is already in ruin without more money being wasted
i think that doing this will have no impact on safety it will just get distorted by youth and careless people therefore is a waste on money and could be put towards something more important that needs more focus on as a girl i don't feel sad going into huddersfield bus station or the city centre a specially not after that stabbing and that boy dying your trying to create a better huddersfield start with the safety not wasting millions on a stupid bus station and making huddersfield look good and new
If Kirklees council is bankrupt why waste 27 million on something not needed.
Im Huddersfield born. N bred and live just above the bus station in springwood my flat over looks springwood car pk &,OUR ugly bus station  I think the money planned to be spent on Huddersfield bus is a complete waste. What we actually need is more police visable at the bus station 2 prevent crime.. thares actually nowt wrong with our bus station apart from crime it would .be better putting extra buses on at the time greenhead collage and Huddersfield new collage are way home so my 86 yr old mum can not just feel safe but actually be able to sit .
I'm not clear how the significant cost of the improvements are justified. Whenever I'm in the bus station I definitely see a lack of seating but the main issue at certain times are the sheer volume of people using it. College students and school kids 'take over' (literally) in several cases I've witnessed blocking walkways, shouting, swearing and running up and down getting in people's way. Additional CCTV and more accessible facilities won't address this and I would love to see some of the money being used in conjunction with schools and colleges to provide sessions on respectful travel training. The security guards and bus drivers themselves also don't address this behaviour which makes other passengers feel unsafe and uncomfortable.
Instead of wasting all this money the bus station just needs a massive clean more bins more seating and better toilets both sets are disgusting. Should employ staff to clean em every hour.

<p>It seems like a great deal of expense and disruption to bus users (while the works take place) for very minimal gain. The most likely outcome is a slight visual improvement to the bus station and possibly the immediate area around it. Initiatives such as the green roof to the canopy are simply tokenism that most bus users will not even notice on a day-to-day basis. Without regular patrolling the quiet room is likely to become a hangout for undesirables (the security staff don't even tackle most disruptive behaviour that takes place in the station now, so are unlikely to do so in this special area). The existing seating is adequate (if it weren't for the fact that some ranks of seating were removed months ago and never replaced). The improvements to help blind and partially-sighted people should be welcomed, however. Overall, this appears to be a scheme that will cause huge disruption and inconvenience to people who use the station with very minor improvements in the end. The visual looks of the station could be improved with much less expense and disruption.</p>
<p>Living roof is a gimmick it will not improve the environment or make the station carbon neutral. Spend the money on something useful.</p>
<p>Money in huddersfield needs spending outside the train station similar to the piece gardens in sheffield</p>
<p>More important things to improve with the ridiculous amount of money. Town centre dying!</p>
<p>Most of this is a waste of money.</p>
<p>My local bus doesn't go from the bus station. I would prefer the money to be spent on ensuring other bus stops have reliable real time info on them and on ensuring buses are frequent and reliable</p>
<p>My personal opinion is that a lot of money is being spent unnecessarily. Emphasis should be on safety, communication and accessibility. Dressing up the bus station will still attract the down and outs, and men intent on harassment of Women. We only have one bus to town, the 328. We used to have buses from Keldregate via Leeds Road. These buses were withdrawn due to antisocial behaviour/vandalism etc. This has been detrimental, unfortunately, to people living away from the Keldregate area. This impacts negatively to the Elderly and people with disabilities.</p>
<p>None of the changes will improve safety or the reliability of the bus service. As a woman who travels on her own, sometimes in the evenings, especially in winter, none of this will make it a safer or even make it feel safer without a more visible security presence. Some nights I get a taxi because I don't want to wait very long in the station when it's later at night and dark The money spent on a green roof would be better spent on a couple of staff patrolling permanently.</p>
<p>Overall this is a very poor use of public money that could be much better used on real public transport improvements. Whilst i could support some of the proposed enhancements, this is alousy way to spend £27m. Please please redeirect this to new and better facilities, such as new active travel routes and/or a link across the rail station (for non rail users) that would revitalise the Station Warehouse side of town. Please please scrap this marginal scheme and use the funds instead to make better transport routes that willhelp revitalise our decaying town centre!</p>
<p>Please spend the money on housing</p>
<p>Please use the funding towards more urgent issues;</p> <ul style="list-style-type: none"> - Family hubs - Food banks - Efficient waste removal - Food caddy/ food recycling - Libraries <p>It is an extortionate amount of money that could be put to good use elsewhere.</p>
<p>Save money and spend well where it is needed</p>
<p>Save the money consultants are making a fortune the town needs bringing back to life the council has killed huddersfield like it did dewsbury</p>

Stop spending on Huddersfield. The outer regions need this money more. Huddersfield gets too much. Stop it.
Surely a cheaper option could be found by Kirklees council or a full public vote if this is how so much of the town resource is to be spent when they are rejecting investment elsewhere such as the new sport stadium
The bus station is ok as it is buses wait by back wall pull on stand just before departure time what more do you want. Good system works OK leave well alone. Kirklees another waste of money.
The bus station is a place of necessity. It only needs more firm security staff to discourage anti social behaviour and clean toilets. Nothing else is required! So save some money. No one wants to visit the bus station for anything else.
The bus station was "improved " and relaunched in the not too distant past, only to return to its dingy, dirty, highly unpleasant self shortly after. A huge waste of money. Cheaper, cleaner, more frequent bus services are far more important. It isn't the station that is the issue, it's the behaviour of some visitors that affects the quality of the visit, alongside the lack of maintenance and proper cleaning
The bus station works, we want to stay for as short a time as possible. What a waste of money.
The bus station, is already one of the best in the county, and there is no need to spend all this money on tarting it up. I was a bus driver, when the bus station was first opened in 1975. The facilities for the drivers, were excellent, with there own restaurant. Since Kirklees took over from Huddersfield, the money wasting is ridiculous. More money could be spent on bus shelters and timetables.
The main issue with the bus station doesn't come from how modern the facility itself is, it comes from the unchecked, rude young individuals who use it as a hang out location and harass the public both in inside and outside the entrances, as well as drug addicts wandering up and down the station. Save £27million and just spend money on 4 police officer salaries to be within the station at all times - this will solve the main issues with the bus station. During renovations I hope the small businesses like the cafe in the bus station are looked after and provided with an alternative if they are forced to halt operation due to the work taking place.
There are better thing to do to improve the town centre, a lot of wasted tax payers money, when there are no real town centre and people now use the internet or visit Leeds /Manchester even Halifax for shopping typical Labour Party money wasting
There is nothing wrong with it as it is, but it does need a good clean/powerwash and the seats putting back in, total waste of 27m just clean it up ,and the buses too
These proposals are expensive, only few improvements, eg disability access are necessary, making the frontage changes(again) is not going to improve a terrible bus service! £27million? Thought there was a huge council black hole! Huddersfield bus station refit can't help this failed town.
This feels like a waste of money when it could go to more useful things
This is a crazy over expensive project that will have zero impact on Huddersfield's generally awful bus services. Initially it might be a slightly more pleasant to wait for the seriously reduced bus services (eg 50% on direct buses to Holmfirth) but in a few weeks it will look much like now
This is an enormous waste of money that lacks regard to where tax payer money should actually be spent!
This scheme will only be any use if you can ensure that Arriva buses a. stop to pick up passengers, and b. manage to get to their destination without breaking down. At a cost of £27 million - I thought Kirklees was broke!.

This seems like a waste of money when the bus services in Huddersfield are very poor. The buses are often late and cancelled at short notice. There are also many routes that have lost their service altogether!
Too expensive.
Too much money going to be spent on the canopy for what it is going to benefit the public
Total waste of money. The vast majority of the £27m would be better spent on providing bus services. I live on the very busy A6107 Bradley Rd and there is no bus service whatsoever. The nearest bus stop is a 10 min. walk away. If we had a bus service passing our door I would be more inclined to use it for journey's to Huddersfield or Brighouse rather than using the car.
Total waste, throwing good money after bad. The bus station was built incorrectly so buses have to reverse with passengers on (not allowed) nothing happening to rectify this. Also forty years after telling us government should run buses and staff losing their jobs you now change your mind and revert back to old system. This like the team system is too little to late. The whole Huddersfield regeneration is a joke, i would cost billions to get it right when we have councils who are skint.
Twenty seven MILLION (not thousand) British pounds sterling for a bit of paint, some new chairs, a compliant lavatory and a solar panel. I don't see how the plans you have made equate to such a huge sum. It doesn't add up. People really don't care what bus stations look like. What would make the bus station safer is security staff, and staffed desks to provide information and to answer customer queries. What would make people more inclined to use the busses would be reliable services and improved hygiene. Maybe spend the £27 million on employing cleaners and security staff for the next 10 years? Would do more for the community than a living roof.
Updating what is already in place would be cheaper than using millions of council tax to completely rebuild . Your questions are also loaded to ensure your required outcome .
waste of money
Waste of money justify 23 million to the nearest 10K any QS working on this could not justify a complete rebuild the town is dieing and we throw money away without proper consult
Waste of money. In 5 years time it'll look just as run down as it currently does.
Waste of money. Nothing wrong with it. Will not encourage more use. Cycling racks waste of time just like the station. No-one cycles to bus station to get on a bus. Signage clear, board gives info, security fine but staff need to be better. It will not get more people using the buses.
Waste our tax and money
We don't need this! The town centre is crying out for investment and this is a ridiculous amount of money on prettying up a perfectly functional bus station.
What a complete waste of public money. Kirklees Council & WYMETRO are a complete waste of time. Why not sort the wonky paths going to the bus station & get buses that go on time . Outside will only introduce more scum & addicts.
What a waste of tax payers money, the bus station has space for buses and for people to sit down and wait what more could possibly be expected from a bus station. Natural light and a room for those who find it hard to be in busy places are ridiculous, it is a bus station, not a spa. When main roads are covered in pot holes, disabled children are not getting funding for schools they deserve and bin collection is once every 2 weeks (if it turns up) surely there is a better use of 27 million pounds than something as trivial as a fully working bus station. No one walking past is not getting the bus or deciding to stop driving and getting the bus because of how it looks inside, catching the bus is either a necessity for people or is not, it is not a choice.

What a waste of tax payers money. You cannot polish a turd and throwing money at it doesn't make it better.
When I use Huddersfield bus station it is because I need to and no amount of rebuilding will make me use it more. Like the £20M spent on Halifax bus station this seems like the expenditure of a very large sum of money on what are primarily cosmetic improvements. The only features of the current bus station that I find seriously unacceptable are the toilets, though improvements in information provision and waiting conditions (seating) would be welcome. All these could be improved at modest cost within the current bus station envelope, leaving £20M-odd for more important matters.
Why spend 37 million when you just need to upgrade some of the areas, 27 million can be better spent on other things in Kirklees, this also stands for the Bus Station in Heckmondwike this just needed updating not a full strip down and build a new one, buses don't run much on an evening money needs to be spent on more important things.
Whilst the changes sound good, £27m sounds like a lot to spend on what is essentially a face lift of what is already a fairly functional space - the main issue with the current bus station is the area outside. The station interior really just needs more seating, updated decor & perhaps an extended awning over the stands to keep the worst of the rain at bay when boarding the buses in winter time. The bleak concrete brutalist structures of both the bus station & adjacent Sainsbury's carpark are far more in need of a face lift - the "green roof" will help but converting the pedestrian area to a more municipal garden type space would be a welcome change: it may not prevent it from still being frequented by addicts and the homeless, but would at least lessen the whole abandoned soviet era shopping precinct atmosphere that currently pervades the place
Why spend this inordinate amount of money on a cosmetic vanity project when the council is cutting crucial services elsewhere?
You NEVER allocate money to upkeep any of this nor make any improvements to the actual bus services. Waiting in a "new" bus station does not improve your journey or experience - listen to the people who pay for this - me the taxpayer !

Reliable bus services needed (72 comments)

<ul style="list-style-type: none">- Toilets desperately needed as so few in the town- please keep them free (or only 20p)- More seating needed. Why were the seats not replaced after covid?- Reliable bus services would encourage me to use the buses especially at night and the weekends- Cycle parking needs to be very secure for folk to use
A better bus station will be good for Town, but it also needs improved bus services. If there are no buses, however good the bus station is, there is no need to go there
A lot of money to transfer a waiting area to another waiting area. More should be considered in the running of the services not just to upgrade a stable for a donkey. Cheaper travel would bring more to the centre.
All you need to do is provide a better bus service that is on time, clean, more frequent and don't cancel at the last minute. The times I have been late for work because the bus just doesn't turn up or is very late is numerous. All I get from the driver(that's if they even respond to me) is they couldn't care less or that there was no driver for that journey, none of them apologise, which to me is unacceptable. To me refurbishing the bus station is a complete waste of money if your buses don't run on time, or even turn up.
At the same time as improving the bus station, can you improve the number of buses. Since the new mayor promised us improved service our route has lost one bus per hour with two buses out of three taking longer to get to town The money needs spending on providing better bus services than trying up a bus station.

Before upgrading the bus station get the buses to run (and on time) and prices not to rise. improve early service and evening.
Better buses, first buses aren't attractive at all and they are messy and unhygienic and not very appealing.
Better toilets and should be 'free to use' Buses running later at night, stopping running at 8pm is ridiculous Agree with solar panels but not a green living roof More seats required
Bus services - they are the issue! Improvements to the building secondary Bike stands - waste of space, no one would like their bikes
Buses having better A/C
Buses not moving to the stand on time, possibly an outside light, to show the driver he is due at the stand, or re-introduce an inspector to keep drivers on their toes
Coordinated bus service run by a 'single' operator rather than the plethora currently.
Everyone's impression of the bus station is affected by the punctuality of the buses, which at the moment is abysmal. Solve that, and everything will seem better.
Good proposals but main priority is reliability and convenience of services. Why does it take 2 hours to get to Leeds? Accessing rural areas or rest of Kirklees eg Batley, Cleckheaton areas
I believe the money being used could be used for more important things such as homelessness, anti social behaviour etc. The bus services themselves are what really need improvement as they are very unreliable. Upgrading the bus station is not going to stop buses missing or being late.
I can't get to Huddersfield by bus because our direct service was removed. I therefore have to walk to Cleckheaton to catch it - up and down a steep hill. If we drive to Cleckheaton to catch the bus we have to pay to park. Your first priority is to provide a decent bus service to all areas. The ones we have are unreliable, run infrequently and stop too early to be able to use them to go out at night.
I don't think having a new bus station is going to make the bus services any better. Buses are late coming to the bus stands when due to leave, sometimes they don't even turn, some of the bus drivers are rude (although nothing to do with the new bus station) just needs a tidy up.
I don't think it will make any difference to car users- they are too entrenched in their negative attitude about buses. It doesn't alter the issue of bus cancellations which is more important to me than how the station looks. I know it's dated but it has all the things I want in it, including knowledgeable staff on buses to. The issue is unruly passengers who misuse the facilities, have no manners. Particularly school children just crowd onto buses. They have made harder queueing. Inconsiderate to other passengers. Bradford Interchange now has only 1 big screen showing bus times but used to have two. Please ensure it has enough big screens that can be read from all parts of the bus station, showing all the bus numbers + connection times without having to walk the length of the station to read them and use a big font size.
I feel such a large amount of money should be put to better use. A better bus service should be the priority especially to Almondbury. The bus station just needs smartening up and extra seats provided.
I live in a rural area that has few buses, I would use them if they were more frequent
I support the changes outlined above, however, without a regular and reliable bus service from my area, I would still not be able to use the bus much as a means of transport to and

<p>from Huddersfield. The buses are infrequent and when I have waited in the station before in the evening to return home, the screen has showed the bus is due and then the bus hasn't arrived at the shown time, and the screen shows the next bus due in one hour. This leaves passengers not knowing whether the bus is going to still turn up or whether they have to wait another hour/make alternative arrangements. This has put me off using the bus when I can park near the town centre for free and walk in.</p> <p>Furthermore, the cycle lanes from where I live to town are often covered by cars and therefore I would not feel safe cycling and then would worry my bike would not be safe for the full day if I was to leave it by the bus station. I do think that people who have to use public transport and have a disability will value the efforts being made to improve accessibility. Major change is welcomed, however, sometimes it is smaller interlinked things that can make a big difference.</p>
<p>I use it for work and have the time bus at late or knock so I am late for work so get more bus drivers</p>
<p>I used to go to uni in Huddersfield and always found the bus station unsafe, there would always be strange characters around and it would feel unsettling on winter evening. I feel more appealing architecture would make the place feel more positive and also bring more people to Huddersfield. Along with the new look I hope you increase the number and frequency of services as this wouldn't make a difference to me unless I could get there easier and faster. However, it is a nice thing to see money put into improvements which will benefit the community.</p>
<p>I would use the bus station more often if I had a better bus service one an hour is ridiculous, we cannot catch another bus nearby because we haven't one, plus the bus frequently "misses " so we have to sit in the most depressing place in Huddersfield for an hour</p>
<p>I would use the bus station more often if the services were more reliable</p>
<p>Improve bus comfort, make buses run to timetable, improve security withmore police about</p>
<p>Improved bus services would lead me to use the bus station more often</p>
<p>Improvements to the bus station need to go hand in hand with more frequent and reliable bus services. Then people are more likely to us the bus station and bus travel more.</p>
<p>Improving accessibility is great My biggest issues are reliability, information and frequency of the service.</p>
<p>In the past we had a wider range of bus destinations could we have them back, entrance to subway needs a thorough clean up</p>
<p>It is also important for those of us who travel by public transport to have more reliable transport especially in the evenings. We should be able to go to concerts and theatre events, see friends without feeling vulnerable while waiting for a bus home. The shorter the waiting time the safer I will feel. We don't just need CCTV but also people in the station should something happen.</p>
<p>It is more bus services ie.323 martins nest now lost apart from Sunday and maybe I would consider coming to Huddersfield and not going elsewhere</p>
<p>Lack of bus services within 2mile radius makes it impossuble to use any service.. until improvement is made to services any amount of improvement to bus station will be a waste of money.</p>
<p>Lower cost of tickets and bring back essential buses like 262 and 260 and the double decker 261</p>
<p>More buses and accurate timetables</p>
<p>More buses would also be great and on time please, we pay a lot for the service so we are expecting better experience</p>
<p>My local bus doesn't go from the bus station. I would prefer the money to be spent on ensuring other bus stops have reliable real time info on them and on ensuring buses are frequent and reliable</p>

<p>My personal opinion is that a lot of money is being spent unnecessarily. Emphasis should be on safety, communication and accessibility. Dressing up the bus station will still attract the down and outs, and men intent on harassment of Women.</p> <p>We only have one bus to town, the 328. We used to have buses from Keldregate via Leeds Road. These buses were withdrawn due to antisocial behaviour/vandalism etc.</p> <p>This has been detrimental, unfortunately, to people living away from the Keldregate area. This impacts negatively to the Elderly and people with disabilities.</p>
<p>Need more Security in place.</p> <p>Need more information, especially when buses are going to be cancelled. Not just Cancelled when it fails to appear</p> <p>More Buses needed</p> <p>Youths should be banned from wearing hoods, caps and masks (in the town centre as a whole, not just the bus station)</p>
<p>No point having a nice bus station if there are insufficient buses to provide a frequent and RELIABLE service. Need to attract people to use the buses then the question of aesthetics becomes relevant.</p>
<p>None of the changes will improve safety or the reliability of the bus service. As a woman who travels on her own, sometimes in the evenings, especially in winter, none of this will make it a safer or even make it feel safer without a more visible security presence. Some nights I get a taxi because I don't want to wait very long in the station when it's later at night and dark</p> <p>The money spent on a green roof would be better spent on a couple of staff patrolling permanently.</p>
<p>People do not use buses because they are unreliable. It's reliable buses that are needed, not a fancy bus station. The money could be better spent on other things that would make travelling by bus more attractive.</p>
<p>Please could we have a 316 back on Royds avenue , I'm disabled and find it very difficult to walk to the main road</p>
<p>Please increase evening and weekend services to allow more public transport use and crack down on pavement parking.</p>
<p>Real time information is only useful if it's true - too many times a display states that a bus will depart in X minutes only for the bus to miss completely. A quiet area is a nice idea but only useful if those using it are quiet. Feeling safe while using the bus station at night or on dark evenings would be helped by the presence of security who will actually be able to deal with issues that arise. Public toilets should be free of charge to use. We can have the nicest bus station in the world but if the bus service itself isn't functioning as we need it to, then a nice station is pointless.</p>
<p>Remove people hovering in the door ways either smoking, or just stood there in groups can be intimidating.</p> <p>Needs to more reliable bus services to enhance the scheme.</p>
<p>Safety in bus station should be top priority and dependable bus service. All the rest is mere window dressing</p>
<p>Scheme is fine, need a change of shops within the bus station. Improve the bus service!!</p>
<p>Some buss never stop for young people old people/ and people who has learning disabilities/ with carers</p>
<p>The bus station currently looks and feels appalling. It is no way for people to enter the town and it's a space you want to get out of as quickly as possible - I'd certainly not want to encourage my 12 year old daughter to use public transport from there. It badly needs real time information to accurately say how late the bus is/how many are cancelled (would you like to be standing waiting for a non existent bus while being told that it has arrived and left on time??). The bus station in Halifax looks great but our looks and feels scary, unwelcoming and like it's still in the 80s.</p>

