

## 3 Baseline Assumptions

### 3.1 Introduction

This Chapter of the report examines the data used for completing the transport appraisal of the proposed options. The assumptions relate to other changes in the rail and bus networks, travel demand growth, new development in Wigan Town Centre and other transport schemes in the area.

### 3.2 Future Rail Services

The rail services are assumed to be as they are currently and as described in Chapter 2. The only assumed change under the Hub timetable is the addition of a TransPennine Express service between Manchester and Glasgow, routing via Wigan instead of Bolton. This service will use Wigan North Western station.

The additional service is hourly and will provide a journey time of 23 minutes between Wigan and Manchester, with no intermediate stops. This time compares to 39 to 46 minutes for services from Wallgate, thereby offering a time saving of between 16 and 23 minutes.

Hence, passengers between Wigan and Manchester will be able to use North Western and Wallgate stations for the trip and the number of interchange trips between the two stations will increase, as shown in Table 3.1. In the region of 11% of rail trips from Wigan are to the central Manchester stations, with 6% to stations beyond Manchester passing through Piccadilly or Victoria stations.

**Table 3.1: Future Rail Interchange Patterns**

Station	Manchester	Bolton	Atherton	Warrington	Liverpool	Kirkby	Southport	Preston	North Western	Wallgate
Manchester via Chat Moss	X	IC	IC	N	N	IC	IC	N	T	n/a
Bolton	IC	X	W	IC	IC	W	W	IC	n/a	T
Atherton	IC	W	X	IC	IC	W	W	IC	n/a	T
Warrington	N	IC	IC	X	N	IC	IC	N	T	n/a
Liverpool	N	IC	IC	N	X	IC	IC	N	T	n/a
Kirkby	IC	W	W	IC	IC	X	W	IC	n/a	T
Southport	IC	W	W	IC	IC	W	X	IC	n/a	T
Preston	N	IC	IC	N	N	IC	IC	X	T	n/a
North Western	T	n/a	n/a	T	T	n/a	n/a	T	X	X
Wallgate	n/a	T	T	n/a	n/a	T	T	n/a	X	X

Key: T = trips to and from Wigan town centre, IC = interchange between North Western and Wallgate, W = Wallgate Only, N = North Western only.

With the change in Manchester bound services in 2014 and a fast service non-stop from North Western Station and Central Manchester, demand at North Western Station will

increase. Table 3.2 shows how the split in demand may change, assuming all Manchester Central trips (plus those going beyond Manchester Central) use North Western Station.

The percentage of passengers interchanging between the two railway stations will fall with the service changes, as passengers from the Liverpool corridor will change onto a Manchester service within North Western station.

**Table 3.2: Rail Demand – Existing and Projected**

Station	Current	With Rail Service Changes	Change
Interchange within Wallgate	1.3%	0.8%	-0.5%
Interchange within North Western	4.5%	6.1%	1.6%
Interchange Between Railway station	6.4%	5.2%	-1.2%
North Western Only	37.5%	55.1%	17.6%
Wallgate Only	50.4%	32.8%	-17.6%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>0.0%</b>
Wallgate	54.8%	36.2%	-18.7%
North Western	45.2%	63.8%	18.7%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>0.0%</b>

Using Accession software, the additional TransPennine Express service has been coded and added to the rail network as it was in October 2011 (and as made available via NPTDR Open Data); with calculations undertaken to generate the potential impact of this service in terms of travel times to and from Wigan to other railway stations and Metrolink stops. The coding was based upon timings given by TfGM and hourly frequency. Journey time changes 'from' and 'to' Wigan Stations are presented in Figures 3.1 and 3.2, highlighting the potential journey time savings to/from railway stations in Manchester City Centre and those south and west of the City Region.

### 3.3 Future Bus Routing and Stops

Wigan Council has aspirations for a bus service loop of the town centre, with a loop of Riverway, Crompton Street, Mesnes Street, New Street, Hallgate, Dorming Street, King Street, Wallgate and Library Street. The loop would operate in two directions, with sections along Library Street, King Street, Dorning Street and Hallgate one-way only.

Super Stops would be provided as below in Table 3.3, with each direction having five stopping points on the loop. Only at Crompton Street are the stops in both directions at the same location. Three stops would be provided at each location per direction, with six at Hallgate. Figure 2.4 identifies the locations of the stops.

Additional Super Stops would be provided on Wallgate, adjacent to North Western station, with three stops in both directions of travel.

