

## **Construction of the Chester Bus Interchange**

### **When is the Chester Bus Interchange due to be handed over from the contractor to Cheshire West and Chester Council?**

The construction works are due to be completed and the building handed over to the Council in early May 2017.

### **What is the official opening date of the Interchange?**

Park and Ride Buses from 30 May, all buses from 5 June 2017

### **If the building is being handed over in May 2017, why is it taking until 5 June 2017 for it to become operational?**

Once the building is handed over to the Council there will be a period to allow the various systems to be tested and to allow for staff training. Bus operators will use the period to further test the facility ahead of opening, undertake any of their own staff training that may be required and notify customers of changes to their timetables.

### **It was originally announced that the Chester Bus Interchange would be completed in February, what has been the cause of the delays?**

Following excavation works within Gorse Stacks, it was identified that structural repair works were required to the concrete slab, which helps protect the archaeological heritage of the city before final resurfacing works could take place. Unfortunately, due to the level of detail that is involved in these repairs the original project completion dates were delayed.

Although this is unfortunate, it was necessary to carry out the works now to ensure that the carriageway gives many years of maintenance free life and so that it continues to protect the city's archaeological heritage. In addition to this, live unidentified utility services were discovered within the public realm area to the East of the site, which needed to be capped off or diverted before works could continue.

## **Operation of the Chester Bus Interchange**

### **What are the opening hours of the Bus Interchange?**

The facility will be open 24 hours a day with limited services operating between 10pm and 6am.

The facility will be staffed between 6am until 11.30pm Monday to Saturday and 6am until 8.30pm on Sunday.

### **What facilities are provided at the Bus Interchange?**

- Fully trained staff to offer assistance
- Free customer WiFi
- Customer Services office fitted with hearing induction loop
- Closed Circuit TV for personal security
- Directional signage throughout the facility
- Colour contrasting seating, bins and timetable displays
- 13 LCD screens displaying real time or scheduled information located above each stand door
- Information Point at the entrance to the facility displaying bus, rail and park and ride services
- 16 timetable display boards showing timetables and general information such as lost property, health and safety, tourist map
- Shopmobility telephone information point
- Real Time Information
- RNIB 'Map for All' (Tactile Maps)
- Ladies Toilets/Baby Changing
- Men's Toilets/Baby Changing
- Accessibility Toilets/Baby Changing
- Changing Places Facility
- Tactile paving for blind and visually impaired passengers
- Coffee shop and Newsagent
- Cycle Storage
- Rest room for staff and drivers
- Air / Noise monitoring equipment
- Automatic Number Plate Recognition
- Flat and easy accessible facility

### **Will I be able to get a bus timetable from the Bus Interchange?**

Yes, the Customer Services office will be open daily where bus timetables will be available.

### **Will CCTV be provided at the facility?**

Yes, CCTV will be maintained and monitored by the Council 24hrs a day covering operational aspects and public realm areas. There will be 21 cameras located throughout the facility monitoring operational and pedestrian movements.

### **What are the retail units going to be?**

The two tenanted areas have been marketed by the Council on the basis of a small retail unit and a café. The Council has selected two preferred bidders, both local businesses and the Council is progressing with final negotiations.

### **Will National Express services operate from the Bus Interchange?**

Yes, all National Express services will operate from the new facility, including the night services.

### **Where can I buy a National Express Ticket?**

Tickets are available for purchase from the Visitor Information Centre near the Town Hall, or you can book online at [www.nationalexpress.com/mystop](http://www.nationalexpress.com/mystop)

### **Is there going to be a Shopper Hopper service from the Bus Interchange to the Town Hall?**

Yes, the Council will be supporting a Shopper Hopper service providing a regular link, every 15 minutes from 8am to 6pm, between the Bus Interchange and the Town Hall Square using accessible buses. This free service will initially be trialled for one year and will allow access to the market, shops and services around the Town Hall Square. It is planned that the service will start for the opening of the Bus Interchange.

### **How many buses will operate hourly through the facility?**

It is anticipated that on average 90 buses an hour will use the facility, with fewer services operating in the evenings.

### **Will my bus service operate from the Bus Interchange?**

We expect the majority of services will use the Bus Interchange. A “where to catch my bus” leaflet provides information relating to bus departures from the Interchange and the other bus stops within the City.