The buses themselves are more important. They need to be regular and reliable. Having a fancy bus station means nothing if your bus fails to turn up!
The buses themselves need improving because a lot of buses like the 232 and 231 come once every hour from Monday to Saturday and on Sunday once every two hours and this is not enough. A lot of other buses are most likely affected by this. I would also like for the buses to be free for everyone and there is no need to improve the interior of buses for people's comfort. However, please add more USB chargers on every single bus and as for the plug sockets on older buses replace them with newer ones that actually work because even if you put a plug in one of the sockets and flick the switch on it never would so it is inconvenient for people that need them.
The bus station is looking old and like a dangerous place at the moment. Full of people shouting. But the main problem is the route the bus travels. All buses turn to the left, whilst I live to the right. It means that the bus I can take is every 1h or longer. It is impossible to travel to places. the bus is being cancelled all the time and doesn't show up at all. Not reliable. This is the most problematic thing. You can improve the aesthetic of the bus station but it won't encourage people to use it more often if the buses are not working!
The current layout of bus bays is excellent. It makes it easy to walk from one end to the other to find the bus I need(as long as I know what number bus I need or the final destination of the bus). Please don't change this! Sometimes I don't know which bus I need. How about a map with bus routes on it. A cosmetic overhaul is really all that it needs. Perhaps better security in the evenings. And buses that start earlier and finish later for people like me that work shifts!!
The main change needed at the bus station is to have more buses and to have them running more frequently and to time. The building might be a little tired but I feel this amount of money could easily be much better spent. The main reason people don't use buses to travel is the lack of buses not how pretty the bus station is or how comfortable the seats are whilst you wait half an hour for a bus which is either late or fails to turn up at all.
The main things that would encourage me to use buses are more frequent and reliable services and better real time running information.
The only thing which would encourage me to use the bus to travel to Huddersfield is a service which is cheaper and goes direct rather than taking an hour by going via High Burton
The proposals sound great and just what is needed but won't make a difference if the buses don't run on time! Need more information on cancellations and late buses instead of waiting for buses that don't turn up with no warning, especially when you're paying in advance for the service
The state of the bus station and anti social behaviour currently stops me from coming into Huddersfield. Going into town I can get off at an earlier stop. Coming home I have to go to the bus station as I'm concerned that the bus maybe full at the next stop. Also I can get an alternative bus from the bus station should my normal bus be cancelled (it's Arriva and this happens a lot), this bus goes a different route out of the bus station.
There needs to be more reliable bus services especially in the evening
This is a crazy over expensive project that will have zero impact on Huddersfield's generally awful bus services. Initially it might be a slightly more pleasant to wait for the seriously reduced bus services (eg 50% on direct buses to Holmfirth) but in a few weeks it will look much like now
This scheme will only be any use if you can ensure that Arriva buses a.stop to pick up passengers, and b.manage to get to their destination without breaking down. At a cost of £27 million - I thought Kirklees was broke!.
This seems like a waste of money when the bus services in Huddersfield are very poor. The buses are often late and cancelled at short notice. There are also many routes that have lost their service altogether!

Unless you have buses that turn up and don't get cancelled you will not get people out of there cars to travel by bus. There's nothing to come into town for anymore. You are spending money on the wrong things. Who is going to cut the grass on the roof when you don't cut the grass verges along the road side???
Until someone wakes up and puts more buses servicing more areas, more reliably, better time tables, through tickets and quicker times, conjoined services, put simply, increase buses and routes bus stations don't really count!
Use the money to improve the bus services as most of the time buses don't even turn up. It needs a good clean and kept that way, improve security and more comfortable seating so when the bus doesn't turn up which is regularly, there is somewhere to sit.
We need better bus services
We need more buses to Leeds centre too. It gives more places for jobs too
We need more frequent buses at least 2 an hour instead of one an hour, it doesn't matter what the bus station is like if we still have a terrible service
We need more frequent, reliable bus services with new electric buses, will help environment far more than spending millions on a new bus station. A bus station is what it is to go in and out, no need for palatial environment. New toilets and facilities, solar panels, help for disabled access - Yes. A quiet room is a disaster waiting to happen unfortunately in this day and age. ONCE IT IS DONE, KEEP IT MAINTAINED!
We need more seating and clean toilets that don't smell and cleaning team that do a proper job and Arriva buses to run properly. We need you to step in and sort out the Arriva buses out asap as it is a joke the amount that miss and get cancelled. I have had approximately 68 buses not come this year alone- we need help asap with this situation
What WILL encourage me to use busses / bus station is more frequent and reliable bus service. FIX IT AND THEY WILL COME.
Where we live, merely 6 miles from Huddersfield bus station, there is no bus service. Start with bus services first before vanity schemes such as this. A large fleet of minibuses, running every few minutes, would transform Huddersfield public transport. Once upon a time, the bus station cafe, the 'Omnibus', was the place to meet friends for a cup of tea and a slice of toast. The new proposals should include a range of airport style lounge facilities. Changing the appearance and improving the looks does nothing to tackle the underlying issues - transport!
Whilst the improvements look good on paper I don't think they will increase the number of people using it. People only use it if they need a bus and this isn't going to get people out of their cars. Improvements which could increase the no of people using public transport is having more buses and better reliability. The one thing which would help is to provide bus details in the bus station for services stopping in Westgate and other nearby stops.
You need buses that turn up not a new station

Antisocial Behaviour concerns in the bus station (48 comments)

A physical and visual presence of security staff is still needed. Real Time bus times is paramount for bus travellers. Also need explanations when buses are cancelled. Need someone to complain to or handle queries not covered by the display screens or security staff. Use air conditioning or extractor fans to get rid of the smell of cannabis smokers/vapers.
All upgrades are brilliant, however what worries me is careless young people, or drunk homeless people that might damage the surroundings, interfere with the quiet area etc. I do realise there will be more cameras, but there also needs to be more people in action to make the bus station safe.

<p>Antisocial behaviour is an issue in the bus station. I avoid using the bus station after 6-7pm and get a taxi home instead because as a single young woman I feel unsafe in the bus station. These improvements will help, but having a larger staff presence in the bus station would also help</p>
<p>Ban electric bikes and scooters from outside and inside make the lift better and easier access for wheelchair and mobility scooter to use the car park</p>
<p>Bike racks/stands outside the bus station could cause an increase in anti social activity, especially from young males who often congregate in and around the bus station- to counteract this increased security on the outside of the bus station is likely needed.</p>
<p>Bus station needs better security, I am tired of people ignoring non smoking/vaping rules in the bus station and I also hate having to hold my breathe to pass the dozens of smokers/vapers congregating in and around the entrances. there should be a non smoking zone extending 15 to 20 metres from all entrances to safe non smokers and children from inhaling 2nd hand smoke.</p>
<p>Currently I feel unsafe in Huddersfield town centre in general, I have witnessed 3 very unnerving incidents in the last 3 months, regarding people who are either suffering terribly with mental health issues or possibly addiction related illnesses. I felt incredibly frightened during all three incidents & it has affected my engagement with visiting Huddersfield town centre. There are often people in the bus station who are engaging in anti social behaviour & have no regard for the other users of the station. I think that extra security in the form of actual humans & CCTV that will alert the police to incidents is a must to make people feel safer when using the station. Better lighting & seating areas may also help.</p>
<p>Customer service office should be open longer. The times I travel to and from work, it is always shut. Stop smokers gathering at the main entrance. Any living roof better have an irrigation system as Halifax's looks dead now.</p>
<p>Every time i go through the bus station there is a smell of someone smoking cannabis, usually in the entrances but like today, actually in the bus station. I understand that bus bays are currently closed for the works but occasionally there are other occasions where there is a need to change bays. Today whilst catching the 314 we were directed to stand D instead of W. The bus, with no warning then decided to leave from a stand in the middle. There was no warning to us waiting and I was only aware as there was a sudden shift of people. Not everyone may have noticed this! What I'm getting at is there should be clear audio information given out, maybe even giving the drivers access to a microphone to give out live info. Anyone partially sighted, blind or even with any other disabilities will have missed that bus today. It's not on when it could be so easily rectified.</p>
<p>I avoid using the bus station due to feeling unsafe. Too many drunk, drugged, rowdy people there. No visible security and no human to go to for help. As a bust station it is serviceable just needs more humans around to help and make you feel safer. You could employ several humans for the cost of this debacle. In today's climate what a complete waste of funding. Buses to and from Holmfirth and beyond are too I frequent and often cancelled. Get the service right before wasting money .</p>
<p>I don't think it will make any difference to car users- they are too entrenched in their negative attitude about buses. It doesn't alter the issue of bus cancellations which is more important to me than how the station looks. I know its dated but it has all the things I want in it, including knowledgeable staff on buses to. The issue is unruly passengers who misuse the facilities, have no manners. Particularly school children just crowd onto busses. they have made harder queueing. Inconsiderate to other passengers. Bradford Interchange now has only 1 big screen showing bus times but used to have two. Please ensure it has enough big screens that can be read from all parts of the bus station, showing all the bus numbers + connection times without having to walk the length of the station to read them and use a big font size.</p>

I suspect the "live garden roof" will not last with all the kids that use the car park above for ASB and drug use.
i think that doing this will have no impact on safety it will just get distorted by youth and careless people therefore is a waste on money and could be put towards something more important that needs more focus on as a girl i don't feel sad going into huddersfield bus station or the city centre a specially not after that stabbing and that boy dying your trying to create a better huddersfield start with the safety not wasting millions on a stupid bus station and making huddersfield look good and new
I would like someone in authority to take action of the lowlifes who hang outside the bus station I hope with millions spent on the bus station that this will eradicate the anti social behaviour and people who stand outside the bus station for hours and this is off putting for the members of the public
I'm concerned about the people who smoke and vandalise the stair ways. And if something gets vandalised or broken by individuals, how soon will the disturbance take to be resolved (if it will be) or will the "lovely changes" not last as long as we hoped.
I'm just worried that individuals will graffiti/damage all the hard work that will be put into improving the bus station
I'm not clear how the significant cost of the improvements are justified. Whenever I'm in the bus station I definitely see a lack of seating but the main issue at certain times are the sheer volume of people using it. College students and school kids 'take over' (literally) in several cases I've witnessed blocking walkways, shouting, swearing and running up and down getting in people's way. Additional CCTV and more accessible facilities won't address this and I would love to see some of the money being used in conjunction with schools and colleges to provide sessions on respectful travel training. The security guards and bus drivers themselves also don't address this behaviour which makes other passengers feel unsafe and uncomfortable.
Improve security get rid of the undesirable people that loiter around the bus station
It just has to be safe at entrances and exits and have a nice safe one when entering the bus station
It seems like a great deal of expense and disruption to bus users (while the works take place) for very minimal gain. The most likely outcome is a slight visual improvement to the bus station and possibly the immediate area around it. Initiatives such as the green roof to the canopy are simply tokenism that most bus users will not even notice on a day-to-day basis. Without regular patrolling the quiet room is likely to become a hangout for undesirables (the security staff don't even tackle most disruptive behaviour that takes place in the station now, so are unlikely to do so in this special area). The existing seating is adequate (if it weren't for the fact that some ranks of seating were removed months ago and never replaced). The improvements to help blind and partially-sighted people should be welcomed, however. Overall, this appears to be a scheme that will cause huge disruption and inconvenience to people who use the station with very minor improvements in the end. The visual looks of the station could be improved with much less expense and disruption.
It's all very well wasting money on improvements when you get gangs and people with nothing better to do hanging round the benches outside all day
Just make it look nice and remove all the scum bags that hang around it
Making sure loutish behaviour is controlled inside and outside. Example being smoking, banned substances, and dealing drugs
Need more Security in place. Need more information, especially when buses are going to be cancelled. Not just Cancelled when it fails to appear More Buses needed

<p>Youths should be banned from wearing hoods, caps and masks (in the town centre as a whole, not just the bus station)</p>
<p>Need to resolve the issues of anti-social behaviour in the town centre, a grass roof on the bus station isn't tackling the fundamental issues</p>
<p>No smoking aware outside. Under all canopy</p>
<p>Only concern is security outside the station. Noticeable how people gather in these locations late at night which may be a worry to some.</p>
<p>Only visit Huddersfield when strictly necessary, feel very unsafe what with drug use and alcohol misuse openly taking place in town centre, and number of knife and gun related offences going on why would anyone want to visit Huddersfield.</p>
<p>Please police the no smoking and no waiting areas that are clearly marked at the exits/entrances. Please police the no smoking inside the bus station.</p>
<p>Remove people hovering in the door ways either smoking, or just stood there in groups can be intimidating.</p> <p>Needs to more reliable bus services to enhance the scheme.</p>
<p>Safety and reduction of antisocial behaviour is important</p>
<p>The bus station is a place of necessity. It only needs more firm security staff to discourage anti social behaviour and clean toilets. Nothing else is required! So save some money. No one wants to visit the bus station for anything else.</p>
<p>The bus station needs added security, they are a lot of desirable hang around which isn't good for the image of the town for visitors passing though and I often feel unsafe with large groups of youths hanging round, drug users and drunks, not nice.</p>
<p>The bust station is looking old and like a dangerous place at the moment. Full of people shouting. But the main problem is the route the bus travels. All buses turn to the left, whilst I live to the right. It means that the bus I can take is every 1h or longer. It is impossible to travel to places. the bus is being cancelled all the time and doesn't show up at all. Not reliable. This is the most problematic thing. You can improve the aesthetic of the bus station but it won't encourage people to use it more often if the buses are not working!</p>
<p>The change in environment will not change the groups of morons who frequent the place on a regular basis.</p>
<p>The main issue is the people using the station. I avoid whenever possible as every exit has clouds of weed smoke or vape smoke. I've seen countless fights and general violence in the station which makes me avoid it whenever possible. It needs more security actually walking up and down to stop fights before they impact other passengers. It is also filthy and has huge amounts of litter. Honestly the station makes me embarrassed for the whole town, so I hope the changes improve it but please look at the main reasons people are scared to use the station.</p>
<p>The main issue with the bus station doesn't come from how modern the facility itself is, it comes from the unchecked, rude young individuals who use it as a hang out location and harass the public both in inside and outside the entrances, as well as drug addicts wandering up and down the station. Save £27million and just spend money on 4 police officer salaries to be within the station at all times - this will solve the main issues with the bus station.</p> <p>During renovations I hope the small businesses like the cafe in the bus station are looked after and provided with an alternative if they are forced to halt operation due to the work taking place.</p>

The majority of proposals focus on appearance issues of the bus station however I think there are more deeply rooted issues in the bus station and surrounding area regarding safety and antisocial behaviour that are being overlooked - this kind of feels like a band aid solution; whilst these proposals will make the bus station more visually attractive, and in turn hopefully deter some of the antisocial behaviour, there is obviously a larger problem at hand in the whole of the town centre. Even if the bus station looks nicer and is more accessible, if it doesn't feel safe to be in then nobody will want to access it or go in it regardless of appearance of accessibility. I feel as though the safety measures that are being proposed are very ambiguous, such as "more cctv" (when has cctv ever really deterred antisocial behaviour in the bus station?). Obviously if the bus station is nicer it may deter perpetrators as it will no longer feel like a place where they will get away with it/encourage people to look after it but I am not so sure. The only true positives I can gather from it are the accessibility proposals and the fact that it will be a visually nicer and more comfortable place, especially for the elderly who spend a lot of time in there as they are more reliant on public transport. However prioritising bike racks and a green roof is completely stupid when women are harassed in there daily and I have seen young boys being arrested in there in broad daylight. Those are the real issues in the bus station and the surrounding area so if they aren't squashed at the source then it will be pointless. If the safety proposals actually had substance to them and mentioned their benefits for protecting specific vulnerable groups such as women and the elderly then that would make the proposal better. CCTV is largely pointless - there needs to be more in-person security in there and patrolling the surrounding areas in order to deter antisocial behaviour because some people are too comfortable acting terribly in there. Hopefully if it looks nicer then they will not feel as comfortable because with the way it looks now it's no wonder that it's a hotspot for antisocial behaviour.

The people in the bus station make it a bad atmosphere

The problems that need tackling don't seem to be part of proposals like getting the more security walking around and trying to control the gangs that roam the bus station especially at night like Sunday afternoons these are the things that need looking at, never see police in bus station only when something has happened. There are bike parking at railway stationi don't think needed at bus station has well. Lighting needs improving and a general tidy up of the interior is needed it is looking very un cared for, I don't use car park but to me cars should not be in a city centre when you can improve bud and train station access etc. The living roof with flowers etc is a good idea will help cover the old concrete look of the car park frontage. But main thing is to make it safe inside at all times cutting down on gangs of youths roaming around causing trouble, and general crime too needs sorting too.

The questionnaire or the proposals do not explain if or how the approach, the management of no smoking areas will be improved or the general toilet facilities similarly.

The real problem with the current 'new' bus station is how seedy it feels inside (somewhere between a subway and a public toilet) and how full it is of scam-artists scrouging money.

The state of the bus station and anti social behaviour currently stops me from coming into Huddersfield. Going into town I can get off at an earlier stop. Coming home I have to go to the bus station as I'm concerned that the bus maybe full at the next stop. Also I can get an alternative bus from the bus station should my normal bus be cancelled (it's Arriva and this happens a lot), this bus goes a different route out of the bus station.

There is a need to police the "Do Not" rules, no smoking, no vaping, do not stand here. If you do not ensure that "security" do what they are expected to do, not ask people to stop, but actually remove them, then there will be no improvement. Money wasted?

There will be no change in peoples bshaviour

Things will be vandalised. Any rooms provided, any stairwells, information boards and solar panels and green spaces... Huddersfield is awful for vandalism, and people don't care about accessibility for other people, they will ruin it.

PLEASE think about whether it will still be useful for people if the measures are broken, if

there is glass on the floor, if things are burned... if there are spaces for teens or drug users or dealers to camp out, they will.

Will the new scheme deal with the high numbers of people smoking cannabis openly around and in the bus station?

With improving the bus station it doesn't tackle the problem of nuisances/disturbances from the public and bus fair prices.

Security staff within the bus station (improvements needed) (44 comments)

A complete waste of money. More seats and a good clean would have sufficed. The main thing is more PROPER security needed. I have seen them turn their backs on beatings and drug dealing. They don't ever get involved. What is the point of them? A lot of elderly are afraid to use the BS now!

A greater visible security presence is required with security officers prepared to challenge those that are making the rest of us feel unsafe in the bus station

A total waste of money, money would be better spent on policing the bus station to stop all the anti social behaviour by unruly gangs of youths, individuals and such people, people are frightened, wary and intimidated by such people.

Accessible changing facilities would be useful as many people with complex needs do travel through the bus station. And if the buses come late it can help maintain their dignity and comfort.