Figure 3.1: Journey Time Changes 'From' Wigan Stations

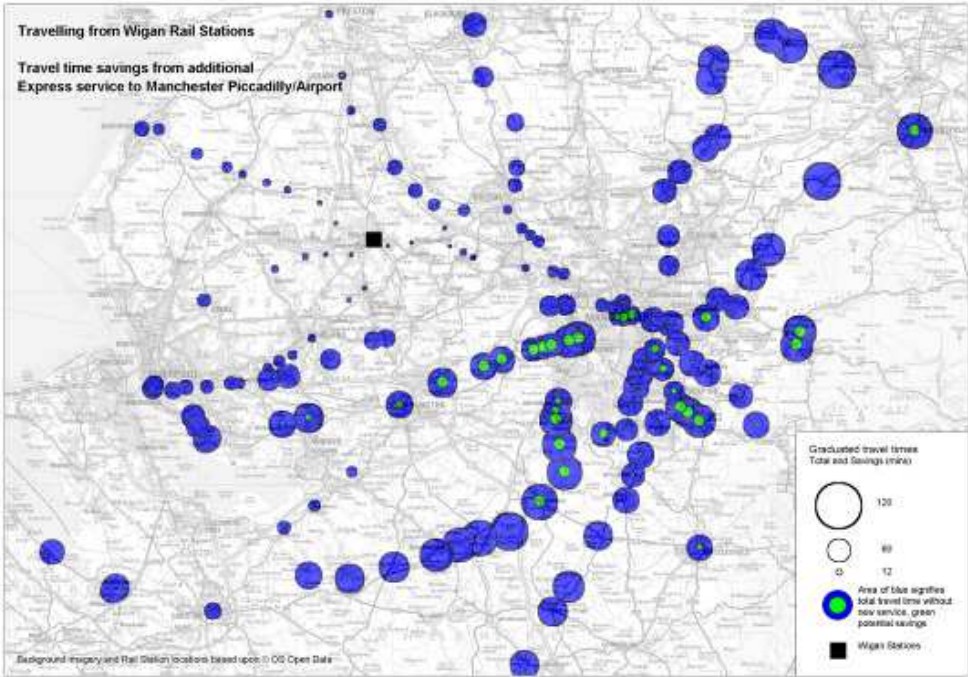


Figure 3.2: Journey Time Changes 'To' Wigan Stations

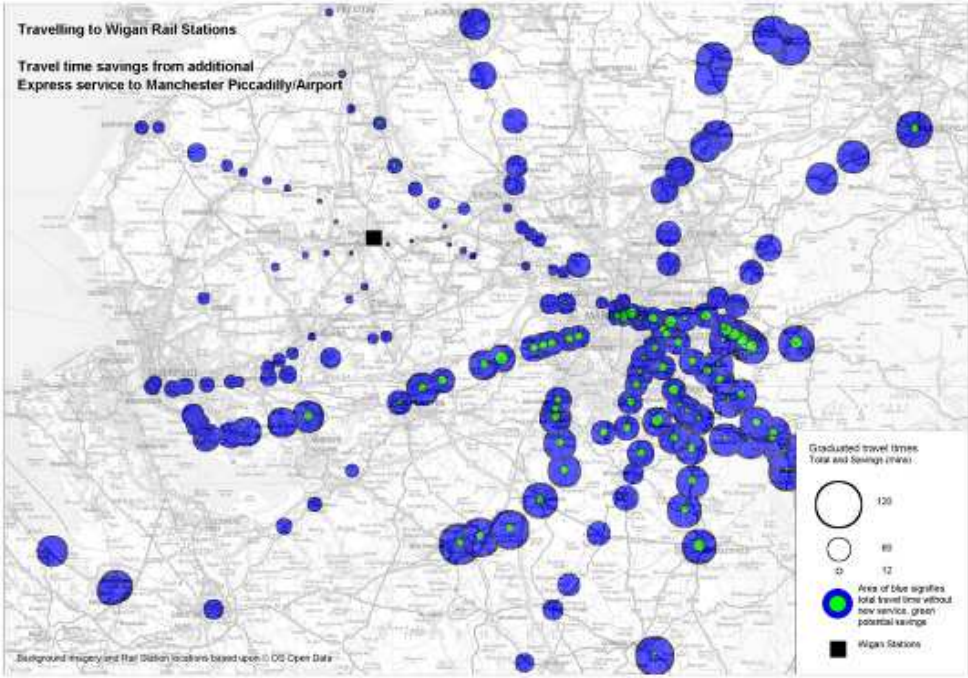


Table 3.3: Future Proposed Stop Locations

Location	Directions Served	Opposite Stop	Key Purpose of the Stops
Crompton Street	Both Directions	Yes	Good for retail areas in town centre, including the Galleries and Standishgate
Mesnes Street	Clockwise	New Street	Serves the Northern Crescent area of the centre
New Street	Anti-Clockwise	Mesnes Street	Serves the Northern Crescent area of the centre
Hallgate	Anti-Clockwise	Dorning Street	Located adjacent to the existing bus station, serves the Market area and the Learning Quarter
Dorning Street	Clockwise	Hallgate	Service for school operations, also serves the Northern Quarter.
Frog Land	Clockwise	Hallgate	Serves the Wigan College and Learning Quarter area
King Street (west of Wallgate)	Anti-Clockwise	None	Serves links to railway stations, forming the Transport Hub
King Street (east of Wallgate)	Clockwise	Library Street	Serves pub and restaurant area, plus the civil and leisure areas
Library Street	Anti-Clockwise	King Street	Serves town hall and Life Centre

### 3.4 Town Centre Area Action Plan

Through consulting the Wigan Central Area Action Plan and conducting wider research, it has been possible to establish which areas are identified for future development in, and on the edge of, Wigan town centre. The areas have been put forward for environmental, economic or social reasons and will involve both new developments and refurbishment.

The Wigan Central Area Action Plan has been prepared to increase the opportunities for sustainable development within the town centre area, focussing on the period up to 2026. This is in response to the lack of new commercial and residential development within the town centre in recent years.

