

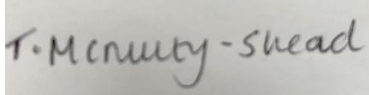

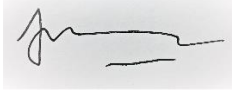

Halifax Bus Station Redevelopment

Statement of Community Involvement

West Yorkshire Combined Authority

April 2020

Quality information

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1. Executive summary

- 1.1 This Statement of Community Involvement (SCI) provides an overview of the stakeholder and community engagement and consultation activities undertaken by the West Yorkshire Combined Authority (WYCA) in partnership with Calderdale Council (CMBC) to inform its proposals for the redevelopment of Halifax Bus Station. The redevelopment aims to deliver a new, fit-for-purpose £15.4m bus station on the existing site in Halifax town centre, which will complement the surrounding heritage, public realm and urban fabric of the town centre. This chapter provides a brief summary of the content covered within the SCI, including the types of activity undertaken and the key findings from the public consultation period.

Engagement and consultation overview

- 1.2 Constructive engagement with technical and community stakeholders has been crucial to informing the development of the proposals. Engagement commenced in early 2018 and has included meetings and workshops, including with bus operators, statutory bodies, officers and councillors from local authorities, accessibility groups and local businesses.
- 1.3 A public consultation ran from Monday 13 January to Wednesday 12 February 2020. The consultation included online engagement and four public events followed by a library exhibition.

Public consultation feedback

- 1.4 237 people responded to the public consultation. 220 of the respondents shared information about their usage of the bus station, with 58% of these using the bus station at least once a week or more.
- 1.5 Of those that responded to the corresponding questions, less than 50% of respondents were satisfied with any of the qualities and facilities currently in place within the bus station. Seating, comfort and toilets were seen as the worst qualities and facilities of the existing bus station, with 68%, 66% and 53% of respondents saying they were 'unsatisfied' or 'very unsatisfied' with them respectively.
- 1.6 Of those that responded to the corresponding questions, 61% of respondents rated the proposals for the new bus station as 'good' or 'very good'. Only 12% of respondents did not like proposals, with the most popular reasons being the lack of a physical bus rail interchange and project cost, with several respondents suggesting that funding could be better spent on improving the frequency, cost and efficiency of bus services themselves.
- 1.7 Safety, travel information and ticket sales, ease of access and interchange and cleanliness were the qualities or facilities respondents saw as a priority for the new bus station, with 85% or more of the respondents rating them as 'important' or 'very important'.
- 1.8 Many suggestions for features or qualities for the new bus station were made through free text responses. Many of these are included in the proposals, including: improved toilets; CCTV and other security measures; better quality and availability of bus information; and a new enclosed passenger waiting area providing protection from the elements.
- 1.9 A number of respondents also made suggestions for features that will be considered at the detailed design stage, including: the nature and design of bus station signage; the type and

style of seating provided; and the nature of cycle facilities available. This feedback will be retained and considered as part of the detailed design process.

Next steps

- 1.10 If the planning application is approved, further engagement will help determine the final details of the design and confirm plans for the operation of the bus station and associated bus services during construction.
- 1.11 In advance of construction, temporary arrangements for the operation of the bus station during construction will be confirmed and communicated clearly to the public and all other interested parties in order to minimise the impact of any disruption. The project's webpage (<https://www.yourvoice.westyorks-ca.gov.uk/hbs>) will continue to be updated as the project progresses.

2. Introduction

General

- 2.1 This Statement of Community Involvement (SCI) provides an overview of the stakeholder and community engagement and consultation activities undertaken by the West Yorkshire Combined Authority (WYCA) in partnership with Calderdale Council (CMBC) to inform its proposals for the redevelopment of Halifax Bus Station.
- 2.2 This SCI outlines the consultation and engagement methods used and provides a summary of the feedback received as a result of these activities. These activities adhere to the guidance provided in CMBC's SCI (adopted April 2016¹) and align with the three core principles that the document states should underpin all engagement with residents and stakeholders. These three core principles are:
 - **Clarity:** be very clear about what we are asking people and ensure that they understand what will happen as a result of engagement;
 - **Inclusivity:** make sure our methods are inclusive, allowing all of those who wish to contribute to do so, thereby giving us the 'richest picture' possible; and
 - **Integrity:** ensure that people can see how the decision is made and that they can see their views are being represented fairly within the process. At the same time, we need to ensure that the consultation is proportionate to the scale of the decision to be made.
- 2.3 This SCI has been submitted to CMBC by WYCA, henceforth referred to as 'the Applicant', alongside the detailed planning application and Full Business Case (FBC) for the redevelopment of Halifax Bus Station. It should be considered alongside all other documents submitted as part of the planning application.
- 2.4 The detailed planning application has been supported by an AECOM-led team of consultants, including Stephen George + Partners as architects. Henceforth reference will be made to the 'Application Team', which includes the Applicant and all aforementioned parties.

Project context

- 2.5 Halifax Bus Station acts as a central hub providing connections to and from employment, education, training and other essential services located across Calderdale and the surrounding region. Each day, the existing facility supports 800 bus movements and 15,000 pedestrians who use the bus station to catch local and inter-urban bus, coach and school bus services. Additionally, the existing bus station provides travel and ticket information, ticket sales, public toilets, a newsagent, cashpoint, staff and bus operator accommodation and facilities and cycle parking.
- 2.6 However, opened in April 1989, the existing bus station is outdated and does not meet the level of facilities expected from a modern transport facility. In particular:
 - the topography of the site and the orientation of the bus stands means gradients within the public circulation areas exceed current design guidance;

¹ CMBC Statement of Community Involvement is available to review at:

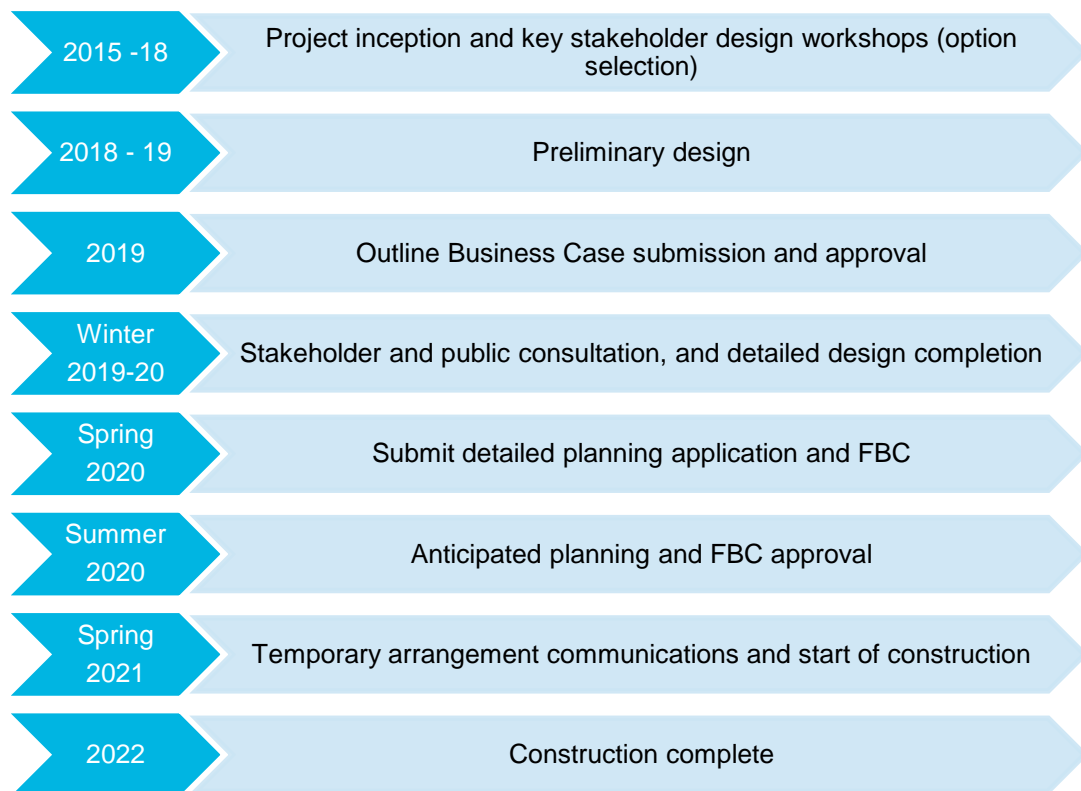
<https://www.calderdale.gov.uk/v2/sites/default/files/statement-of-community-involvement-2016-as-adopted.pdf>

- it lacks an indoor passenger waiting room;
- its current design makes it inaccessible for a number of passengers; and
- it attracts some anti-social behaviour and current users have safety and security concerns.

Project overview

- 2.7 The Halifax Bus Station redevelopment aims to deliver a new, fit-for-purpose £15.4m bus station on the existing site in Halifax town centre, which will complement the surrounding heritage, public realm and urban fabric of the town centre.
- 2.8 Key deliverables of the redevelopment will include:
- a central level and covered passenger concourse with seating;
 - a retail unit including an area for a possible café;
 - public toilets including an accessible toilet;
 - customer information point;
 - a new passenger entrance from Woolpack;
 - a new passenger entrance from Winding Road;
 - an additional coach stand and level access onto buses;
 - a glazed roof leading onto the passenger concourse, bringing natural light into the building;
 - an efficient bus station facility, which uses environmentally friendly materials, reduces energy usage, provides future-proofing for electric buses and solar panels for local energy generation; and
 - providing better interchange opportunities with other sustainable modes, including cycle parking, real time rail information and pedestrian wayfinding.
- 2.9 The new facility will significantly improve safety, comfort, connectivity and accessibility for users and local people. In addition to improving the experience of those using the bus station, the new facility will contribute to the growth of the local economy by improving transport connectivity and linking people to jobs, training and education opportunities. The new bus station will enable more people to travel sustainably, supporting targets for increased bus use in the region and the Combined Authority target of a zero-carbon Leeds City Region by 2038, through the implementation of sustainable design practices and materials.
- 2.10 Should the detailed planning application be granted, and the FBC be approved, construction of the scheme is planned to commence in Spring 2021 and is due for completion around 18 months later in 2022. A full list of project milestones is included in **Figure 1**.

Figure 1. Project milestones



3. Stakeholder engagement

Overview

- 3.1 Throughout the design phase, constructive engagement with stakeholders has been crucial to understanding their views and informing the development of the proposals. Details of engagement undertaken is summarised in this section, and details of the feedback received and responses to this feedback are provided in Section 5 of this document.

Summary of stakeholders

- 3.2 The Application Team identified a number of stakeholders to engage in order to shape the proposals. Community engagement is summarised in Section 4 of this document, and Section 3.3 to 3.8 below summarise engagement undertaken with organisations or technical stakeholders. These individuals and groups were identified on the basis of their specialist expertise or their potential to be impacted or interested in the proposals. They were separated into several categories, including statutory stakeholders, accessibility groups and services, local businesses, key attractors, interest groups, major employers, transport services, and schools and colleges, to help identify the best ways to engage them.

Engagement activities

- 3.3 Stakeholder engagement commenced in early 2018 and has continued throughout the outline and detailed design stages to the submission of the planning application. This engagement has taken various forms including:
- workshops;
 - meetings; and
 - email correspondence.
- 3.4 Stakeholder engagement has been crucial to developing the scheme and engagement will continue throughout detailed design and project delivery. A summary of meetings that have taken place with stakeholders to date is provided in **Table 1**.

Table 1. Stakeholder meetings

Stakeholder group	Meeting attendees	Date	Reference
Bus operators	Arriva/Yorkshire Tiger, First and Halifax Bus Company/TJ Walsh	March 2018	BO1
	Arriva/Yorkshire Tiger, First and Halifax Bus Company/TJ Walsh	August 2019	BO2
	National Express	October 2019	BO3
	District Bus Partnership Meeting (this meeting also included representatives from CMBC)	January 2020	BO4
Historic England	Historic England	March 2019	HE1
CMBC	CMBC Planning Team	July 2019	CC1
	CMBC Leader, Portfolio Holder and Major Projects Team	August 2019	CC2
	CMBC Regeneration and Strategy Directorate Management Team	November 2019	CC3
	CMBC Transport Policy Team	November 2019	CC4
	CMBC Ward Councillor, Bob Metcalfe	January 2020	CC5
WYCA	Cllr Kim Groves, WYCA Transport Committee Chair	August 2019	CA1
CMBC and WYCA	<ul style="list-style-type: none"> WYCA: Transport and Policy officers CMBC: Portfolio Holder/Deputy Leader, Chief Executive, Regeneration and Strategy Director, Major Projects and Transport teams. 	November 2019	CACC1
Halifax Town Board meeting	<ul style="list-style-type: none"> CMBC Councillors; Leader, Halifax Town ward, Northowram and Shelf ward CMBC Officers; Neighbourhood and Cohesion team, Major Projects team, Business and Skills team, and Regeneration and Strategy Director Visit Calderdale Halifax Opportunities Trust Calderdale Cultural Destinations Harveys department store Holdsworth Group property management 	January 2020	HTB1
Calderdale Cycle Forum	Cycle Forum members, including: <ul style="list-style-type: none"> Sustrans Calderdale CTC CMBC officers and members 	January 2020	CCF1

Stakeholder group	Meeting attendees	Date	Reference
3.5	In addition to the meetings outlined above, two workshops were undertaken in late 2019 and early 2020, one with accessibility groups and one with local stakeholders. The aim of these workshops was to present the evolving proposals for the new bus station and to seek early feedback to inform the detailed design. The workshops also gave stakeholders the opportunity to raise questions and concerns that could be addressed by a member of the Application Team.		
3.6	The Application Team identified stakeholders and accessibility groups to attend the workshops and then invited them via email. Invitations were sent to Calderdale and regional accessibility groups and services, local businesses, key attractors, interest groups, major employers, transport services, and schools and colleges. A full list of invited organisations is included in Appendix A .		
3.7	For each of the workshops, the Application Team ensured that the venues were accessible. For the accessibility workshop, additional support was offered to attendees, including expenses for travel, circulating workshop materials prior to the meeting in an accessible format, and circulating meeting notes in an easy read format following the workshop.		
3.8	A summary of stakeholder workshop attendees is provided in Table 2 .		

Table 2. Stakeholder workshop attendees

Workshop	Meeting attendees	Date
Accessibility	<ul style="list-style-type: none"> • ACDAF and Accessible Calderdale Project • Age UK Calderdale and Kirklees • Calderdale Forum 50 Plus • CMBC: Sensory Impairment Team, Independent Travel Trainers, Gateway to Care (Occupational Therapist) • Calderdale self-advocacy network - Lead the Way • Community Transport Calderdale • Disability Partnership Calderdale • Guide Dogs • Halifax Society for the Blind • Kirklees Visual Impairment Network • RNIB 	December 2019

Workshop	Meeting attendees	Date
Stakeholder	<ul style="list-style-type: none">• Arriva/Yorkshire Tiger• Calderdale and Kirklees NHS Hospital Trust• CMBC: Conservation, Markets, Regeneration, Voice and Influence• Historic England• Industrial Museum• National Express• O and C Property Management Services• T J Walsh• The Piece Hall• West Yorkshire Police• Woolshops	January 2020

4. Community engagement

Approach to engagement

- 4.1 Engagement with the wider community on the evolving design took place through a public consultation that ran from Monday 13 January to Wednesday 12 February 2020. Four public events were held in Halifax during the consultation period, which are detailed in **Table 3** below.

Table 3. Details of events held across the consultation period

Event	Date	Time	Venue
First pop-up event	Thursday 16 January	14:00-18:00	Halifax Bus Station
Second pop-up event	Saturday 18 January	10:00-14:00	Halifax Bus Station
First public drop-in event	Tuesday 21 January	16:00-20:00	Halifax Town Hall
Second public drop-in event	Saturday 1 February	10:00-14:00	Halifax Borough Market

- 4.2 Two styles of events were used to engage the public: small scale pop-up events to raise awareness and larger public drop-in events to display and discuss proposals in detail. The two pop-up events listed in **Table 3** were hosted at the bus station and the two drop-in events provided attendees with the opportunity to view display boards with further information on the proposals and speak to members of the Application Team.
- 4.3 Events were held at a range of times and dates, including during evenings and weekends, in order to give as many people as possible the opportunity to attend. The first pop-up event was held during the evening peak period in order to meet as many weekday commuters as possible. The second pop-up event was held on a weekend day in order to meet weekend commuters and leisure users.
- 4.4 After the final public drop-in event, the display boards were exhibited at Halifax Central Library for the remainder of the consultation period. At this exhibition, attendees were able to review the information and either provide their feedback on hard copy feedback forms or take away a leaflet with details of the online survey (a copy of the leaflet is provided in **Appendix B**).

Publicising the consultation

- 4.5 The consultation period, including details of the public drop-in events, was publicised using a variety of different channels in order to promote wide participation. The publicity methods used are in Sections 4.6 to 4.13 of this document.
- 4.6 A press release was issued by WYCA on 8 January 2020 and a copy of this release is included in **Appendix C**. The release was published on the news pages of the WYCA, CMBC and Calderdale Next Chapter websites. Articles about the consultation were published by various digital and print news outlets, including the Halifax Courier, the Huddersfield Examiner, the Public Sector Executive and the Telegraph and Argus. A full list of media outlets that published details of the consultation and/or the redevelopment can be found in **Table 4**.

Table 4. Media coverage summary

Organisation	Date of article
Telegraph & Argus	08/01/20
Halifax Courier	08/01/20
Halifax Courier (print)	09/01/20
Public Sector Executive	09/01/20
Transport Network	09/01/20
Examiner Live	09/01/20
Halifax North and East	14/01/20
Examiner Live	14/01/20
Disability Partnership Calderdale website	15/01/20
Halifax Courier (print)	06/02/20
Halifax Courier	11/02/20

- 4.7 Flyers and posters advertising the consultation and events and providing information about the project and how to get involved in the consultation were displayed at a number of local venues across the centre of Halifax. A list of these venues is included in **Appendix D**.
- 4.8 Flyers and posters were also displayed on a number of buses that serve the routes in and around Halifax, including 1,000 flyers on Arriva/Yorkshire Tiger services and 1,900 flyers on First Bus services. A copy of the flyer can be found in **Appendix B**. Posters were also displayed at 231 local bus stops on the route of bus services to and from Halifax bus station, and a list of these bus stops can be found in **Appendix E**. A copy of the poster can be seen in **Appendix F**.

Digital promotion

- 4.9 A consultation webpage² was set up on WYCA's Your Voice website. This webpage contained details of the consultation and associated events and provided digital copies of all information available at the public drop-in events, including the seven information boards and a link to complete the digital version of the survey.
- 4.10 The webpage also offered users the opportunity to post questions throughout the consultation period. The responses were published on the page, allowing all users to read through the Q&As.

² <https://www.yourvoice.westyorks-ca.gov.uk/hbs>

In addition, members of the public were able to receive email updates on the project by registering their interest on WYCA's Your Voice website.

- 4.11 An email providing details of the consultation, associated events and how to get involved was sent to stakeholders and a range of local organisations and interest groups in and around Halifax on the consultation's launch date. A list of organisations that received this email can be found in **Appendix G**.
- 4.12 WYCA, CMBC and First Bus shared details of the proposals and how to get involved in the public consultation period on their Facebook and Twitter feeds. Example posts from this publicity is available in **Appendix H**.
- 4.13 Details of the consultation and information on how to provide feedback were included in a number of e-newsletters in and around Calderdale, details of which are provided in **Table 5**.