Also more halal business would be amazing to see in the bus station to try and encourage more people to buy things as well help with diversity.

More physical deterrence from dangers such as people who are intoxicated (particularly at night)

All upgrades are brilliant, however what worries me is careless young people, or drunk homeless people that might damage the surroundings, interfere with the quiet area etc. I do realise there will be more cameras, but there also needs to be more people in action to make the bus station safe.

Better security within the bus station like cameras and security guards that actually do something about problems within the bus station

Better staff telling people where to go and helping with buses and if there's any change to any stuns

Us at the moment you do not have any of these staff don't tell people of any changes

And the security guards do really nothing about any antisocial behavior and when you want somebody about there is nobody to be seen

Bike racks/stands outside the bus station could cause an increase in anti social activity, especially from young males who often congregate in and around the bus station- to counteract this increased security on the outside of the bus station is likely needed.

Bus station needs more and much better security especially on an evening. Will only use it in the day time and can't see anything in the proposal to change that in the future

Customer service office should be open longer. The times I travel to and from work, it is always shut. Stop smokers gathering at the main entrance. Any living roof better have an irrigation system as Halifax's looks dead now.

Feeling safe in the evening is very important late night visits to hospitals Bus too Huddersfield station then hospital Halifax or Hudds needs security to protect travellers

Great idea. But need more security staff to control the idiots and make more vulnerable people feel safer. How about more PCSOs riding on the buses and therefore frequenting the bus station to and from the police station to make people feel safer.

I avoid using the bus station due to feeling unsafe. Too many drunk, drugged, rowdy people there. No visible security and no human to go to for help. As a bust station it is serviceable just needs more humans around to help and make you feel safer. You could employ several humans for the cost of this debacle. In today's climate what a complete waste of funding. Buses to and from Holmfirth and beyond are too I frequent and often cancelled. Get the service right before wasting money .
I think having security personnel presence helps people to feel safer. Rarely see any security staff in the bus station now.
i think the main think i was really looking out for was security, some proper security the current are not up to the job, the bus station is one of the places in town i feel the most vulnerable at the moment and lack of security or even police presence is one of the main reasons, i a 21 year old man should not feel like this in my town center
I think there needs to be more security in the bus station who look out for creeps and predators especially when teenage girls are waiting for a bus, and there should be security on busses also watching out for creeps
I used to go to uni in Huddersfield and always found the bus station unsafe, there would always be strange characters around and it would feel unsettling on winter evening. I feel more appealing architecture would make the place feel more positive and also bring more people to Huddersfield. Along with the new look I hope you increase the number and frequency of services as this wouldn't make a difference to me unless I could get there easier and faster. However, it is a nice thing to see money put into improvements which will benefit the community.
I won't feel safe in Huddersfield until there is a high presence of PO's changing a bus stn isn't going to stop crime and make me feel any safer to visit a declining town.
Im Huddersfield born. N bred and live just above the bus station in springwood my flat over looks springwood car pk &,OUR ugly bus station 🚏 I think the money planned to be spent on Huddersfield bus is a complete waste. What we actually need is more police visable at the bus station 2 prevent crime.. thares actually nowt wrong with our bus station apart from crime it would .be better putting extra buses on at the time greenhead collage and Huddersfield new collage are way home so my 86 yr old mum can not just feel safe but actually be able to sit .
Improve bus comfort, make buses run to timetable, improve security withmore police about
Improve security get rid of the undesirable people that loiter around the bus station
Include a safe place for women and girls.
It just has to be safe at entrances and exits and have a nice safe one when entering the bus station
More security personnel are seriously needed.
More security!!!! Too many scruffs ruining the place
Need visible staff on site, especially at busy times and evenings, this would add to make people feel safe. There have been times when there's no one to report anti-social behaviour
None of the changes will improve safety or the reliability of the bus service. As a woman who travels on her own, sometimes in the evenings, especially in winter, none of this will make it a safer or even make it feel safer without a more visible security presence. Some nights I get a taxi because I don't want to wait very long in the station when it's later at night and dark The money spent on a green roof would be better spent on a couple of staff patrolling permanently.
No-one monitors the behaviour of certain individuals, some who hang around all day. Others dress up as and pretend to be bus staff. No mention of dealing with this.
Please add more security guards to the bus station as some people really misbehave and make others uncomfortable and those security guards would be able to stop those people.

Real time bus info will be much better than current displays. Needs better info on which stand for which bus. Needs visible staff presence to help feeling of safety. It mentions a quiet area. What about a staffed waiting area eg of someone has a long wait and doesn't feel confident of safety. Get the green roof right - isn't it the green roof that leaks on the sports centre? Maximise area of solar panels. Display on how much electricity panels generate and how that fits with electricity used.
Safety in bus station should be top priority and dependable bus service. All the rest is mere window dressing
The biggest issue with Huddersfield Bus Station is that it is currently unsafe - only this weekend I saw two kids racial harass a driver and a parent and child using drugs in the bus station. There are no staff, and no travel safe officers around - especially on a Sunday. I don't see how the proposals here will address this. It's a very intimidating and unsafe place to wait and I would like to avoid it using it. I don't really see how a canopy out front will help. It does need refurbishing as it is absolutely dire, it's a shame that the original proposals have taken so long that we can't have a new bus station. I don't think the new plans will go far enough to deter anti-social behaviour and deter crime. It needs more than better sight-lines and cctv. Who do the help points go to? Who will respond? It needs a staff presence, and a real visibility of people in charge. People treat the bus station like rubbish, because it looks awful and they can get away with it - I don't think new tiles are going to help. Huddersfield deserves a better design than this.
The bus station is a place of necessity. It only needs more firm security staff to discourage anti social behaviour and clean toilets. Nothing else is required! So save some money. No one wants to visit the bus station for anything else.
The bus station needs added security, they are a lot of desirable hang around which isn't good for the image of the town for visitors passing though and I often feel unsafe with large groups of youths hanging round, drug users and drunks, not nice.
The canopy was removed to prevent antisocial behaviour. If anything creating a new one will make this worse again, surely? The security guards are powerless to act and have a dreadful role given how antisocial some of the people are.
The current layout of bus bays is excellent. It makes it easy to walk from one end to the other to find the bus I need(as long as I know what number bus I need or the final destination of the bus). Please don't change this! Sometimes I don't know which bus I need. How about a map with bus routes on it. A cosmetic overhaul is really all that it needs. Perhaps better security in the evenings. And buses that start earlier and finish later for people like me that work shifts!!
The most important is assessibility, cleanliness, lighting, space and security. Help point would be useful as security personnel may not be around.
There are missed opportunities for more integrated travel (multi-modal lifestyle) There is need for secure cycle parking inside the bus station property - with more security provided by staff. I for one would not feel comfortable leaving my e-bike somewhere that was insecure. There could be improvements to walking and cycling through better signage. Will there be information in the railway station to let travellers know where the bus stops are located for onward travel? And real time information at the bus station. It would be good if Car parking was provided at affordable rates for bus and rail users - tariffs and security that allow for overnight trips by bus, coach or train?
There is a need to police the "Do Not" rules, no smoking, no vaping, do not stand here. If you do not ensure that "security" do what they are expected to do, not ask people to stop, but actually remove them, then there will be no improvement. Money wasted?

There is currently a real change in atmosphere in the bus station after 4/5pm at night. Hopefully these proposal will make it feel safer for my wife and daughter who regularly use the bus station. Also need better safety measures such as cctv and lighting just outside the bus station where groups gather. Needs a regular physical police/pcso pressence too. Greening the roof will have a good environmental impact and make it look nicer. Perhaps some living walls as well to insulate/cool naturally?
There is currently a regular foul smell upon entry of the bus station which is unacceptable and requires action. More CCTV and a stronger security presence is needed. Please also install recycling bins along with regular litter bins.
There needs to be better more authoritative staff members in the bus station that can easily resolve and calm down conflicts between people. I have seen someone get beat up countless times and a staff member just stand there. I have been jumped on a bus and had no support in getting footage to show police from the bus company or station. Get better at making people feel supported when travelling with you or when in the bus station
This scheme is great, and extremely well needed for our town centre. The quiet area seems like an amazing idea, however I am worried about a level of security and management that would be needed to maintain this.
We need staff as well as police in there is used to go to Halifax but that new bus station is a joke we need people to feel safe
With regards safety for users of the bus station, there needs to be a major improvement in security personnel to actually do something about the feral youths harassing people waktng for their bus. The staff there at present see this and just walk away.

Comments supporting the scheme (42 comments)

A better bust station will be good for Town, but it also needs improved bus services. If there are no buses, however good the bus station is, there is no need to go there
All the upgrades are great, if, the building and grounds are managed properly after. Plus I'd hope the bus station car park spaces are improved they are far too tight for modern vehicles.
All upgrades are brilliant, however what worries me is careless young people, or drunk homeless people that might damage the surroundings, interfere with the quite area etc. I do realise there will be more cameras, but there also needs to be more people in action to make the bus station safe.
Be good to see the bus station upgraded as looks a bit run down these days
Bus Station feels unloved and dated, I think these improvements will improve passenger experience and increase ridership. Current cycle parking is in a dingy part of the station and is often removed when there is building works, cycle parking really welcomed as there isn't any around this area of Huddersfield. Solar PV is a great idea and could potentially be extended on top of the car park to shade cars.
Congratulations on the refurbishment. Live and clear info on bus departures is particularly welcome. Currently very haphazard, apparently careless and inaccurate.

EPIKS is the leading active travel organisation delivering behaviour change activities in Huddersfield through the Active Travel Hub and the Walk Wheel Ride campaign.

In the Huddersfield bus station plans, we

Welcome the planned accessibility improvements. We want to see accessible routes from the bus station and rail station to key destinations (Stadium, University, College) improved and highlighted.

Support the provision of cycle parking (Sheffield stands) under the canopy at front to improve such facilities in the town centre

We are critical of missed opportunities to support the integrated travel hub concept that WYCA is actively promoting, and the draft Kirklees Council Transport Plan supports (Policy I-6, page 38).

To facilitate a multi-modal lifestyle the bus station site needs to offer integrated hub facilities and imaginative information provision for several modes:

1. There is a particular need for a secure cycle parking facility inside the bus station property with more security provided by the presence of security staff and passengers (e.g. Cycle Hoops using Apps) for all day parking for bus users. The absence of this facility is disappointing.
2. Car parking at affordable rates for bus and rail users – tariffs (and security) that allow for overnight trips by bus, coach or rail.
3. Improvements to the designated walking routes to and from the railway station (e.g. through direction signage or ‘footsteps’).
4. Provision of real time rail information at the bus station.
5. Signage and real time information at the railway station about where the bus station and other bus stops to key destinations are located.

Great initiative

Great that the station will get a facelift. I felt everything looked so dated. I had not been there for a while and noticed nothing had changed since i was last there

Huddersfield Bus Station is not ideally situated being so far away from the main shopping areas though I know it is not possible to relocate so I fully support these proposals.

I agree and support this decision I just think all that money could go to better things like more free events such as carnival ect. And we need more activities like go karting

I live 5 miles outside Huddersfield in a hilly area with a child, so don't currently cycle. The changes look good overall; I would like to suggest better ventilation in the toilets to make them more pleasant, and keeping them free to use to avoid issues with people who have to go urgently or who are waiting a long time (e.g. parents/elderly/disabled/low-income). Real-time updates would be very welcome as at present services just disappear at their due time with no indication whether they are late or cancelled.

I spoke to one of the Kirklees team. They explained to me about the new improvements to the bus station. The illustrations of the new bus station look great and I am looking forward to the completion in two year. Can't wait!

I support the changes outlined above, however, without a regular and reliable bus service from my area, I would still not be able to use the bus much as a means of transport to and from Huddersfield. The buses are infrequent and when I have waited in the station before in the evening to return home, the screen has showed the bus is due and then the bus hasn't arrived at the shown time, and the screen shows the next bus due in one hour. This leaves passengers not knowing whether the bus is going to still turn up or whether they have to wait another hour/make alternative arrangements. This has put me off using the bus when I can park near the town centre for free and walk in.

Furthermore, the cycle lanes from where I live to town are often covered by cars and therefore I would not feel safe cycling and then would worry my bike would not be safe for the full day if I was to leave it by the bus station. I do think that people who have to use public transport and have a disability will value the efforts being made to improve

accessibility. Major change is welcomed, however, sometimes it is smaller interlinked things that can make a big difference.
I think bringing the bus station into this day and age is a great idea. I love the way it's proposed to be made accessible. But what we really want is a bigger space that is less crowded and doesn't feel like it's closing in on you during peak times. Would also like to see the proposed plans for reroutes whilst work is being done. I don't think bike racks are appropriate either should be lockers for the bikes still under cctv as bus station security are not going to be as fast as a thief.
I think that the majority of the plans look really good and will help to make the bus station more accessible and more pleasant to use. However, I don't agree with the example image of the quiet room. I think that having a circular table in the centre of the room will deter others if there is already someone seated there. I think that making the room more similar to train station waiting rooms (e.g., the edge of the room lined with seating) will increase the usage of the room. I also find that the walk way into the train station gets incredibly slippery if there has been any rain so I think that having textured/grippy tiles would reduce the number of people who slip and fall. I really love the idea of the live roof and having some greenery! And I think that the solar panels will help make the bus station more eco friendly.
I travel through Huddersfield Bus Station to go to other villages, Halifax, Brighouse or just bypass Huddersfield altogether and head to Barnsley. Huddersfield needs a total revamp. The council must spend more money on making the actual town centre more attractive. The new additions to king gate will help but there has to be improved shopping experience too. Rates need to be reduced to encourage new bars cafes and restaurants. I've lived here all my life 50+ years and the town centre used to be great. There is just no reason to visit now. It's been significant overtaken by local towns especially Barnsley and Halifax. More needs to be done for the sake of our community. We need to keep up with them at one time people came to Huddersfield from these towns.
I use the bus station for work and also use it with my daughter who is 4 currently. Whilst usable now, anything that makes it easier, quicker, safer and encourages people to leave their cars at home and make the environment cleaner is always a huge bonus. The town centre itself is updating and getting better shops, restaurants and entertainment therefore the bus station should follow suit to encourage more people into the town.
I used to live in Huddersfield some 30 years ago and I still visit via the Oldham 184 bus. I always bring some used books for the charity book shelf (PLEASE SAY YOU'LL KEEP IT) and then head into town to Merrie England and a look around the shops and the like. Love the idea of a modern new bus station although I will miss the old one from my University days. I shall have to take some photos for my memories.
I'm very happy, but maybe they should look into the bus routes too.
If you can get all the proposals approved then I think the bus station will be a massive improvement. At the moment the Bus Station is so outdated and sometimes feels unsafe for vulnerable people. This could be a positive thing for Huddersfield because right now the Town centre is the worst it's ever been!
It all sounds very good, the most important thing is that people feel safe, using the Bus Station, also getting to there, from the town centre, especially at night
It appears that you intend to utilise the ring fenced funding well. Making alterations to improve both the appearance and accessibility of the building and including solar energy. Really bringing the facility up to modern standards. Hopefully this is just one element of improving sustainable travel for residents in the town and surrounding area.
It depends if all promises are fulfilled. Wifi for waiting passengers should be free
It will be much better, for bus users especially. Lighter, brighter, safer, and a nicer environment for all. Love the green roof!

<p>It's difficult to get on/off buses at the bus station because there's usually not enough room for the ramps to be put down and for wheelchair users to line up with them to get on, at least without the bus needing to move first, and even then it's still a struggle. (And I use an average manual wheelchair, so any bigger wheelchairs would struggle even more.) Other than that, these improvements sound great!</p>
<p>My use of the town centre is based on the variety of shops, businesses and the generally footfall that is taking place. To maximise and maintain a steady flow of people using and walking through the town centre is crucial for success. These are positive proposals for the Bus Station but they will have a bigger impact if the town centre footfall is addressed as well.</p>
<p>Overall the changes are very positive and will greatly enhance the bus station but the reduction in stands is not clearly stated in the plans and will have a detrimental effect on bus services. The 21 stands will include stands for coaches so there won't be 21 bus stands. It may well be that all buses that currently use the bus station will be able to do so but WYCA keeps telling us how, under franchising, bus services are going to be improved and run more frequently. Whenever I use the bus station it seems obvious that it is very busy with buses, some services have to use multiple stands for departures. Surely with fewer stands this situation is only going to get worse and if buses are going to run more frequently in the future, how are they going to be accommodated in the bus station when there are fewer stands for them to use?</p>
<p>Plans look good but certainly need more seating</p>
<p>renovating the bus station no i think might have a positive multiplier effect on the local area, however investment may also be needed around the bus station to make the town centre feel more modern and make it easier to access the bus station</p>
<p>Scheme is fine, need a change of shops within the bus station. Improve the bus service!!</p>
<p>The bus station can look nice and all but the area is still lacking lol</p>
<p>The current layout of bus bays is excellent. It makes it easy to walk from one end to the other to find the bus I need(as long as I know what number bus I need or the final destination of the bus). Please don't change this! Sometimes I don't know which bus I need. How about a map with bus routes on it. A cosmetic overhaul is really all that it needs. Perhaps better security in the evenings. And buses that start earlier and finish later for people like me that work shifts!!</p>
<p>What you are doing is excellent but u till tge whole building is replaced with a more suitable design the whole project is flawed, there is almost a solid wall of brick abd concretefrom the main entrance to the train station entrance, until this changes the user experience is sub par as there is a lack of light and visibility.</p>
<p>With or without the changes I'd have to use Huddersfield bus station either way but it's a positive change for others.</p>
<p>Was there today, the systems work well refurbishment should help to make it feel more welcoming</p>

<p>The proposals sound good but what plans are in place in the budget to ensure that the changes work well once the build has finished?</p> <p>I went in to the bus station today and the water in the toilets was cold, the bus did not come in time, the board showed that a bus was due to arrive and it missed so the information was wrong leaving me with a wait of an hour. I've phoned Metro a few times whilst standing at a bus stop on a similar situation asking why they could not Just say that some bus services are curtailed since the problem with First is apparently staffing and they know if they cannot fulfil all the shifts that would allow them to stick to the timetable. The answer I've had is that First do not always let them know as they are supposed to when a service has been cancelled. So the quasi 'real time' information about when a bus is going to arrive only works when the operators decide to tell the truth about whether they are fulfilling their contract terms to provide a service. I hope that with £24 million pounds this issue can be sorted out to provide another way of tracking buses and giving real and accurate information to passengers.</p> <p>Rooftop green area - sounds great but where will the money come from to maintain this? Wouldn't it be better to add greenery and seating to the concourse as you enter the bus station? A job similar to the good job they've made doing just that in the redevelopment of Bradford Bus Station. The entrance now feels safer and welcoming</p>
<p>The recent modernising of Halifax Bus Station has had a really positive impact. For many, especially visitors, it is the first thing they encounter when visiting the town. Huddersfield bus station has been a less than great advert for the town for decades and improving it will hopefully encourage people to visit which boosts the footfall for town centre businesses; jobs, jobs, jobs! Improving accessibility is welcome as in the past, it has been difficult for too many, and felt for many an afterthought. Upgrading the walking signs (to the Railway station, University, Civic Centre, etc, would also be helpful.</p>
<p>The Town centre needs enhancing/improving, the bus station is the gateway to 'the road to nowhere'</p>
<p>This is good, but how about create more things for families to do in town centre.</p>
<p>This scheme is great, and extremely well needed for our town centre. The quiet area seems like an amazing idea, however I am worried about a level of security and management that would be needed to maintain this.</p>
<p>Very positive, the sooner the better</p>

Improvements to the toilets (37 comments)