### **Can double deck vehicles manoeuvre around the Bus Interchange?**

Yes, the Bus Interchange has been designed using the design guides for interchanges from Transport for Greater Manchester (TfGM) and Transport for London (TfL) as the largest local and national commissioners of bus stations. Both documents reference a minimum clearance of 5.5m to the structure which allows for lifted recovery of a double decked bus from all highway areas. Recent tests on site have also confirmed that double deck buses can successfully manoeuvre through the bus station.

### **How does the Council propose to deter birds from nesting and roosting under the canopy?**

The Council is currently working with specialist sub-contractors and our own Pest Control teams to identify the most practical solution in terms of bird deterrent.

### **What is the benefit of having a grass roof on the Bus Interchange?**

Sedum is a pre grown mat of mature sedum plants. There is a mix of species to provide a blanket of colours throughout the seasons. A sedum roof will help improve energy efficiency of the building by reducing heating and cooling costs. It will help to improve air quality by absorbing carbon dioxide and filtering dusts and pollution. It also reduces storm water run-off and will reduce the impact on the surface water drainage systems. This type of roof can help to absorb sound and provides a habitat creation for endangered or threatened species i.e. provides nesting sites for ground nesting birds.

## **Frodsham Street Public Realm Improvements**

### **When will it be complete?**

The street is now open and fully operational. There are one or two things left to finish off, the installation of the traffic signs for example but these will be done with small scale traffic management in the next couple of week.

### **Is Frodsham Street going to be pedestrianised?**

No. There are no plans to fully pedestrianise Frodsham Street. The road has been redesigned as a 'shared space' to better reflect the usage already in place. Although vehicular traffic will continue to use the street, it will no longer dominate as it once did.

### **Will the buses stop on Frodsham Street like they did before?**

There are no plans to reintroduce the stops sited on Frodsham Street itself; however buses will drive up Frodsham Street towards Foregate Street as they did before. The closest stops at which to board or alight will be around the corner on Foregate Street

### **When will all of the buses be reintroduced?**

There is to be a phased reintroduction of bus services as the Bus Interchange nears its completion. We have reintroduced a couple of bus services to Frodsham Street with a view to getting people used to traffic using the street again. Once work is complete at the new bus interchange more bus services will then return to using Frodsham Street and Foregate Street.

### **How do I access the Kaleyards Car Park?**

Access to the Kaleyards car park is now from the Northern end of Frodsham Street via the old exit (opposite Oddfellows Arms). Vehicles are to leave via the junction adjacent to Poundland and then out of town via Foregate Street.

For the time being, access to Frodsham Street will be from Hoole Way Roundabout until the Bus Interchange works reach a point where they can reopen Gorse Stacks.

Access will then revert to being via Fountains Roundabout, Delamere Street, George Street and Gorse Stacks.

### **Is Frodsham Street now two-way?**

No, Frodsham Street is to remain one way to vehicular traffic as always. The only change is to the access/egress arrangements to Kaleyards Car Park. There will, however be a contraflow cycle order introduced to enable cyclists to use the street in either direction.

### **What Access Restrictions are going to be imposed on Frodsham Street?**

There will be no new access restrictions imposed on Frodsham Street. The street is, however, subject to existing access restrictions to all but buses, taxis and permitted vehicles between the hours of 10.30am and 4.30pm. These restrictions apply to delivery vehicles that should not be accessing the street during these times.

### **How many buses will operate hourly down the street?**

It is anticipated that around 60 buses an hour will use the street once the new bus station is fully operational. There will of course be fewer services during the evenings and overnight.

### **Where will I catch my bus service from?**

The current, temporary arrangements will remain in place until the new bus station is fully operational. A “where to catch my bus” leaflet provides information relating to bus departures from the Interchange and the other bus stops within the City.

### **Can double decker buses manoeuvre around Frodsham Street with the new street furniture?**

Yes, the streetscape has been designed using the latest design guidance and in accordance with the swept paths of the largest buses currently in use. Articulated delivery vehicles can also negotiate along the street.

### **What about A boards?**

We will be writing to the businesses along Frodsham Street to ask that they do not place their advertising boards and other unauthorised items on the public highway.

This is especially important given the new layout of Frodsham Street and our intention to create a 'safe' zone for people with reduced vision.