Table 5. Overview of newsletters that included Halifax Bus Station consultation articles

Newsletter	Date/s
	10/01/20
	17/01/20
CMBC weekly staff newsletter, sent to over 2,000 members of staff	24/01/20
	31/01/20
	07/02/20
CMBC Calderdale Next Chapter Newsletter, sent to over 2,000 people	13/01/20
WYCA Your Voice Newsletter, sent to 384 people	13/01/20
WYCA Consultation and Engagement Newsletter, sent to 956 people	13/01/20
Calderdale and Huddersfield NHS Foundation Trust weekly staff newsletter	16/01/20
MetroMessenger email, sent to approximately 4,000 people	24/01/20
CMBC e-bulletin, sent to 100 Calderdale schools and posted on the Services for Schools intranet	31/01/20

The pop-up events

- 4.14 As outlined in Sections 4.1 and 4.2 of this document, two pop-up events were held at Halifax Bus Station on 16 and 18 January 2020. The events were held at the beginning of the consultation period in order to raise awareness of the proposals and advertise the two public drop-in events.
- 4.15 These events were held directly outside the bus station Travel Centre and involved members of the Application Team distributing flyers, talking to passers-by about the proposals and displaying some visuals of how the new bus station might look. People were also able to leave feedback on the proposals if they felt they had enough information. A photo of the set-up of the pop-up events is shown in **Figure 2**.

Figure 2. Set up of pop-up information events at Halifax Bus Station



The drop-in events

- 4.16 The public drop-in events were well attended, with 58 attendees at the event on 21 January in Halifax Town Hall and approximately 215 at the event at Halifax Borough Market on 1 February. Photos taken at each of the events can be found in **Figures 3 to 5**.
- 4.17 While efforts were made to record the number of attendees accurately with a clicker, this was not always possible and proved particularly challenging at the Borough Market given the layout of the venue and the high number of attendees; hence the true number of attendees at this event may have been slightly higher than was recorded.

Figure 3. Public drop-in event at Halifax Town Hall



Figure 4. Public drop-in event at Halifax Borough Market



Figure 5. Public drop-in event at Halifax Borough Market

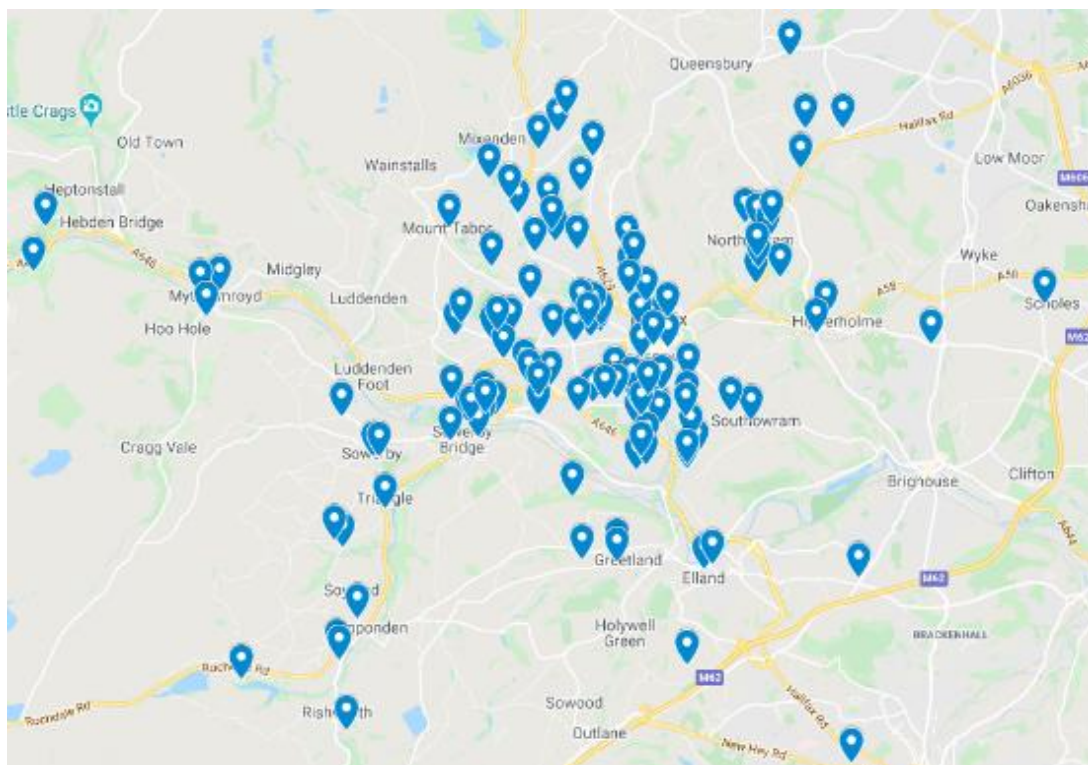


4.18 Attendees were given the option to sign-in at each of the events with their name and postcode. The maps in **Figures 6 and 7** display the geographical spread of the attendees who signed-in and provided their postcodes. Attendees were also given the option to provide an email address when they signed-in if they wished to receive project updates. As would be expected, the majority of the attendees were from Halifax or nearby towns, but attendees also came from places further afield, such as Rochdale and Sheffield.

Figure 6. Full map of postcodes of attendees from both drop-in events



Figure 7. Zoomed-in map of postcodes of attendees from both drop-in events (omitting Rochdale and Sheffield)



4.19 At each event, seven boards with information on the proposals were displayed, along with an A1 printout of the proposed design and A3 visuals showing how the bus station may look. The boards, shown in **Appendix I**, were also available to view online on WYCA's Your Voice project webpage (see Section 4.9 of this document) and are summarised below:

- overview of Halifax Bus Station;
- role of Halifax Bus Station;
- design of the new bus station, including highlighting clear changes;
- benefits the new bus station will offer;
- context of developments within Calderdale;
- timeline of key milestones and next steps; and
- visuals of the proposals.

4.20 Members of the Application Team attended both events and were available to answer any questions and advise attendees on where to find further information on the proposals and other related projects being undertaken within Calderdale.

4.21 Hard copies of the feedback form were available at both events and people were able to fill these out in person or take them home with a freepost envelope.

Static library exhibition

4.22 As outlined in Section 4.4 of this document, after the final drop-in event on 1 February the information boards were moved to the Halifax Central Library, where they formed a static unmanned exhibition. The exhibition was available to view until the consultation closed on 12

February and copies of the paper feedback form were available so that people could complete and drop into the response form box provided (as shown in **Figure 8**).

Figure 8. The unmanned public exhibition in Halifax Central Library



5. Feedback and analysis

5.1 This section outlines the feedback on the proposals received during stakeholder (Sections 5.2 to 5.5) and community (Sections 5.6 to 5.32) engagement, including Application Team responses to suggestions, key themes and questions where applicable.

Stakeholder engagement

5.2 **Table 6** provides a summary of the feedback received from all stakeholder meetings and workshops by stakeholder and by meeting, as well as responses to suggestions received through this engagement. The meeting references refer to the meetings listed in **Table 1** of this document.

Table 6. Stakeholder feedback and responses

Key points from feedback	Application Team response	Meeting reference
Bus operators		
Overall support was expressed for the scheme and the proposed layout of the new bus station, with the potential operational benefits for both bus operators and bus users being recognised.	There is no formal parking provision for bus operators within the existing bus station site and this will remain the case within the new bus station.	
Concerns were raised about the loss of bus operator staff parking and layover provision and the need for signalised or controlled access and egress onto Winding Road was emphasised.	Three additional layover bays have been incorporated into the design. The Winding Road junction will be signalised to allow for bus access and egress.	BO1
Bus operators raised concerns and suggestions regarding the A629 Phase 2 project.	Concerns regarding the A629 Phase 2 project are outside the scope of the bus station redevelopment but have been shared with CMBC for consideration.	
Halifax bus station related concerns were the capacity, design and operation of layover bays, and the shared mess for drivers from different operators.	The design was changed to incorporate lower kerbs to enable buses to pass stationary or blocked vehicles. A swept path analysis has been carried out, which demonstrates that the detailed design of the vehicle emergency exit route is now satisfactory. The widened area of hard standing at the exit also allows a bus to pass another if one breaks down here. At a later stage, a full-scale bus test will also be undertaken.	
Suggestions included:		
<ul style="list-style-type: none"> the vehicle exit route could be widened to allow for passage in the event of vehicle blockage; provide more layover within the bus station like at Huddersfield (the operators requested 10 bays); include a yellow box and/or bus only triggered traffic lights at Winding Road entrance; 	Three additional layover bays have been incorporated into the design.	BO2

Key points from feedback	Application Team response	Meeting reference
<ul style="list-style-type: none"> provide raising gates to deter pedestrians from entering the bus operating area at the entrance or exit; and provide private bus operator accommodation. 	<p>The Winding Road junction will include 'keep clear' road markings to allow for bus access and egress. In addition, the bus entrance and exit routes will both be controlled by traffic signals.</p> <p>Although raising gates are not currently incorporated into the design, the need for them will be reviewed on a pedestrian safety basis at a later design stage.</p> <p>The current arrangement of separate mess provision for First Group and Arriva will be maintained in the new bus station.</p>	
<p>The preferred layout for coaches was agreed and National Express highlighted that the design accommodates their vehicles' disabled access lift by providing enough space around the side and a level curb.</p>	<p>No suggestions needed addressing.</p>	<p>BO3</p>
<p>The additional layover bays and layout was well received.</p> <p>A number of further suggestions were given, including:</p> <ul style="list-style-type: none"> traffic signal priority at the bus entrance and exit; provision of bus operator accommodation on site during construction; and passenger facilities, including toilets and travel centre. change the first coach stand to a set-down only bus stand so it is easier to then go to the layover bays. 	<p>The Winding Road junction will be signalled to allow for bus access and egress. The possibility of installing technology to detect and prioritise buses at this junction will be considered in the detailed design phase.</p> <p>The First Group building will remain accessible during construction, and temporary accommodation will be provided for Arriva operational staff.</p> <p>Additional passenger facilities, including toilets and a travel centre, are incorporated into the design.</p> <p>During construction, appropriate facilities will be provided for passengers as far as possible; details of what these will include and whether temporary toilets will be provided are currently under consideration and will be confirmed in due course.</p>	<p>BO4</p>
	<p>The design of and requirements for coach stands will be considered as the detailed design progresses.</p>	

Key points from feedback	Application Team response	Meeting reference
Historic England		
Suggestion to retain façade and change the mezzanine proposals.	The proposals were changed so that the façade was retained, and the mezzanine was discounted from the design.	HE1
CMBC		
Concerns were raised about the impact that the construction of a mezzanine in the chapel building would have on its aesthetic.	The proposals were changed so that the mezzanine was discounted from the design.	CC1
Feedback that was addressed at the meeting included; bus station heating, electric bus accommodation, cycle parking, air quality, sustainability and meeting the needs of the local Sixth Form Centre.	Currently improvements to Woolpack are outside the scope of this project; however, they are being considered for other sources of funding by CMBC.	
<p>Suggestions made at the included:</p> <ul style="list-style-type: none"> • consider improving the Woolpack link to Woolshops as part of the proposals; • consider Sustainable Urban Drainage, which could link to the electric 'HEAT' network, which CMBC is delivering; and • continually engage the CMBC Planning team and meet the team delivering the 'Streets Ahead' programme in Halifax. 	<p>It was acknowledged that drainage and runoff on the bus apron is likely to require separate surface runoff containment and treatment, which will be factored into the design. Sustainable technology will be used as far as practicable and affordable within the design. At present, it is not thought economically viable to utilise a future district heating network, but solar panels and other sustainable measures have been incorporated into the design.</p>	CC2
<p>The design team is continuing to engage with the CMBC Planning team, and will liaise with the 'Streets Ahead' programme.</p>		
Accessibility improvements for disabled bus users and the design's energy efficiency and future proofing features were discussed.	The toilets and other such ancillary accommodation will be placed in areas with high levels of natural surveillance and members of staff, therefore deterring any such break-ins.	
Concern was raised over the potential for future coin machines for toilet turnstiles to be broken into, as has been seen with some public facilities in Calderdale.	The need for electric buses is being addressed by the West Yorkshire Bus Alliance, which is looking at cleaner low emission vehicle fleets.	CC3
A suggestion was made to encourage bus operators to invest in cleaner electric or Ultra Low Emission Buses for the town.		

Key points from feedback	Application Team response	Meeting reference
<p>The proposals were welcomed, and comments were made on specific elements, including the need for enhanced cycle infrastructure, good wayfinding and communications at the construction stage.</p>	<p>The project will deliver enhanced cycle infrastructure with new cycle parking and improved wayfinding. A signage strategy for routes from the bus station to other destinations in Halifax will be developed as part of the detailed design and a comprehensive construction communications plan will be developed at a later stage.</p>	<p>CC4</p>
<p>The proposals were well received, and councillors were keen to stay up to date with proposals and details of the consultation period.</p>	<p>Details of the consultation programme were shared with all ward councillors and council leaders following the meeting.</p>	<p>CC5</p>
<p>Suggestions from this meeting included:</p> <ul style="list-style-type: none"> • reverse the bus layover island so buses go into bays from the entrance; and • consider introducing a cycle ‘hub’ at the bus station. <p>More details of proposals on the public highway were requested by CMBC.</p>	<p>Buses need to set down passengers before entering the layover, and reversing the layover will lead to greater conflict between buses entering the bus station and buses reversing into the layover bays. Therefore, the suggestion of reversing the bus layover island has not been implemented.</p> <p>Cycle parking will be provided as part of the project and further detail of the provision will be shared at a later design stage; however, the design currently incorporates space for 12 bicycle stands.</p>	<p>CC6</p>
WYCA		
<p>The possibility of providing electric bus accommodation was addressed at the meeting.</p> <p>Other suggestions included:</p> <ul style="list-style-type: none"> • deliver more cycle parking and coach provision; • promote the station to local students; and • engage bus operators that don’t currently serve Halifax bus station. 	<p>Ducting for electric bus charging will be provided as part of the project.</p> <p>Cycle parking will be provided as part of the project and further detail of the provision will be shared at a later design stage; however, the design currently incorporates space for 12 bicycle stands.</p> <p>National Express have been consulted on the proposed coach stands (meeting BO3) and have confirmed that they are happy with the number and layout of the stands within the current proposals. However, a decision regarding the number of coach stands required will be considered further as the detailed design progresses</p>	<p>CA1</p>

Key points from feedback

Application Team response

Meeting reference

Promotion of the new bus station will be undertaken by WYCA and CMBC and will include targeting local students. WYCA will also engage new bus operators as appropriate.

CMBC and WYCA

The bus station design was well received. There was interest in including a Cycle Hub in the proposals; however, this is already being addressed by the A629 Halifax Town Centre project.

Suggestions made at this meeting included:

- provision of Wi-Fi in the new bus station;
- consider enhanced cycle infrastructure provision, including electric bike charging; and
- consider including a green/living wall.

The design team will liaise with the A629 Phase 2 project team to ensure appropriate cycle facilities are provided in Halifax town centre.

Public Wi-Fi is available in the current bus station and will continue to be available at the new bus station.

Cycle parking will be provided at the new bus station. Consideration is also being given to providing the ability to charge electric bicycle batteries at the bus station, subject to any comments from the police.

CACC1

A green roof is proposed for the new bus station, subject to detailed design and cost considerations.

Halifax Town Board meeting

Key points from feedback

Application Team response

Meeting reference

The proposals were well received by the Board. Questions answered at the meeting regarded; emergency access to the bus station, bus-rail connectivity and engagement approach.

Suggestions made at the meeting included:

- liaise with the Public Health Consultant at CMBC regarding handling potential human remains at the bus station site;
- consider the provision of disabled parking with level access for the bus station at Wade Street or nearby; and
- consider opportunities for connecting the bus station to Calderdale Tourism, such as incorporating public art within the facility, creating an 'Instagram Wall' and account for the bus station and boards which explain the history of the site and its features.

It is understood that the risk of encountering human remains is limited, as the burial grounds that were historically present have been removed. An archaeological desk-based assessment has been undertaken to minimise risks and mitigation measures will be agreed with County Archaeologist.

The existing disabled parking on Wade Street is planned to be retained. This parking area will provide step-free access for users.

During the next design stage, the design team will engage the Tourism and Visitor Economy Officer at CMBC to discuss tourism-related suggestions.

HTB1

Calderdale Cycle Forum

The proposals were well received by the Forum. Questions focused on drop-off and pick-up facilities, emergency service access, bus-rail connectivity, and consultation activity.

Suggestions made at this meeting included:

- provide a high amount of cycle parking that is secure, with electrical ducting;
- join up the bus station to the cycle network through signposting, map illustrations and information channels;
- accommodate electric scooters in response to changes in legislation concerning the use of e-scooters on the highway; and
- provide cycle facilities such as air pumps and lockers.

The amount of cycle parking will be confirmed at a later stage; however, the design currently incorporates space for 12 bicycle stands.

There is no current provision proposed for electric bike charging. However, consideration is being given to providing the ability to charge electric bicycle batteries at the bus station, subject to any comments from the police. The potential for lockers that could be used by cyclists is also being explored.

The design team will liaise with the A629 Phase 2 project team to ensure appropriate cycle facilities are provided in Halifax town centre, including joining the bus station to the wider bus network.

There are currently no plans to provide scooter hire or wheelchair hire at the bus station. Locally, this is already offered at the Age UK shop within 100m of the bus station.

CCF1

Stakeholder engagement

- 5.3 **Table 7** provides a summary of the suggestions received from the accessibility and stakeholder workshops, as well as responses from the Application Team.
- 5.4 A summary of the feedback received at the stakeholder workshop, which was circulated to all those invited to it, is included in **Appendix J**. Positive feedback given at the workshop focused on improvements to public safety, improved interchange and the desire lines to the listed buildings. Questions that were addressed at the workshop itself included those relating to:
- temporary arrangements during construction;
 - impact on bus services and routes;
 - services and facilities provided by the new bus station; and
 - pedestrian routes.
- 5.5 A summary of the feedback received at the accessibility workshop, which was circulated to all those invited to it, is included in **Appendix K**. Positive feedback focused on improvements to safety and security, use of the listed buildings, toilet provision, and site levels. Questions that were addressed at the workshop itself included those relating to:
- renewable energy generation;
 - electric bus provision; and
 - drop-off facilities.

Table 7. Workshop feedback and responses

Key points from feedback

Application Team response

Stakeholder workshop	
<p>Suggestions made at the workshop included:</p> <ul style="list-style-type: none"> • engage Calderdale Royal Hospital staff and patients, Halifax youth groups and continue engagement with the CMBC Conservation Team and Historic England; • make Woolpack a more attractive route to minimise anti-social behaviour; • introduce a travel information Real Time Information (RTI) display at the Trinity Sixth Form Centre; • segregate the proposed pedestrian crossing on Wade Street and reduce vehicular movements; • consider the different types of mini-buses, especially types with doors behind the wheel, as part of the design; • consider new external signage to link users to key town centre attractions; and 	<p>As suggested, engagement was carried out with Calderdale Royal Hospital staff and patients, with an article in the staff newsletter promoting the consultation and distribution of consultation leaflets and posters at the hospital. Engagement is ongoing with a range of teams at CMBC and Historic England.</p> <p>Currently improvements to Woolpack are outside the scope of the project; however, this is being considered for other sources of funding by CMBC.</p> <p>Installing RTI at Trinity Sixth Form Centre is outside the scope of the bus station redevelopment, but WYCA will consider engaging with the Centre to understand whether RTI screens could be installed there.</p>

Key points from feedback

- reduce the size of Arriva accommodation and provide staff toilets to avoid having to take cash into the public toilets.

Application Team response

A raised table crossing of Wade Street is proposed outside the main Syon Chapel entrance to the new bus station. This will ensure traffic can only move slowly and may deter some traffic movements.