<ul style="list-style-type: none"> - No more (word redacted) stairwells - Lifts that actually work and are clean - Get rid of that slope - More toilets and clean - Live rail times on the board - Prayer room / multi faith room seeing as a large portion of Huddersfield is Muslim
<ul style="list-style-type: none"> - Toilets desperately needed as so few in the town- please keep them free (or only 20p) - More seating needed. Why were the seats not replaced after covid? - Reliable bus services would encourage me to use the buses especially at night and the weekends - Cycle parking needs to be very secure for folk to use
<p>All the bus station needs is a deep clean & a lick of paint apart from that it is fine. The toilets especially the disabled ones need refurbishing. The money could be put to better use.</p>
<p>As someone with a disability, I find one thing that puts me off most from the bus station is the lack of toileting facilities. I do not have change on me all the time to pay for the toilet. And the disabled toilet is not always accessible</p>

Better access and more info for town bus .The bus should link up to car parks on the edge of town to get people into the town centre.Hopefully better on the ground security especially weekends to keep the place safe and clean.Especially toilet facilities
Better toilets and should be 'free to use' Buses running later at night, stopping running at 8pm is ridiculous Agree with solar panes but not a green living roof More seats required
Bigger toilet stalls so people with prams can use them. Clever toilets and baby changing facilities as they are always very dirty especially the disabled toilet as that's the only one I can use as I have the pram with me. An area for nursing mothers to feed babies like in the Kingsgate. A small play area/ activity boards on the walls for children to stop them running round bored.
Extra safety features and access to toilets for all will be welcome by all passengers
Free toilet use.
Get proper functioning free toilet
I am visually impaired (nearly blind) and light and airy feel to the bus station should make it better. The bus station isn't too bad as it stands at the moment but, getting off the bus is difficult because the drop off point is narrow, a little dark and very busy. The disabled toilets need improvement too.
I live 5 miles outside Huddersfield in a hilly area with a child, so don't currently cycle. The changes look good overall; I would like to suggest better ventilation in the toilets to make them more pleasant, and keeping them free to use to avoid issues with people who have to go urgently or who are waiting a long time (e.g. parents/elderly/disabled/low-income). Real-time updates would be very welcome as at present services just disappear at their due time with no indication whether they are late or cancelled.
I WOULD LIKE IT IF I COULD HELP THEM OUT AND NOT PAY FOR THE TOILETS BECAUSE I HAVE A DISABILITY
Improve the toilets, they are constantly blocked.
Improved Toilets and seating are the most important things
it smells like (word redacted)
Make changes that can be maintained easily and not neglected. The bus station needs people who can actually clean properly. Spray air freshener or have ventilation in the station to get rid of council house people smell. Don't make a green roof that will start over growing or left to rot. Think about longevity and don't be wasteful for temporary aesthetic. Please also don't take 10 years to do it.
Make the bathrooms free
More seating please, there aren't enough since they were ripped out during covid. Loud announcements can be annoying or upsetting, though it would be good to have them when buses are cancelled. Don't want endless music either. Loos are essential and a Metro office with plenty of paper timetables. Not everyone has a smart phone
new toilets!!! they are disgusting , need a thorough clean daily as the public don't care enough about others health and hygiene
PLEASE make sure disabled toilets are FREE!! Even if that means radar keys. Disabled people who have needs such as bladder or bowel issues from medical conditions or are disabled in general NEED a free toilet. We should NOT have to pay! Make toilets free or at least accessible ones!!
Please put a lot more thought into curing the toilet problems. Please keep all bus layover bays. Please keep 26 bus stands. Please consider alternative changes to improve wheelchair access onto departing busses.

Real time information is only useful if it's true - too many times a display states that a bus will depart in X minutes only for the bus to miss completely. A quiet area is a nice idea but only useful if those using it are quiet. Feeling safe while using the bus station at night or on dark evenings would be helped by the presence of security who will actually be able to deal with issues that arise. Public toilets should be free of charge to use. We can have the nicest bus station in the world but if the bus service itself isn't functioning as we need it to, then a nice station is pointless.
The bus station just needs a good clean it's fine as it is bring the seats back from what you took away at covid times. Clean the toilets hourly not weekly it's a waste of money could be spent better in the town.
The bus station smells like urine most of the time, hope that changes. And definitely needs more seats in and around the bus station.
The questionnaire or the proposals do not explain if or how the approach, the management of no smoking areas will be improved or the general toilet facilities similarly.
There is currently a regular foul smell upon entry of the bus station which is unacceptable and requires action. More CCTV and a stronger security presence is needed. Please also install recycling bins along with regular litter bins.
Toilets!! Please think about revamping/renovating the toilets.. its unhygienic, the smell tells everyone that uses it that the unsanitary particles in the air go straight to the hands of hand drying users through the machines. Please fix and clean the toilets with air filtration systems if it's available through thr budget
Try getting a cleaner who actually cleans the toilets properly and doesn't use the same mop to clean the concourse floor. The whole damned place stinks like a urinal at times.
Toilets totally a disgrace always has been.
The scheme has improved toilet and changing facilities for people with disabilities but does nothing to improve the situation for other users. Having one male and one female toilet means that when one is closed for cleaning there are no toilet facilities for that gender; or that cleaners have to work in a toilet whilst it is being used. A better option would be to have more toilet blocks that can be closed for cleaning, one at a time, whilst others remain open to the public. This would also reduce the likelihood or impact of vandalism etc. It appears that the accessible and changing places toilets will be free to use but that others users will have to pay. I would suggest that everyone pays a nominal amount with just one set of pay barriers to the whole toilet/changing area. Putting bike stands outside will not encourage cyclists. Bike storage needs to be inside and covered by CCTV to encourage people to use them, similar to at the railway station where the storage is on the platform, beyond the ticket barriers. The scheme does not address the walk between the bus and railway stations. Improving this route so that wheeled luggage could be pulled the whole way would be more beneficial than a living roof. Living roofs are rarely successful and increase maintenance costs in the future. This looks like a nod to environmentalism without actually thinking about how this will work or be looked after for the next 20-30 years. I would recommend replacing the living roof with a glazed one so that natural light is available under the canopy. The main thing that puts me off the bus station at the moment is the smell and the noise. How do these proposals aim to address these issues? There needs to be enough staff to litter pick and clean continuously; there needs to be better ventilation in the main waiting hall; there needs to be acoustic baffles or similar to reduce the noise and echoiness of the vast space.

<p>These questions are INSULTING.</p> <p>THE TOILETS WERE NEVER FREE!!!! YOU MADE US PAY. AS COMPARED TO BARNSELY WHICH WAS FREE. YOU MADE EXCUSES TO NOT HAVE FREE TOILETS. AS FOR MORE LIGHT??? AN ENTIRE SIDE IS PURE GLASS HOW MUCH MORE LIGHT DO YOU WANT???? ACCESSIBILITY???? THERE ARE ENTRANCES EVERY SIDE AND FREQUENTLY. IT IS YOU. YOU ARE THE PROBLEM. NOT THE BUS STATION. ITS YOU. THERE IS SOMETHING WRONG WITH YOU. YOU NEED CHANGING. YOU NEED RE DEVELOPING. WHAT WE NEED IS TO WIN THE LOTTERY AND GET A COURT RESTRAINING ORDER TO KEEP DEVELOPERS AND ARCHITECTS AWAY FROM THE TOWN. AND IT WILL BE MUCH MORE PEACEFULL. OR GET YOU DEPORTED TO DUBAI. ONCE WE HAVE DEPORTED EVERY Developer, BUILER AND ARCHITECT TO DUBAI. WE CAN RETURN TO A QUIET LIFE. GET 2ND HAND COACHES AND FREE MINIBUSES. AND LIVE IN PEACE. SO I SAY SPEND THE MONEY ON LEGAL FEES TO GET ASBO orders on the Executives</p>
<p>We need more seating and clean toilets that don't smell and cleaning team that do a proper job and Arriva buses to run properly. We need you to step in and sort out the Arriva buses out asap as it is a joke the amount that miss and get cancelled. I have had approximately 68 buses not come this year alone- we need help asap with this situation</p>
<p>When I use Huddersfield bus station it is because I need to and no amount of rebuilding will make me use it more. Like the £20M spent on Halifax bus station this seems like the expenditure of a very large sum of money on what are primarily cosmetic improvements. The only features of the current bus station that I find seriously unacceptable are the toilets, though improvements in information provision and waiting conditions (seating) would be welcome. All these could be improved at modest cost within the current bus station envelope, leaving £20M-odd for more important matters.</p>
<p>Women need more toilet facilities than men. Yet they have 6 cubicles and men have 3 cubicles plus 6 urinals. Women need more space and time in the toilets as they're often dealing with issues exclusive to women (menstruation) and quite often have small children to deal with too. So we need more facilities, not fewer!</p>
<p>Women need more toilets than men. Also for parents with children</p>
<p>Would benefit from improved heating in the winter, more seating other then just at the stands. toilets need better ventilation they can be very stuffy and smelly. lifts and stairs to car park are awful smell and very intimidating</p>

Seating improvements needed (35 comments)

<p>Much more seating required.</p>
<ul style="list-style-type: none"> - Toilets desperately needed as so few in the town- please keep them free (or only 20p) - More seating needed. Why were the seats not replaced after covid? - Reliable bus services would encourage me to use the buses especially at night and the weekends - Cycle parking needs to be very secure for folk to use
<p>£27 million is a lot. Especially as none of these changes will help actually having to wait in the bus station. The seats are uncomfortable and Google maps is more reliable than the electronic timetable. Make it make sense.</p>
<p>Better toilets and should be 'free to use' Buses running later at night, stopping running at 8pm is ridiculous Agree with solar panes but not a green living roof More seats required</p>

<p>Cycle storage, while welcome, is a tiny part of the picture. The lack of quality segregated cycle routes is the biggest barrier.</p> <p>Reducing the number of bus stands seems to ignore the realities of the situation we are in - lower frequencies meaning fewer buses meaning longer waiting times. That requires far more seating facilities than are currently provided, I'd suggest a minimum of 15-20 seats per stand plus additional perch seating is a bare minimum you should be considering. A similar layout to the original set up at Leeds would work well and still leave room for a big gangway. The existing number of platforms apparently doesn't allow for sensible planning where there aren't conflicts or random departures being on a different stand to the rest of the day, so I can't see how reducing the number can be achieved without causing further problems.</p> <p>Why is widening the bays needed given the drop off bays so there isn't a conflict of people boarding and alighting on the same stand? Fit wider doors to the existing bays by all means.</p>
<p>Don't put seats back to back</p>
<p>Existing bus station seems ok except not enough seats. Thank goodness the awful tinny music seems to have stopped.</p> <p>The announcements are creepy and 1984 -ish though.</p>
<p>Have more seating by the bus bays at the moment too few seats at each bay leaving people having to stand then rush to get on bus,</p>
<p>Huddersfield Bus Station is always very busy and crowded with people at peak times I hope the changes will mean there is more space and seating for people waiting for buses.</p>
<p>I don't think seating should be back to back too near also the seats need to be sturdy so when someone moves it doesn't impact others.</p>
<p>I feel such a large amount of money should be put to better use. A better bus service should be the priority especially to Almondbury. The bus station just needs smartening up and extra seats provided.</p>
<p>I would like to see additional seating provided at the bus stands if possible. While accepting that the drawings are illustrative, the provision of a dozen seats per stop is likely to be an accurate reflection of what happens. Other than quiet times, this is inadequate for the numbers of people who use the bus station and I regularly see elderly people or people with walking sticks having to stand and wait for buses. With buses often missing, this can mean people waiting for prolonged periods.</p>
<p>I'm not clear how the significant cost of the improvements are justified. Whenever I'm in the bus station I definitely see a lack of seating but the main issue at certain times are the sheer volume of people using it. College students and school kids 'take over' (literally) in several cases I've witnessed blocking walkways, shouting, swearing and running up and down getting in people's way. Additional CCTV and more accessible facilities won't address this and I would love to see some of the money being used in conjunction with schools and colleges to provide sessions on respectful travel training. The security guards and bus drivers themselves also don't address this behaviour which makes other passengers feel unsafe and uncomfortable.</p>
<p>Improved Toilets and seating are the most important things</p>
<p>More seating please, there aren't enough since they were ripped out during covid.</p> <p>Loud announcements can be annoying or upsetting, though it would be good to have them when buses are cancelled. Don't want endless music either.</p> <p>Loos are essential and a Metro office with plenty of paper timetables. Not everyone has a smart phone</p>
<p>More seating required, Covid saw seats removed and they didn't return</p>
<p>Much more seating is required throughout.</p>
<p>Need more seating like it use to be before Covid.</p>

Perfectly happy with the current bus station, but please, please, please can we have more seats. All you seem to do is remove them. I am 83 years old and I can rarely get a seat when I have to wait for a bus. Like many other people I have to stand around for ages sometimes. Don't bother with all the expense of the upgrade. Just MORE SEATS PLEASE!
Plans look good but certainly need more seating
Please keep or increase the number of proper seats. Level seats with upright back rests with arm rests. Hate the sloping seats used at some bus stops
Put more seats for waiting area near bus stands!!!
Some of the suggestions for accessibility are generally positive but those with disabilities who may need to use the changing places room are unlikely to be on a bus, so I'm unsure about the thinking behind this one. Similarly, cyclists do not use the bus for obvious reasons. As ever, there appears to be insufficient seating for those waiting for a bus, any of whom are elderly. This is more important than facilities for cyclists.
The bus station just needs a good clean it's fine as it is bring the seats back from what you took away at covid times. Clean the toilets hourly not weekly it's a waste of money could be spent better in the town.
The bus station smells like urine most of the time, hope that changes. And definitely needs more seats in and around the bus station.
The seating is for people waiting for the bus, NOT for people to eat their Greggs sandwich or sausage roll. I've seen people with walking aids stand while people selfishly use the bus bay seating to eat then walk away. Each bus bay waiting area should be enlarged and enclosed, with seating & queuing like Leeds bus station is.
To allow shoppers to access the bottom of the town centre a free bus is available from the bus station. Obviously this bus is very popular with older people and also people with mobility issues. A recurring request from these groups is for seats/bench at each of the various bus stops around town so that they can sit whilst waiting for the bus.
Use the money to improve the bus services as most of the time buses don't even turn up. It needs a good clean and kept that way, improve security and more comfortable seating so when the bus doesn't turn up which is regularly, there is somewhere to sit.
We need more seating and clean toilets that don't smell and cleaning team that do a proper job and Arriva buses to run properly. We need you to step in and sort out the Arriva buses out asap as it is a joke the amount that miss and get cancelled. I have had approximately 68 buses not come this year alone- we need help asap with this situation
We need seats which are warm to sit on. You provide metal seats which are very cold to sit on. You are only thinking of cleanability, cheap to produce, but you are not thinking about the comfort of your customers.
What a waste of tax payers money, the bus station has space for buses and for people to sit down and wait what more could possibly be expected from a bus station. Natural light and a room for those who find it hard to be in busy places are ridiculous, it is a bus station, not a spa. When main roads are covered in pot holes, disabled children are not getting funding for schools they deserve and bin collection is once every 2 weeks (if it turns up) surely there is a better use of 27 million pounds than something as trivial as a fully working bus station. No one walking past is not getting the bus or deciding to stop driving and getting the bus because of how it looks inside, catching the bus is either a necessity for people or is not, it is not a choice.
When I use Huddersfield bus station it is because I need to and no amount of rebuilding will make me use it more. Like the £20M spent on Halifax bus station this seems like the expenditure of a very large sum of money on what are primarily cosmetic improvements. The only features of the current bus station that I find seriously unacceptable are the toilets, though improvements in information provision and waiting conditions (seating) would be welcome. All these could be improved at modest cost within the current bus station envelope, leaving £20M-odd for more important matters.

Whilst the changes sound good, £27m sounds like a lot to spend on what is essentially a face lift of what is already a fairly functional space - the main issue with the current buss station is the area outside. The station interior really just needs more seating, updated decor & perhaps an extended awning over the stands to keep the worst of the rain at bay when boarding the buses in winter time. The bleak concrete brutalist structures of both the bus station & adjacent Sainsbury's carpark are far more in need of a face lift - the "green roof" will help but converting the pedestrian area to a more municipal garden type space would be a welcome change: it may not prevent it from still being frequented by addicts and the homeless , but would at least lessen the whole abandoned soviet ere shopping precinct atmosphere that currently pervades the place

Will there be more seating?

Would benefit from improved heating in the winter, more seating other then just at the stands.

toilets need better ventilation they can be very stuffy and smelly.

lifts and stairs to car park are awful smell and very intimidating

Concerns about the overall design of the bus station (28 comments)

A safe space that doesn't smell of urine would be good. Forget the green canopy and concentrate on the basics - safety, cleanliness and timeliness. Stop using woke idiots to formulate your strategy

Ensure the space isn't a greenhouse, and also we can see between the stands for accessibility as in Halifax station you can't and people have missed buses as a result

I agree with a lot but cannot get behind you reducing capacity which speaks to you reducing the number of buses making people's lives harder

Cycle storage, while welcome, is a tiny part of the picture. The lack of quality segregated cycle routes is the biggest barrier.

Reducing the number of bus stands seems to ignore the realities of the situation we are in - lower frequencies meaning fewer buses meaning longer waiting times. That requires far more seating facilities than are currently provided, I'd suggest a minimum of 15-20 seats per stand plus additional perch seating is a bare minimum you should be considering. A similar layout to the original set up at Leeds would work well and still leave room for a big gangway. The existing number of platforms apparently doesn't allow for sensible planning where there aren't conflicts or random departures being on a different stand to the rest of the day, so I can't see how reducing the number can be achieved without causing further problems. Why is widening the bays needed given the drop off bays so there isn't a conflict of people boarding and alighting on the same stand? Fit wider doors to the existing bays by all means.

For the amount of money being used towards the bus station, an entirely new building could come from it rather than a living green, solar panelled roof, which will very likely rot, especially during the autumn and winter seasons and overgrow in spring and summer. Bicycle lanes aren't really necessary by comparison to having better bus and coach routes to other areas.

I think the whole building looks ugly. The whole thing needs flattening and rebuilding to match the heritage of the town. We have a such a lovely train station and square (around the station) and the council is hell bent on building/ refurbishing these ugly modern buildings... It does not fit in with the heritage of the town.

Take poland as a case study; they are either refurbing/ rebuilding their soviet era buildings to fit in with the heritage of their country and culture. - This is what Huddersfield should be doing, instead we get these "living roofs" that will eventually fail and leak with probable solar panels slapped on top.

I think that if you want to make a statement, be proud of the town and area you are doing this project in. Make a statement out of local architecture with local heritage in mind, with modern amenities.

This building was built (from what it looks like) in the 60's that destroyed a lot of the heart of the towns heritage buildings (such as cloth hall). Build something that the town can be proud of.. like the train station. This modern "architecture" is lazy and unappealing. Huddersfield is not a modern town, there is history here and that should reflect in the local services.

Also nothing will change if people continue to use the stairs as toilets, it's dark and damp and shady characters hang around.

I'd love to see the bus station have a bit of a brighter cultural flare too, if you look at hull bus/train station it feels brighter and used by locals because of the art, mosaics and murals. This is a great opportunity to showcase some local artists I think.

I'm not sure making small changes is fundamentally going to change the dynamic in the bus station. I hope the proposals do make a change but at the moment it's an area I avoid in Huddersfield and last time I used the bus services from the station, I felt uneasy and unsafe. Opening up the space to add more light, will definitely help,I think more needs to be done to make it feel like a safe welcoming space.

If all these proposals are going to be done, it will be good, but it would not be surprising if it didn't happen

More colour!!! the inside is very grey and dull and depressing, at least at the moment it's got colour. modern doesn't mean bland.

PLEASE HAVE AIR CON! Having Windows in the bus station is horrible when it's crowded and it's 30 degrees, I think less windows the better and there needs to be more seating the plans in my opinion, don't change the way the seating is already arranged and maybe more colour in the station as the new one looks blander than the one we currently have.

Please improve the interiors, it's quite depressing at the moment. The floor is light grey and it always looks very dirty. There is no greenery or art, it has no soul.

Please visit Halifax bus station to see a new model which doesn't work well at busy times because it is too narrow. Waiting passengers cannot queue as the line blocks access for others. People have to wait in a crowd, causing lots of pushing in once a bus arrives. It's not a good building style, hope yours is better!