Transport is crucial to the economic success of the town centre and the wider area and it needs to be planned to address these shifting patterns, support areas where there will be continued and increased demand such as in the Learning Quarter on the north side of the centre and to provide and take advantage of new opportunities for growth. The need to better link the rail stations into the town centre through improving the pedestrian environment of Wallgate, bringing buildings back into use and strengthening economic activity in the area has already been recognised and projects led by the Council have commenced. It is clear that a more efficient, attractive and modern transport interchange encompassing bus and rail is required to boost economic activity and help secure the economic viability of the town centre and the wider area.

Within the historic core and retail centre of Wigan there are two major potential sites, which are:

- The Galleries / Marketgate Shopping Centres; and
- The Wallgate Corridor.

Marketgate has been affected by a large number of vacant units and the opening of The Grand Arcade. The layout has been identified as being unsuitable for modern retailers and

has been recommended for commercial space remodelling, public space enhancement and access improvement into other parts of town. The area is of particular relevance due to the shift in town centre focus following the opening of The Life Centre and The Grand Arcade.

Wigan Wallgate has traditionally been a historic gateway into the town centre. However, commercial activity relocation has caused the area to decline, with a number of properties being vacant and requiring maintenance. A number of vacant properties have been earmarked for being brought back into use, increasing activity. The area has also been provided with a National Lottery Heritage Fund grant of over £1m for refurbishment and improvements to streetscape continuing until 2015.

Potential development sites surrounding the core of the town centre include:

- The Eastern Gateway;
- The Northern Crescent;
- The Pier Quarter;
- Queen Street / Caroline Street;
- Westwood Park;
- Pagefield Mill Complex; and
- Robin Park.

The Eastern Gateway has been identified as containing a number of vacant or derelict units requiring regeneration. The intention is to encourage attractive developments that are commercially viable and support the rest of the town centre.

Possible opportunities in The Northern Crescent have been identified at Mona Street / Dorning Street, Lower Standishgate and the Gateway House complex to offer an attempt at counterbalancing the impacts of The Life Centre and The Grand Arcade on town centre activity.

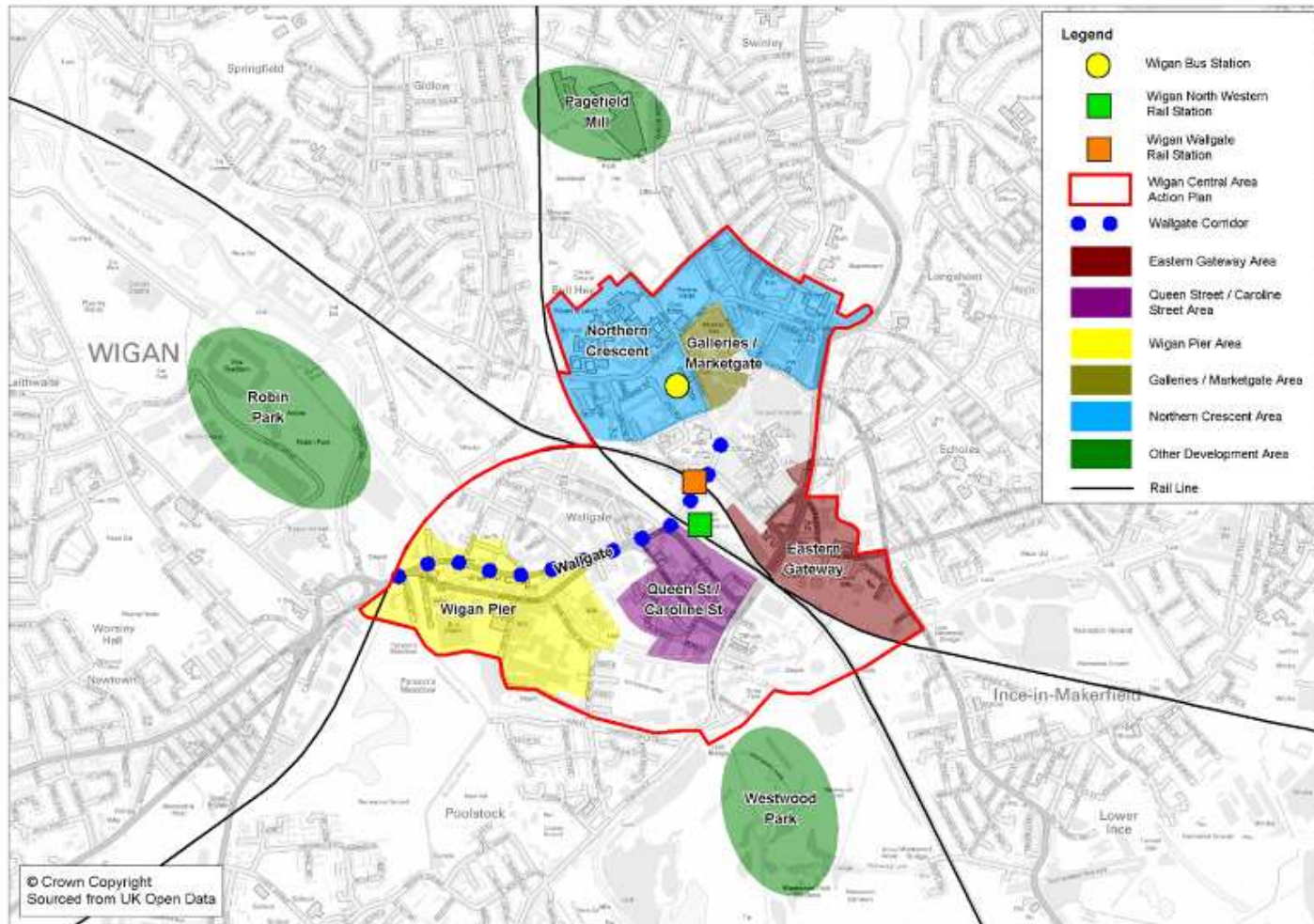
The Pier Quarter is recognised as having a negative image due to derelict buildings and under-usage which could be improved through the provision of mixed-usage developments within:

- The Eckersley Mills Complex on Swan Meadow Road;
- The First Bus Depot on Melverley Street; and
- The Pottery Road Corridor.

Along Queen Street / Caroline Street the refurbishment or comprehensive redevelopment of lower value, irregular shaped plots and poor quality buildings has been identified to try to create an attractive expansion to the town centre. Westwood Park offers a potential employment site of 17.16ha, which could create 2,000 jobs. The Pagefield Mill Complex has planning permission for a mixed use development site converting the main building into residential units. Mixed-use commercial sites could be provided on Frith Street (Robin Park) as could residential sites on Robin Park Road (Robin Park).

Figure 3.3 shows the location of the various areas of Wigan that are outlined for future development, as discussed above.

Figure 3.3: Wigan Future Development Areas



### 3.5 Other Transport Schemes Improvements

A number of transport schemes within the Wigan area are at various stages of progression. This section aims to give consideration to those schemes, identified through investigation of the Transport Infrastructure Options Assessment, which could influence travel patterns within the Wigan town centre area considered as part of this study.

**Wallgate Street Scene Improvements** - The Wigan Wallgate Townscape Heritage Initiative aims to transform the street into a tree-lined, pedestrian-friendly boulevard between the Wallgate Bridge and The Wiend (including parts of Market Place, King Street and Library Street). The project involves pavement replacement and a general de-cluttering of the area.



The scheme has been supported by £1.2 million from the Heritage Lottery Fund. In combination with this, the North Western Bridge is undergoing a renovation (clean and repaint).

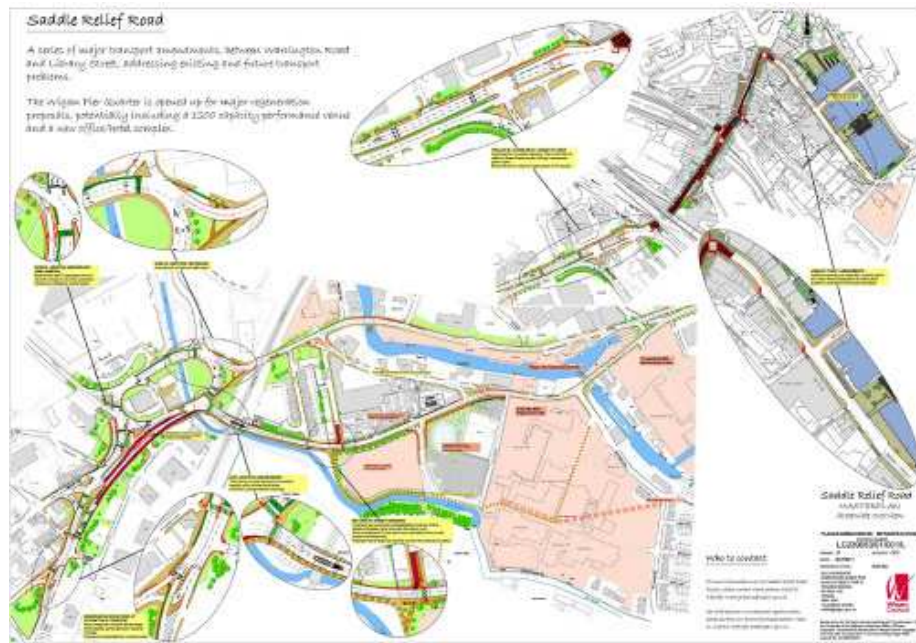
Within the Wigan Local Development Framework Core Strategy Infrastructure Delivery Plan (August 2011), this scheme is identified within the first 5 year period (2011 to 2016).

**A49 Link Road** - This link/gateway provides a more direct and accessible route from the M6 motorway (J25) through to Wigan Town Centre. This new strategic dual carriageway corridor will fundamentally invite and welcome investors to take a fresh look at the opportunities for developments on Westwood site and will improve the connectivity of the town centre for potential investors and long-distance strategic traffic.



The key benefits of improving accessibility, reducing congestion and journey times will support the viability and vitality of the town centre. The link road will help to release road space elsewhere for additional environmental and community improvements, allowing communities to reclaim their streets with more sustainable activities. It is expected that there will be fewer accidents, better air quality, less noise, and an altogether more convivial atmosphere that builds stronger communities and supports economic prosperity.

**Wigan South Central Gateway / Saddle Relief Road** - This scheme provides a new link between Wallgate and Saddle Junction and includes improvements to existing junctions.