Every effort is being made to accommodate all type of bus that are currently in service (including optare buses with the doors behind the front axle) with sufficient space for wheelchair ramps and manoeuvring.

A signage strategy for routes from the bus station to other destinations in Halifax will be developed as part of the detailed design.

The design team has worked closely with Arriva to agree their accommodation provision in the new bus station.

Accessibility workshop

Existing bus station

Some feedback was given about the existing bus station, which has been interpreted as providing design guidance for the new one:

- avoid doors operated by push buttons; and
- provide drop-off facilities next to a kerb or level pavement to avoid cobbles.

All auto doors will be sensor activated (i.e. they will not rely on push buttons).

Cobbles will be removed from the proposed drop-off area subject to agreement with CMBC. Drop kerbs will be located appropriately at each bay or a continuous drop kerb will be provided.

Safety and security

- close the building at night to deter people from sleeping there;
- have roaming staff available outside of peak times and during busy times to make vulnerable users feel more secure and to provide assistance when needed;
- train staff in how to help people with accessibility issues;
- use non-slip flooring;
- include a 'safe space' refuge area or quiet room for people with learning difficulties, severe anxiety or disabilities;
- any barriers around stands need to be full boards not just gates (to avoid guide dogs/sight canes going under them and causing people to walk into to them); and

The bus station will be open and staffed when bus services are running, and the building will be closed at all other times. Appropriate staff deployment and training, including accessibility training, will be considered before the new bus station opens to the public.

The materials used for the flooring will be decided at the detailed design stage and using non-slip materials will be considered.

Quiet space to assist the public is being provided within the travel centre.

Barrier design will be developed at detailed design stage, and this feedback will be considered going forwards. WYCA will continue to engage with affected groups when progressing

Key points from feedback

Application Team response

<ul style="list-style-type: none"> • use beacon lights that come on in event of fire/emergency and encourage people towards exits to make the alarm visual as well as audible. 	<p>the design, to ensure that their requirements are suitably captured.</p> <p>Appropriate fire and emergency measures will be provided, with consideration given to all potential bus station users.</p>
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<p>Environment and sustainability</p> <ul style="list-style-type: none"> • use hedgerows to maximise biodiversity with minimal maintenance year-round; • use berry trees like the ones at Sainsbury's. 	<p>Various types of appropriate planting will be provided at the new bus station. The exact nature of this is not yet defined.</p>
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<p>Signage</p> <ul style="list-style-type: none"> • keep signage like what is planned for the new rail station to avoid confusion; • include visuals on important signage; • consider colour contrast, large size, eye level (including for wheelchair users), using tactile and braille signage, and making them audible. • RTI displays should also have an audio option, as well as options for other languages. 	<p>All signage requirements will be decided at the detailed design stage and the feedback received at this workshop will be considered as part of that process.</p> <p>No audio displays are currently proposed, but the precise nature of audio announcements will be reviewed at detailed design stage and will be in line with best practice across WYCA bus stations.</p>
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<p>Wayfinding</p> <ul style="list-style-type: none"> • provide wayfinding lines/tactile paving from the surrounding public realm through the bus station itself, including consistent paving on the main concourse and at stands to help visually impaired users find the doors; • tactile flooring should be used on road and step edges, and tactile guidance on floor and stand references; • provide an audio button for information on bus stands and bus times, and make these easy to locate; • link audible messaging to an induction loop and provide near frequency radio tags to make sounds depending on how close to a bus stand you are and can be linked to induction loops; • to minimise distress for autistic users, unnecessary announcements unrelated to bus travel and safety should be avoided; • use Bluetooth beacons to aid wayfinding like at Manchester Airport; 	<p>Tactile paving will be included at appropriate locations both inside and outside of the bus station. Appropriate materials for flooring and other surfaces will be specified in the documents submitted with the planning application and will be cognisant of the feedback supplied at this workshop.</p> <p>The concourse palette will be predominantly glazed with stone clad panels between stands and to the ancillary accommodation. Tiled floors will include a wayfinding line and contrasting tiles around fixed hazards and to assist in the differentiation of horizontal and vertical surfaces. Reflective surfaces will be designed sensitively, and large panels of glass will include patterns or markings so that they can be easily detected.</p> <p>No audio button is currently proposed, and the precise nature of audio announcements and any use of additional wayfinding technology, including an induction loop and use of the SignLive app, will be reviewed at detailed design stage and will</p>
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Key points from feedback

Application Team response

- avoid using glass and metal surfaces that reflect light and if glass surfaces are proposed, ensure that they are patterned to prevent the visually impaired and/or guide dogs walking into them; and
- link to the SignLive app, which provides sign language interpretation on demand. Other options for providing this interpretation, and translation into other languages, could be explored (e.g. a Skype or conference call hotline).

be in line with best practice across WYCA bus stations.

The bus station will be open and staffed when bus services are running. The building will be closed at other times.

Toilets

- provide a Changing Places facility;
- careful consideration of the design is required; Square Chapel is a good example of accessible toilet design and there should be a 'flow' within the toilet;
- the toilet should be easy to find;
- no charging for toilets; and
- consider the use of radar keys.

Subject to funding, a Changing Places facility has been incorporated into the design and will be free to use.

The design of the accessible toilet will be cognisant of these suggestions, with a focus on ensuring it is as easy to use as possible. The accessible toilet will also be free to use.

The accessible toilets will be free and accessed by a radar key or by speaking to a member of staff.

Site levels

- a levelling lift, as at Dean Clough, would be very useful.

The main bus station entrances will be step-free and wheelchair accessible and the concourse will be near level, meaning it will be easier to enter and leave the bus station.

Connectivity and interchange

- provide a shuttle bus to the rail station, which should be linked in with the A629 Phase 2 project;
- provide a town centre shuttle bus that goes around the landmarks in the town;
- scooter hire/wheelchair hire would be beneficial at the bus station;
- explore options to change the existing cobbles to retain the shape but make them flatter for the drop off point;
- bike facilities including a hub, e-bikes for Halifax and cycle changing facilities;

Unfortunately, there is no funding available to provide a shuttle bus between the rail station and the bus station. As part of the town centre bus loop that is planned to be introduced by the A629 Halifax Town Centre project, there will be a number of bus services travelling from the rail station to the bus station. See www.calderdalenextchapter.co.uk for more information.

There are currently no plans to provide scooter hire or wheelchair hire at the bus station. Locally, this is already offered at the Age UK shop within 100m of the bus station.

The detailed design of the drop off point should result in improvements to accessibility for the

Key points from feedback

- ramp all entrances (not just stairs) and any ramps need to accommodate people who may be pushing a wheelchair.
- provide measures to stop delays for buses leaving the station onto Winding Road at very busy, especially at peak times;
- bus stand design needs to accommodate the space needed for a wheelchair user to get onto the bus using a ramp and kerbs need to be designed to ensure ramps can be used to board/dismount buses;
- provide level drop kerbs at road edges and walkways;
- people struggle carrying shopping from Sainsbury's and wheelchair users find it hard to access the C68 bus service;
- provide a link to the Maurice Jagger Community Centre, as a number of people with accessibility requirements and the elderly will spend time there; and
- provide interactive information points that are accessible to people with impaired vision and for users with reading difficulties.

Application Team response

drop-off facilities. Cobbles will be removed from the proposed drop-off area subject to agreement with CMBC. Drop kerbs will be located appropriately at each bay or a continuous drop kerb will be provided.

Improvements to cycle infrastructure in Halifax are being addressed as part of the A629 Halifax Town Centre project and other sources of funding are being considered for new cycling facilities by CMBC. The current design includes 12 bike stands.

The main bus station entrances will be step-free and wheelchair accessible, and the concourse will be near level, meaning it will be easier to enter and leave the bus station.

The bus station vehicle entrance and exit will be traffic signal controlled to minimise delays.

The bus stand design has taken into consideration wheelchair user requirements. In particular, the bus boarding area is designed to accommodate all bus types (including optare buses with the doors behind the front axle) with sufficient space for wheelchair ramps and manoeuvring.

Level drop kerbs at road edge and walkways will be provided.

There is potential to work with Sainsbury's to improve signage and ease of use. This will be explored at the detailed design stage.

To improve connectivity with the Maurice Jagger Centre a new eastern side entrance will be providing, connecting the bus station with Winding Road.

The nature of information points will be addressed at the detailed design stage and will be cognisant of the feedback supplied at this workshop.

Comfort and ease of use

The types of seating included in the bus station will be confirmed at detailed design stage. There

Key points from feedback

Application Team response

- provide more casual seating with appropriate height and some with arm rests throughout station, including seating with spaces for wheelchair users;
- ensure pavements are broad and flat;
- have an area where dogs can have access to water;
- automatic doors should be programmed to open and close at the same times or frequencies, so people know what to expect; and
- avoid excessively bright lighting and consider the use of diffused lighting.

will be a focus on providing more comfortable seating than that in the current bus station, and the needs of wheelchair users will be considered (including as part of ongoing engagement with accessibility groups).

Pavements around the station will be made more accessible, with dropped kerbs where appropriate.

Automatic doors will be appropriately programmed according to location and use, and lighting will be designed to avoid excessive glare.

Engagement and consultation

- provide a preview event for those with accessibility requirements when the bus station is built;
- need to continue engagement throughout the pre-construction period (and during construction) to enable details to be discussed; and
- have a model of the proposed bus station at consultation events for those who are visually impaired to able to visualise the plans.

Accessibility groups will continue to be engaged throughout project and during project delivery to ensure that the design meets their requirements. If feasible, this will include a preview event when the bus station is built.

Other

- consider the acoustics of the building for the hearing impaired and consider measures to muffle the sound such as panels or plants; and
- as well as on signage, consider the use of contrasting colours for barriers, doorframes, bins and furniture.

The design of the bus station draws on best practice from bus stations across the country. The nature and frequency of announcements, and subsequent impacts on acoustics in the building, will be considered in line with strategies adopted at other WYCA bus stations.

All floor surfaces will be designed with contrasting colours around fixed hazards (seating etc) and interfaces with horizontal / vertical surfaces with the appropriate LRV differences.

Community engagement

5.6 This section provides an overview of the main findings and themes arising from feedback received during the public consultation period.

5.7 The public consultation received 237 responses and the proposals for the new bus station were rated by 217 of the respondents, with 133 respondents (61%) rating the proposals as 'good' or 'very good'. Safety, travel information and ticket sales, ease of access and interchange and

cleanliness were the qualities or facilities seen to be a priority for the new bus station, with over 85% of respondents rating them as 'important' or 'very important'.

Methodology

- 5.8 Responses to the public consultation were received online, via email, and as hard copy response forms. To consolidate the responses and identify key themes in feedback, a coding spreadsheet was set up.
- 5.9 Correlating with the response form questions (see **Appendix K**), the spreadsheet included categories relating to the existing bus station, the proposals and any further suggestions the respondents may have had. A unique code was assigned to each response to enable cross-referencing and to provide greater transparency in case of queries.
- 5.10 Many responses included comments on a number of different themes. The themes that were identified for both the existing bus station and the proposals were:
- Ease of access and interchange;
 - Accessibility;
 - Bus services;
 - Comfort;
 - Safety and security;
 - General (expression of positive and negative sentiments); and
 - Other.
- 5.11 For the existing bus station category, the additional theme of lack of/poor facilities was identified and in the proposals category the additional theme of cost/funding/spending alternatives was identified. A number of comments were then further categorised into sub comments within each of the themes. This is set out in **Tables 8 and 9**.
- 5.12 A number of suggestions for the new bus station were put forward through the consultation responses, and these were separated into three categories:
- Specific facilities;
 - Connectivity (to bus station, rail station and town centre); and
 - Sustainability.
- 5.13 Good and bad examples from other bus stations were also provided by respondents and these were put into good and bad example categories.

Respondents

- 5.14 237 responses were received through the following channels:
- 175 online surveys;
 - 50 paper surveys; and
 - 12 emails (including 11 via the YourVoice website and 1 sent directly to Application Team).
- 5.15 Demographic data about respondents and their use of the bus station can be found in **Appendix M**. 92% (217) of respondents shared information about their method of travel to the bus station, with 76% of these (166) saying they usually travelled to the bus station by bus. Of those respondents who shared information about their usage of the bus station (220 respondents):

- 22% used it 5 or more days a week;
 - 19% used it 3 or 4 days a week;
 - 18% used it at least once a week; and
 - 9% used it at least once a fortnight.
- 5.16 Of those who chose to answer the relevant question (216 respondents), respondents were 54% male and 44% female; 2% preferred not to say.
- 5.17 Of those that responded to the question about their age range (211 respondents), less than 1% were 15 or under, 10% were 16-24, 6% were 25-29, 15% were 30-39, 14% were 40-49, 17% were 50-59, 22% were 60-69, 13% were 70-79, and 2% were 80 or over. Cognisant of the fact that younger demographics are the least represented in the responses received to date, future engagement on the project will seek to target these age groups through engagement with schools and additional social media promotion on platforms such as Instagram, YouTube and Snapchat. These platforms have a higher proportion of users aged 16-29, which will help to reach this underrepresented group.
- 5.18 Of those that responded to the relevant question (213 respondents), 25% of respondents said their day-to-day activities were limited either a lot or a little by a health problem or disability that has or is expected to last at least 12 months.
- 5.19 Social media, the internet and via poster or flyer were the top three ways in which people heard about the consultation.

Overall attitudes

- 5.20 Respondents were asked to rate how important different qualities and facilities in a bus station were to them (see **Appendix N** for full responses to this question). Safety and security was considered the top priority, with 91% of respondents rating it 'important' or 'very important'. This was closely followed by cleanliness (rated by 90% of respondents as 'important' or 'very important'), travel information and ticket sales (rated by 88% of respondents as 'important' or 'very important'), ease of access and interchange (rated by 85% of respondents as 'important' or 'very important') and toilets (rated by 84% of respondents as 'important' or 'very important').

Existing bus station

- 5.21 Respondents were also asked to rate the qualities and facilities of the existing bus station (see **Appendix O** for full responses to this question). Satisfaction for each of the qualities and facilities was very low, with satisfaction ratings ranging from a minimum of 11% to a maximum of 42%.
- 5.22 Less than 50% of people were satisfied with any of the qualities and facilities currently in place; across all of the existing facilities and qualities, on average 24% of people were satisfied. Seating, comfort and toilets were seen as the top three worst qualities and facilities of the existing bus station, with 68%, 66% and 53% of respondents saying they were 'unsatisfied' or 'very unsatisfied' with them respectively.
- 5.23 73 respondents made 122 comments on the existing bus station. **Figure 9** displays the distribution of these comments across each of the themes. **Table 8** provides an overview of the frequency and type of comments made within each of the themes.

Figure 9. Distribution of comments about the existing bus station across the seven identified themes

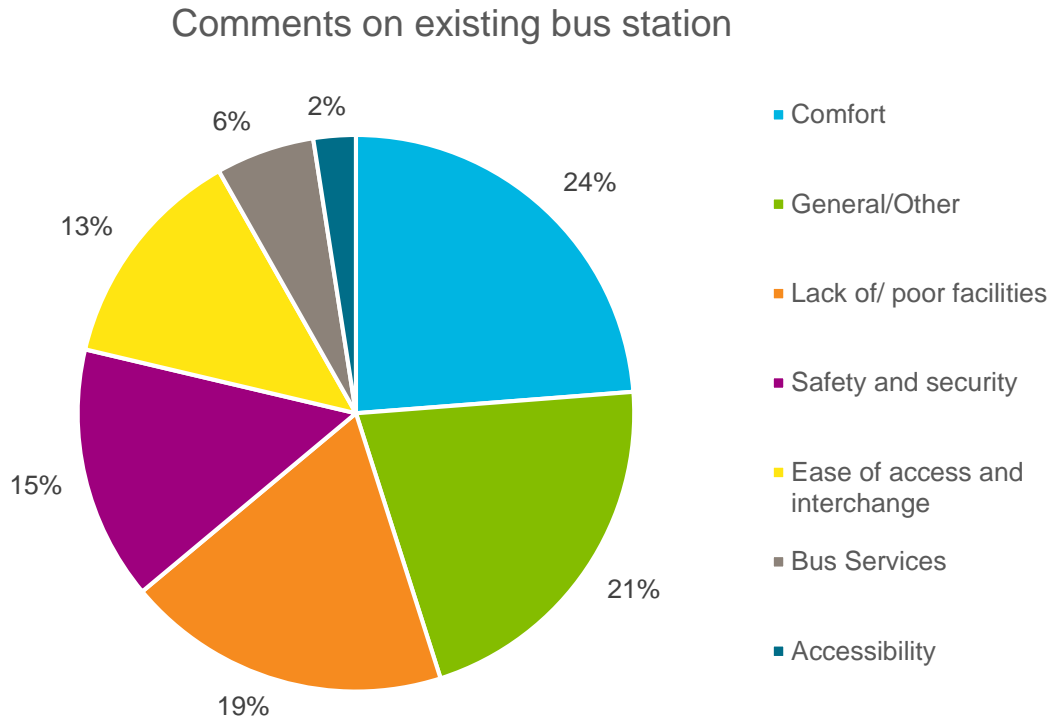


Table 8. Comments on existing bus station

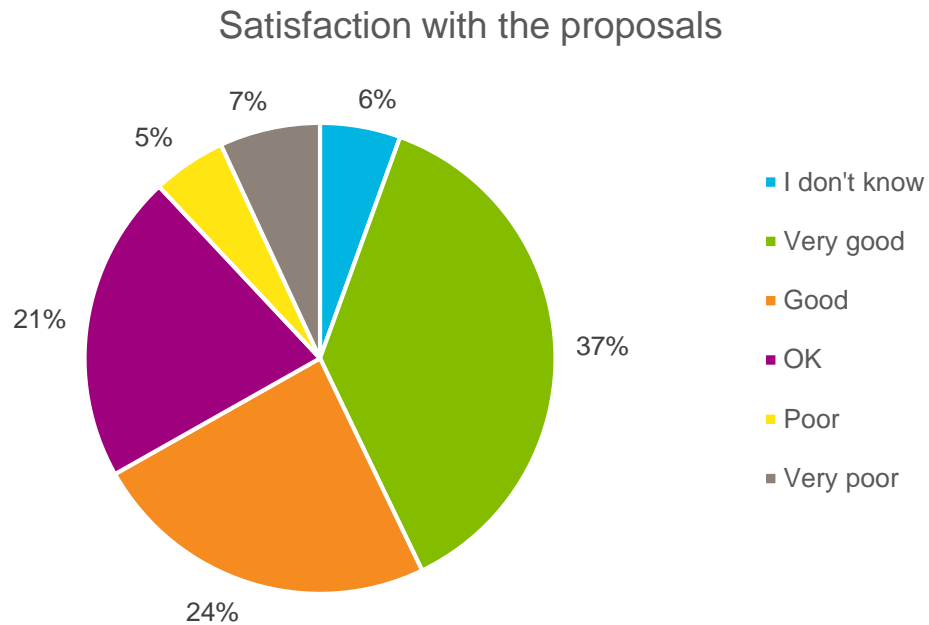
Theme	Total number of responses with comments on theme	Common types of comment within theme
Comfort	29	<ul style="list-style-type: none"> 25 of these comments related to poor temperature within the existing bus station and the often exposed/draughty conditions
Lack of/poor facilities	23	<ul style="list-style-type: none"> 9 comments related to lack of information, including about timetables, cancellations and delays 8 comments referenced lack of or poor seating provision 7 comments related to poor toilet facilities Lack of café/retail provision was covered in 5 comments
Safety and security	18	<ul style="list-style-type: none"> A general lack of safety and security at the bus station was covered by 10 comments, with two of these comments referring to the bus station feeling particularly unsafe at night 6 comments covered anti-social behaviour and the lack of security Other comments related to security of the toilets and/or were positive about the existing security in place at the bus station

Theme	Total number of responses with comments on theme	Common types of comment within theme
Ease of access and interchange	16	<ul style="list-style-type: none"> • 11 of these comments related to the poor layout of the bus station, which was described as confusing and dangerous • 4 comments related to the lack of rail connectivity or the distance between the bus and rail stations
Bus services	7	<ul style="list-style-type: none"> • All 7 comments referenced unreliable, poor or inefficient bus services • 3 comments also referenced the need for cheaper fares • Comments also mentioned bad or rude drivers, the need for more buses and improved connectivity and routes, and that more bus services need to use the bus station
Accessibility (disability and mobility)	3	<ul style="list-style-type: none"> • These comments all focused on the difficulty that people with mobility issues and/or disabled people face when using the existing station and the issue of people surging to buses on arrival, blocking people’s ability to disembark, leaving less mobile people to wait to get on the bus after everyone else
General	26	<ul style="list-style-type: none"> • These comments were either generally negative about the bus station (14 comments), using words such as ‘terrible’, ‘bad and ‘depressing’, or generally positive about the bus station (12 comments), highlighting features that people were pleased with, including the design and the bus station’s look and layout.