Shame that the original plans had to be scaled back.

Some really big opportunities being missed in favour of a facelift.

is the £27m including the £10m already earmarked for the covered entrance

Some of these changes appear to be driven by insurance requirement changes following the Luton car park fire.rather than a desire to improve the bus station.

How about roofing the car park with solar car port and using the electric generated on the ramp.

Why is the ramp even there. if you look at the bus station there is a really obvious in and out option. Could be covered like the entrance to the market hall car park used to be.

The building is on its last legs. The lifespan of a building like this one built in the 70's is 50/60years. We're at this stage and I'm sure doing it up will extend that lifespan but is the money worth it? I don't think so. If it was, buildings like the old leisure centre in Huddersfield and now dewsbury as well as the market, wouldn't have been torn down. As well as many

70's buildings up and down the country. The general proposals are good but they would have done much better in a brand new building. And how the heck does all the money add up based on the improvements you've described? I really wish the public sector would stand up for itself and the Government would stop companies adding the pound signs for any public sector purchase. Procurement is a joke! Please reconsider. Invest in a new building, don't retrofit and prop up an already failing building.

The coach stands in wrong place gonna course collision

The majority of proposals focus on appearance issues of the bus station however I think there are more deeply rooted issues in the bus station and surrounding area regarding safety and antisocial behaviour that are being overlooked - this kind of feels like a band aid solution; whilst these proposals will make the bus station more visually attractive, and in turn hopefully deter some of the antisocial behaviour, there is obviously a larger problem at hand in the whole of the town centre. Even if the bus station looks nicer and is more accessible, if it doesn't feel safe to be in then nobody will want to access it or go in it regardless of appearance of accessibility. I feel as though the safety measures that are being proposed are very ambiguous, such as "more cctv" (when has cctv ever really deterred antisocial behaviour in the bus station?). Obviously if the bus station is nicer it may deter perpetrators as it will no longer feel like a place where they will get away with it/encourage people to look after it but I am not so sure. The only true positives I can gather from it are the accessibility proposals and the fact that it will be a visually nicer and more comfortable place, especially for the elderly who spend a lot of time in there as they are more reliant on public transport. However prioritising bike racks and a green roof is completely stupid when women are harassed in there daily and I have seen young boys being arrested in there in broad daylight. Those are the real issues in the bus station and the surrounding area so if they aren't squashed at the source then it will be pointless. If the safety proposals actually had substance to them and mentioned their benefits for protecting specific vulnerable groups such as women and the elderly then that would make the proposal better. CCTV is largely pointless - there needs to be more in-person security in there and patrolling the surrounding areas in order to deter antisocial behaviour because some people are too comfortable acting terribly in there. Hopefully if it looks nicer then they will not feel as comfortable because with the way it looks now it's no wonder that it's a hotspot for antisocial behaviour.

The question about Natural light could be a problem like in the kingsgate Center. On Hot days it gets way too warm in the kingsgate center. That would be the same in the bus station more natural like will make it hot and uncomfortable to be in. Unless you are going to provide air conditioning too. Which should also be provided on the buses also as these hot days we sometimes have make travelling so uncomfortable.

The questionnaire could benefit from a more thoughtful design. Many of the questions are phrased in a way that makes it difficult to provide meaningful feedback—for example, asking whether respondents agree with improving access for wheelchair users or better lighting doesn't leave much room for nuance. These kinds of items feel more like asking, 'Would you like things to be better?' and forcing respondents into one kind of answer so that it can be claimed everyone supported the change.

It's also worth noting that the core issues with the bus service relate less to the building itself and more to operational concerns—such as unreliable services, frequent delays or missed busses that impact commuters being able to get to work on time (which can also lead to people losing their jobs), lack of accountability, driver conduct frequently being rude, and inconsistent security or follow-through at the station where individuals are allowed to loiter, shout, or make a scene. These are the areas that many users likely feel need the most attention, and they may not require a £27 million investment to address effectively.

The planned architecture also looks very brutal and out of keeping with the rest of the town. We have such splendid architecture here. If you are going to go for purely cosmetic improvements, why not make something beautiful rather than something so modernist? The train station is beautiful and functional and fits with the rest of the town. Unless frequent repairs and cleaning is planned of the glass, I imagine that is going to get dirty or smashed within months of set up and look scruffy again.

There appears to be less bays at the back of the bus stations (about 6ish less from what I can tell on the diagram), which could be slightly concerning and I hope you've taken into account during busy times how full they typically are, I just don't want it to become like Halifax where buses are dumped in stands because there's no space at the back which makes the buses depart from different stands which makes it 100% times more confusing. I'm not fully on board on reducing the amount of stands, I know about 5 of them are hardly but backups are handy to have. I get wanting more space but I've not personally myself, or seen anyone have issues with boarding the buses.

I'm slightly concerned about the new real time information, I've seen in Halifax where the televisions are slightly damaged, whether that be from screen burn or someone intentionally damaging them. I'm positive about real time information but that stuff has to be mitigated - probably making sure they are at the same height as they are now would help.

These plans are not ambitious enough and fall short of meeting the towns needs and requirements. Improving access for cars will be the only way to improve footfall to a degree whereby it has a positive affect on the towns future prosperity. Trying to force cars out has only ever had a negative effect on the town. The plans will improve accessibility for existing and new users and yes it will be safer and look nicer, but the money spent will be wasted if the car park above is not improved to the level required. The car park itself should be priority and not buses!

What about the bus services which have got more expensive and less reliable. What about the select Huddersfield clientele who frequent the bus station. Bigger bays will encourage more folk to push in and the students. What's the point of trying to make it pretty when it's in Huddersfield which is now a dump. Why are we not in the west Yorkshire transport plans - eg improving links. You can't rely on any public transport.

What exactly are the changes here? It looks exactly the same. You cannot polish something awful & expect it to be transformed. This is magical thinking. Kirklees need to look again & instead of wasting money use it wisely to make it safer & more efficient. The bus service itself is where the money should go. Without bus services running/ turning up or being cancelled - what is the point of all this?

What you are doing is excellent but u till tge whole building is replaced with a more suitable design the whole project is flawed, there is almost a solid wall of brick abd concrete from the main entrance to the train station entrance, until this changes the user experience is sub par as there is a lack of light and visibility.

Whilst the changes sound good, £27m sounds like a lot to spend on what is essentially a face lift of what is already a fairly functional space - the main issue with the current buss station is the area outside. The station interior really just needs more seating, updated decor & perhaps an extended awning over the stands to keep the worst of the rain at bay when boarding the buses in winter time. The bleak concrete brutalist structures of both the bus station & adjacent Sainsbury's carpark are far more in need of a face lift - the "green roof" will help but converting the pedestrian area to a more municipal garden type space would be a welcome change: it may not prevent it from still being frequented by addicts and the homeless , but would at least lessen the whole abandoned soviet ere shopping precinct atmosphere that currently pervades the place

With the entrance doors to enter the bus station. There is currently 2 single entry doors around the central area. When people choose to egnore the no smoking signs they stand right in front of one or both of these. thus obstructing entry and exit to the bus station. I would look to reccommend that entrance doors are modified to one big open door that covers the space of the two, making entry and exit to the bus station more open should people stand in the way.

Your new proposed coach stands aren't accessible for all types of wheelchair accessible coach! Almost all coaches available for purchase come with a wheelchair lift in the middle of the coach, or over the front or rear axle. Most of these lifts come out by around 1.5 metres and of course a wheelchair user requires a further metre or so to manouver on/off the wheelchair lift. The only exception to this is National Express Levante type coaches. I can see from your proposals that your coach stands do not accommodate the vast majority of wheelchair accessible coaches which are available on the market, and the proposed coach stand layouts will mean that the bus station is effectively inaccessible for wheelchair accessible coaches.

To solve this issue, Stand 21 needs to move slightly further south and expand the pavement width of either stand 21, or stand 22. Please, I beg, do not build coach stands that can't accomodate the upcoming wheelchair accessible coaches.

Secondly, to improve cycling storage, you should be looking at secure indoor cycle parking (accessed via a fob or something). This is much more liked by keener cyclists rather than random outdoor storage.

Accessibility comments (28 comments)

- No more (word redacted) stairwells
- Lifts that actually work and are clean
- Get rid of that slope
- More toilets and clean
- Live rail times on the board
- Prayer room / multi faith room seeing as a large portion of Huddersfield is Muslim

Accessible changing facilities would be useful as many people with complex needs do travel through the bus station. And if thhe buses come late it can help maintain their dignity and comfort.

Also more halal business would be amazing to see in the bus station to try and encourage more people to buy things as well help with diversity.

More physical deterrence from dangers such as people who are intoxicated (particularly at night)

Area for those with support or guide dogs with water for the support animals

I am a support worker for adults with schizophrenia or similar mental health diagnoses. I often escort patients into town and the proposals for better accessibility will be helpful especially the idea of a quiet space as this would be helpful for many of our service users who find the bus station to be a source of anxiety. The bus station is also an eyesore so it will benefit the town to have it refurbished

I am visually impaired (nearly blind) and light and airy feel to the bus station should make it better. The bus station isn't too bad as it stands at the moment but, getting off the bus is difficult because the drop off point is narrow, a little dark and very busy. The disabled toilets need improvement too.
I feel the bus station needs to be in the town for our aged population and those with a disability. Wider areas to get on and off is great for people with disabilities. A quiet room great for people with autism. Solar panels good for cost and the environment
I like the bus station as it is. Why change it. Needs an easier link to the railway station.
I think it would be good to have lots of digital screen information rather than paper, if possible. I think there should be also information about the train station (where it is, how to get to it, where you can travel to from there). I really think it would be great to start sharing information about how to get between all the boroughs in West Yorkshire too at core bus stations like Huddersfield - i.e. core bus services to Leeds, Bradford, Wakefield, and Halifax (Calderdale) need to be highlighted. The area surrounding the bus station, pedestrian wise, is quite narrow - this needs opening up to create a welcoming, green, inviting space that helps guide people to the bus station quite naturally. I think it's also important to consider the pathway from the train station to the bus station and how that can become much more cohesive and smooth - almost like the two become an interchange (wayfinding signs should help guide people from the buses to the trains and vice versa). GREENERY - this is so important. Huddersfield is particularly grey, especially with the large ring road very close to the bus station/town centre. Smart landscaping, with trees, would be such an improvement. Pedestrianisation should also be a priority, given there's a car park so close. There should be resurfacing of the road space, making the space more friendly to those who walk rather than drive. Similarly, it would be great to have cycle lanes (there seems to be very little cycling lanes in Huddersfield compared to Leeds?). Ticket machines: I know Metro will soon be no more, but perhaps still install a ticket machine or information screen about ticketing that can be used under the incoming Weaver brand?. Lastly, can a stand be put in for coach use - it would be great to get to & from Huddersfield via direct coach services like National Express, Megabus, and Flixbus.
<p>I think that the majority of the plans look really good and will help to make the bus station more accessible and more pleasant to use.</p> <p>However, I don't agree with the example image of the quiet room. I think that having a circular table in the centre of the room will deter others if there is already someone seated there. I think that making the room more similar to train station waiting rooms (e.g., the edge of the room lined with seating) will increase the usage of the room.</p> <p>I also find that the walk way into the train station gets incredibly slippery if there has been any rain so I think that having textured/grippy tiles would reduce the number of people who slip and fall.</p> <p>I really love the idea of the live roof and having some greenery! And I think that the solar panels will help make the bus station more eco friendly.</p>
I think the bus station and the railway station should be joined together. It will make it easier for people who travel by train and bus. They will not have to walk across town to get from one station to the other. It will be easier to maintain and keep security in one place. People will feel safer
I think these changes tackle accessibility issues and the aesthetic of the bus station but not the real issues of safety. The bus station needs security such as the BID team that work throughout Huddersfield town centre to help prevent crime. Additionally, improved toilets that are regularly cleaned and maintained.
<p>Improving accessibility is great</p> <p>My biggest issues are reliability, information and frequency of the service.</p>

<p>It seems like a great deal of expense and disruption to bus users (while the works take place) for very minimal gain. The most likely outcome is a slight visual improvement to the bus station and possibly the immediate area around it. Initiatives such as the green roof to the canopy are simply tokenism that most bus users will not even notice on a day-to-day basis. Without regular patrolling the quiet room is likely to become a hangout for undesirables (the security staff don't even tackle most disruptive behaviour that takes place in the station now, so are unlikely to do so in this special area). The existing seating is adequate (if it weren't for the fact that some ranks of seating were removed months ago and never replaced). The improvements to help blind and partially-sighted people should be welcomed, however. Overall, this appears to be a scheme that will cause huge disruption and inconvenience to people who use the station with very minor improvements in the end. The visual looks of the station could be improved with much less expense and disruption.</p>
<p>Makes me feel as though I will be less prone to being overstimulated or stressed with the new changes which, as someone with autism, makes me feel considered</p>
<p>More seating please, there aren't enough since they were ripped out during covid. Loud announcements can be annoying or upsetting, though it would be good to have them when buses are cancelled. Don't want endless music either. Loos are essential and a Metro office with plenty of paper timetables. Not everyone has a smart phone</p>
<p>nothing includes the needs of the less abled ... some of us simply don't use buses because there are too many obstacles in the way: distances to walk, fears for safety, nowhere to sit, no-one available to ask for help, unpredictable bus timetables (no good having a great bus station if the buses don't run according to plan), feeling of just not wanting to be there is more than just cleaning up and making pretty. Needs input from those of us who don't use it so that you can make it more accessible for us.</p>
<p>PLEASE make sure disabled toilets are FREE!! Even if that means radar keys. Disabled people who have needs such as bladder or bowel issues from medical conditions or are disabled in general NEED a free toilet. We should NOT have to pay! Make toilets free or at least accessible ones!!</p>
<p>Please put a lot more thought into curing the toilet problems. Please keep all bus layover bays. Please keep 26 bus stands. Please consider alternative changes to improve wheelchair access onto departing busses.</p>
<p>Quiet room a great idea but not at circular table as in photo - very 'exclusive' perception. Maybe puts off individuals if see a whole group sitting there. Also if one individual sitting at table, other individuals may not feel comfortable sitting opposite. Take advice from hospital/airports.</p>
<p>Segregation of bus movements from cars and taxis is essential. The car park above makes it a difficult space to work in but I'm glad you are improving a safe enclosed concourse improving lighting and accessibility.</p>
<p>Some of the suggestions for accessibility are generally positive but those with disabilities who may need to use the changing places room are unlikely to be on a bus, so I'm unsure about the thinking behind this one. Similarly, cyclists do not use the bus for obvious reasons. As ever, there appears to be insufficient seating for those waiting for a bus, any of whom are elderly. This is more important than facilities for cyclists.</p>
<p>The destination boards need to be lower and also in large print as well.</p>
<p>The most important is assessibility, cleanliness, lighting, space and security. Help point would be useful as security personnel may not be around.</p>

<p>The scheme has improved toilet and changing facilities for people with disabilities but does nothing to improve the situation for other users. Having one male and one female toilet means that when one is closed for cleaning there are no toilet facilities for that gender; or that cleaners have to work in a toilet whilst it is being used. A better option would be to have more toilet blocks that can be closed for cleaning, one at a time, whilst others remain open to the public. This would also reduce the likelihood or impact of vandalism etc.</p> <p>It appears that the accessible and changing places toilets will be free to use but that others users will have to pay. I would suggest that everyone pays a nominal amount with just one set of pay barriers to the whole toilet/changing area.</p> <p>Putting bike stands outside will not encourage cyclists. Bike storage needs to be inside and covered by CCTV to encourage people to use them, similar to at the railway station where the storage is on the platform, beyond the ticket barriers.</p> <p>The scheme does not address the walk between the bus and railway stations. Improving this route so that wheeled luggage could be pulled the whole way would be more beneficial than a living roof.</p> <p>Living roofs are rarely successful and increase maintenance costs in the future. This looks like a nod to environmentalism without actually thinking about how this will work or be looked after for the next 20-30 years. I would recommend replacing the living roof with a glazed one so that natural light is available under the canopy.</p> <p>The main thing that puts me off the bus station at the moment is the smell and the noise. How do these proposals aim to address these issues? There needs to be enough staff to litter pick and clean continuously; there needs to be better ventilation in the main waiting hall; there needs to be acoustic baffles or similar to reduce the noise and echoiness of the vast space.</p>
<p>We need more frequent, reliable bus services with new electric buses, will help environment far more than spending millions on a new bus station. A bus station is what it is to go in and out, no need for palatial environment. New toilets and facilities, solar panels, help for disabled access - Yes. A quiet room is a disaster waiting to happen unfortunately in this day and age. ONCE IT IS DONE, KEEP IT MAINTAINED!</p>
<p>When you talk about the special toilets I hope to god you are only referring to special toilets for disabled people and not special toilets for lgbtq etc etc</p>
<p>Why would a person need a quiet room to wait to then get on a busy bus. If person has a problem with noise/crowds surely they should get a taxi. Just a thought</p>
<p>Would be great to have more space in station as always difficult to negotiate round people spread all over the place plus I feel very difficult for disabled people.</p>

Comments about cycling provision (including storage) (27 comments)

<p>Bus Station feels unloved and dated, I think these improvements will improve passenger experience and increase ridership. Current cycle parking is in a dingy part of the station and is often removed when there is building works, cycle parking really welcomed as there isn't any around this area of Huddersfield. Solar PV is a great idea and could potentially be extended on top of the car park to shade cars.</p>
<ul style="list-style-type: none"> - Toilets desperately needed as so few in the town- please keep them free (or only 20p) - More seating needed. Why were the seats not replaced after covid? - Reliable bus services would encourage me to use the buses especially at night and the weekends - Cycle parking needs to be very secure for folk to use
<p>27million on a bus station revamp with woke green ideas for a grass roof? Any why cycle parking? Surely I would catch a bus to get to the bus station? You can't take bikes on buses so why is there cycle parking needed? I can't bring my bike into Huddersfield on the bus and then cycle to my place of work so this idea seems totally useless and ill thought out. What an absolute waste of council tax payers money. Yes improve security and accessibility but this is another example of our labour council being completely out of touch with the real world in</p>

which people in this area struggle to survive and make ends meet. Improve services and fix the roads instead.

Bus services - they are the issue!

Improvements to the building secondary

Bike stands - waste of space, no one would like their bikes

Cycle provisions are not sufficient to encourage people to travel in by cycle. Railings do not provide enough security to prevent bike theft - secure storage should have been considered as part of this development.

Cycle storage, while welcome, is a tiny part of the picture. The lack of quality segregated cycle routes is the biggest barrier.

Reducing the number of bus stands seems to ignore the realities of the situation we are in - lower frequencies meaning fewer buses meaning longer waiting times. That requires far more seating facilities than are currently provided, I'd suggest a minimum of 15-20 seats per stand plus additional perch seating is a bare minimum you should be considering. A similar layout to the original set up at Leeds would work well and still leave room for a big gangway. The existing number of platforms apparently doesn't allow for sensible planning where there aren't conflicts or random departures being on a different stand to the rest of the day, so I can't see how reducing the number can be achieved without causing further problems. Why is widening the bays needed given the drop off bays so there isn't a conflict of people boarding and alighting on the same stand? Fit wider doors to the existing bays by all means.

I currently do not feel safe to cycle to Huddersfield or leave my cycle. I do not feel safe in the city centre nevermind the bus station.

Don't Kirklees understand that Huddersfield is not York or Cambridge (flat) and people don't cycle into town. Also why does it need a canopy? Put the money to lowering bus fares. Thank you

Cycling to Huddersfield centre is not encouraged or discouraged by the bus station, but by the act of near suicide of riding on the roads among overcrowded hordes of homicidal idiots in cars and trucks. Take for example the A629, a major artery into town from outlying districts within Kirklees MC and the HD postcodes. It has close to no cycle provision for almost all of its length, with a little bit of sharing bus lanes to encourage bike riders to be run over by a bus. What's the point of a cycle friendly destination if I am going to die 3km or 8km outside of that destination? No, better to not cycle and live another day. And this problem pervades the whole of West Yorkshire, where nothing is being done to change it. Decades of those in authority who don't care if people on bikes live or die. No changes coming. Just a few metres of cycle paths right in the centre, but of course not connected together in any kind of logical or followable pattern. Do the people who plan all this ride bikes? No, of course not. They know they would be dead within a year and they despise having to bother with bike riders anyway.