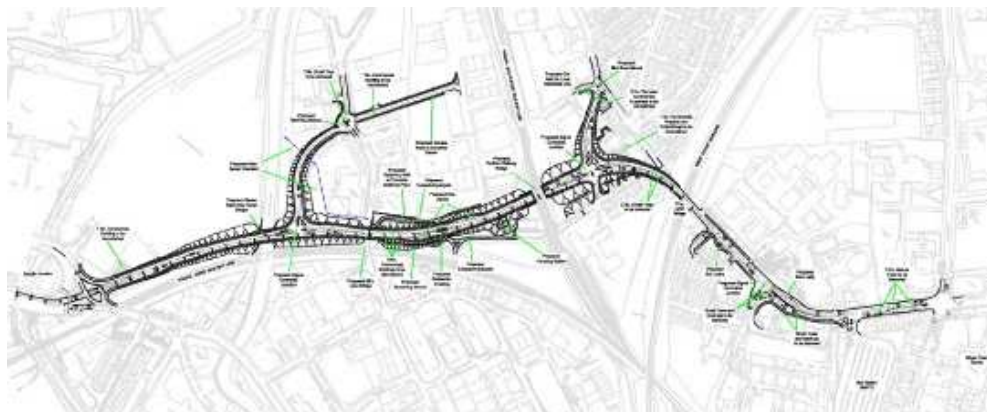


In relation to the impacts of the scheme on this study, it is recognised that the current corridor suffers from congestion, primarily due to limited road space caused by the Wallgate railway bridge and junction performance issues at the Saddle Junction.

Land assembly is in progress but it is likely that a CPO will be required. Completion of construction is anticipated in December 2012. The estimated cost for all phases of the works including improvements to the Town Centre at Wallgate and Library Street is £10.7 million.

Within the Wigan Local Development Framework Core Strategy Infrastructure Delivery Plan (August 2011), this scheme is identified within the first 5 year period (2011 to 2016).

**Wigan Inner Relief Route** - This 1 kilometre route, between Frog Lane and Saddle Junction, with completion possible within 5 years, will complete the final link in the Wigan Inner Ring Road. It will connect the existing northern part of the Ring Road at Parsons Walk / New Market Street junction to the southern part at Saddle Junction, improving access to the existing bus station.





In relation to the impacts of the scheme on this study it is evident that vehicles currently wishing to make east-west cross town movements do so through navigation of various congested town centre roads. The new route will provide a link that reduces traffic congestion, provides relief to town centre routes and enhances links to the bus station.

Within the Wigan Local Development Framework Core Strategy Infrastructure Delivery Plan (August 2011), this scheme is identified within the 10-15 year period (2021 to 2026).

## 4 Development of Options

### 4.1 Introduction

This Chapter of the Report explains the options that have been considered in order to define a set of preferred options for detailed appraisal and value for money assessment. The initial option development work was completed by Wigan Council and over 20 options were considered, with each scored against a range of key factors.

The preferred options include an option proposed by Halcrow based on experience from other schemes within the UK and best practice examples.

### 4.2 Development of Initial Options

Wigan Council has completed a process of option development. The basis of the options is summarised below:

- Do-minimum – improved information and facilities at each station, upgrading to meet standards set by TfGM and in line with other station improvements in the area, e.g. Altrincham, Rochdale, Bolton Interchange and Salford Central.
- Super Bus Stops located at strategic points in the Town Centre, with quality shelters. This will reduce the need for a bus station and require a revision of service routing, the latter will help improve service penetration and may result in linking of services to form more cross town routes, e.g. Standish to Robin Park.
- Transport Hub, with a single facility encompassing rail and bus services. The relocation of the bus station to a site adjacent to the railway station appears most logical, given the scope to relocate railway stations is very limited.

The options consider the benefits (in transport and economic terms) of providing better modal integration within the town centre against providing access to key areas of the centre, against the costs of implementing and operating the proposed measures.

Key issues that have been considered in developing options are listed below:

- Requirement to create a transport Gateway to the town and borough, providing better access for local, regional and national trips to and from the town centre and borough.
- Signing and information will be provided as part of all options, linked to the current measures being implemented in the town centre;
- Introduction of Super Stops at locations in the town centre, thereby providing better penetration of bus services across the town centre and, where possible, connecting services to provide more through services;
- Provide better connectivity between the two railway stations and bus services, with one large interchange on a single site if possible.
- Closure, full or partial, of the existing bus station.
- Reduce traffic flow in Wallgate, to provide a better pedestrian area, with improved links between the two stations.
- Improved and more direct access to railway stations from developing areas of the town centre.

- Use of vacant land in the areas around North Western station, including the large car park area and the former MFI site off King Street east.
- Potential for new highway links between Wallgate, King Street and Chapel Lane to provide access to interchange, reduce traffic flows in Wallgate and allow for access to new developments.

### 4.3 Interchange Standards and Best Practice

In considering current best practice, it is useful to examine the current guidelines in order to assess how the transport interchange facilities in Wigan compare and how the options could include elements that improve the facilities. To this effect, a number of best practice sources have been explored and are described below.