Proposals

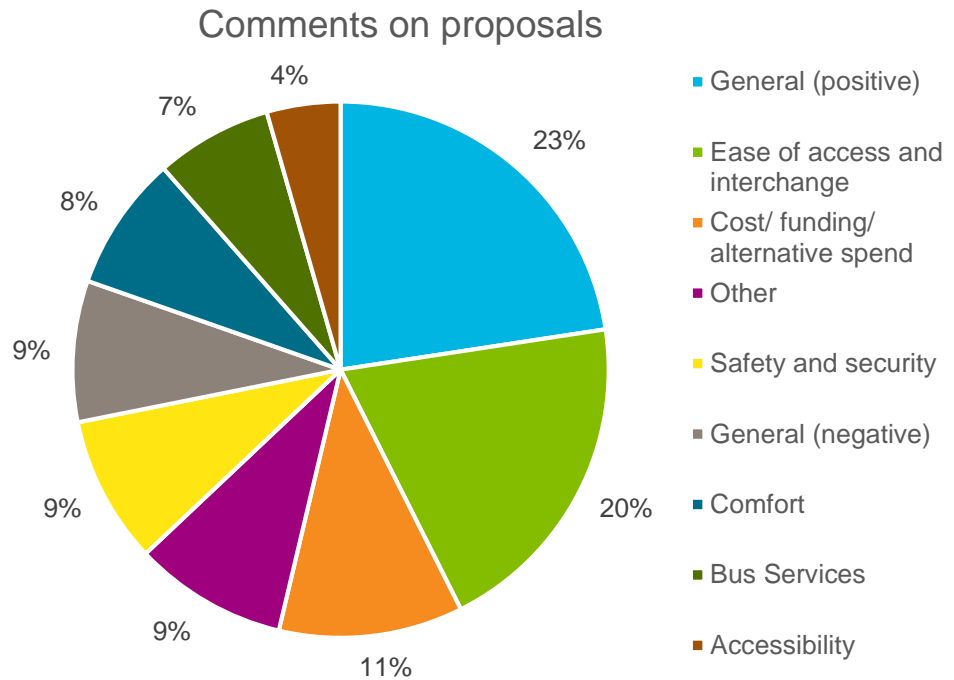
5.24 217 respondents rated the proposals for the new bus station and the results are shown in **Figure 10**. Of these 217 respondents, 61% rated the proposals as either ‘good’ or ‘very good’, and only 12% of respondents rated the proposals ‘very poor’ or ‘poor’.

Figure 10. Respondents' satisfaction with proposals



5.25 162 respondents provided a total of 270 comments on different elements of the proposals. As outlined in Sections 5.10 and 5.11 of this document, these comments focussed on a number of key themes. **Figure 11** displays the frequency of comments occurring within each of these themes.

Figure 11. Distribution of comments about the proposed bus station across the nine identified themes



5.26 A summary of the frequency and type of comments within each of the themes is included in **Table 9**.

Table 9. Comments on proposals and responses

Theme	Total number of responses with comments on theme	Common types of comment within theme	Responses to comments
Ease of access and interchange	54	<ul style="list-style-type: none"> Of these comments, 29 referenced the lack of bus-rail interchange, with the majority of these noting disappointment that the bus station is not moving nearer to or outside of the railway station or noting the need for improved connectivity between the bus and rail station. 16 comments provided positive feedback on the improved interchange and access, including the single concourse, 	<p>There are many benefits to locating the new bus station on the existing site: it is central to many key attractions in Halifax town centre, including the new 6th form college; it can be served by all bus routes into Halifax; and it is owned by WYCA, so it can be delivered within the funding deadline.</p> <p>Interchange between bus and rail will be improved by providing real-time information for rail services within the bus station. As part of CMBC's A629 Halifax Town Centre project, a bus-rail interchange will</p>

Theme	Total number of responses with comments on theme	Common types of comment within theme	Responses to comments
		<p>access to taxis and multiple entry improvements.</p> <ul style="list-style-type: none"> 5 comments regarded the increased amount of information to be made available, including rail information. 	<p>be introduced near the rail station, where buses will stop and travel directly to the bus station as part of the town centre 'bus box' (bus route loop around the town centre). See www.calderdalenextchapter.co.uk/projects for more information.</p>
Cost / funding / alternative spend	30	<ul style="list-style-type: none"> 12 comments suggested that money should be spent on other CMBC services. 11 comments suggested that the project was a waste of money or unnecessary. 7 comments stated the project was too expensive overall. 	<p>The project was included in the successful West Yorkshire bid to the Department for Transport's Transforming Cities Fund and must be used for this purpose. It is not funded by CMBC. The project will deliver an improved bus station, which is more accessible and comfortable, with improved capacity and efficiency. This means it will be able to handle more buses and more passengers, encouraging more people to travel sustainably across the region.</p>
Safety and security	24	<ul style="list-style-type: none"> 15 comments noted the improvement to safety and security that the proposals would deliver, particularly segregating buses and passengers. 4 comments noted that security needs to improve but did not indicate whether this was regarding the existing bus station or whether it was in addition to the proposed improvements. 	<p>A single passenger concourse will allow for a clear visibility of all passenger areas by staff and monitored CCTV during the bus station's opening hours. Security staff will be employed at the bus station during its opening hours.</p> <p>In addition, separated bus and pedestrian movements will reduce hazards:</p> <ul style="list-style-type: none"> Automatic doors to bus stands and main entrances Fences to encourage the use of safe routes

Theme	Total number of responses with comments on theme	Common types of comment within theme	Responses to comments
Other	25	<ul style="list-style-type: none"> 8 comments regarded improvements and suggestions outside of the scope of the bus station project, such as town centre and bus route improvements. Other comments in this category regarded the need for energy efficiency and future proofing for electric buses (4 comments) and concerns regarding construction disruption and timescales (3 comments). 	<p>Toilet charges will also be used to deter anti-social behaviour.</p> <p>Comments received that fall out of the scope of the project but are relevant to CMBC or WYCA will be shared with the relevant teams.</p> <p>It is difficult to predict the exact type and location of electric charge points that may be required so future proofing will only include ducting for electric bus charging.</p> <p>WYCA are working with CMBC's Highways and Network Management teams to develop plans for temporary bus station accommodation, bus user facilities and on-street bus stop provision to be put in place during the construction period of the new bus station at Halifax. A comprehensive construction communications plan will be developed at a later stage.</p>
Comfort	22	<ul style="list-style-type: none"> 12 comments referenced the benefits of the bus station being covered or enclosed. 10 comments referenced the anticipated improvement in temperature. Comments also referenced the need for additional seating and other facilities, the detail of which is included in Sections 5.28 - 5.31 of this document. 	<p>The types of seating included in the bus station will be confirmed at detailed design stage. There will be a focus on providing more comfortable seating than that in the current bus station. Our aim is to provide an improvement in terms of the quality and quantum of waiting space.</p>

Theme	Total number of responses with comments on theme	Common types of comment within theme	Responses to comments
Bus services	19	<ul style="list-style-type: none"> 7 comments suggested that money needs to be invested in the bus network, routes and fares. 6 comments expressed concern that the proposals would not improve bus tardiness and quality. 3 comments also suggested that all Halifax bus services should be using the bus station. 	<p>Improvements to the bus network, routes, fares and service reliability are outside the scope of the bus station redevelopment.</p>
Accessibility	12	<ul style="list-style-type: none"> 6 comments regarded the improvements that the proposals make for accessibility, particularly the level access improvements. Other comments shared general concerns about the enclosed concourse leading to a reduction in passenger waiting space and having a potential negative impact on passengers with mental health problems or autism because it could be loud and crowded. Several comments also referred to the need for signage and displays, which is included in more detail in Sections 5.28 - 5.31 of this document. 	<p>It is not anticipated that the enclosed concourse will lead to a reduction in waiting space. Though the exact details of the waiting space will be confirmed at detailed design stage, our aim is to provide an improvement in terms of the quality and quantum of waiting space.</p> <p>The design of the bus station draws on best practice from bus stations across the country. The nature and frequency of announcements, and subsequent impacts on acoustics in the building, will be considered in line with strategies adopted at other WYCA bus stations.</p> <p>Better signage and information will be provided at the new bus station. In particular, RTI will be provided at each bus stand and at central locations within the station. Signage requirements, including a signage strategy for routes from</p>

Theme	Total number of responses with comments on theme	Common types of comment within theme	Responses to comments
			the bus station to other destinations in Halifax, will be developed as part of the detailed design. Feedback received through this consultation will be considered as part of this process.
General (positive)	61	These comments were generally positive about the proposals, including that they look modern, dynamic and will be a great improvement on the current situation.	No response required.
General (negative)	23	These comments were generally negative about the proposals, including that they don't fit in with the surrounding heritage or with Halifax generally, and that they look too much like other bus stations.	No response required.

Comparisons

5.27 18 respondents (8% of total respondents) provided a total of 21 comments in relation to other bus stations and facilities. These comments have been divided into good and poor examples, which are described in **Tables 10 and 11** below. These examples have been referenced during design development and have provided a guide for a number of design features.

Table 10. Examples of good bus station features

Bus station(s)	Good examples
Keighley Bus Station	Platform could be levelled out using their base layout.
Huddersfield and Brighouse Bus Stations	Provides easier taxi access.
Huddersfield and Bradford Bus Stations	Provides an enclosed safe concourse.
Huddersfield Bus Station	<ul style="list-style-type: none"> • Security and safety from lighting, visibility of helpful security staff. • Build a car park on top.

Bus station(s)	Good examples
	<ul style="list-style-type: none"> • Minimise cold draughts through the station so that passengers can be more comfortable whilst waiting for buses. • Level ground in the waiting and seating areas. • Office open for longer, with continuous hours. • User friendly. • Well arranged, including addressing queuing issues by buses disembarking before moving to pick up points.
Leeds and Bradford Bus Station	General references to these being good examples of modern bus stations.
Bristol and Bath Bus Stations	Integrated into a state-of-the-art legibility and signage strategy.

Table 11. Examples of bad bus station features

Bus station(s)	Bad examples
Bradford Bus Station	The site is too small and the camber of the area too awkward to be satisfactory.
Castleford Bus Station	May be more functional but it looks horrible/brutal.
Huddersfield Bus Station	The automated door at one entrance is useless on windy days.
Rochdale Bus Station	There is a lack of queuing arrangements so it's like a stampede when a bus arrives.
Leeds Bus Station	Buses there are frequently delayed due to the busy roads around the bus station.
Bradford Bus Station	Glass is reflective so at night it is extremely difficult to see if there is a bus at a stop.

Suggestions

5.28 A number of suggestions were made via the consultation responses. In particular, respondents made 183 suggestions regarding connectivity, sustainability and other facilities, with **Table 12** displaying the most popular suggestions (those made by 5 or more respondents).

Table 12. Popular suggestions

Facility	Number of suggestions	Percentage of overall respondents	WYCA response
Retail unit The majority of responses focused on café services	23	10%	The bus station design includes space for a retail unit with a seating area to suit businesses such as cafés.

Facility	Number of suggestions	Percentage of overall respondents	WYCA response
Seats	12	5%	The types of seating included in the bus station will be confirmed at detailed design stage. There will be a focus on providing more comfortable seating than that in the current bus station. Our aim is to provide an improvement in terms of the quality and quantum of waiting space.
RTI displays	12	5%	RTI will be provided at each bus stand and at central locations within the station.
Free toilets	12	5%	Toilets will be subject to a small charge, as research suggests that this deters anti-social behaviour and therefore allows better quality toilets. Income from the toilets will be used to maintain the bus station facilities.
			The accessible and Changing Places toilets will be free to use.
Security particularly staff working all hours	12	5%	A single passenger concourse will allow for a clear visibility of all passenger areas by staff and monitored CCTV during the bus station's opening hours. Security staff will be employed at the bus station during its opening hours.
Better toilets	11	5%	The toilets will be significantly improved as part of the design. They will be indoors and part of the central concourse building so easier to access.

Facility	Number of suggestions	Percentage of overall respondents	WYCA response
General design including the appearance of the building to blend with the surrounding area, allowing for buses going in same direction to depart from the same bay, using natural construction materials and moving the customer service desk to the entrance	12	5%	<p>The project aims to deliver a modern, fit-for-purpose facility that complements the surrounding heritage, public realm and urban fabric of Halifax town centre.</p> <p>Where possible, buses going in the same direction will depart from the same bay. This will depend in part on the capacity of each bay.</p> <p>Construction materials will be confirmed at detailed design stage, but are expected to include natural materials such as stone and timber.</p> <p>The customer service desk has been placed in the centre of the concourse to enable customer service staff to have good visibility of all areas of the bus station. Its central location will also mean that it is easy to find and access, regardless of which entrance used.</p>
Information centre / information hub, including staff	10	4%	<p>A travel centre will be provided as part of the project, and this will be staffed throughout the bus station's opening hours.</p>
Energy generation Solar panels and heat pump	7	3%	<p>Solar panels are included as part of the design. However, no heat pump is currently proposed.</p>

Facility	Number of suggestions	Percentage of overall respondents	WYCA response
<p>Rail station integration Moving the bus station, improving the journey between the two sites and providing a shuttle/bus services to serve between them</p>	6	3%	<p>There are many benefits to locating the new bus station on the existing site: it is central to many key attractions in Halifax town centre, including the new 6th form college; it can be served by all bus routes into Halifax; and it is owned by WYCA, so it can be delivered within the funding deadline.</p> <p>Unfortunately, there is no funding available to provide a shuttle bus between the rail station and the bus station. However, as part of the town centre bus loop that is planned to be introduced by the A629 Halifax Town Centre project, there will be a number of bus services travelling from the rail station to the bus station. See www.calderdalenextchapter.co.uk for more information.</p>
<p>Electric bus infrastructure</p>	6	3%	<p>Ducting for electric bus charging will be provided as part of the project.</p>
<p>Greenery Existing retained and new added</p>	6	3%	<p>Various types of appropriate planting will be provided at the new bus station. The exact nature of this is not yet defined.</p>
<p>Secure cycle parking</p>	6	3%	<p>Cycle parking will be provided as part of the project and further detail of the provision will be shared at a later design stage; however, the design currently incorporates space for 12 bicycle stands.</p>
<p>Heating and air conditioning Particularly around automatic doors</p>	5	2%	<p>Heating and air conditioning will be provided for service, retail and café areas and toilets. Although no heating will be provided on the main concourse, it will nevertheless represent an improvement to the temperature of the current bus station (which is completely exposed).</p>

Facility	Number of suggestions	Percentage of overall respondents	WYCA response
Better signage (including for people with visual impairments)	5	2%	Better signage and information will be provided at the new bus station. In particular, RTI will be provided at each bus stand and at central locations within the station. Signage requirements, including a signage strategy for routes from the bus station to other destinations in Halifax, will be developed as part of the detailed design. Feedback received through this consultation will be considered as part of this process.
Changing Places toilet	5	2%	Subject to funding, a Changing Places facility has been incorporated into the design.
Accessible toilets	5	2%	Accessible toilets are included as part of the design.

5.29 Connectivity related suggestions that received fewer than 5 suggestions included: two lanes exiting the station; improved pedestrian routes; and feeder mini buses to bring some passengers from the top half of town.

5.30 Sustainability related suggestions that received fewer than 5 suggestions included: free buses to encourage public transport usage and using green construction materials.

5.31 Other facilities that received fewer than 5 suggestions were: bus operator staff for information; e-bike rental service; visual distractions/integrated art; a prayer room; recycling and bins; improved lighting; luggage lockers; e-ticket machines; a Christmas tree; and a rail timetable.

Questions

5.32 Feedback received within the paper and digital survey responses also included a number of questions. Details of these questions and responses from the Application Team are included in **Appendix P** along with other questions that were received during the consultation period via email and the Q&A tool on the Your Voice webpage.

6. Conclusion and next steps

Conclusion

- 6.1 The majority of feedback received through stakeholder and community engagement was supportive of the concept of redeveloping the bus station and of the proposed design. Many of those engaged felt that the current bus station is not fit for purpose and either requested or expressed support for features or qualities that were included in the proposals consulted on, such as improved toilets, CCTV and other security measures, better quality and availability of bus information and a new enclosed passenger waiting area that provides protection from the elements.
- 6.2 In addition, a number of consultees raised questions about or made suggestions for features of the bus station due to be considered at the detailed design stage. Examples include the nature and design of signage in and around the bus station, the type and style of seating provided, cycle facilities such as electric bicycle battery charging points and lockers and the potential for raising gates to improve pedestrian safety. This feedback will be retained and considered as part of the detailed design process.
- 6.3 Feedback was also received about matters falling outside the scope of this project. The majority of this feedback related to improvements consultees felt should be made to the efficiency, frequency and quality of existing bus services that serve Halifax and the surrounding areas.
- 6.4 Feedback received from stakeholder and community engagement has resulted in a number of key changes to the proposed design. These changes include:
 - Operational improvements for buses, including widening the exit and incorporating lower kerbs to enable buses to pass stationary or blocked vehicles, the provision of three additional layover bays and signal controls on the bus entrance and exits on Winding Road;
 - Retention of the façade of the listed building and discounting the mezzanine from the design;
 - Inclusion of real time information in response to CMBC member suggestions;
 - Relocation of the newsagent in response to the tenant's suggestion;
 - Subject to funding, a green roof will be incorporated into the design; and
 - Subject to funding, a Changing Places facility has been incorporated into the design and will be free to use. The design of the accessible toilet will also be in line with the feedback received and it will also be free to use.

Next steps

- 6.5 In advance of construction, temporary arrangements for the operation of the bus station during construction will be confirmed and communicated clearly to the public and all other interested parties in order to minimise the impact of any disruption. Temporary arrangements will include using existing town centre bus stops or, where this is not possible, provision of temporary bus stops near the bus station. Works will also be coordinated with the A629 Halifax Town Centre project and it is intended that Market Street will remain open until after the Bus Station redevelopment is complete.

- 6.6 If the planning application is to be approved, further engagement and communication with stakeholders will be undertaken to determine the final details of the design and to confirm plans for the operation of the bus station and associated bus services during construction.
- 6.7 The project's webpage (<https://www.yourvoice.westyorks-ca.gov.uk/hbs>) will continue to be updated as the project progresses.