Instead we get lip service, schemes that pretend to prioritise cycling and every single journey going through deadly junctions and along deadly roads. And we are supposed to use better cycle parking at the bus station? No, we're using the bus instead of our bikes because we want to be in a bus rather than under it.

Propose cycle facilities once the people designing them have ridden bikes in traffic in rush hour in Huddersfield (and other W.Y. locations) and then know how deadly it is to do so.

EPIKS is the leading active travel organisation delivering behaviour change activities in Huddersfield through the Active Travel Hub and the Walk Wheel Ride campaign.

In the Huddersfield bus station plans, we

Welcome the planned accessibility improvements. We want to see accessible routes from the bus station and rail station to key destinations (Stadium, University, College) improved and highlighted.

Support the provision of cycle parking (Sheffield stands) under the canopy at front to improve such facilities in the town centre

We are critical of missed opportunities to support the integrated travel hub concept that WYCA is actively promoting, and the draft Kirklees Council Transport Plan supports (Policy I-6, page 38).

To facilitate a multi-modal lifestyle the bus station site needs to offer integrated hub facilities and imaginative information provision for several modes:

1. There is a particular need for a secure cycle parking facility inside the bus station property with more security provided by the presence of security staff and passengers (e.g. Cycle Hoops using Apps) for all day parking for bus users. The absence of this facility is disappointing.
2. Car parking at affordable rates for bus and rail users – tariffs (and security) that allow for overnight trips by bus, coach or rail.
3. Improvements to the designated walking routes to and from the railway station (e.g. through direction signage or ‘footsteps’).
4. Provision of real time rail information at the bus station.
5. Signage and real time information at the railway station about where the bus station and other bus stops to key destinations are located.

-Huddersfield is very hilly and I imagine cyclists wishing to use the bus station will be relatively few.

-More CCTV does not make people feel safer, but increasing security staff presence might.

- The station could use more space for retail outlets, another coffee place or two would bring some life.

-Do not expect a significant uptick in bus station users following the renovation. Even the nicest bus station is still a functional building that people will use only when they have to.

I support the changes outlined above, however, without a regular and reliable bus service from my area, I would still not be able to use the bus much as a means of transport to and from Huddersfield. The buses are infrequent and when I have waited in the station before in the evening to return home, the screen has showed the bus is due and then the bus hasn't arrived at the shown time, and the screen shows the next bus due in one hour. This leaves passengers not knowing whether the bus is going to still turn up or whether they have to wait another hour/make alternative arrangements. This has put me off using the bus when I can park near the town centre for free and walk in.

Furthermore, the cycle lanes from where I live to town are often covered by cars and therefore I would not feel safe cycling and then would worry my bike would not be safe for the full day if I was to leave it by the bus station. I do think that people who have to use public transport and have a disability will value the efforts being made to improve accessibility. Major change is welcomed, however, sometimes it is smaller interlinked things that can make a big difference.

I think bringing the bus station into this day and age is a great idea. I love the way it's proposed to be made accessible. But what we really want is a bigger space that is less crowded and doesn't feel like it's closing in on you during peak times. Would also like to see the proposed plans for reroutes whilst work is being done. I don't think bike racks are appropriate either should be lockers for the bikes still under cctv as bus station security are not going to be as fast as a thief.

<p>I think it would be good to have lots of digital screen information rather than paper, if possible. I think there should be also information about the train station (where it is, how to get to it, where you can travel to from there). I really think it would be great to start sharing information about how to get between all the boroughs in West Yorkshire too at core bus stations like Huddersfield - i.e. core bus services to Leeds, Bradford, Wakefield, and Halifax (Calderdale) need to be highlighted. The area surrounding the bus station, pedestrian wise, is quite narrow - this needs opening up to create a welcoming, green, inviting space that helps guide people to the bus station quite naturally. I think it's also important to consider the pathway from the train station to the bus station and how that can become much more cohesive and smooth - almost like the two become an interchange (wayfinding signs should help guide people from the buses to the trains and vice versa). GREENERY - this is so important. Huddersfield is particularly grey, especially with the large ring road very close to the bus station/town centre. Smart landscaping, with trees, would be such an improvement. Pedestrianisation should also be a priority, given there's a car park so close. There should be resurfacing of the road space, making the space more friendly to those who walk rather than drive. Similarly, it would be great to have cycle lanes (there seems to be very little cycling lanes in Huddersfield compared to Leeds?). Ticket machines: I know Metro will soon be no more, but perhaps still install a ticket machine or information screen about ticketing that can be used under the incoming Weaver brand?. Lastly, can a stand be put in for coach use - it would be great to get to & from Huddersfield via direct coach services like National Express, Megabus, and Flixbus.</p>
<p>It is very disappointing that the cycle provision is so limited. The lack of secure storage for bikes is a real missed opportunity to to encourage environmentally friendly, low-impact travel, and to improve connectivity for people arriving on one form of transport to continue their journey on another.</p>
<p>Lack of secure cycle parking a missed opportunity as there is none for cycle users visiting town centre in Huddersfield - apart from University, Railway station and Glass Box Council let offices (unused for at least 3 years).</p>
<p>Need to improve the bike routes to Huddersfield with a dedicated protected lane to encourage active travel e.g road from Holmefirth</p>
<p>Not sure that cycle stands with cctv will determine the thief with an angle grinder that will have a bike away in less than 20 seconds. Would the canopy get sufficient sun through the day to benefit from solar panels given that it's predominantly facing east and in the shadow of the car park for a lot of the day?</p>
<p>Secure cycling storage is needed. Bike stands with cctv are inadequate.</p>
<p>Some of the suggestions for accessibility are generally positive but those with disabilities who may need to use the changing places room are unlikely to be on a bus, so I'm unsure about the thinking behind this one. Similarly, cyclists do not use the bus for obvious reasons. As ever, there appears to be insufficient seating for those waiting for a bus, any of whom are elderly. This is more important than facilities for cyclists.</p>
<p>The cycle parking needs to be secure or people won't leave their bike there if they're likely to be stolen, so needs good quality CCTV and staff patrolling. Also a bike maintenance stand and pump would be good. The cycle stands need to be accessible for all kinds of cycles like trikes etc. Sheltered from the wind and rain too but with good surveillance.</p>

The scheme has improved toilet and changing facilities for people with disabilities but does nothing to improve the situation for other users. Having one male and one female toilet means that when one is closed for cleaning there are no toilet facilities for that gender; or that cleaners have to work in a toilet whilst it is being used. A better option would be to have more toilet blocks that can be closed for cleaning, one at a time, whilst others remain open to the public. This would also reduce the likelihood or impact of vandalism etc.

It appears that the accessible and changing places toilets will be free to use but that others users will have to pay. I would suggest that everyone pays a nominal amount with just one set of pay barriers to the whole toilet/changing area.

Putting bike stands outside will not encourage cyclists. Bike storage needs to be inside and covered by CCTV to encourage people to use them, similar to at the railway station where the storage is on the platform, beyond the ticket barriers.

The scheme does not address the walk between the bus and railway stations. Improving this route so that wheeled luggage could be pulled the whole way would be more beneficial than a living roof.

Living roofs are rarely successful and increase maintenance costs in the future. This looks like a nod to environmentalism without actually thinking about how this will work or be looked after for the next 20-30 years. I would recommend replacing the living roof with a glazed one so that natural light is available under the canopy.

The main thing that puts me off the bus station at the moment is the smell and the noise. How do these proposals aim to address these issues? There needs to be enough staff to litter pick and clean continuously; there needs to be better ventilation in the main waiting hall; there needs to be acoustic baffles or similar to reduce the noise and echoiness of the vast space.

There are missed opportunities for more integrated travel (multi-modal lifestyle)

There is need for secure cycle parking inside the bus station property - with more security provided by staff. I for one would not feel comfortable leaving my e-bike somewhere that was insecure.

There could be improvements to walking and cycling through better signage.

Will there be information in the railway station to let travellers know where the bus stops are located for onward travel? And real time information at the bus station.

It would be good if Car parking was provided at affordable rates for bus and rail users - tariffs and security that allow for overnight trips by bus, coach or train?

Unlikely to cycle due to work commitments and then the need to travel for personal errands and collect dependants. Roads from home to work/bus station area are not safe enough to travel at peak times as no cycle lanes.

Very disappointing that the secure cycle facilities have been removed as these would be cheap to implement and really encourage more people who work in the town centre to cycle to work (including Council Employees). There are very few secure facilities for parking bicycles in Huddersfield so this was an opportunity that is going to be missed.

I don't see why a cheaper option couldn't have been brought forward for this between was proposed in phase 1 and the basic stands now proposed. For example something like the trains station bicycle parking but with a smart card reader to allow access.

Worried about security of bike racks

Your new proposed coach stands aren't accessible for all types of wheelchair accessible coach! Almost all coaches available for purchase come with a wheelchair lift in the middle of the coach, or over the front or rear axle. Most of these lifts come out by around 1.5 metres and of course a wheelchair user requires a further metre or so to manouver on/off the wheelchair lift. The only exception to this is National Express Levante type coaches. I can see from your proposals that your coach stands do not accommodate the vast majority of wheelchair accessible coaches which are available on the market, and the proposed coach stand layouts will mean that the bus station is effectively inaccessible for wheelchair accessible coaches.

To solve this issue, Stand 21 needs to move slightly further south and expand the pavement width of either stand 21, or stand 22. Please, I beg, do not build coach stands that can't accomodate the upcoming wheelchair accessible coaches.

Secondly, to improve cycling storage, you should be looking at secure indoor cycle parking (accessed via a fob or something). This is much more liked by keener cyclists rather than random outdoor storage.

Environment (sustainable) improvements (23 comments)

Agree with solar panels on the roof, not the green roof, this will become a waste of space (where more solar could have been fitted) the maintenance will not be done, it will all be dead in a year or two, needs a vast amount of water (when there is a hosepipe coming) not acting responsibly

All the upgrades are great, if, the building and grounds are managed properly after. Plus I'd hope the bus station car park spaces are improved they are far too tight for modern vehicles.

Better toilets and should be 'free to use'
Buses running later at night, stopping running at 8pm is ridiculous
Agree with solar panes but not a green living roof
More seats required

Bus Station feels unloved and dated, I think these improvements will improve passenger experience and increase ridership. Current cycle parking is in a dingy part of the station and is often removed when there is building works, cycle parking really welcomed as there isn't any around this area of Huddersfield. Solar PV is a great idea and could potentially be extended on top of the car park to shade cars.

Don't Kirklees understand that Huddersfield is not York or Cambridge (flat) and people don't cycle into town. Also why does it need a canopy? Put the money to lowering bus fares.
Thank you

Huddersfield centre sorely lacks quiet green paces which encourage casual visits. (As well as a dearth of good shops or 'nice' coffee bars.

I agree with everything except the living roof, it will look rubbish after a few years because the council won't keep up with looking after it so it'll look very shabby quickly. We need a roof that doesn't require upkeep.

I feel the bus station needs to be in the town for our aged population and those with a disability. Wider areas to get on and off is great for people with disabilities. A quiet room great for people with autism. Solar panels good for cost and the environment

I suspect the "live garden roof" will not last with all the kids that use the car park above for ASB and drug use.

<p>I think it would be good to have lots of digital screen information rather than paper, if possible. I think there should be also information about the train station (where it is, how to get to it, where you can travel to from there). I really think it would be great to start sharing information about how to get between all the boroughs in West Yorkshire too at core bus stations like Huddersfield - i.e. core bus services to Leeds, Bradford, Wakefield, and Halifax (Calderdale) need to be highlighted. The area surrounding the bus station, pedestrian wise, is quite narrow - this needs opening up to create a welcoming, green, inviting space that helps guide people to the bus station quite naturally. I think it's also important to consider the pathway from the train station to the bus station and how that can become much more cohesive and smooth - almost like the two become an interchange (wayfinding signs should help guide people from the buses to the trains and vice versa). GREENERY - this is so important. Huddersfield is particularly grey, especially with the large ring road very close to the bus station/town centre. Smart landscaping, with trees, would be such an improvement. Pedestrianisation should also be a priority, given there's a car park so close. There should be resurfacing of the road space, making the space more friendly to those who walk rather than drive. Similarly, it would be great to have cycle lanes (there seems to be very little cycling lanes in Huddersfield compared to Leeds?). Ticket machines: I know Metro will soon be no more, but perhaps still install a ticket machine or information screen about ticketing that can be used under the incoming Weaver brand?. Lastly, can a stand be put in for coach use - it would be great to get to & from Huddersfield via direct coach services like National Express, Megabus, and Flixbus.</p>
<p>I think there should be EV chargers inside as this will bring more people in to charge the cars and walk round the town centre</p>
<p>I'd recommend using recycled plastics rather than fresh for the exterior materials of bus station and interior furnitures. So you're truly seen as sustainable. Also, id recommend more greenery such as grass outside rather than concrete. Inside id reccomend more plants whether in pots or for more safety and less possiblity of vandalism id reccomend using ceiling pots or produce ridges / edges further up (out of peoles reach) and ppace plants up there and for the issue of watering you could usw two layers of pots, one with the actual plants and the other covering it filled with water so the plant would essentially drink it up whenever it needs it (self-watering system). Thanks.</p>
<p>It will be much better, for bus users especially. Lighter, brighter, safer, and a nicer environment for all. Love the green roof!</p>
<p>It's important that safety and green space is considered both inside and surrounding the bus station.</p>
<p>Living roof is a gimmick it will not improve the environment or make the station carbon neutral. Spend the money on something useful.</p>
<p>Make changes that can be maintained easily and not neglected. The bus station needs people who can actually clean properly. Spray air freshener or have ventilation in the station to get rid of council house people smell. Don't make a green roof that will start over growing or left to rot. Think about longevity and don't be wasteful for temporary aesthetic. Please also don't take 10 years to do it.</p>
<p>Not sure that cycle stands with cctv will determine the thief with an angle grinder that will have a bike away in less than 20 seconds. Would the canopy get sufficient sun through the day to benefit from solar panels given that it's predominantly facing east and in the shadow of the car park for a lot of the day?</p>
<p>Real time bus info will be much better than current displays. Needs better info on which stand for which bus. Needs visible staff presence to help feeling of safety. It mentions a quiet area. What about a staffed waiting area eg of someone has a long wait and doesn't feel confident of safety. Get the green roof right - isn't it the green roof that leaks on the sports centre? Maximise area of solar panels. Display on how much electricity panels generate and how that fits with electricity used.</p>

The problems that need tackling don't seem to be part of proposals like getting the more security walking around and trying to control the gangs that roam the bus station especially at night like Sunday afternoons these are the things that need looking at, never see police in bus station only when something has happened. There are bike parking at railway station don't think needed at bus station has well. Lighting needs improving and a general tidy up of the interior is needed it is looking very un cared for, I don't use car park but to me cars should not be in a city centre when you can improve bud and train station access etc. The living roof with flowers etc is a good idea will help cover the old concrete look of the car park frontage. But main thing is to make it safe inside at all times cutting down on gangs of youths roaming around causing trouble, and general crime too needs sorting too.

The proposal for the green/planted roof is great BUT it must be maintained. This is a real failure of all the 'green' improvements to Huddersfield town centre and outer area. New landscaping and trees on Leeds Road are dying through no maintenance. The many planters in the town centre, including the most recent on New Street, have not been maintained and are now little more than repositories for litter and weeds. It is completely pointless having 'green' initiatives and pretty digital images if no maintenance is budgeted for. Please budget for the upkeep of the green roof for future years, otherwise don't bother with it.

The proposals sound good but what plans are in place in the budget to ensure that the changes work well once the build has finished?

I went in to the bus station today and the water in the toilets was cold, the bus did not come in time, the board showed that a bus was due to arrive and it missed so the information was wrong leaving me with a wait of an hour. I've phoned Metro a few times whilst standing at a bus stop on a similar situation asking why they could not Just say that some bus services are curtailed since the problem with First is apparently staffing and they know if they cannot fulfil all the shifts that would allow them to stick to the timetable. The answer I've had is that First do not always let them know as they are supposed to when a service has been cancelled. So the quasi 'real time' information about when a bus is going to arrive only works when the operators decide to tell the truth about whether they are fulfilling their contract terms to provide a service. I hope that with £24 million pounds this issue can be sorted out to provide another way of tracking buses and giving real and accurate information to passengers.

Rooftop green area - sounds great but where will the money come from to maintain this? Wouldn't it be better to add greenery and seating to the concourse as you enter the bus station? A job similar to the good job they've made doing just that in the redevelopment of Bradford Bus Station. The entrance now feels safer and welcoming

There is currently a real change in atmosphere in the bus station after 4/5pm at night. Hopefully these proposal will make it feel safer for my wife and daughter who regularly use the bus station. Also need better safety measures such as cctv and lighting just outside the bus station where groups gather. Needs a regular physical police/pcso presence too. Greening the roof will have a good environmental impact and make it look nicer. Perhaps some living walls as well to insulate/cool naturally?

Unless you have buses that turn up and don't get cancelled you will not get people out of there cars to travel by bus. There's nothing to come into town for anymore. You are spending money on the wrong things. Who is going to cut the grass on the roof when you don't cut the grass verges along the road side???

Other comments (20 comments)

- * better directions needed re: queuing at bus station - deter queue jumpers
- * Permit use of senior/disabled bus passes prior to 9.30 on non-bank holiday weekdays - attendance at medical appointments often requires an early departure from home - it would also help to promote social connections and combat loneliness, some support groups start at 10am, unable to use bus pass and arrive on time Monday-Friday

At the moment the station is out of action and rail service has been poor for years. The town centre is being 'improved' but is full of betting shops, nail bars and charity shops. The last thing we need is a major overhaul of bus station. Buses which run on time, actually serve out lying areas and help people link up the town and cross-town links eg to get to places like the Kirklees hospice would be far more useful to people of the area. I might be persuaded to use them then.
Cost of the scheme - opportunity for so many other things Could the money being spent be used for purchasing and running electric buses for example. RTI system needs correct information what is happening - would like to see live time information correct
could make a safer link to the rail station
Ensure that major works to the bus station/routes are properly managed with timelines for Huddersfield train station works. Cutting off access to both simultaneously will be incredibly disruptive and off putting for those who rely on public transport for work, education and business
Going about this the wrong way. Listen to the people
Have a good tidy up, refresh and paint etc and use money els in the town
I get the 387 bus which currently departs from 3 different stands, the current set up does not work for your customers, I Therefore believe this is not conducive to a positive customer experience.
I live in the neglected town of Cleckheaton (part of Kirklees). Unfortunately we have a closed town hall which desperately needs money spending on it. You have stressed you need a refurbished bus station! Our community feels that although we pay council tax to you, we don't warrant any return. We are DISAPPOINTED!!!
I realise many people have had negative experiences at the bus station, but I never have. I am a female aged 76 who visits town regularly.
I think something should be done to take care of the pigeons. I see ones with missing feet and limping all the time and it's so sad to see. The deserve to be outside. I see the same ones too weekly. I think there some be something in place to prevent that. What makes it worse is when people are cruel towards them.
It would be great if the bus station could become more of a community hub and a safe/wecoming place
It's political correctness gone mad.
Need better links to railway station and provide more express buses
No one voted for West Yorkshire Combined Authority - it is another part of the net zero green scam and another way of leeching money from the general public. Stop pushing the climate change scam and the woke politics, do away with West Yorkshire Combined Authority. Kirklees Council should stop the woke, climate change rubbish as well and concentrate on what they should be doing ie emptying bin, repairing potholes etc.
Please renovate Wakefield bus station too it is in poor condition and feels very run down and unsafe, particularly the entrances
Provide WiFi
The bus station needs better cleanliness
The works are unnecessary as the main improvement is to make the station look more appealing rather than to help frequent passengers and will only cause problems for frequent users of the bus station when the works begin. it puts people off of using the station and doesn't actually have a significant positive impact much like the redesign of halifax bus station. it just causes problems.