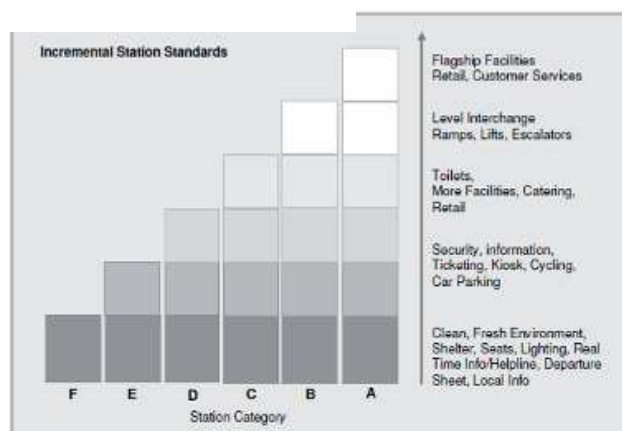
The **Better Railway Stations (Chris Green and Sir Peter Hall)** independent review from the Secretary of State for Transport’s Station Champions, focuses on three key outputs of consistent standards, smart delivery and long-term vision, with an overall aim of identifying how railway stations could be improved to enhance journey experience. Key to this study is the development of ‘minimum station standards’ for each station category:

- **Wigan North Western** is categorised as a ‘National ‘B’ Interchange Station’ (of which there are 66) which are described, inter-alia, as having facilities with “some serious gaps which are neither funded nor scoped.”

In relation to the minimum standards, Wigan North Western has been identified as falling below a 50% station satisfaction score, being the 7<sup>th</sup> worst at 47% satisfaction. The report specifically recommends a ‘catch-up’ fund to deal specifically ensure that the stations reach the minimum standard.

The report goes on to identify for the ten stations with the worst performance score, of which Wigan North Western is one, the measures required to bring them up to an acceptable quality. Specifically in relation to Wigan North Western, the measures are described as ‘extend ticket hall upgrade throughout station’.

- **Wigan Wallgate** is categorised as a ‘Medium Staffed ‘D’ Station’ (of which there are 302) which are described as having “a core inter-urban business or a particularly high volume of urban commuting”. Stations of this category have not been marked against the minimum standards within the report.



The recommended minimum station standards, summarised in the figure above, can be considered against the current provisions at the Wigan stations, and Tables 4.1 and 4.2 below provide this initial review for Wigan North Western and Wigan Wallgate respectively. A (✓) indicates that the standards are being met, a (-) indicates a facility being available but not to the minimum standard and (✖) indicates no provision at all.

This review highlights that there are several areas for improvement at each of the stations, along with a number of areas of deficiency. Part of the output of this study is recommendations towards how achieving / improving the facility provided should be incorporated.

The **Network Rail Guide to Spatial Planning and Design** document provides a reference point as to the Network Rail view of the important elements of stations planning and design, dependant on station characteristics and multi-modal access / interchange opportunities. Structured around 4 themes (Usability, Efficiency, Quality and Value), it can be identified that the main framework criteria are similar to those identified in the Green and Hall report.

Whilst providing guidelines and advice specifically in relation to the provision of interchange facilities within the London boroughs, it is useful to consider the facilities that are being recommended within the **TfL Interchange Best Practice Guidelines 2009**.

Table 4.1: Wigan North Western – Minimum Station Standards Review

Category		Wigan North Western (Category B Review)
<b>Access</b>		
Totem Pole	-	Totem pole and external signage provided. Prominence and quality of signage could be improved.
Access for All	✓	Boarding ramps are available on each platform. Level access into ticket hall, lift to platform provided.
Modal Interchange	✓	Existing bus provisions immediately outside station (Wallgate).
Internal Station Signs	-	Internal station signs provided (but signage locations and design could be improved).
Cycle Hub	✓	Sufficient cycle parking provided to fulfil 5% of joining passengers criteria.
Street Direction Signs	-	Signs provided in surrounding areas to the railway stations collectively, although there are areas of improvement.
Station Travel Plan	✗	No evidence of a Travel Plan being in place.
Premium Parking	✓	Sufficient level of Park Mark accredited car parking (to fulfil 15% of joining passengers criteria) – seasonal passes available.
Plus Bus	-	PLUSBUS available but not evidently promoted.
Bus Information	-	'Onward Travel Information' provided, but not sufficient detail with regards to bus timetable information.
Taxis	-	Taxi rank immediately outside station front, although signage could be improved.
<b>Information</b>		
Real-time information	✓	Real-time information provided in station entrance and on platforms.
Help-Point	✓	Customer help point provided (although staff help available).
Train Service	✓	Appropriate train service information provided
Local Information	✓	'Onward Travel Information' provided.
Useful Information	✓	'Onward Travel Information' provided.
<b>Facilities</b>		
Interchange (major)	✓	Level access into ticket hall, lift to platform provided.
Interchange (minor)		
Staffing	✓	Station is staffed full time.
Canopies	✓	Canopy provided on each platform
Catering	-	Vending machine serving cold snacks available in ticket hall. Pumpkin Café on platform - hot drinks not available 24 hours.
Waiting Room	✓	Waiting rooms available on platforms.
Assisted Travel	✓	Boarding ramps are available on each platform. Level access into ticket hall, lift to platform provided.
Luggage Trolleys	-	Luggage trolley available (although improvement in facility possible)
Ticket Gates	n/a	Ticket gates not in operation at station
Toilets	✓	Toilets provided (including accessible toilets), assumed to be of required standard.
Retailing	✗	Retailing provision is poor.
Clock	✓	Clocks provided on each platform with Real-time information.
Ticket Machines	-	Ticket machines provided within ticket hall, not including accessible ticket machines.
Lighting	✓	Appropriate station lighting provided (assumed to meet Railway Group Standards)
Seating	✓	Appropriate amount of seating provided on each platform

Staff Accommodation	u/k	Unknown from site observations
<b>Environment</b>		
Secure Station	✓	Accredited station (as at last publicised list – 28 <sup>th</sup> March 2011)
Secure Car Park	✓	The station car park has park mark accreditation.
CCTV Security	✓	CCTV provision (assumed to be of adequate standard)
Cleaning	✓	No apparent graffiti or litter issues.
Maintenance	✓	No apparent issues with maintenance of fixtures and fittings, and maintenance ongoing presently.
Smart Environment	-	Station approaches could be improved.