Appendix A - Organisations invited to the stakeholder and accessibility workshops

Invites to the Stakeholder workshop on 15 January 2020 were sent to representatives of the following organisations:

- Arriva / Yorkshire Tiger
- Broad Street Plaza
- Bus station tenants- bus companies
- Calderdale College
- Calderdale Licencing
- Calderdale Royal Hospital
- Central Library and Archive Reference Group
- Covea Insurance
- Dean Clough
- Environment Agency
- Eureka! Nursery
- Eureka! The National Children's Museum
- FC Halifax Town
- First Bus (Yorkshire & Greater Manchester)
- Halifax Antiquarian Society
- Halifax Borough Market
- Halifax Business Improvement District (BID)
- Halifax Chamber of Commerce (Mid Yorkshire Chamber of Commerce)
- Halifax Civic Trust
- Halifax Minster
- Halifax Swimming Pool/ North Bridge Leisure Centre
- Halifax Town Development Board
- Halifax Town Hall / Visit Calderdale
- Harveys of Halifax
- Historic England
- Industrial museum
- Leeds Beckett University Business Centre
- Lloyds Banking Group
- National Express
- Nestle
- Network Rail
- New Sixth Form College (due to open on Northgate House site in 2020)
- Northern Rail
- Piece Hall
- Rastrick High School and Trinity Academy
- RSA (Northgate House tenants)
- RSPCA
- Safer, Cleaner, Greener
- Sainsbury's
- Square Chapel Centre for the Arts
- T.J Walsh / Halifax Bus Company
- TLC

- Transdev
- UK Youth Parliament and Youth Council
- Victoria Theatre
- West Yorkshire Bus Alliance
- West Yorkshire Fire and Rescue Service
- West Yorkshire Police
- Westgate Arcade Shopping Centre
- Woolshops Shopping Centre
- WYCA Education Transport Team
- Yellowway Coaches
- Yorkshire Ambulance Service
- Yorkshire Heritage Bus

Invites to the Accessibility Workshop on 19 December 2019 were sent to representatives of the following organisations:

- ACDAF (Accessible Calderdale Disability Accessibility Forum)
- Age UK Calderdale
- All Age Disability Services
- Calderdale Autism Services (CMBC)
- Calderdale Clinical Commissioning Group
- Calderdale Forum 50 Plus
- Calderdale Learning Disabilities Partnership Board
- Calderdale Self-Advocacy Network
- Community Learning Disability Team (CMBC)
- Community Transport Calderdale
- Guide Dogs
- Halifax Society for the Blind
- Kirklees All Age Disability Service
- Kirklees Visual Impairment Network
- South Pennine Community Transport

Appendix B - Public consultation leaflet

HALIFAX BUS STATION REDEVELOPMENT

Find out more and have your say on proposals for the
redevelopment of Halifax Bus Station from 13 January to
12 February 2020



Used by 15,000 people every day, Halifax Bus Station is a key gateway for people arriving into the town centre. West Yorkshire Combined Authority and Calderdale Council have drawn up plans to deliver a redeveloped facility to improve the experience of all users.

The redeveloped bus station will be an important transport hub, providing key connections for residents, visitors, students and workers to access employment, education, leisure and other essential services.

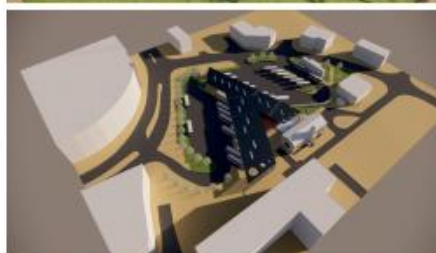
It will be more accessible and comfortable, with improved capacity and efficiency. This means it will be able to handle more buses and more passengers, encouraging more people to travel sustainably across the region.

Find out more and have your say

Details on emerging proposals for the redevelopment of Halifax Bus Station will be shared at two engagement events in January and February 2020

These events will give you an opportunity to speak to members of the project team and provide feedback on the proposals. Events will be held at the following times and locations:

- **Tuesday 21 January, 4-8pm, Victoria Hall, Halifax Town Hall**
- **Saturday 1 February, 10am-2pm, Albany Arcade, Halifax Borough Market**



We hope to see you at one of our events.

For more information or to get in touch, visit www.yourvoice.westyorks-ca.gov.uk/hbs or contact us on **0113 245 7676** or yourvoice@westyorks-ca.gov.uk.

Consultation closes 12 February 2020.

Appendix C - Press release issued by WYCA on 8 January 2020

Have your say on plans for new £15.4 million bus station in Halifax

The redeveloped bus station will be an important transport hub and gateway into Halifax town centre, making changing between transport modes simple and improving connectivity with near level walking routes to key destinations across the town centre, such as Dean Clough, The Piece Hall and the new Halifax Sixth Form College.

People are being asked to comment on plans for a new bus station in Halifax, which is due to be completed by 2023.

West Yorkshire Combined Authority and CMBC's £15.4 million scheme aims to deliver a modern, fit for purpose facility that complements the surrounding heritage, public realm and urban fabric of Halifax town centre.

Improving accessibility and safety, proposals include a level and fully enclosed passenger concourse with improved facilities that ensure the separation of passengers and buses. The concourse would include opportunities for shops and cafés, real-time information for buses and nearby train services and charging points for electric buses and cycles.

The redeveloped bus station will be an important transport hub and gateway into Halifax town centre, making changing between transport modes simple and improving connectivity with near level walking routes to key destinations across the town centre, such as Dean Clough, The Piece Hall and the new Halifax Sixth Form College.

From Monday 13 January to Wednesday 12 February, people will be able to see the plans and feedback their views online via our Your Voice website.

There will be two drop-in sessions where people can see the plans, meet the project team, ask questions and provide feedback. The details of the sessions are:

- Tuesday 21 January at Halifax Town Hall from 4pm to 8pm.
- Saturday 1 February at Halifax Borough Market from 10am to 2pm.

Following the public drop-in events, people will also have the opportunity to review the exhibition boards at Halifax Central Library from Sunday 2 to Wednesday 12 February 2020.

Plans for a new Halifax Bus Station were submitted as part of a West Yorkshire package to the Department for Transport's (DfT) competitive Transforming Cities Fund bidding process. A funding decision is expected from the DfT in March 2020, with all projects needing to be completed by March 2023.

The Combined Authority plans to use public and stakeholder feedback to help shape plans and benchmark user satisfaction with the bus station. The next step for the project, which can only progress if the Transforming Cities Fund bid is successful, would be to submit a full planning application in March 2020. Subject to plans being approved, the Combined Authority intend to start construction of the scheme in 2021.

Cllr Kim Groves, Chair of the West Yorkshire Combined Authority Transport Committee said: "Good services and high-quality facilities that attract more people to want to use local buses are key to us accomplishing the Combined Authority's economic and environmental goals by reducing congestion and the CO2 emissions it causes.

"A new bus station in Halifax would help to achieve this as well as providing huge support for local job creation. It would underpin new and expanded local businesses, learning opportunities, the development of commercial units and housing construction.

"The proposals for the bus station are being considered by the DfT as part of the Transforming Cities Fund process with a decision expected in spring of 2020. If our bid is successful and the scheme can go ahead, we would have just two years to deliver this major scheme, which is why we have carried out development work and now want to ensure local people's views are taken into account as part of the tight timescale."

Cllr Jane Scullion, CMBC's Cabinet Member for Regeneration and Resources, said: "Good connectivity and effective public transport solutions are essential in allowing more people to travel into town and cities quickly and affordably. The Halifax bus station redevelopment will complement other Calderdale Next Chapter projects including the transformation of Northgate, just next door, featuring a brand new sixth form centre, high quality office space and retail units.

"I would encourage people to get involved and have their say either online or at the events, to ensure we can deliver a bus station that meets the needs of existing and future passengers."

[Find out more on our Your Voice website.](#)

Appendix D - Venues displaying flyers and posters advertising the consultation

- 50+ Centre (Borough Market)
- Bradford bus station
- Brighouse bus station
- Bus station pop-up events
- Customer First
- Elland Library (temporary location on Southgate)
- First buses
- Halifax bus station
- Halifax Central Library and Archives
- Huddersfield bus station
- Iceland (town centre)
- Job Centre Plus
- North Bridge Leisure Centre
- Orange Box
- Sainsbury's (town centre)
- Square Chapel
- Tesco (town centre)
- Town Hall
- Train station information centre
- Trinity Sixth Form Centre
- Visitor Centre (Piece Hall)
- Wilko (town centre)

Appendix E - Bus stops displaying posters advertising the consultation

Street name	Town	Number of bus stops located on street displaying posters
A Leeds Road	Bradford Moor	2
Acre Street Occupation Road	Lindley	1
Southgate	Elland	2
Backhold Lane	Exley	1
Bankfoot Mytholm Close	Hebden Bridge	1
Bolton Brow	Sowerby Bridge	2
Boothtown Road Rawson Street North	Boothtown	1
Bradford Road	Thornbury	2
Bradford Road New St	Stanningley	2
Bradford Road Peckover Dr	Bradford Moor	1
Bradford Road Ruskin Street	Pudsey	2
Burnley Rd	Willow Field	1
Burnley Road	Friendly	5
Burnley Road	Luddenden Foot	4
Burnley Road	Mytholmroyd	3
Burnley Road Trimmingham Lane	Pye Nest	1
Burnley Road Waterloo Terrace	Willow Field	2
Calderdale Royal Hospital	Salterhebble	1
Calderdale Way	Elland	2
Castleford Lane Mill Lane	Normanton	1
Castleford Road	Normanton	3
Chapel Street Cenotaph	Queensbury	1
Church Stile Ph	Sowerby	1

Street name	Town	Number of bus stops located on street displaying posters
Commercial Street	Halifax Town Centre	2
Dawsons Corner	Farsley	1
Dawsons Corner	Pudsey	1
Doncaster Road	Belle Vue	3
Eastwood Halifax Road	Todmorden - Eastwood	2
Edgerton Road Luther Place	Edgerton	1
Elland Riorges Link Elland Lane	Elland	2
G1 Eastgate	Leeds City Centre	1
G3 Little Horton Lane	Bradford City Centre	1
George Street	Halifax Town Centre	4
Great Horton Rd Westcroft Rd	Great Horton	4
Great Horton Road Bartle Fold	Horton	5
Great Horton Road	Horton Bank Top	2
Great Horton Road Old Road	Horton Bank	1
H11 Hall Ings	Bradford City Centre	1
H3 The Headrow	Leeds City Centre	2
Halifax Road	Hebden Bridge	5
Halifax Road Birkby Rd	Lindley	2
Halifax Road	Todmorden	13
Halifax Road	Edgerton	2
Halifax Road Roper Lane	Queensbury	1
Halifax Road Stoney Lane	Charlestown	1
Halifax Road Windy Bank Lane	Shibden Head	1
Henconner Lane Stanningley Road	Bramley	1
Highgate Road	Clayton Heights	4
Huddersfield Road	Ainley Top	2
Huddersfield Road	Brighouse	2
Huddersfield Road Dryclough Lane	Skircoat	5

Street name	Town	Number of bus stops located on street displaying posters
Westbourne Road	Marsh	4
Wharf Street	Sowerby Bridge	4

Appendix F - Poster used to publicise public consultation

HALIFAX BUS STATION REDEVELOPMENT

Details on emerging proposals for the redevelopment of Halifax Bus Station will be shared at two engagement events in January and February 2020.



These events will give you an opportunity to speak to members of the project team and provide feedback on the proposals. Events will be held at the following times and locations:

Date	Time	Venue
Tuesday 21 January	4-8pm	Victoria Hall, Halifax Town Hall
Saturday 1 February	10am-2pm	Albany Arcade, Halifax Borough Market

We hope to see you at one of our events. For more information or to get in touch, visit www.yourvoice.westyorks-ca.gov.uk/hbs or contact us on **0113 245 7676** or yourvoice@westyorks-ca.gov.uk.



Calderdale
Council

LEP
Leeds City Region
Enterprise
Partnership

Working in
partnership
with the

West
Yorkshire
Combined
Authority

NORTHERN
POWERHOUSE

Appendix G - Organisations emailed about the consultation

- Calderdale Cyclist Touring Club
- Calderdale Green Party
- City Connect
- Copley Business Park
- Corus Hotels (The Imperial Crown Hotel)
- Halifax Bus Station
- Halifax Imperial Wheelers
- Halifax Rambling & Social Club
- Living Streets
- Lowfield Business Park
- Oakapple developers
- Orange Box Young People's Centre
- Pedalsport Cycling Club
- Purple Flag
- Sustrans
- The Tandem Club-West Yorkshire Group
- The Tandem Club-West Yorkshire Group
- WYCA Employment and skills officer
- WYCA Equalities officer
- WYCA Head of Assets
- WYCA Head of Business Support
- WYCA Head of Communications and Engagement
- WYCA Head of Customer Services
- WYCA Head of Economic Policy
- WYCA Head of Employment and Skills
- WYCA Head of Finance
- WYCA Head of HR
- WYCA Head of ICT Services
- WYCA Head of Internal Audit
- WYCA Head of Legal and Governance Services
- WYCA Head of Mobility Services
- WYCA Head of Portfolio Management and Appraisal
- WYCA Head of Procurement
- WYCA Head of Research & Intelligence
- WYCA Head of Trade and Investment
- WYCA Head of Transport Implementation
- WYCA Head of Transport Policy
- WYCA Property officer
- WYCA Transport and highways officer

Appendix H - Examples of social media posts shared on WYCA and CMBC's Facebook and Twitter feeds



With [@WestYorkshireCA](#) we've developed transformational plans for the redevelopment of Halifax Bus Station. Find out more about our proposals and our public information events in January and February at crowd.in/IHXlrX [#haveyoursay](#) [#CdaleNextChapter](#) [#VisionCdale2024](#)



9:15 am · 13 Jan 2020 · [CrowdControlHQ](#)

2 Likes



West Yorkshire Combined Authority
8 January · 🌐

People are being asked to comment on plans for a new bus station in #Halifax, due to be completed by 2023.

"New bus station would help reduce congestion and CO2 emissions and support for local job creation," says our Transport Chair Cllr Kim Groves. More at <https://www.westyorks-ca.gov.uk/halifax-bus-station/>



👍❤️ 3

3 comments 2 shares

Appendix I - Exhibition boards

1. HALIFAX BUS STATION

Welcome to this event about our proposals for the redevelopment of Halifax bus station. The purpose of this event is to provide you with an opportunity to find out more and comment on our proposals.

HALIFAX BUS STATION REDEVELOPMENT

West Yorkshire Combined Authority is working in partnership with Calderdale Council to develop proposals for a new £15.4m bus station on the existing site in Halifax town centre. The redeveloped bus station will be more accessible and comfortable, with improved capacity and efficiency. This means it will be able to handle more buses and more passengers, encouraging more people to travel sustainably across the region. The following boards explain our proposals for the bus station in more detail.

ABOUT THE WEST YORKSHIRE COMBINED AUTHORITY

We work in partnership with local councils and businesses to ensure that everyone in our region benefits from a strong, successful economy and a modern, accessible transport network.

PURPOSE OF THIS CONSULTATION

The feedback received through this consultation will feed into our emerging designs and delivery plan. In particular, it will:

- inform the detailed design; and
- inform the detailed planning application.

HAVE YOUR SAY

To have your say on our proposals, fill out an online feedback form or complete a paper feedback form. Paper forms can be requested using the below contact details. Completed forms can be returned at events, via email or post.

Online: www.yourvoice.westyorks-ca.gov.uk/HBS

Email: yourvoice@westyorks-ca.gov.uk

Post: Freepost CONSULTATION TEAM (WYCA)

Phone: 0113 243 2676 (Mon-Fri)



- | | | | |
|----------------------|---------------|-----------------------|-----------------------------|
| 1 Halifax Town Hall | 3 Dean Clough | 5 Halifax Bus Station | 7 Trinity Sixth Form Centre |
| 2 Broad Street Plaza | 4 Sainsbury's | 6 Northgate House | 8 Woolshaps |

March 2020



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2. ROLE OF HALIFAX BUS STATION

Halifax bus station is an important transport hub and gateway into Halifax town centre, providing key connections for residents, workers, students and visitors to access employment, training, education, leisure and other essential services.

Each day, Halifax bus station handles nearly 800 bus movements and serves approximately 15,000 bus users.

It is served by local and inter-urban bus services, coach services and school buses. The bus station also provides a range of customer facilities, including:

- Travel and ticket information
- Ticket sales
- Public toilets
- Newsagent
- Cash point
- Staff and bus operator accommodation and facilities
- Cycle parking

Halifax bus network



The images below show the facilities in the current bus station alongside those in other West Yorkshire bus stations, giving an idea of what the new bus station might look like.

EXISTING



Existing Halifax bus station travel centre, separated from passenger concourse



Existing Halifax bus station linked retail space



Existing Halifax bus station public toilet

PROPOSED



New Calderdale bus station with central travel centre



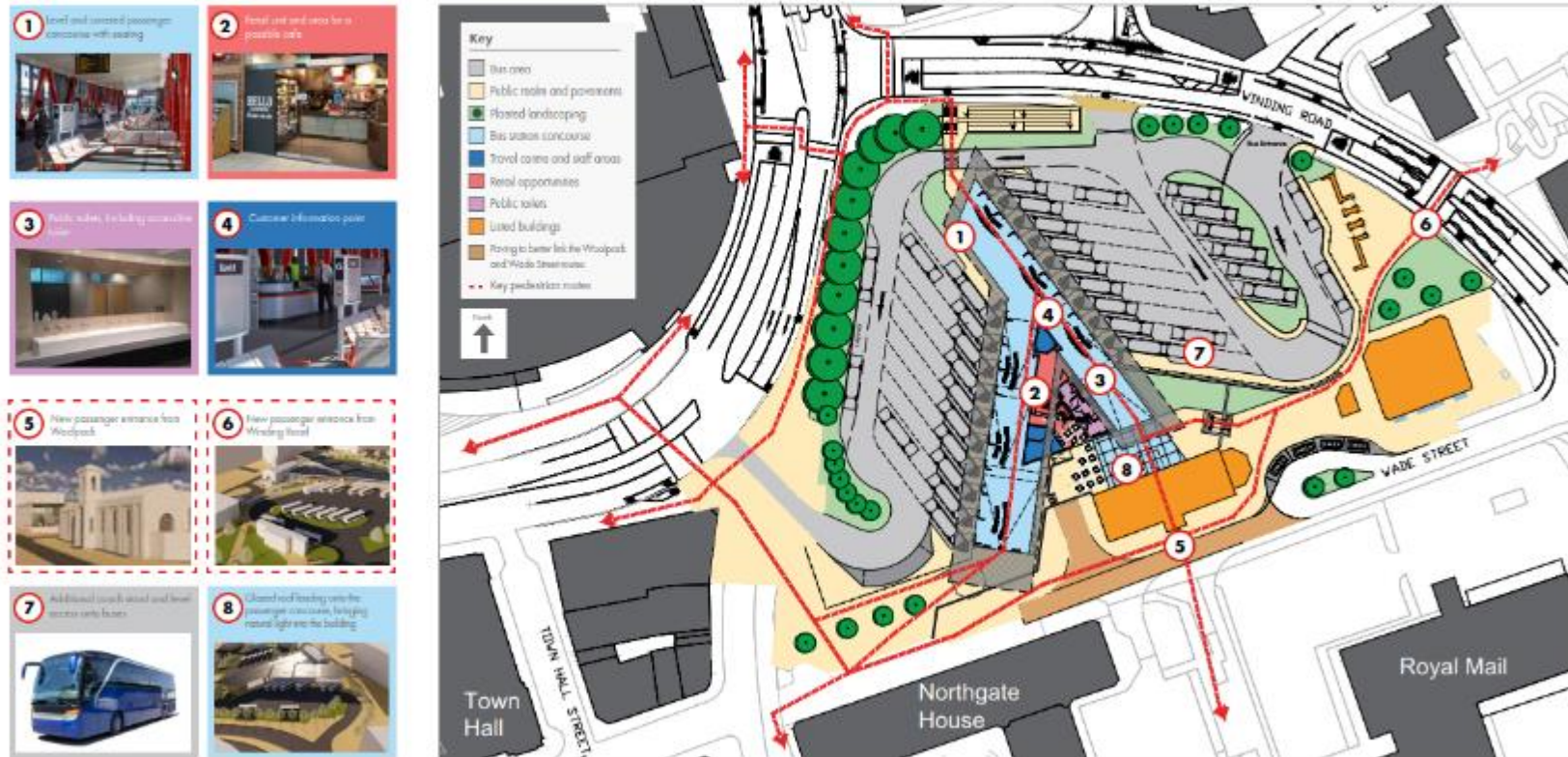
New Leeds bus station improved retail opportunities



New Leeds bus station toilet facilities

3. PROPOSALS

The project aims to deliver a modern, fit-for-purpose facility that complements the surrounding heritage, public realm and urban fabric of Halifax town centre. The redeveloped bus station will significantly improve safety, comfort, connectivity and accessibility for its users and local people.