What has been arranged to connect the bus station to the railway station ? Connecting mini buses?

Real Time Information board improvements (13 comments)

- No more (word redacted) stairwells
- Lifts that actually work and are clean
- Get rid of that slope
- More toilets and clean
- Live rail times on the board
- Prayer room / multi faith room seeing as a large portion of Huddersfield is Muslim

£27 million is a lot. Especially as none of these changes will help actually having to wait in the bus station. The seats are uncomfortable and Google maps is more reliable than the electronic timetable. Make it make sense.

A physical and visual presence of security staff is still needed. Real Time bus times is paramount for bus travellers. Also need explanations when buses are cancelled. Need someone to complain to or handle queries not covered by the display screens or security staff. Use air conditioning or extractor fans to get rid of the smell of cannabis smokers/vapers.

EPIKS is the leading active travel organisation delivering behaviour change activities in Huddersfield through the Active Travel Hub and the Walk Wheel Ride campaign.

In the Huddersfield bus station plans, we

Welcome the planned accessibility improvements. We want to see accessible routes from the bus station and rail station to key destinations (Stadium, University, College) improved and highlighted.

Support the provision of cycle parking (Sheffield stands) under the canopy at front to improve such facilities in the town centre

We are critical of missed opportunities to support the integrated travel hub concept that WYCA is actively promoting, and the draft Kirklees Council Transport Plan supports (Policy I-6, page 38).

To facilitate a multi-modal lifestyle the bus station site needs to offer integrated hub facilities and imaginative information provision for several modes:

1. There is a particular need for a secure cycle parking facility inside the bus station property with more security provided by the presence of security staff and passengers (e.g. Cycle Hoops using Apps) for all day parking for bus users. The absence of this facility is disappointing.
2. Car parking at affordable rates for bus and rail users – tariffs (and security) that allow for overnight trips by bus, coach or rail.
3. Improvements to the designated walking routes to and from the railway station (e.g. through direction signage or 'footsteps').
4. Provision of real time rail information at the bus station.
5. Signage and real time information at the railway station about where the bus station and other bus stops to key destinations are located.

For me the main change is a destination board similar to main rail stations where all the locations are listed along with the times of the next services. Just using bus routes and or start location and destination doesn't do it for me. I appreciate the busses serve many more locations but if not a large electronic board how about conveniently located terminals where you can type in your destination and get the information. The bus industry may use route numbers but this is an archaic way of providing timetable information. If you have money to spend I'd spend it on effective route guidance and more people may use the busses in the first place.

Having a screen at the bus station showing the train times is the thing that would have improved my commute (and vice versa)

I live 5 miles outside Huddersfield in a hilly area with a child, so don't currently cycle. The changes look good overall; I would like to suggest better ventilation in the toilets to make them more pleasant, and keeping them free to use to avoid issues with people who have to go urgently or who are waiting a long time (e.g. parents/elderly/disabled/low-income). Real-time updates would be very welcome as at present services just disappear at their due time with no indication whether they are late or cancelled.
Improving accessibility is great My biggest issues are reliability, information and frequency of the service.
Just make the departure boards correct. If a bus is delayed leave that info on the boards, don't just disappear it and leave passengers guessing if it actually will turn up. If a company cancels a service then the station manager needs to make damn sure they are financially penalised. Get some decent security staff to replace the current useless bunch. Throw out all the chavs vaping.
Real time bus info will be much better than current displays. Needs better info on which stand for which bus. Needs visible staff presence to help feeling of safety. It mentions a quiet area. What about a staffed waiting area eg of someone has a long wait and doesn't feel confident of safety. Get the green roof right - isn't it the green roof that leaks on the sports centre? Maximise area of solar panels. Display on how much electricity panels generate and how that fits with electricity used.
Real time information is only useful if it's true - too many times a display states that a bus will depart in X minutes only for the bus to miss completely. A quiet area is a nice idea but only useful if those using it are quiet. Feeling safe while using the bus station at night or on dark evenings would be helped by the presence of security who will actually be able to deal with issues that arise. Public toilets should be free of charge to use. We can have the nicest bus station in the world but if the bus service itself isn't functioning as we need it to, then a nice station is pointless.
Reliable information is essential and many of us do not use 'smart' phones. A more relaxed atmosphere would be nice, and no canned muzak please.
The destination boards need to be lower and also in large print as well.

Retail Units within the bus station (10 comments)

<p>The main issue with the bus station doesn't come from how modern the facility itself is, it comes from the unchecked, rude young individuals who use it as a hang out location and harass the public both in inside and outside the entrances, as well as drug addicts wandering up and down the station. Save £27million and just spend money on 4 police officer salaries to be within the station at all times - this will solve the main issues with the bus station.</p> <p>During renovations I hope the small businesses like the cafe in the bus station are looked after and provided with an alternative if they are forced to halt operation due to the work taking place.</p>
<p>Accessible changing facilities would be useful as many people with complex needs do travel through the bus station. And if the buses come late it can help maintain their dignity and comfort.</p> <p>Also more halal business would be amazing to see in the bus station to try and encourage more people to buy things as well help with diversity.</p> <p>More physical deterrence from dangers such as people who are intoxicated (particularly at night)</p>
at bus station I go to Greggs and the corner shop a fair bit and I think they should stay

<p>-Huddersfield is very hilly and I imagine cyclists wishing to use the bus station will be relatively few.</p> <p>-More CCTV does not make people feel safer, but increasing security staff presence might.</p> <p>- The station could use more space for retail outlets, another coffee place or two would bring some life.</p> <p>-Do not expect a significant uptick in bus station users following the renovation. Even the nicest bus station is still a functional building that people will use only when they have to.</p>
<p>Instead of upgrading travel options to huddersfield, you should focus on getting businesses to open back up by reducing rent and rates for them. Whats the point of upgrading a bus station if all anyone is going to do is leave?</p>
<p>Perhaps fix the retail part of town, it's a ghost town, why would anyone bother if it has a good bus station and no shopping or any other experience to enjoy!!</p>
<p>Please could you add vending machines, water dispensers and phone chargers. Also, more shops and places to eat would be nice. This would encourage more people to use the bus station.</p>
<p>please keep Greggs in the station</p>
<p>Regenerate retail, make it pleasant to actually visit Huddersfield and not waste money, instead refurb the bus station.</p>
<p>Scheme is fine, need a change of shops within the bus station. Improve the bus service!!</p>

Comments about the engagement process (9 comments)

<p>Firstly I don't know how I feel about this whole thing as it's been delayed, changed, delayed and changed again to be frankly being honest we need to stop watering down these plans very project in Huddersfield has been watered down or cancelled and it's embarrassing I feel like we're having more consultations then getting on with the job and getting it done I've lived in Huddersfield pretty much all my life and seeing incompetence people make decisions and never get anything done. What's worse is seeing your town degrade over time and get worse while people in charge fiddling with their fingers and debating how they can save here and there. Me expressing how I feel about this isn't going to change the plans but I hope the people that read this know how bloody embarrassing this is. If your going to do a job do it properly not water it down</p>
<p>I have been negative as this has been going on for over 6 years you supposedly engage and have plans drawn up that will cost a fortune nothing happens and then you come back with new plans it's becoming a joke and making Huddersfield a laughing stock</p>
<p>I spoke to one of the Kirklees team. They explained to me about the new improvements to the bus station. The illustrations of the new bus station look great and I am looking forward to the completion in two year. Can't wait!</p>
<p>Looking forward to the improvements but would like to know if will be shut during renovations</p>
<p>No where is there information about if the proposals were to be implemented the time scale of how long it would take to complete, the start and proposed finish date, where and how people using buses will be catered for during work ie sufficient and handy ways passengers know how and where to get their bus from whilst the station is being worked on. Having experienced the disruption caused when Halifax and Bradford bus stations were being redeveloped I hope Huddersfield learn from the mistakes made there and not replicate them.</p>
<p>Some poor questions that merge several subjects into one, examples:</p> <ul style="list-style-type: none"> - I approve of putting solar panels on the roof but, much as I love greenery, I oppose spending money on a 'green roof' when Kirkless Council is already so lousy at maintaining existing greeery at ground level in Huddersfield town centre - I approve of more cycle parking but deleting secure, ie lockable cycle parking, from what I

recollect was in the previous consultation is a terrible omission, eg who is going to trust leaving a bike, let alone an e-bike in a location where it can easily get nicked?!

The questionnaire could benefit from a more thoughtful design. Many of the questions are phrased in a way that makes it difficult to provide meaningful feedback—for example, asking whether respondents agree with improving access for wheelchair users or better lighting doesn't leave much room for nuance. These kinds of items feel more like asking, 'Would you like things to be better?' and forcing respondents into one kind of answer so that it can be claimed everyone supported the change.

It's also worth noting that the core issues with the bus service relate less to the building itself and more to operational concerns—such as unreliable services, frequent delays or missed busses that impact commuters being able to get to work on time (which can also lead to people losing their jobs), lack of accountability, driver conduct frequently being rude, and inconsistent security or follow-through at the station where individuals are allowed to loiter, shout, or make a scene. These are the areas that many users likely feel need the most attention, and they may not require a £27 million investment to address effectively.

The planned architecture also looks very brutal and out of keeping with the rest of the town. We have such splendid architecture here. If you are going to go for purely cosmetic improvements, why not make something beautiful rather than something so modernist?

The train station is beautiful and functional and fits with the rest of the town. Unless frequent repairs and cleaning is planned of the glass, I imagine that is going to get dirty or smashed within months of set up and look scruffy again.

These questions are INSULTING.

THE TOILETS WERE NEVER FREE!!!! YOU MADE US PAY. AS COMPARED TO BARNSELY WHICH WAS FREE. YOU MADE EXCUSES TO NOT HAVE FREE TOILETS. AS FOR MORE LIGHT??? AN ENTIRE SIDE IS PURE GLASS HOW MUCH MORE LIGHT DO YOU WANT???? ACCESSIBILITY???? THERE ARE ENTRANCES EVERY SIDE AND FREQUENTLY. IT IS YOU. YOU ARE THE PROBLEM. NOT THE BUS STATION. ITS YOU. THERE IS SOMETHING WRONG WITH YOU. YOU NEED CHANGING. YOU NEED RE DEVELOPING. WHAT WE NEED IS TO WIN THE LOTTERY AND GET A COURT RESTRAINING ORDER TO KEEP DEVELOPERS AND ARCHITECTS AWAY FROM THE TOWN. AND IT WILL BE MUCH MORE PEACEFULL. OR GET YOU DEPORTED TO DUBAI. ONCE WE HAVE DEPORTED EVERY Developer, BUILER AND ARCHITECT TO DUBAI. WE CAN RETURN TO A QUIET LIFE. GET 2ND HAND COACHES AND FREE MINIBUSES. AND LIVE IN PEACE. SO I SAY SPEND THE MONEY ON LEGAL FEES TO GET ASBO orders on the Executives

Updating what is already in place would be cheaper than using millions of council tax to completely rebuild . Your questions are also loaded to ensure your required outcome .

Improvements needed to CCTV (9 comments)

All upgrades are brilliant, however what worries me is careless young people, or drunk homeless people that might damage the surroundings, interfere with the quite area etc. I do realise there will be more cameras, but there also needs to be more people in action to make the bus station safe.

Bike racks/stands outside the bus station could cause an increase in anti social activity, especially from young males who often congregate in and around the bus station- to counteract this increased security on the outside of the bus station is likely needed.

Currently I feel unsafe in Huddersfield town centre in general, I have witnessed 3 very unnerving incidents in the last 3 months, regarding people who are either suffering terribly with mental health issues or possibly addiction related illnesses. I felt incredibly frightened during all three incidents & it has affected my engagement with visiting Huddersfield town centre. There are often people in the bus station who are engaging in anti social behaviour & have no regard for the other users of the station. I think that extra security in the form of

actual humans & CCTV that will alert the police to incidents is a must to make people feel safer when using the station. Better lighting & seating areas may also help.
<p>-Huddersfield is very hilly and I imagine cyclists wishing to use the bus station will be relatively few.</p> <p>-More CCTV does not make people feel safer, but increasing security staff presence might.</p> <p>- The station could use more space for retail outlets, another coffee place or two would bring some life.</p> <p>-Do not expect a significant uptick in bus station users following the renovation. Even the nicest bus station is still a functional building that people will use only when they have to.</p>
I'm not clear how the significant cost of the improvements are justified. Whenever I'm in the bus station I definitely see a lack of seating but the main issue at certain times are the sheer volume of people using it. College students and school kids 'take over' (literally) in several cases I've witnessed blocking walkways, shouting, swearing and running up and down getting in people's way. Additional CCTV and more accessible facilities won't address this and I would love to see some of the money being used in conjunction with schools and colleges to provide sessions on respectful travel training. The security guards and bus drivers themselves also don't address this behaviour which makes other passengers feel unsafe and uncomfortable.
<p>It is also important for those of us who travel by public transport to have more reliable transport especially in the evenings. We should be able to go to concerts and theatre events, see friends without feeling vulnerable while waiting for a bus home. The shorter the waiting time the safer I will feel.</p> <p>We don't just need CCTV but also people in the station should something happen.</p>
<p>There is currently a real change in atmosphere in the bus station after 4/5pm at night. Hopefully these proposal will make it feel safer for my wife and daughter who regularly use the bus station. Also need better safety measures such as cctv and lighting just outside the bus station where groups gather. Needs a regular physical police/pcso pressence too.</p> <p>Greening the roof will have a good environmental impact and make it look nicer. Perhaps some living walls as well to insulate/cool naturally?</p>
<p>There is currently a regular foul smell upon entry of the bus station which is unacceptable and requires action. More CCTV and a stronger security presence is needed. Please also install recycling bins along with regular litter bins.</p>
<p>There needs to be better more authoritative staff members in the bus station that can easily resolve and calm down conflicts between people. I have seen someone get beat up countless times and a staff member just stand there. I have been jumped on a bus and had no support in getting footage to show police from the bus company or station. Get better at making people feel supported when travelling with you or when in the bus station</p>

Feeling unsafe in the bus station (9 comments)

Extra safety features and access to toilets for all will be welcome by all passengers
<p>I think these changes tackle accessibility issues and the aesthetic of the bus station but not the real issues of safety. The bus station needs security such as the BID team that work throughout Huddersfield town centre to help prevent crime. Additionally, improved toilets that are regularly cleaned and maintained.</p>
<p>I'm not sure making small changes is fundamentally going to change the dynamic in the bus station. I hope the proposals do make a change but at the moment it's an area I avoid in Huddersfield and last time I used the bus services from the station, I felt uneasy and unsafe.</p> <p>Opening up the space to add more light, will definitely help, I think more needs to be done to make it feel like a safe welcoming space.</p>
<p>It's important that safety and green space is considered both inside and surrounding the bus station.</p>

Making it safer is a big priority and more usable for people with disabilities
Safety and reduction of antisocial behaviour is important
The bus station currently looks and feels appalling. It is no way for people to enter the town and it's a space you want to get out of as quickly as possible - I'd certainly not want to encourage my 12 year old daughter to use public transport from there. It badly needs real time information to accurately say how late the bus is/how many are cancelled (would you like to be standing waiting for a non existent bus while being told that it has arrived and left on time??). The bus station in Halifax looks great but our looks and feels scary, unwelcoming and like it's still in the 80s.
The issues with the bus station for me mainly surround the safety and cleanliness of it.
Use the money to improve the bus services as most of the time buses don't even turn up. It needs a good clean and kept that way, improve security and more comfortable seating so when the bus doesn't turn up which is regularly, there is somewhere to sit.

Comments about the car park (including access) (8 comments)

<ul style="list-style-type: none"> - No more (word redacted) stairwells - Lifts that actually work and are clean - Get rid of that slope - More toilets and clean - Live rail times on the board - Prayer room / multi faith room seeing as a large portion of Huddersfield is Muslim
All the upgrades are great, if, the building and grounds are managed properly after. Plus I'd hope the bus station car park spaces are improved they are far too tight for modern vehicles.
Ban electric bikes and scooters from outside and inside make the lift better and easier access for wheelchair and mobility scooter to use the car park
Glad to see there's been consideration of the car park users as well. The current stairwells are not great. Having contact / help points will be so important. It often feels like there's a lack of 'people' to call on for assistance, especially when some individuals or groups are intimidating or exhibiting anti-social behaviour.
I only use it for the car park with coming to work. To he rest I don't personally care what is done as I don't use busses
More disabled parking and better lift to access the car park
There are missed opportunities for more integrated travel (multi-modal lifestyle) There is need for secure cycle parking inside the bus station property - with more security provided by staff. I for one would not feel comfortable leaving my e-bike somewhere that was insecure. There could be improvements to walking and cycling through better signage. Will there be information in the railway station to let travellers know where the bus stops are located for onward travel? And real time information at the bus station. It would be good if Car parking was provided at affordable rates for bus and rail users - tariffs and security that allow for overnight trips by bus, coach or train?
Would benefit from improved heating in the winter, more seating other then just at the stands. toilets need better ventilation they can be very stuffy and smelly. lifts and stairs to car park are awful smell and very intimidating

Comments about the flooring in wet weather (slippages) (5 comments)

It would be nice to have none slip flooring and heating in the station for Autumn & Winter.

please refurbish the floor tiles to something that does not get slippery when it rains. And please invest in good sturdy seating. thanks

Surfaces and access to rail station needs to be smooth and easy with luggage.

The circular paved area at the front needs some attention as it's desperately slippery

The floor tiles should be non-slip to prevent accidents when it is raining

Comments about the reduction of bus stands (4 comments)

Cycle storage, while welcome, is a tiny part of the picture. The lack of quality segregated cycle routes is the biggest barrier.

Reducing the number of bus stands seems to ignore the realities of the situation we are in - lower frequencies meaning fewer buses meaning longer waiting times. That requires far more seating facilities than are currently provided, I'd suggest a minimum of 15-20 seats per stand plus additional perch seating is a bare minimum you should be considering. A similar layout to the original set up at Leeds would work well and still leave room for a big gangway.

The existing number of platforms apparently doesn't allow for sensible planning where there aren't conflicts or random departures being on a different stand to the rest of the day, so I can't see how reducing the number can be achieved without causing further problems. Why is widening the bays needed given the drop off bays so there isn't a conflict of people boarding and alighting on the same stand? Fit wider doors to the existing bays by all means.

It's difficult to get on/off buses at the bus station because there's usually not enough room for the ramps to be put down and for wheelchair users to line up with them to get on, at least without the bus needing to move first, and even then it's still a struggle.

(And I use an average manual wheelchair, so any bigger wheelchairs would struggle even more.)

Other than that, these improvements sound great!

Overall the changes are very positive and will greatly enhance the bus station but the reduction in stands is not clearly stated in the plans and will have a detrimental effect on bus services. The 21 stands will include stands for coaches so there won't be 21 bus stands. It may well be that all buses that currently use the bus station will be able to do so but WYCA keeps telling us how, under franchising, bus services are going to be improved and run more frequently. Whenever I use the bus station it seems obvious that it is very busy with buses, some services have to use multiple stands for departures. Surely with fewer stands this situation is only going to get worse and if buses are going to run more frequently in the future, how are they going to be accommodated in the bus station when there are fewer stands for them to use?

Your new proposed coach stands aren't accessible for all types of wheelchair accessible coach! Almost all coaches available for purchase come with a wheelchair lift in the middle of the coach, or over the front or rear axle. Most of these lifts come out by around 1.5 metres and of course a wheelchair user requires a further metre or so to manouver on/off the wheelchair lift. The only exception to this is National Express Levante type coaches. I can see from your proposals that your coach stands do not accommodate the vast majority of wheelchair accessible coaches which are available on the market, and the proposed coach stand layouts will mean that the bus station is effectively inaccessible for wheelchair accessible coaches.