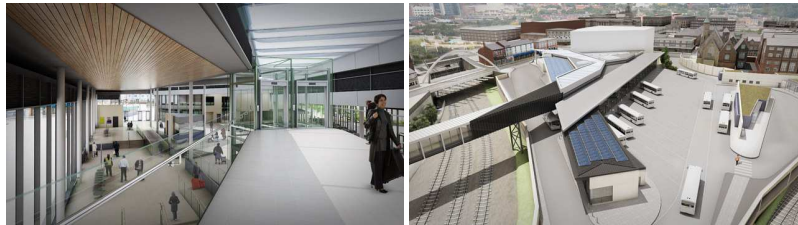
Table 4.2: Wigan Wallgate – Minimum Station Standards Review

Category	Wigan Wallgate (Category D Review)	
<b>Access</b>		
Taxis	-	There is an on-street taxi rank on King Street West and a formal provision at Wigan North Western Station but these are not appropriately signed.
Street Direction Signs	-	Signs provided in surrounding areas to the railway stations collectively, although there are areas of improvement.
Station Signs	✓	Appropriate on-platform stations signs provided.
Totem Pole	-	Equivalent information provided on sign attached to canopy. Prominence of sign could be improved.
Cycle Parking	✓	Sufficient cycle parking provided to fulfil 5% of joining passengers criteria.
Car Parking	✓	Sufficient level of car parking in area (to fulfil 15% of joining passengers criteria)
Bus Information	-	'Onward Travel Information' provided, but not sufficient detail with regards to bus timetable information.
<b>Information</b>		
Real-time Information	✓	Real-time information provided in station entrance and on platforms.
Help-Point	-	Customer help point not provided (although staff help available).
Train Service	✓	Appropriate train service information provided
Local Information	✓	'Onward Travel Information' provided.
Useful Information	✓	'Onward Travel Information' provided.
<b>Facilities</b>		
Staffing	✓	Station is staffed full time.
Assisted Travel	✓	All trains serving the station carry a ramp for wheelchair access. Level access into ticket hall, lift to platform provided.
Ticket Gates	n/a	Ticket gates not in operation at station
Toilets	✓	Toilets provided (including accessible toilets), assumed to be of required standard.
Catering	-	Vending machine serving cold snacks available. Newsagents also open within ticket hall. Hot drinks not available 24 hours.
Clock	✓	Clocks provided on each platform with Real-time information.
Ticket Machine	✓	Ticket machines provided within ticket hall, including accessible ticket machines.
Lighting	✓	Appropriate station lighting provided (assumed to meet Railway Group Standards)
Shelter or Canopy	✓	Canopy provided on each platform
Seating	✓	Appropriate amount of seating provided on each platform
Staff Accommodation	u/k	Unknown from site observations
<b>Environment</b>		
CCTV Security	✓	CCTV provision (assumed to be of adequate standard)
Secure Station	✘	Not an accredited station (as at last publicised list – 28 <sup>th</sup> March 2011)
Cleaning	✓	No apparent graffiti or litter issues.
Maintenance	✓	No apparent issues with maintenance of fixtures and fittings.
Smart Environment	-	Station approaches could be improved.

Following on from the above guidance, it is useful to consider **TfGM Interchange schemes** recently delivered / in the process of being delivered / of aspiration and the range of interchange facilities across Greater Manchester. While distinctly different in relation to their location, characteristics and, ultimately, interchange requirements, the general themes of outcomes to which they are seeking to deliver are likely to be similar. In this respect, a number of these schemes are summarised below:

- **Bolton Interchange**

The new transport interchange at Bolton, which recently received planning permission, forms a major element of the town centre regeneration strategy and will replace the existing bus station on Moor Lane. It will offer better links between rail and bus services, with improved waiting areas, passenger facilities, accessibility, information and safety and security. It is expected that the new facility could be operational by 2015.



- **Altrincham Interchange**

A redevelopment of the transport interchange in Altrincham has recently been approved, transforming the existing interchange into a fully accessible facility with a modern concourse, an integrated ticket office, improved links between bus, train and tram services and new cycle facilities.



- **Rochdale Interchange**

Full funding has recently been gained for the new transport interchange in Rochdale on Smith Street. The facility will offer significantly improved passenger services and facilities, replace the existing bus station and be located next to the town centre Metrolink stop. The facility should be completed in 2013 and will also become the first in Europe to have integrated hydropower generation.





It is clear from the intended provisions at each of these locations that the facilities are of a high standard offering state-of-the-art provisions, demonstrating the aspirations of TfGM and the districts for high quality public transport interchange facilities.