March 2020

4. BENEFITS

The project will contribute to the growth of the local economy by improving transport connectivity and linking people to jobs, training and education opportunities. It will also enable more people to travel sustainably, supporting targets for increased bus use in the region and the Combined Authority target of a zero-carbon City Region by 2038. The project's main objectives are listed below.



Existing Halifax bus station on a slope



New Calderdale bus station with level access

Improve accessibility for all users

- Central level concourse with all pedestrian slopes < 1:30
- Level boarding of buses
- Accessible toilet facilities to meet modern standards
- Wayfinding for the partially sighted
- An additional step-free entrance via the Zion Chapel off the Woolpack



Existing Halifax bus station with shared bus and passenger use



New Castleford bus station with segregated bus and pedestrian movements

Improve safety and security

- Single passenger concourse, with clear visibility of all passenger areas by staff and CCTV
- Separated bus and pedestrian movements to reduce hazards
 - Automatic doors to bus stands and main entrances
 - Fences to encourage the use of safe routes
- Toilet charges to deter anti-social behaviour

BENEFITS



Existing Halifax bus station with multiple passenger concourses



New Calderdale bus station with a single passenger concourse

Growth and interchange

- Two additional bus stands and three additional bus layover bays
- Improved walking routes to the town centre, Sixth Form Centre and Dean Clough
- High-quality cycle parking
- A fully enclosed single passenger concourse, with all bus stands in one place
- Weather protection for boarding passengers
- Comprehensive bus information in a central location
- Real-time bus and rail information
- Improved cycling provision, including secure bike storage and new routes to the bus station from Northgate and Winding Road

Becoming carbon neutral

This project will contribute to the Leeds City Region's objective to be carbon neutral by 2038 by delivering:

- An efficient bus station facility, which includes:
 - The use of environmentally friendly building materials
 - Reduced energy use by introducing efficiency measures, including LED lights and energy saving glazing
- Reduced waste
- Recycling
- Local energy generation through solar panels
- Clean energy opportunities through the provision of ducting for charge points for electric buses and bikes

5. WEST YORKSHIRE AND CALDERDALE CONTEXT

The redevelopment of Halifax bus station contributes to the strategic vision of both the West Yorkshire Combined Authority and Calderdale Council.

"We want Leeds City Region to be recognised globally as a strong, successful economy where everyone can build great businesses, careers and lives."

West Yorkshire Combined Authority vision statement

"To achieve our ambition of being the best Borough in the North, we're delivering economic regeneration through an unprecedented level of investment, creating a place where people want to invest, live, work, visit and study"

Calderdale Council's Next Chapter vision statement

The bus station redevelopment project will be delivered in coordination with the A629 Halifax Town Centre Project. The projects being delivered as part of the West Yorkshire-plus Transport Fund and the Halifax Town Centre Delivery Plan will complement the redevelopment of the bus station and are summarised on the map to the right.



52,000 square feet of retail and office space opening in 2020

- 10 The following corridors served by the Calderdale bus network will get enhanced bus reliability and punctuality:
- A629 (Halifax to Huddersfield)
 - A58/A672 (Halifax to Bradford)
 - A646/A6033 (Halifax - Hebden Bridge - Todmorden)
 - A641 (Huddersfield - Brighouse - Bradford)



Dean Clough

6. NEXT STEPS

After incorporating your feedback, we will be submitting a planning application and a Full Business Case for the redevelopment in spring 2020. Subject to our plans being approved, we intend to start construction of the scheme in spring 2021.

PROJECT TIMELINE

The timeline below illustrates progress on the scheme to date and our anticipated key future milestones.



FUNDING

Funding is included in the Transforming Cities Fund (TCF) bid to the Department for Transport. A funding decision is expected in March 2020 and all projects must be complete by March 2023. Until there is clarity on the TCF bid, delivery of this project cannot be confirmed.

DELIVERY

As with any large project, there will be some disruption during the construction stage. We will seek to minimise this by coordinating our work with the A629 Halifax Town Centre Project, including keeping Market Street open until after the bus station redevelopment is complete.

Temporary arrangements will include using existing town centre bus stops. Where this is not possible, we will provide temporary bus stops near the bus station. We will also communicate all temporary arrangements prior to construction in order to minimise journey disruption.

March 2020



7. HALIFAX BUS STATION REDEVELOPMENT

The below visuals represent our proposals for the redevelopment of Halifax bus station.



Thank you for reading our proposals. Our staff will welcome any questions you may have.

March 2020



Appendix J - Stakeholder workshop summary report

Purpose

The aim of this workshop was to present developing proposals for the new Halifax bus station, getting early feedback from stakeholders to inform the bus station's detailed design. This document summarises the questions raised and feedback and suggestions provided by workshop attendees.

Questions

Attendee question

Application Team response

Where will the temporary stops be during construction?	There is currently a dedicated team consisting of the West Yorkshire Combined Authority (WYCA) network manager, the CMBC (CMBC) network manager and CMBC as the local highways authority working on the plan for temporary stops during construction. A key aim will be to minimise disruption, and it is expected that this will include some buses continuing to operate out of the bus station.
Will bus services increase as part of this project?	Bus operators run commercial bus services, and the Combined Authority tenders for other services that would not be run commercially. The project makes bus travel more attractive and provides additional capacity at the bus station to allow operators to run more services in the future.
Will the new bus station accommodate coaches?	Yes. There are two coach stands proposed and WYCA will work with coach operators to accommodate them.
Is there an opportunity for commercial services between the two hospital sites?	Improving bus routes to the hospitals is not part of this project, however there are ongoing discussions between WYCA, the bus operators and the NHS Trust regarding routes. Following the meeting, a member of the project team introduced the two NHS Trust staff to representatives from Arriva/Yorkshire Tiger and T J Walsh.
The entrance at Northgate will continue to be the main passenger entrance. Woolshops have recently undertaken a wayfinding consultation and an issue that has been identified is the lack of signage from the bus station to key attractions, such as Woolshops, in the town centre. Are there plans to address this?	Town centre signage is not a part of this project, however the new bus station will include signage at the entrance/exit. Furthermore, the Halifax Business Improvement District (BID), CMBC and the Halifax Town Board are developing a signage strategy for Halifax town centre, which will consider this.

Attendee question

Application Team response

Will there be a taxi rank?	The taxi rank area on Wade Street will be improved, providing a taxi drop-off facility, which will drop passengers off as close to the bus station as possible.
How will vehicular hazards on Wade Street be removed for pedestrians travelling to and from Woolpack?	Wade Street will need to be accessible for loading vehicles and services; however, there will be no parking permitted on the street, which will be enforced by CMBC. The detailed design of the Wade Street pedestrian crossing will consider user safety and the crossing will be demarcated from the highway.

Feedback

- New bus station will be a huge improvement for public safety.
- New bus station will provide an improved interchange.
- The desire lines to the listed buildings work well and the current visuals represent this better than the drawing.

Suggestions

Engagement

- Carry out consultation at the Calderdale Royal Hospital with staff and patients.
- Engage Halifax youth groups.
- Conservation Team and Historic England interested in what work will be done around the front of the Drivers Accommodation Building and would like to see more detail around this particular corner as the design progresses.

Proposals

- Woolpack needs to be a more attractive route. There is currently a lot of anti-social behaviour here and lots of vehicular movements.
- Introduce a travel information real time display at the Trinity Sixth Form Centre.
- Segregation of the pedestrian crossing on Wade Street, either through raised bollards or a raised table, to encourage pedestrian use and to stop cars parking there.
- Different types of mini-buses were noted, especially types with doors behind the wheel, to be considered as part of the design.
- Suggestion to consider new external signage to link users to key town centre attractions, coordinating with the efforts of the BID and Halifax Town Board, however town centre signage is not a part of this project.
- Arriva accommodation looks too large for what they will need. Would like the option to have their own staff toilets to avoid having to take cash into the public toilets.

Other

Attendees were given the opportunity to take away leaflets for their organisations. Leaflets were distributed to:

- CMBC Voice and Influence Team
- NHS Trust
- Industrial Museum
- Woolshops
- Halifax Borough Market

Appendix K - Accessibility workshop summary report

Purpose

The aim of this workshop was to present developing proposals for the new Halifax bus station, getting early feedback from accessibility groups to inform the bus station's detailed design. This document summarises the key points raised by workshop attendees. It is split into sections that broadly follow the themes in the feedback.

Issues with existing bus station

- Toilets are unsuitable and difficult to access.
- The route from Northgate House is too hilly and the slope of the site itself makes it difficult to navigate
- It is cold, draughty and uncomfortable.
- It is difficult to interchange with the train station – buses and trains are not coordinated.
- It is unsafe and scary, especially at night. In addition, there are blind spots and the layout makes it difficult to manage and react to incidents.
- The Travel Centre's automatic door button doesn't work. Generally, doors operated by push buttons should be avoided.
- It is awkward to use the drop off area because of the cobbles and the fact it can get very busy. There is a need to be able to park next to a kerb or level pavement.
- Finding the entrance and locating the correct bus stand is a real struggle for the visually impaired without a guide dog, in part because the steps and Winding Road entrance are at very strange angles.
- Diagonal crossing (between buses) is not good for the visually impaired, and it is also very hard to know how far to go down the concourse as the tactile markers are not consistent across stands.
- The area between bus and stand is too narrow (especially at busy times), which makes getting on and off buses very challenging for wheelchair users and the visually impaired.
- The gates around stands are very dangerous for the visually impaired as sight canes and dogs can go under them, causing people to walk into the gates.
- The ATM located at Stand A is not in a helpful place as it causes people to stand waiting and block the bus stand for those with accessibility issues.
- There are a lot of railings, which can make the journey difficult for wheelchair users.
- It is difficult to access the bus station because of the number of road crossings.

Safety and security

- Safety measures need to be considered from an accessibility perspective.
- The security measures planned for the new bus station are a great improvement – especially in terms of the good visibility provided by the shape of the concourse and the fact that the building is entirely enclosed. Automatic doors will also contribute to improved safety.

- Roaming staff would be a good way of enabling vulnerable users to feel more secure during busy times. It is also important to have staff available in case someone needs assistance. This will be particularly important outside of peak hours as a number of people with accessibility requirements try to use the bus station as early as possible to avoid these times.
- Staff should be trained in how to help people with accessibility issues (it was noted that those at Blackpool bus station are excellent).
- Use non-slip flooring.
- Include a 'safe space', refuge area or quiet room for people with learning difficulties/severe anxiety or disabilities (but this would need to be monitored so it is not abused).
- Close the building at night to deter people from sleeping there.
- Issue highlighted at Huddersfield bus station: security barriers installed at bays create limited turning space, meaning that wheelchair users cannot get onto buses.
- Any barriers around stands need to be full boards not just gates (to avoid guide dogs/sight canes going under them and causing people to walk into to them).
- Use beacon lights that come on in event of fire/emergency and encourage people towards exits (fire alarms have to be visual as well as audible).

Environment and sustainability

- Hedgerows and more green space would be good for wildlife.
- It was noted that the Sainsburys car park is a bird watching spot due to its berry trees and that this type of foliage would be good in the bus station.
- Desire for solar panels – it was noted that these were planned, as well as a green roof and green walls.
- Desire for charging points for electric buses – it was noted that the infrastructure was being put in place to enable this.

Signage

- Keep signage similar to what is planned for the new rail station to avoid confusion.
- Include visuals on important signage, including signage for bus routes and bus destinations if possible. As part of this, ask local people how they recognise routes, because many worry whether they are getting on the right bus.
- Signage should be large with appropriate colour contrast. Consider best colours for both the visually impaired and those with dementia and use one consistent colour for queueing areas and another consistent colour for walking areas. Avoid monochromatic colour schemes.
- Signage should be at eye level, including for wheelchair users (or additional eye level additional signs should be added).
- Where possible, signs should also be in Braille (but it was noted that it should be communicated clearly if this is the case). However, it was also noted that repeated usage is the best way someone with accessibility requirements will get used to the bus station and that other types of signs (e.g. audible) can often be a better alternative to Braille.
- Any Real Time Information (RTI) displays should have an audio option, as well as options for other languages.

Wayfinding

- Avoid diagonal crossings and acute angles in pathways.

- The route through the Zion Chapel is a lovely idea.
- Need to consider ease of getting from one stand to another.
- Need for wayfinding lines from the surrounding public realm through the bus station itself – potentially in the form of tactile and/or high contrast paving. This is needed both on the main concourse and at stands to help visually impaired users find the doors. Any tactile markers need to be located at consistent points across all stands (as at Huddersfield station).
- Tactile flooring should be used on road and step edges.
- Need to be able to easily find out what stand you're at, potentially through tactile guidance on the floor and tactile stand references (not necessarily Braille). Noted an audio button can be helpful, but it can be difficult to find the button.
- Some people prefer talking/audible stands but noted that they need to be robust and well maintained if they are to be effective. They are a particularly useful way of advising when bus doors are opening and what bus is arriving when.
- Audible messaging should be linked to an induction loop. Near frequency radio tags would also be useful – these make sounds depending on how close to a bus stand you are and can be linked to induction loops.
- Announcements need to be loud and clear, but too many can be distressing for those with autism. As a result, unnecessary announcements unrelated to bus travel and safety should be avoided.
- Potential to use Bluetooth beacons to aid wayfinding – Manchester Airport cited as a good example of this. This would also be useful during temporary works. There may be potential to do a pilot study with 'Beacons on Buildings' (Microsoft).
- Avoid using glass and metal surfaces that reflect light. If glass surfaces are proposed, ensure that they are patterned to prevent the visually impaired and/or guide dogs walking into them.
- It would be good to link to the SignLive app, which provides sign language interpretation on demand. Other options for providing this interpretation, and translation into other languages, could be explored (e.g. a Skype or conference call hotline).

Toilets

- Desire for an accessible changing facility in the new bus station – you can never have too many in the town centre.
- Toilets will be in a more central location, which will be better.
- Need for a Changing Places toilet as there are none near the bus station.
- Design of toilets needs to be carefully considered – Square Chapel is a particularly good example of accessible toilet design.
- There should be a 'flow' within the toilet – potentially moving right around the room from toilet to sink to hand dryer. A problem is that accessible toilets are not designed in a routine way and this can make them hard to navigate for visually impaired users.
- The toilet should be easy to find, and there should be an accessible toilet as well as general public toilets.
- No charging for toilets.
- Consider use of radar keys.

Commercial opportunities

- Several people like the newsagents in the current bus station and are glad that it is being kept in the new design.
- Would be nice to have external seating for a café.
- Accessible technology companies may be interested in developing and supplying some of their services.

Site levels

- The new design is better as there is less need to walk up steep hills. The series of gradual gradients proposed to tackle the existing challenging site levels was appreciated.
- Rochdale bus station a good example of coping with gradient changes.
- A levelling lift, as at Dean Clough, would be very useful. However, it would be better if any lift was slightly further away from steps and bigger than the Dean Clough one.

Connectivity and interchange

- It would be good to have a shuttle bus to the rail station, which should be linked in with the A629 Phase 2 project. There was also a desire for a town centre shuttle bus that goes around the landmarks in the town.
- Scooter hire/wheelchair hire would be beneficial at the bus station. It was noted that Age UK do this in the Woolshops already.
- Any options to change the existing cobbles to retain the shape but make them flatter for the drop off point would be good.
- The current drop-off area is badly situated and, combined with the slope of the site, makes it difficult to change onto a bus. It was noted that in the new bus station the drop off area would be next to the Zion Chapel and have a direct route into the building.
- A bike hub would be good in the town centre, and it was noted that E-bikes are a good option for Halifax. Related to this, it would be useful to have cycle changing facilities at or near the bus station.
- All entrances should be ramped (not just stairs). Any ramps need to accommodate people who may be pushing a wheelchair.
- Winding Road is very busy, especially at peak times, and this may affect the flow of buses leaving the bus station.
- Bus stand design needs to accommodate the space needed for a wheelchair user to get onto the bus using a ramp. Kerbs need to be designed to ensure ramps can be used to board/dismount buses.
- Level drop kerbs at road edges and walkways.
- People struggle carrying shopping from Sainsbury's and wheel chair users find it hard to access the C68 bus service. There is potential to work with Sainsbury's to improve signage and ease of use.
- It would be good to have a link to the Maurice Jagger Community Centre, as a number of people with accessibility requirements and the elderly will spend time there.
- Interactive information points to be accessible to people with impaired vision and for users with reading difficulties.

Comfort and ease of use

- New design looks light and airy. In particular, improved heating and reduced draught will be welcome.
- Would like more casual seating, not just at stands. Seating with spaces for wheelchair users would also be a good addition. When choosing seating, consider the appropriate height and include at least some with arm rests.
- As far as possible, ensure pavements are broad and flat.
- Focus on potential new bus station users who are unsure what to do – make it as easy as possible for them to get around.
- It would be good to have an area where dogs can have access to water.
- It was noted that people with learning difficulties feel much calmer at Huddersfield bus station as the little seating areas next each stop mean they can relax knowing they are at the right stop.
- Automatic doors should be programmed to open and close at the same times/frequencies, so people know what to expect.
- Avoid excessively bright lighting and consider the use of diffused lighting.

Engagement and communication

- Communication should not just sell the new build, but also explain it so that people can easily understand the changes and what that means for them. Any communication should be across a range of channels and in a range of formats.
- Desire to test the bus station out when it is built-- suggested preview event for those with accessibility requirements to allow them to familiarise themselves with the site ahead of public use.
- Need to continue engagement throughout the pre-construction period (and during construction) to enable details to be discussed.
- It would be helpful to have a model of the proposed bus station at consultation events for those who are visually impaired to able to visualise the plans. It would also be good to have a microphone and audio loop for speakers at future consultation events.

Other

- Consider the acoustics of the building for the hearing impaired. Can anything be done to muffle the sound, like panels or plants?
- As well as on signage, consider the use of contrasting colours for barriers, doorframes, bins and furniture.
- Healthy Minds should be consulted.
- Need to be aware of people with hidden disabilities.

Appendix L - Consultation survey questions

Halifax Bus Station Questionnaire

Section A: Your Views

1. How important are each of the following facilities or qualities to you in a bus station? (Please put a tick in the column that best represents how important you feel each one is).

	Very unimportant	Unimportant	Neither important or unimportant	Important	Very important
Safety and security					
Travel information and ticket sales					
Ease of access and interchange					
Comfort					
Seating					
Toilets					
Appearance and quality of the building					
Cleanliness					
Retail units					

2. How satisfied are you with the following at the existing Halifax Bus Station? (Please put a tick in the column that best represents how satisfied you are with each one).