To solve this issue, Stand 21 needs to move slightly further south and expand the pavement width of either stand 21, or stand 22. Please, I beg, do not build coach stands that can't accomodate the upcoming wheelchair accessible coaches.

Secondly, to improve cycling storage, you should be looking at secure indoor cycle parking (accessed via a fob or something). This is much more liked by keener cyclists rather than random outdoor storage.

D/deaf and accessible services in the bus station (2 comments)

Every time i go through the bus station there is a smell of someone smoking cannabis, usually in the entrances but like today, actually in the bus station.

I understand that bus bays are currently closed for the works but occasionally there are other occasions where there is a need to change bays. Today whilst catching the 314 we were directed to stand D instead of W. The bus, with no warning then decided to leave from a stand in the middle. There was no warning to us waiting and I was only aware as there was a sudden shift of people. Not everyone may have noticed this! What I'm getting at is there should be clear audio information given out, maybe even giving the drivers access to a microphone to give out live info. Anyone partially sighted, blind or even with any other disabilities will have missed that bus today. It's not on when it could be so easily rectified.

You mention measures for blind or partially sighted people but not adding BSL for D/deaf people eg on video screens. This would significantly improve accessibility.

Appendix two: Your Voice questions received and responses provided

Question 1	Received 09 July	Your Voice Question
If the work goes ahead.? Where will you allocate the bus stops which where in the bus station? How long will the bus station be closed? Time scale?		
Response 1	Response provided 10 July	
Thank you for your query. We'll be working in partnership with Kirklees Council to keep disruption to a minimum, with work undertaken in phases to ensure the bus station remains operational. We are aiming to keep the majority of bus services within the bus station but will need to relocate coaches to a nearby bus stop. There will be a number of bus stand changes within the bus station and temporary facilities put in place during the works. Any proposed impacts to bus and coach services whilst works are being undertaken will be communicated widely and with sufficient notice to allow people to prepare for any changes. The construction work will take approximately two years.		
Question 2	Received 10 July	Your Voice Question
The consultation document does not appear to provide a schematic of the proposed layout. It's difficult to comment on a solution without adequate information.		
Response 2	Response provided 10 July	
Thank you for your query. If you visit Transforming Huddersfield Bus Station - second engagement Your Voice there is a documents section on the right hand side of the screen. The bottom document, Huddersfield Bus Station Phase 2 Plans, contains a floor plan including a close-up of the main facilities. We hope you find this useful.		
Question 3	Received 11 July	Your Voice Question
<p>*To:** First West Yorkshire Customer Services **Subject:** Suggestion for Bus Stop Bell Enhancement - Improving Passenger Experience Dear First West Yorkshire Customer Services Team, I am writing to share a suggestion that I believe could significantly improve the passenger experience on your bus services, particularly in the Huddersfield area. ## Current Issue I have frequently observed an issue that affects many passengers daily. When someone presses the stop bell inside the bus, only passengers inside the vehicle are aware that the bus will be stopping at the next stop. However, people waiting at bus stops have no indication that the bus is going to stop until they see passengers alighting. This creates several problems: - Passengers waiting at stops are unsure whether the bus will stop - This uncertainty can cause embarrassment when passengers assume the bus won't stop and don't signal, only to see people getting off - The situation is particularly concerning for elderly passengers or those with mobility issues who may feel rushed or embarrassed ## Suggested Solution I propose installing</p>		

an ****external stop indicator light**** on buses that activates simultaneously with the internal stop bell. This external light would be positioned near the bus door, clearly visible to people waiting at bus stops. ## Benefits of This Enhancement 1. ****Improved Communication****: Waiting passengers would know in advance when the bus is stopping 1. ****Reduced Anxiety****: Eliminates uncertainty for people waiting at stops 1. ****Better Accessibility****: Particularly helpful for elderly passengers and those with mobility challenges 1. ****Enhanced Customer Experience****: Creates a more considerate and user-friendly service 1. ****Increased Efficiency****: Reduces confusion and potential delays at stops ## Implementation This enhancement could be implemented through: - A simple LED light system connected to the existing stop bell mechanism - Minimal modification to current bus infrastructure - Cost-effective solution with significant customer benefit I believe this improvement would demonstrate First West Yorkshire's commitment to passenger comfort and accessibility. It addresses a daily frustration that many passengers experience and would set your service apart as particularly considerate of customer needs. I would be delighted to discuss this suggestion further if you feel it has merit. Thank you for considering this proposal and for your continued service to the West Yorkshire community. I look forward to your response. Yours sincerely, (*personal information readacted*)

Response 3 | Response provided 11 July

Thank you for your feedback, the operation of the buses at Huddersfield Bus Station falls outside of the scope of this project. We believe your query would need to be redirected to First Bus - West Yorkshire and your feedback can be submitted to: [Contact us](#) | First Bus.

Question 4 | Received 12 July

Your Voice Question

Will the buses run on time or cancelled

Response 4 | Response provided 16 July

Thank you for your feedback, the operation of the buses at Huddersfield Bus Station falls outside of the scope of this project.

Question 5 | Received 12 July

Your Voice Question

This is just a refurbishment with no real upgrades. Nothing here is a good use of money for the average person. Spend the money to develop a joint interchange between the train and bus station and keep the bus station the same.

Response 5 | Response provided 16 July

Thank you for your query. There are a number of upgrades included in these proposals to improve the passenger experience, make the bus station safer and more secure and to improve accessibility. For example to improve the passenger experience all toilets are planned to fully refurbished, the Travel Centre upgraded, new real-time information screens installed and the number of seats increased. To improve safety and security new pedestrian barriers will be included at bus stands, additional glazing will improve visibility, the CCTV will be upgraded and help points installed on the concourse. There are also significant changes proposed that will make the bus station more accessible including widening the bus stands making it easier for wheelchair users to board buses, providing a Changing Places toilet and a quiet room, and including a tactile wayfinding line. Creating a joint interchange between the train and bus station is out of the scope of this project.

Question 6 | Received 17 July

Your Voice Question

What facilities are you proposing to ensure that blind/partially sighted can get real time bus and rail information and be able to ensure they can get to the correct stand?

Response 6 | Response provided 17 July

Thank you for your query. Current proposals to ensure individuals with a visual impairment can get to the correct stand include tactile wayfinding lines leading to each timetable stand and to every bus stand door. On each timetable stand there will be a tactile stand number and it will also be marked in braille. Plans also include an audio button that will read out the stand number and the bus services that call at that stand. As Huddersfield is a staffed bus station there are also staff on hand to help bus users find the correct stand and access real time information. We

have recently received feedback on how useful audio real time information can be so are considering whether it can be incorporated into the plans.		
Question 7	Received 18 July	Your Voice Question
Will the accessible toilet be using a national standard RADAR key or will those needing it have to carry yet another special key, as with toilets on railway stations and a number of other places that have left the RADAR scheme? I hope your agenda is not like theirs, one of trying to make life for disabled people more difficult and obstructed than ever.		
Response 7	Response provided 29 July	
Thank you for your query. The accessible toilet will be on a standard RADAR key. People needing to use these facilities will also be able to ask bus station staff for access.		
Question 8	Received 23 July	Your Voice Question
Don't you think the front boarding area should be closed in for safety and weather reasons		
Response 8	Response provided 24 July	
Thank you for your query. The bus boarding area will remain outside but there are a number safety measures included in these plans to ensure bus user safety. These include new barriers being installed at each stand to prevent bus users entering the bus carriageway and new gates between each bus stand to prevent bus users walking between bus stands. The automatic doors at each stand will only open when a bus is on stand again ensuring no bus users enter the bus carriageway. This also means the doors only open when they need to maximising weather protection. The passenger waiting area will remain inside the bus station with new seating and updated real time information screens.		
Question 9	Received 24 July	Your Voice Question
Surely as a council there has to be a better use of 27 million pounds? People struggling to eat, homelessness or providing school places/ education appropriate for SEN children?		
Response 9	Response provided 5 August	
Thank you for your feedback. The proposal for a transformed bus station in Huddersfield was part of a competitive bid for funding from the Department for Transport's 'Transforming Cities Fund' (TCF). This funding is given by the Government directly and is ring-fenced for this purpose, so cannot be used for other activities.		
Question 10	Received 22 July	Your Voice Question
How will the plans impact the surrounding businesses under the proposed canopy - Revive and the cafe for example		
Response 10	Response provided 29 July	
Thank you for your query, the intention is to keep all businesses under the canopy and in the whole square operational for the duration of the works both from stats diversions and during the main canopy works.		
Question 11	Received 31 July	Your Voice Question
Are there any proposals for keeping passengers dry whilst boarding the bus from a stand. At present when in a queue & person(s) in front have queries with driver it is open to the elements before we can get on bus! It is like the forgotten 4 foot which gets us wet through and very cold!!		
Response 11	Response provided 5 August	
Thank you for your query. There are no plans to add additional shelter to the bus boarding area. There are plans to improve the internal waiting space including new seating and new real time information screens.		
Question 12	Received 02 August	Your Voice Question
Is their any funds being made available for Cleckheaton Town Hall repairs Mrs Brabin?		
Response 12	Response provided 5 August	
Thank you for your feedback. The Cleckheaton Town Hall repairs falls outside of this project. The proposal for a transformed bus station in Huddersfield was part of a competitive bid for funding from the Department for Transport's 'Transforming Cities Fund' (TCF). This funding is given by the Government directly and is ring-fenced for this purpose, so cannot be used for other activities.		

Question 12b (linking to above question)	Received 2 August	Email received in response to above
Hi The question was applied to any funds from anywhere within Kirklees Council, so again is their any funds whatsoever for our Town Hall?		
Response 12b	Response provided 5 August	
Good afternoon (personal information redacted), As previously mentioned Cleckheaton Town Hall repairs would fall out of the scope of this project, but I understand the Kirklees Council cabinet member for Finance and Regeneration, Cllr Graham Turner (graham.turner@Kirklees.gov.uk) maybe be able to help you further with your query.		
Question 14	Received 8 August	Your Voice Question
How will you make the bus station more accessible for people with a learning disability?		
Response 14	Response provided 21 August	
<p>Thank you for your query. There are a number of proposals aimed at making the bus station more accessible, improving safety and security, and improving the passenger experience, many of which will be beneficial for people with learning disabilities. In particular, plans include the addition of a quiet room which is a quiet space that can be accessed by members of the public who need to get away from busier areas of the bus station. All signage will be updated, and these will include pictorial representations making it easier for bus users to find their way around the bus station. New tiling on the floor and walls using a neutral colour palette as well as a new ceiling will make the bus station a more calming and less cluttered space to be in. Finally, there are going to be improvements to the CCTV throughout the bus station and new emergency help points installed which provide instant remote assistance in an emergency. This will make the bus station a safer place for all bus users in particular those who are more vulnerable.</p> <p>Throughout the project we will be engaging with local accessibility groups, bus station users who are living with a disability and those that support individuals with a disability. If you are interested in being part of this, please let us know by emailing yourvoice@westyorks-ca.gov.uk.</p>		
Question 15	Received 11 August	Your Voice Question
can more bus shelters be fitted with live time arrival displays		
Response 15	Response provided 21 August	
Plans for the Transformation of Huddersfield Bus Station include new live time arrival displays at each bus stand, electronic summary screens in the centre of the concourse and a rail real time information screen. Bus shelters are outside the scope of this project but if you would like to request live time arrival displays at any particular bus shelters in West Yorkshire please contact metroline@westyorks-ca.gov.uk .		
Question 16	Received 14 August	Your Voice Question
Why is it going to be so expensive to improve the bus station when Kirklees council keeps on telling us it has run out of money?		
Response 16	Response provided 21 August	
<p>Transforming Huddersfield Bus Station is a complex project running over a number of years. One of the major complexities is keeping the bus station operational while we construct the new scheme, rather than displace services across a wide area of the town centre To achieve this construction will be done in a number of phases which will reduce disruption for bus users but does significantly adds to the cost and the length of time the scheme takes.</p> <p>In addition, the construction industry has been subject to considerable cost increases during & post COVID. Like a lot of other industry's inflation on materials and people costs has been significant all adding to the overall cost of this project.</p> <p>The proposal for a transformed bus station in Huddersfield was part of a competitive bid for funding from the Department for Transport's 'Transforming Cities Fund' (TCF). This funding is given by the Government directly and is ring-fenced for this purpose. The work involves both</p>		

the refurbishment of the bus station and the introduction of a new canopy to transform the user experience and provide a gateway to the bus station.		
Question 17	Received 14 August	Your Voice Question
Will the bus station be shut during the renovations		
Response 17	Response provided 21 August	
<p>We are aiming for the bus station to remain open as usual when construction work gets underway with some services including coaches temporarily run from other nearby stops in the town centre.</p> <p>We'll be working in partnership with Kirklees Council to keep disruption to a minimum with work undertaken in phases and some stands and facilities moving around during the works. Any proposed impacts to bus routes and bus station facilities whilst works are being undertaken will be communicated widely and with sufficient notice to allow people to prepare for any changes</p>		
Question 18	Received 17 August	Your Voice Question
<p>Please can you tell me how many responses have been received from the residents of Kirklees?</p> <p>Thank you for your query. We have received a total of 773 responses to the Transforming Huddersfield Bus Station public engagement with potentially more paper questionnaires to be returned this week. Full details of how many responses were received from local residents will be available in the outcome report which will be available later this year however an initial look at the data shows approximately 74% of respondents selected that they lived in or near the area.</p>		
Response 18	Response provided 21 August	
<p>Thank you for your query. We have received a total of 773 responses to the Transforming Huddersfield Bus Station public engagement with potentially more paper questionnaires to be returned this week. Full details of how many responses were received from local residents will be available in the outcome report which will be available later this year however an initial look at the data shows approximately 74% of respondents selected that they lived in or near the area.</p>		
Question 19	Received 17 August	Your Voice Question
How is work		
Response 19	Response provided 21 August	Via email
<p>Thank you for getting in touch. The public engagement is now closed but if you would like to get in touch with any questions, please e-mail yourvoice@westyorks-ca.gov.uk</p> <p><i>*To note no further communication received</i></p>		

One letter received 30 July (included with a completed questionnaire, personal information removed from letter)

Re Huddersfield Bus Station Revamp

Dear Sir or Madam

Having responded in 2021 without any apparent impact. **Could I ask you what changes were made to the scheme after this consultation and what did the consultation cost? Why on earth are you doing yet another consultation four years later?**

I should say upfront that I have no confidence in the West Yorkshire Combined Authority being able to deliver this project on time. As evidence I would give you White Rose Station, half-finished, apparently abandoned and I believe an increasing risk to the Trans Pennine Upgrade as Cottingley Station can only close when White Rose opens.

I would also query your budgeting ability-£27 million pounds of Tax Payers money to upgrade a bus station? This seems to have risen from £20 million in 2022 and after 4 years 'work' there is nothing to show for it other than yet another consultation exercise.

I would also ask why work is being undertaken on the car park above the Bus Station now-why on earth are they not combined?

Could I please ask that you step away from these large schemes and instead concentrate on small enhancements that you may have the competence to deliver. Last year Metro upgraded the 501 bus service to give four buses an hour at peak periods between Huddersfield (HRI) and Halifax Hospitals. There is a stop opposite HRI for those going to Halifax but no shelter or real time bus information -and indeed other than at Thornccliffe Street, none of the stops going to Halifax on Acre Street has any form of shelter. I would suggest that a shelter here for travellers who may well be infirm or unwell should be high up your to do list-**when will you be providing a shelter opposite HRI?**

As you asked my opinion here's what you should do.

Upgrade the toilets and seats in the Bus Station. Spend the balance on finishing White Rose Station

Yours Faithfully

Response to letter above from the project team, sent 21 August 2025:

Thank you for your letter and for completing the Transforming Huddersfield Bus Station public engagement survey. Please see below responses to your queries:

Consultation and engagement

For each scheme, consultation and/or engagement is an essential requirement of the Combined Authority's business case approval and assurance process. Such activity enables those stakeholders, including local residents, with an interest or a stake in the scheme to have their say on plans. This feedback is considered when developing detailed proposals and informs decision-making. Outcome reports are produced following each consultation and provide factual summaries of feedback received. You can read the Huddersfield Bus Station report from

the 2021 consultation and engagement here, [View the consultation outcome report](#), and the report from the current engagement will be available later this year.

You can read how the previous feedback informed development of the current proposal here in the You Said We Did report, [Transforming Huddersfield Bus Station - second engagement | Your Voice](#), I have also attached this document for your convenience.

The 2021 consultation was based on the outline design to which changes have been made. This current public engagement is to share the current detailed proposals with those interested and to gather feedback to inform the scheme final business case before submission. Both the 2021 consultation and the current public engagement for the scheme have been led by the Combined Authority's internal Consultation and Engagement team incurring no extra cost to the individual project.

Cost and time scales

As you have noted the cost of the project has increased and there are a number of reasons for this. Firstly, the cost information shared as part of the 2021 consultation was an estimate based on the best available information at that time which was based on an outline design. The next stage of the process involved extensive intrusive surveys and creating a detailed design which informs the estimate for the next stage. The final anticipated costs will be confirmed once the full business case is completed later this year.

In addition to this the construction industry has been subject to considerable cost increases during & post COVID like a lot of other industry's inflation on materials and people costs has been significant. On a complex project like Huddersfield Bus Station running over multiple years these costs have been significant. Some changes to the programme have also increased these costs further, but the programme changes will ensure we can continue to operate bus services from the site while we construct the new scheme, rather than displace services across a wide area of the town centre.

We appreciate the amount of time that has passed since the last consultation is frustrating however the Huddersfield Bus Station project is a complex scheme with multiple interfacing projects requiring co-ordination and collaboration across multiple projects which all adds to the time required and complexity. The building is owned by multiple organisations & parts of it are leased by others. In addition, whilst risks are assessed the very nature of these complex infrastructure schemes means unanticipated issues sometimes arise and have to be worked through correctly which all takes time.

Some of the works completed since the last consultation are noted below for information:

- Reviewing the responses & incorporating them into the scheme where feasible
- Production of the you said we did report
- Need to procure a new deliver partner involving an extensive tender process in line with the public sector requirements. The delivery partner subsequently had to appoint a design team & specialist consultant team
- Extensive intrusive surveys across the site and reviewing of the following reports
- A detailed design and pricing process, RIBA Stage 3
- Engagement with key stakeholders including network rail who have 2 rail tunnels running under the building, tenants, specialist & seldom heard groups, politicians and bus and coach operators
- Extensive value engineering activities, striking a balance of finding a manageable cost envelope in line with the inflationary cost pressures outlined but also ensuring that key

project outputs are still achieved and not completely minimised. This has involved several briefings to senior stakeholders on updated proposals.

- Obtaining Planning Approval
- Agreeing services & fees for RIBA Stage 4 technical design stage

Car park project

We are aiming for the bus station to remain open as usual when construction work gets underway. This will be achieved by undertaking the work in phases and therefore only closing part of the bus station at once. If the Kirklees car park project was running alongside the bus station project a larger area of the bus station would need to be closed at one time therefore increasing disruption for bus users. We are working closely with Kirklees Council to ensure disruption for bus users is kept to a minimum.

Bus shelters and RTI

The Huddersfield Bus Station scheme is being funded by multiple funding streams each with its own requirements. This funding can only be used for projects that match these requirements and therefore cannot be used for installing bus shelters. I have however logged the issue with the bus stop opposite HRI not having a shelter and RTI, and the wider issue of a lack of bus shelters on this route with Metrolink on your behalf. If you have any further queries or concerns relating to bus stops, please inform metrolink@westyorks-ca.gov.uk.

White Rose Rail Station

Noting your comments on the White Rose rail station delivery, an update was presented to the Combined Authority meeting of 8th May 2025. The papers for this meeting are available to view [here](#). As set out in the report, the Combined Authority is working closely with rail industry partners to agree the approach to remobilisation of White Rose rail station.



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All information correct at time of writing