	Very unsatisfied	Unsatisfied	Neutral	Satisfied	Very satisfied
Safety and security					
Travel information and ticket sales					
Ease of access and interchange					
Comfort					
Seating					
Toilets					

Appearance and quality of the building					
Cleanliness					
Retail units					

Please use the space below if you wish to provide any comments on the facilities mentioned in the previous question.

3. How do you rate our proposals to redevelop Halifax Bus Station? (Please put a tick in the box that applies to you).

Very good	
Good	
OK	
Poor	
Very poor	
I don't know	

Please explain your answer.

4. Please use the space below to provide us with any additional comments or suggestions you would like us to consider at this stage.

Section B: About you

1. **How often do you travel via Halifax Bus Station?** (Please put a tick in the box that applies to you).

5 or more days a week	
3 or 4 days a week	
1 or 2 days a week	
At least once a fortnight	
At least once a month	
Less frequently	

2. **How do you usually travel to the bus station?** (Please tick all boxes that apply to you).

Bus	
Train	
Car	
Walk	
Cycle	
Other (please state)	

3. **How did you hear about this engagement?** (Please tick all boxes that apply to you).

From your Local Ward Councillor	
Newspaper / news / radio	
Social media	
Internet	
Real time displays at bus stops	
Email	
Poster / flyer	

From family / friends / colleagues	
Other (please state)	

4. Do you identify as...? (Please put a tick in the box that applies to you).

Male	
Female	
Other	
Prefer not to say	

5. What is your age group? (Please put a tick in the box that applies to you).

15 or under	
16-24	
25-29	
30-39	
40-49	
50-59	
60-69	
70-79	
80 or over	
Prefer not to say	

6. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last at least 12 months? (Please put a tick in the box that applies to you).

No	
Yes, limited a little	
Yes, limited a lot	
Prefer not to say	

7. What is your postcode?

--

Future Contact

We would like to keep in touch with you regarding the outcome of this engagement and the future of the Halifax Bus Station Redevelopment. If you would like to be added to our mailing list for this project, please tick to confirm that you have read and understood our privacy statement (found at the back of this survey) then provide your name and either email or postal address below.

Please tick this box to confirm that you have read and understood our privacy notice which can be found at the back of this survey:

Name:

Email:

Address line 1:

Address line 2:

Town / City:

Postcode:

Thank you for taking the time to participate in this survey.

Please return this survey to a member of staff or via post to:

Freepost CONSULTATION TEAM (WYCA)

West Yorkshire Combined Authority's Privacy Policy

For the purposes of the Data Protection Act (2018) and the General Data Protection Regulations (GDPR), the 'controller' of the personal data which you provide in the attached form is the West Yorkshire Combined Authority ("the Combined Authority", "we", "us") of Wellington House, 40-50 Wellington St, Leeds LS1 2DE (Tel: 0113 251 7272).

The Combined Authority is registered with the Information Commissioner's Office with registration number ZA051694.

The Combined Authority is collecting this data and will process it for the purpose of understanding and identifying information that is relevant to the development of the Halifax Bus Station Redevelopment.

All questions about your personal data are optional, however, we have asked for this information as we recognise that the needs of different customer groups can vary, and we are committed to improving transport services for all customers within the region. Other data provided voluntarily will be used to target information specific to the subject.

The Combined Authority will share your information with the Borough Council of Calderdale (registered with the Information Commissioner's Office (ICO) with registration number Z7465567) and AECOM Infrastructure & Environment UK Limited (ICO registration number Z8781017).

There may be other circumstances in which we may share or use certain information about you, which are:

if we have a legal obligation to do so or if we are required or requested to do so by a competent authority such as the police or a court;

if we need to use or disclose your information to obtain legal advice or in connection with legal proceedings;

if we need to share your information to protect your vital interests if you are unable to give us consent or it is unreasonable for us to ask for your consent in the circumstances (e.g. if you are injured).

We will retain your information for the duration of the consultation phase of the project in accordance with our information retention policy and on the expiration of such period we will safely delete it.

Information provided to the Combined Authority will be processed on the basis of consent. As a data subject you have a number of rights under the DPA. These include the right to withdraw your consent and access the information which we hold about you. In some cases you may have a right to have your personal data rectified, erased or restricted, and to object to certain use of your data. For further information, please visit www.westyorks-ca.gov.uk/footer/privacy-notice-and-cookie-policy.

If you wish to contact us about this privacy statement or to make a request, please use the following details:

West Yorkshire Combined Authority Wellington House

March 2020

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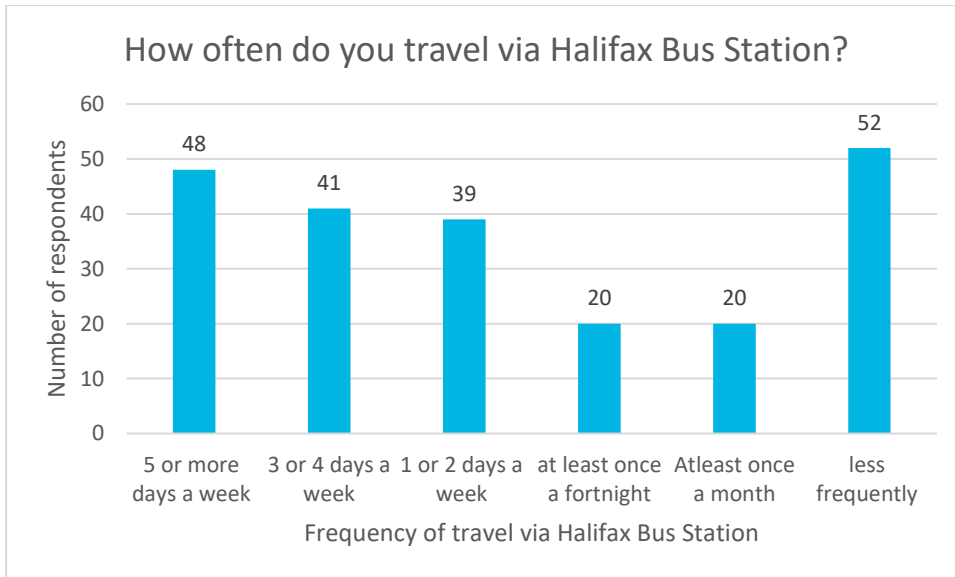
**40-50 Wellington Street
Leeds, LS1 2DE**

E-Mail: Rebecca.BrookesDPO@westyorks-ca.gov.uk

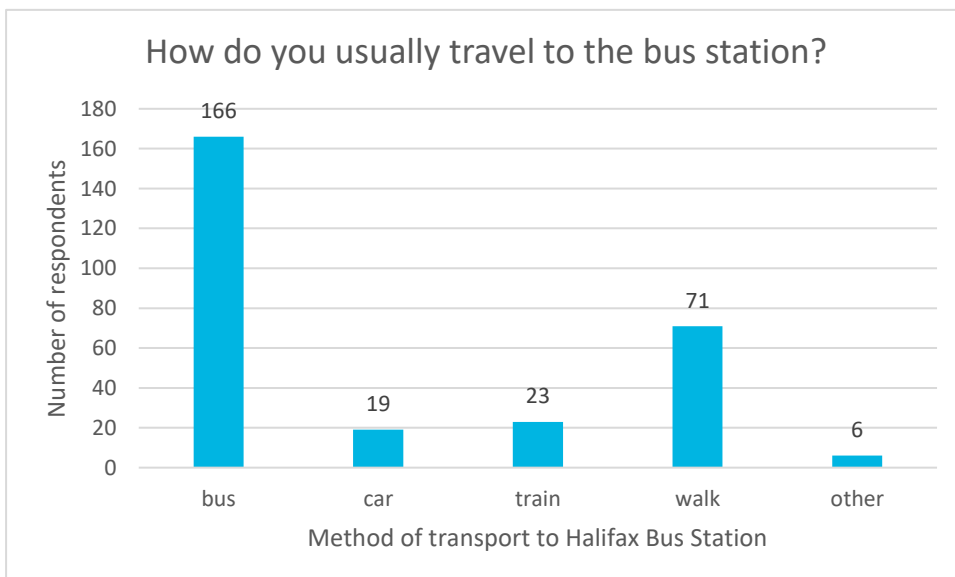
Tel: 0113 251 7272

If you are unsatisfied with the manner in which we collect or handle your personal data you have a right to make a complaint to the Information Commissioner's Office. Information about how to make complaints can be found on the ICO's website at <https://ico.org.uk>

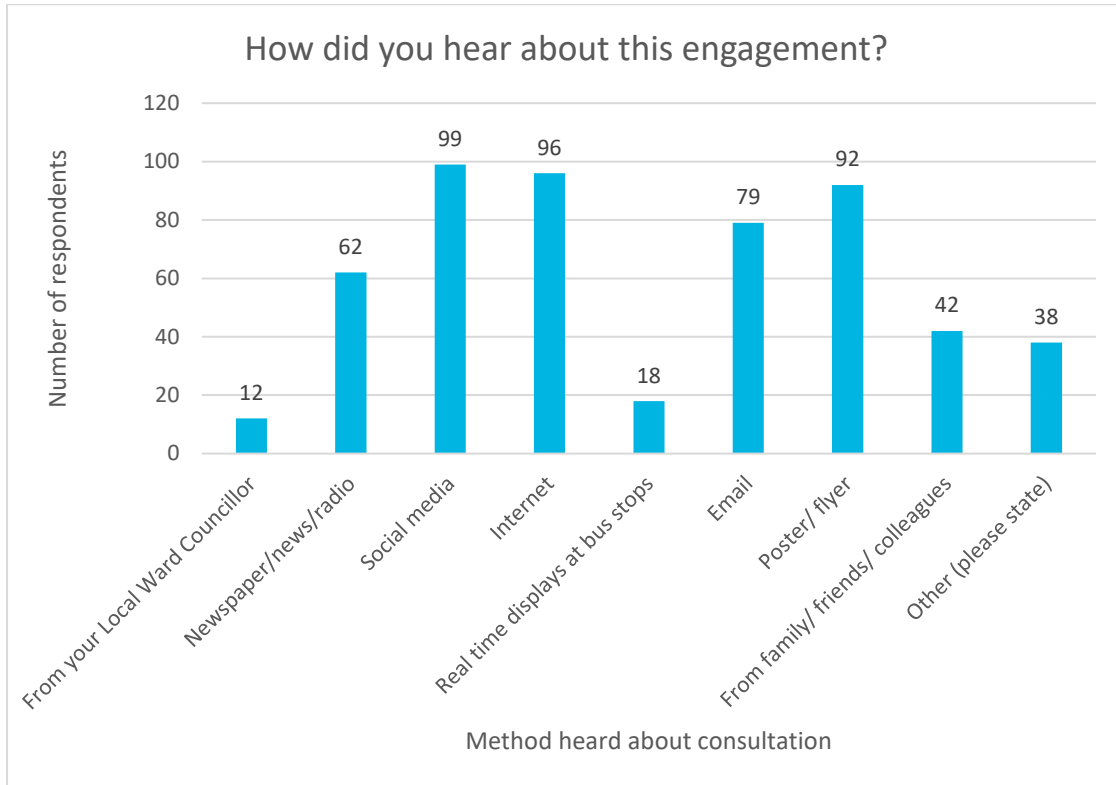
Appendix M - Demographic data and details of respondents' use of Halifax Bus Station



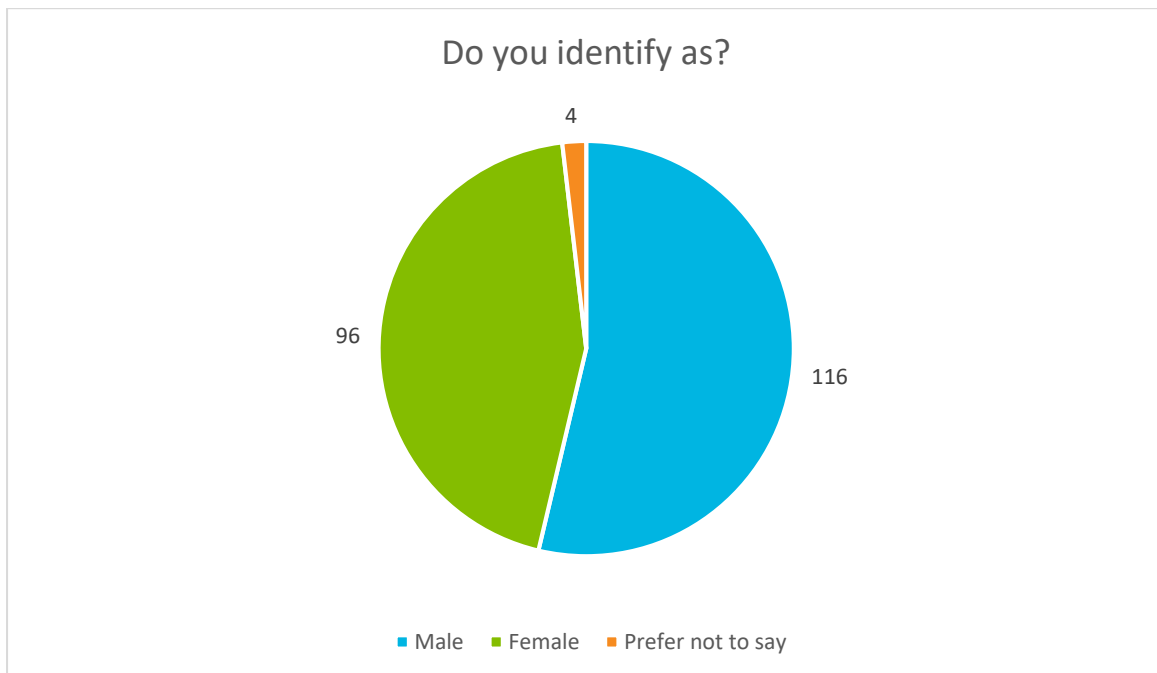
Question answered by 220 of 237 respondents



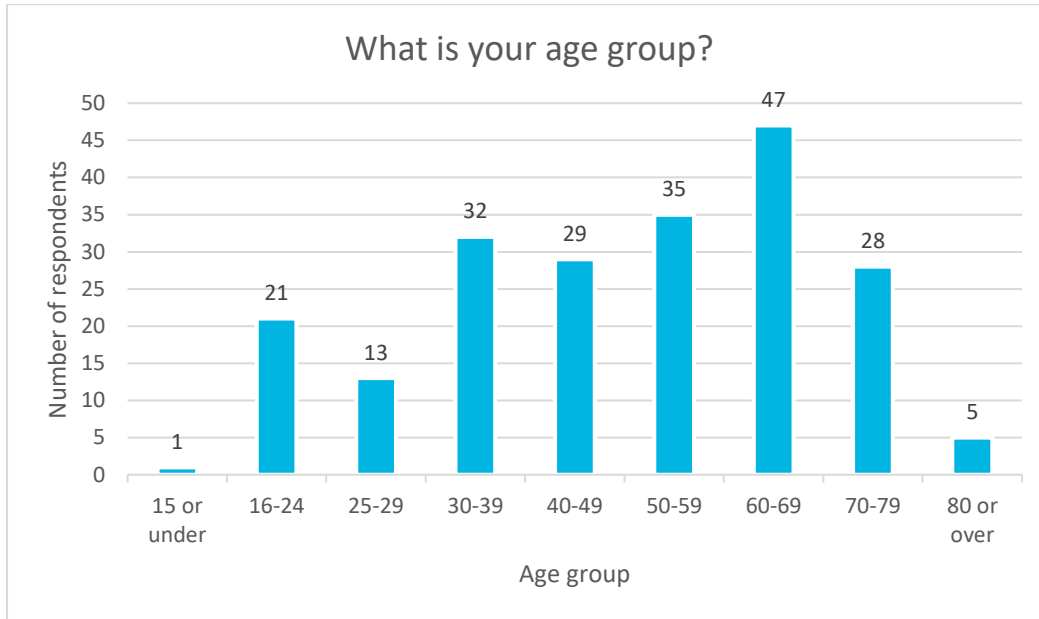
Question answered by 217 of 237 respondents (some respondents selected multiple options)



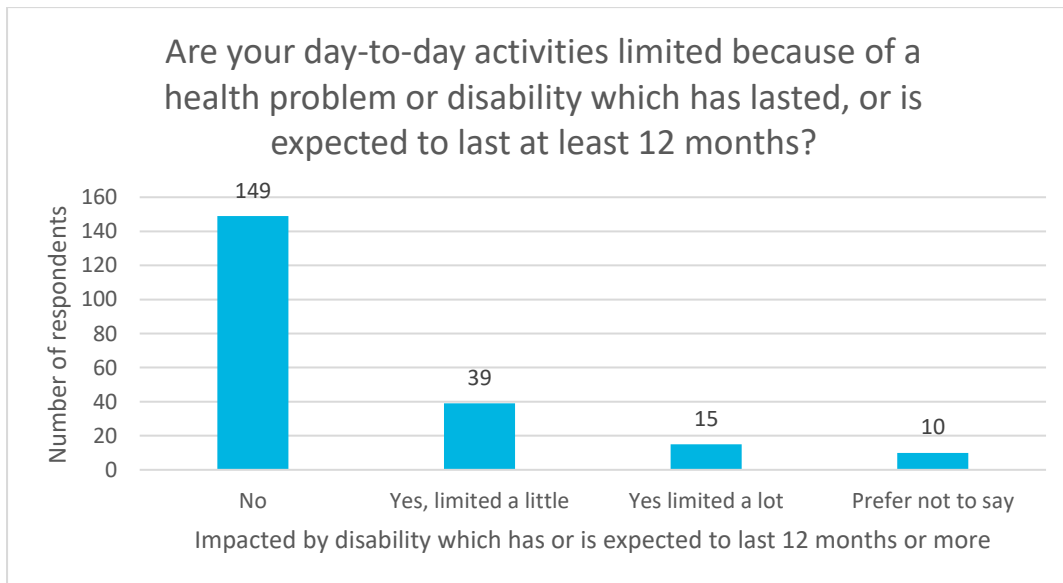
Question answered by 220 of 237 respondents (some respondents selected multiple options)



Question answered by 216 of 237 respondents



Question answered by 211 of 237 respondents



Question answered by 213 of 237 respondents

Appendix N - Full break down of respondents; views on the importance of different facilities and qualities within a bus station

	Very unimportant	Unimportant	Neither important or unimportant	Important	Very important	Number who answered the question
Safety and security	5%	0%	3%	19%	72%	221
Travel information and ticket sales	6%	2%	4%	42%	46%	217
Ease of access and interchange	5%	2%	7%	27%	58%	221
Comfort	6%	2%	13%	38%	40%	221
Seating	5%	5%	9%	38%	44%	221
Toilets	5%	2%	9%	32%	52%	220
Appearance and quality of the building	5%	5%	18%	37%	34%	220
Cleanliness	5%	1%	4%	38%	52%	220
Retail units	13%	18%	33%	26%	11%	217

Appendix O - Full break down of respondents; satisfaction with different facilities or qualities of the existing bus station

	Very unsatisfied	Unsatisfied	Neutral	Satisfied	Very satisfied	Number who answered the question
Safety and security	17%	27%	29%	22%	6%	218
Travel information and ticket sales	8%	17%	32%	35%	7%	216
Ease of access and interchange	21%	22%	25%	27%	6%	216
Comfort	31%	35%	22%	9%	2%	215
Seating	33%	35%	17%	12%	3%	219
Toilets	26%	27%	29%	13%	4%	215
Appearance and quality of the building	23%	25%	30%	17%	5%	217
Cleanliness	19%	14%	40%	24%	3%	215
Retail units	18%	22%	43%	14%	3%	218

Appendix P - Questions received via response forms, email or the Q&A tool on the Your Voice webpage

Questions from consultation responses

Topic	Question	Response
Funding	Who is funding this development? Why can't the money be spent on other investment?	The project was included in the successful West Yorkshire bid to the Department for Transport's Transforming Cities Fund and must be used for this purpose. It is not funded by CMBC. The fund aims to improve productivity and spread prosperity through investment in public and sustainable transport in some of the largest English city regions.
Bus station facilities - CCTV and security	What provision is in place in terms of CCTV and security and will they be in operation 24 hours a day?	A single passenger concourse will allow for a clear visibility of all passenger areas by staff and monitored CCTV during the bus station's opening hours. Security staff will also be employed at the bus station during its opening hours.
Bus station facilities - toilets	Will toilets be open 24 hours a day? Will the toilets cost 20p?	High quality toilets will be provided within the new bus station and will be accessible during the bus station's opening hours. These will be accessible through a coin operated turnstile & access entry system, similar to those in Leeds and Castleford bus stations. This system will help to deter antisocial behaviour within the toilets and generate an income which will be used to maintain the bus station facilities. An accessible toilet and Changing Places facility, which will both be free of charge, will also be provided in the new bus station.

Topic	Question	Response
Bus station facilities - information	Where will information boards be displayed?	RTI will be provided at each bus stand and at central locations within the station.
	Will there will be a customer service office?	There will be customer service desk in the central concourse.
Bus station facilities - bus bays	Will there be sufficient bus bays in the new station?	Yes. There will be two additional bus bays and three additional layover bays as part of the project.
Bus station facilities - acoustics	Acoustics are an issue in closed bus stations - has this been considered?	The design of the bus station draws on best practice from bus stations across the country. The nature and frequency of announcements, and subsequent impacts on acoustics in the building, will be considered in line with strategies adopted at other WYCA bus stations.
Green design	The proposals say they will be appropriate for electrical vehicles but not how. Is there provision for electric charging points?	Ducting for electric bus charging will be provided as part of the project.
	Will there be scope for using green technologies in the build such as heat pumps and solar panels?	Solar panels are included as part of the design, but heat pumps are not.
Energy efficiency	How far is energy-efficiency incorporated into this design in view of this new 21st century building in changing climate conditions?	<p>The project includes:</p> <ul style="list-style-type: none"> • The use of environmentally friendly building materials; • Reduced energy use by introducing efficiency measures, including LED lights and energy saving glazing; • Reduced waste; • Recycling; • Local energy generation through solar panels; and • Clean energy opportunities through the provision of ducting for charge points for electric buses and bikes.

Topic	Question	Response
Construction disruption and arrangements	As the new bus station will be built on the same site as the existing station, how will construction be achieved without causing major disruption to bus travel?	WYCA are currently working with CMBC's Highways and Network Management teams to develop plans for temporary bus station accommodation, bus user facilities and on-street bus stop provision to be put in place during the construction period of the new bus station at Halifax. These temporary work plans will be further coordinated and finalised with input from bus operator partners once funding is secured.
	Will the bus station be closed during construction? And if so where will people get buses from during this time?	This will also be supported by a comprehensive communication strategy which will keep bus users, local stakeholders and members of public informed of the temporary arrangements and changes to bus services during the works.
Bus services	What is being done to improve bus services?	Improvements to the bus network, routes, fares and service reliability are outside the scope of the bus station redevelopment. In addition, WYCA cannot oblige all bus services to travel via the bus station.
	Will all buses will be accessed from the bus station?	
Town centre stops and routes	Will there be feeder mini buses to bring some passengers from the top half of town?	Feeder mini buses, additional bus services and changes to bus routes and services are outside the scope of this project. It is not the case that all Halifax bus routes will start/finish at the bus station and alighting for the Borough Market will be provided on King Edward Street after Market Street is pedestrianised as part of CMBC's A629 Halifax Town Centre project.
	Will all bus routes start/finish at the new bus station? At present buses for N. Halifax leave from King Edward Street?	
	Will there still be bus stops near Borough Market after Market Street pedestrianism?	

Topic	Question	Response
Link to railway station	<p>Why is there no link with the railway station?</p> <p>How is the new bus station going to be linked to rail station?</p>	<p>Interchange between bus and rail will be improved by providing real-time information for rail services within the bus station. As part of CMBC's A629 Halifax Town Centre project, a bus-rail interchange will be introduced near the rail station, where buses will stop and travel directly to the bus station as part of the town centre 'bus box' (bus route loop around the town centre). See www.calderdalenextchapter.co.uk/projects for more information.</p>
Railway station consultation	<p>Is this consultation and redevelopment completely separate from the consultation on improving the train station approach?</p>	<p>Yes. Information on any planned consultation for the Halifax Rail Station improvement project will be available on CMBC's Next Chapter website.</p>

Questions from Your Voice and emails (up to consultation close)

Question	Answer
<p>Will you be able to provide a Sign Language Interpreter for the deaf community in Calderdale at Albany Arcade, Halifax Borough Market on Saturday 1 February at between 10 am and 2 pm? It is because that it will give us the chance to ask you some questions about improving the new bus station and its service.</p>	<p>Thank you for your enquiry. We are currently trying to book an interpreter for this event and will let you know when this is confirmed. [A Sign Language Interpreter was organised for the respondent, who attended the Halifax Borough Market drop-in event.</p>
<p>The railway station (due to also be improved) is not mentioned. This is the key bit of 'connectivity' missing from the bus station proposals. Surely the WY team has some plans to overcome the severe dislocation between the two main transport modes? What are the plans to rectify this dislocation?</p>	<p>Interchange between bus and rail will be improved by providing real-time information for rail services within the bus station. As part of CMBC's A629 Halifax Town Centre project, a bus-rail interchange will be introduced near the rail station, where buses will stop and travel directly to the bus station as part of the town centre 'bus box' (bus route loop around the town centre). See www.calderdalenextchapter.co.uk/projects for more information.</p>

Thanks for pointing out that there are proposals for improving connections by bus, as part of the Town Centre project. This does not bring the two stations together, of course, and I suspect bus services, although diverted near the rail station by the new loop, will be infrequent.

I will probably continue with the ten-minute slog between the stations, the first part of which, at least, looks like being made safer and more pleasant by the Eastern Gateway/ Piece Gardens plans. I could not see a pedestrian movement plan in the TC project document, although there is one for cycling, which is positive.

One of the issues with walking between the two stations is the very busy (with shopping and Post Office traffic) T junction of Gaol Lane, with no safe pedestrian provision. Is anyone developing proposals to improve this pedestrian connection?

There will be frequent buses serving the rail station and continuing onto the bus station, via the proposed bus stops on Alfred Street East (adjacent to the Hughes Corporation building) and Horton Street, as buses re-route to follow the bus loop. However, the number of buses travelling from the bus station to the rail station are expected to be lower given the anti-clockwise routing pattern which buses will take around the town centre. West Yorkshire Combined Authority will continue to work with bus operators to maximise the bi-directional connectivity of the two stations.

The Halifax Bus Station project will introduce the following connectivity improvements between the two stations:

- The project will deliver a new pedestrian entrance through the Sion Chapel that will connect to an improved level pedestrian route via Woolpack to the Woolshops, allowing access through the Piece Hall and onto the rail station, via the Eastern Gateway.
- The public realm from the entrance to Wade Street and the bus station will also be improved, which will improve the Wade Street/Winding Road route between the bus station and rail station.
- New signage to the rail station will be introduced at the bus station.
- Connectivity between rail and bus will be further complemented by the provision of real time rail information displays within the redeveloped bus station.

The A629 Halifax Town Centre project will introduce the following connectivity improvements between the two stations:

- The Market Street/Horton Street route will be improved by the pedestrianisation of Market Street.
- Past the point of the entrance to the Woolshops car park, an enforced bus gate will be introduced on Charles Street between the junctions of Causeway and King Street. This means that the number of vehicles passing through Winding Road/Smithy Street outside of Gaol Street will be reduced to town centre access, with through traffic taking a separate route.

Having a new bus station is purely a vanity project. A refurbished and safer bus station, which would be much cheaper (approx £10m less!) should be the way forward and focus spending money on improving bus services and corridors to the North and East of the Borough. Why is a nice terminal being pursued when the important thing is better journeys to and from it? I can only assume this is to reduce liabilities to the Combined Authority as the owner and not to actually offer better public transport to residents. If we can't get this right there is no need for an improved bus station as bus patronage will continue to decline and no-one will be using the new bus station. Providing a visualisation of the bus station from Horton Street/Broad Street, where 95% of users will access it from would be much more useful than imagery from Jail Lane/Sainsbury's side.

The Combined Authority is working with bus operators with the aim of improving all elements of the bus journey. Key objectives of this project are to make travel by bus more attractive, improve customer safety and security, and to allow access for all. The existing bus station does not meet modern standards, does not provide a welcoming environment, and can make it difficult for some members of the public to travel by bus.

Not really a question- more of an observation- Quickly looking through the initial proposals for consultation- I have no idea where the scheme is proposed- perhaps a simple site plan would of achieved a great deal rather than the expensive 3D modelling to Woo the customers. One also assumes the new development will be linked somehow to the railway station- Transport Hub! or would this not be common sense!

The proposed new bus station would be built on the site of the existing bus station. CMBC is seeking to improve the link between the bus and rail stations as a part of their A629 Phase 2 (town centre) project. Architects now use 3D models routinely as part of their design process, and the images presented have not been commissioned separately.

The bus companies are all in private ownership and legislation was passed a few years ago to actively prevent bus ownership from coming back under local government control. Will taxpayer funds be used simply to create a benefit for private companies to enjoy? I'm concerned to ensure that the bus station does not become a white elephant and that there will still be sufficient public transport services once it is complete to make it a worthwhile development for the area. For instance, if the private bus company does not wish to run a particular route or makes it so infrequent as to be fairly useless in practice, does the council have any leverage in this respect? Bus services have just been cut from my local bus timetable, and it's difficult to see how this squares with the "predicted growth in travel" (can you cite the source please?) mentioned in your proposal. NB "Travel" is not necessarily the same as "public transport". Finally, given that there are so many empty retail outlets all around Halifax, is it either necessary or advisable to create further retail space in the proposed bus station?

The West Yorkshire Transport Strategy sets out a number of actions to that seek to grow bus patronage over the coming years. There are many developments taking place in Halifax, such as the new 6th form college adjacent to the bus station, that are likely to increase bus use. It is hoped that the new bus station will help to grow patronage across Halifax by creating a more attractive environment for passengers. More passengers travelling will make services more commercially viable which we hope will lead to additional services and enhanced frequencies.

Whilst we appreciate your concerns regarding the retail spaces, our property advisors have confirmed that we are providing an attractive opportunity for newsagent and café.

Will this new bus station be a closed building or open hall? Will this have a prayer room?

The new bus station will be a fully enclosed concourse building which will feature automatic doors at the entrances and at each of the bus stands, similar to other bus stations in West Yorkshire such as Castleford Bus Station.

The proposed Halifax bus station design does not currently include a prayer room. However, this suggestion will be considered by the design team.

As others have mentioned. A clearer idea of how the Bus Station is supposed to look in conjunction with other nearby buildings would be better than the 3D model which looking at is hard to visualise. Could there be at least names of buildings and nearby roads. My other concerns is why there is the need for more retail businesses. There are already far too many empty shops in the town and Market. The Market in particular is now looking in a sorry state with the amount of empty stalls in it.

Thank you for your comments which will be considered in the development of future visualisations.

Whilst we appreciate your concerns regarding the retail spaces, our property advisors have confirmed that we are providing an attractive opportunity for newsagent and café.

In relation to an earlier question asked by 'Straysider' you have stated in response "As part of CMBC's A629 Halifax Town Centre project, a bus-rail interchange will be introduced near the rail station", is this bus rail interchange an actual interchange like the 5 stand facility that was previously proposed in 2016 and showcased at the public consultation event held on the 23rd May 2016 at the Halifax Minster into the 'Halifax Town Centre project'.
<https://www.flickr.com/photos/146353097@N07/albums/72157712775555882>

The rail-bus interchange which is proposed as part of the A629 Halifax town centre project will now be in the form of high quality on-street bus stops opposite Halifax Rail Station. A bespoke off-road rail bus interchange building was originally considered by CMBC during the early stages of the A629 Halifax town centre project but was ruled out in favour of on-street bus stop facilities. This was in light of feedback received from key stakeholders and bus operators.

I am concerned as to how you arrived at the figure of 15,000 users for the bus station. I asked one of your representatives at the meeting at Halifax town hall but he was unable to give me an explanation as to how it is calculated and who is included in it. It seems very high to me and makes me wonder if it has been inflated to justify the high level of expenditure. Please let me have an explanation of the number and the contact details for the financial backers of the project to ensure they also investigate it.

The number of reported daily users at Halifax bus station has not been inflated. It is based on typical observations and commissioned counts at the pedestrian entry points into Halifax bus station which have used standard industry data collection methods. It is worth noting that this represents a combination of both bus users and non-bus users (i.e. those only using the facilities within the bus station such as the Travel Centre, newsagent and toilets and not making an onward journey by bus). The proposal for the new bus station in Halifax is part of a competitive bid for Transforming Cities Funding from the Department for Transport who are currently reviewing all of the material and supporting data within the bid.

How can we access the bus station safely

The pedestrian entry points into Halifax bus station will link onto busy, safe walking routes used by bus users, and which better connect with

nearby places of interest within the town centre such as Wool Shops and Dean Clough. The proposed design includes four entrances: 1) a south west entrance onto Wade Street which faces in the direction of Market Street; 2) a new southern entrance through the Zion Chapel building which faces in the direction of Woolpack for onward journeys to Wool Shops and The Piece Hall; 3) a new eastern side entrance to provide connectivity with Winding Road and Sainsburys; and 4) a northern entrance which will feature a zebra crossing within the bus station site for connections to places to the north of the town centre such as Dean Clough.

What provisions are in place for travel to Halifax should this development go in to the building stage?

The Combined Authority are currently working with CMBC's Highways and Network Management teams to develop plans for temporary bus station accommodation, bus user facilities and on-street bus stop provision to be put in place during the construction period of the new bus station at Halifax. These temporary work plans will be further coordinated and finalised with input from our bus operator partners once the necessary Transforming Cities funding from Government is secured. These will also be supported by a comprehensive communication strategy which will keep bus users, local stakeholders and members of public informed of the temporary arrangements and changes to bus services during the works.

Why not redevelop the site for retail and use the Timeform/Ex-Dews garage site for a new bus station? That way extra retail and a bus station could be delivered for Halifax.

Compared to the Transform/Ex Dews garage site, the current bus station location offers better convenience and connectivity for bus users to key places of interest within the town centre including the new Sixth Form College, Wool Shops, Piece Hall, Halifax Borough Market and Market Street. Opportunities and schemes which deliver further commercial and retail development across Halifax town centre are currently being explored by CMBC as part of the delivery of the Halifax Town Centre Delivery Plan. It is worth noting that as part of the conditions of the Government's Transforming Cities Funding, which is being sought to fund the delivery of the Halifax bus station project, all projects within the bid need to be completed by March 2023. This deadline therefore precludes any opportunities for investigating alternative locations around Halifax town centre for a new bus station, and undertaking the necessary early scheme development and design work.

Thank you for your reply to my question on bus station users. For clarification would a person who arrives on a bus and leaves the bus station
March 2020

Past surveys which have been undertaken at Halifax bus station to gauge daily usage are based on observed footfall movements, rather

then departs on a bus later in the day be counted as one user or two users? Would a person who arrives on a bus and catches another bus without leaving the bus station even be counted as a user? I walk through the bus station on my way to Sainsbury's, would I be counted as a user both coming in and again going out and again when I return making a possible four users? It seems impossible to me for an accurate figure to be arrived at. Frankly I simply do not believe that a daily average of 15,000 individual people use the bus station. Many people use the bus stops around town which are much more convenient.

than the movements of individual bus station users. These are typically collected over a 12-hour period (07.00 – 19.00) at the entry points into Halifax bus station which record observed entry and exit movements. The Combined Authority supplements footfall counts with bus patronage data which is kindly supplied to us by our bus operator partners. Combined this data helps to give us with an estimate of total bus station usage across our bus stations. The supporting bus patronage data will also help us to capture bus-to-bus movements within bus stations which may not otherwise be captured through counts undertaken on the entry points.

1. Will there be (free) toilets included within the new bus station. 2. Will SECURE Cycle parking be provided?

High quality toilets will be provided within the new bus station. These will be accessible through a coin operated turnstile & access entry system, similar to those in Leeds and Castleford bus stations. This system will help to deter antisocial behaviour within the toilets and generate an income which will be used to maintain the bus station facilities. An accessible toilet and changing places facility which will both be free of charge will also be provided in the new bus station.

Secure cycle parking will be provided in the new bus station.

Will there be a warm cafe, seating, toilets etc, as there should be in a civilised country. Even the old bus station situated above what was the Odeon cinema had a good cafe that provided hot meals.

Yes, the new bus station design will incorporate high quality welcoming facilities which will include toilets, a newsagent and café.

Hello, I can't find any information about improving the connection with the railway station. It seems like a missed opportunity to co-locate bus and rail so that people can connect from one to the other. Halifax is good at getting people from the station to the Piece Hall - what about between the bus and rail stations?

The Halifax Bus Station project will introduce the following connectivity improvements to Halifax Rail Station:

Currently we see a lot of people getting taxis or being picked up on the railway station forecourt which seems like a lot of cars on the roads and a missed audience for bus companies. Thanks!

- The project will deliver a new pedestrian entrance through the Sion Chapel that will connect to an improved level pedestrian route via Woolpack to the Wool Shops, allowing access through the Piece Hall and onto the rail station, via the Eastern Gateway.
- The public realm from the entrance to Wade Street and the bus station will also be improved, which will improve the Wade Street/Winding Road route between the bus station and rail station.
- New signage to the rail station will be introduced at the bus station.
- Connectivity between rail and bus will be further complemented by the provision of real time rail

information displays within the redeveloped bus station.

The A629 Halifax Town Centre project which is being developed by CMBC will introduce the following connectivity improvements between the two stations:

- As part of the bus loop proposals there will be frequent buses serving the rail station and continuing onto the bus station, via the proposed bus stops on Alfred Street East (adjacent to the Hughes Corporation building) and Horton Street, as buses re-route to follow the bus loop. However, the number of buses travelling from the bus station to the rail station are expected to be lower given the anti-clockwise routing pattern which buses will take around the town centre. West Yorkshire Combined Authority will continue to work with bus operators to maximise the bi-directional connectivity of the two stations.
- The Market Street/Horton Street route will be improved by the pedestrianisation of Market Street.
- Past the point of the entrance to the Wool Shops car park, an enforced bus gate will be introduced on Charles Street between the junctions of Causeway and King Street. This means that the number of vehicles passing through Winding Road/Smithy Street outside of Gaol Street will be reduced to town centre access, with through traffic taking a separate route.

Where exactly is the new bus station going to be

The new bus station will be on the site of the existing bus station, which will include the existing entrance points as well as new entrances from Winding Road and Woolpack.

I use the bus station frequently for work, as I travel from Mytholmroyd to Stainland every day. During the winter it is cold. Will the new bus station be heated in some way, hopefully using renewable energy sources?

The project aims to deliver a transformational bus station which is fully enclosed, well-lit and more pleasant for bus station users to use compared to the existing bus station. The proposed Halifax bus station design by its nature will be self-heated like our other bus stations and will incorporate certain features which maximise insulation within the building, such as high quality glazing and ventilation controls.