#### 4.4 Transport Interchanges and Regeneration

Table 4.3 summarises a number of public transport interchange developments and gives consideration as to what contribution they make to wider regeneration ambitions.

This case study review has highlighted a range of issues and a number of common themes to consider when developing a transport interchange solution with the intention of it acting as a catalyst for wider regeneration, the most significant of which are detailed below:

- **Delivery as part of a package** - there is clear evidence to suggest that the introduction of high quality transport interchanges can serve to promote wider regeneration. Whilst it is difficult to ascertain the scale of such benefits, due to regeneration being affected by a wide range of variables, it can be stated with greater certainty that delivering an interchange solution as part of a larger re-development strategy will maximise the opportunities for success. The package should be well thought out, promote the role of the transport interchange by focussing key attractions in close proximity and have been subject to public exposure in order to gauge opinions.
- **Striking designs and practicality for users** - in areas in which the townscape has become dated and / or synonymous with economic deprivation, a modern, high quality interchange with a striking design can be perceived as a statement of intent to herald a new era. The scheme promoter may be able to attract additional private sector investment around the proposed facility as a result of renewed confidence stemming from the belief that further phases of development will occur. Whilst a radical design could potentially attract welcome attention, it is essential that the interchange fulfils its primary objective of providing a high quality journey experience for passengers. This is highlighted in the case of the new Slough Bus Station, which has been blighted by complaints from passengers and operators about the suitability of its design.
- **Maintaining access whilst planning for the future** - any new facility should be constructed with the confidence that it will be located in a position to ensure that it provides excellent access to key facilities in the long term. Planning strategies and legislation will be crucial in delivering such a scenario.
- **Stakeholder support** – it is important to minimise the associated risks, and the most effective way to do this is to ensure the ‘buy in’ of all relevant stakeholders through incorporating their views. A fully inclusive consultation strategy should be formulated at the outset of the project.

Table 4.3: Interchanges and Regeneration Case Study Review

Interchange	Current Status	Reasons for Change	Change of Site	Changes to Integration with Other Modes	Changes to Access to the Town Centre	Impact to Operators	Access to the Town Centre – within 400m	Impact on Local Area of New Interchange
Altrincham	Planned construction in 2013	Need to improve quality of facilities, provide better linkages between modes and help regenerate area of the town centre and provide links to new developments.	No	Improved facilities, easier linkages	Improved walk routes, including more direct routes to east and new development sites.	Limited	No major change. Main shopping area all remains within 400m.	Not yet opened – but the new facility will serve the major Altair development, the site of which is immediately adjacent to the interchange.
Wythenshawe	Under construction	Linked to regeneration of the town centre and the Metrolink service. The alignment of the Airport Metrolink line was not favourable for accessing the original site, which is also somewhat peripheral to the town centre and the location of new developments.	Yes	Integrated facility with the planned Metrolink stop	Reduces walk times to main areas of the town centre.	Additional mileage to access site.	Site is more central for key destinations, including shops and Forum.	Not yet opened – but the new bus station will reinforce the newly developed Forum civic centre.
Bolton	Due to be operational by 2015	The new facility will replace the existing Moor Lane station and offer better links between rail and bus services, as well as improved waiting areas, passenger facilities, accessibility, information, and safety and security. The project is a key part of the town centre regeneration strategy, and is the first phase of a number of significant developments in the area.	Yes	Improved integration with rail services at Bolton rail station	Access to the main retail centre is maintained at a comparable level. The most significant change is that Bolton market becomes more distant from the new interchange site. In response to this issue, a strategy will be developed to signpost pedestrian routes to areas of the interchange and the town centre, including the market.	Limited	The proposed site benefits from a central location that ensures that a significant proportion of the town's amenities are within 400m. The interaction with the rail station will also provide a high profile gateway that will be attractive to both passengers and developers.	Not yet opened – however the scheme is expected to act as a driving force for the regeneration of Bolton town centre and the wider area. It is intended that the combined bus and rail facilities will support the delivery of the Innovation Zone and creation of jobs.
Rochdale	Due to be completed by 2013	The new interchange will be a modern, striking landmark for the town centre, with significantly improved passenger services and facilities, including electronic passenger information displays at stands. The new facility will also have an ultra-low carbon footprint as a result of using the River Roch for hydropower generation. It replaces an outdated structure that was built in the 1970's.	Yes - the demolition of the existing bus station and the council offices will create the required space for a new retail and leisure development.	Integrated facility with the new town centre Metrolink stop	The new site is located slightly further from the town centre high street. However, a new civic centre is being constructed adjacent to the new site that will become a key destination.	Limited as the new site is located in close proximity.	No major change. Main shopping area all remains within 400m.	Not yet opened - however, when full funding was announced it was claimed that the success would kick-start the regeneration of Rochdale town centre as it triggered a domino effect of projects that had been waiting for clarity over the future of the current bus station site.

Interchange	Current Status	Reasons for Change	Change of Site	Changes to Integration with Other Modes	Changes to Access to the Town Centre	Impact to Operators	Access to the Town Centre – within 400m	Impact on Local Area of New Interchange
Oldham	Main Bus Station (Cheapside) opened 2001. Secondary Bus Station (West Street) opened in 2006.	The decision was made to replace the previous bus station at Town Square and the bus stops on Cheapside and West Street in order to enhance the quality of passenger facilities. The centralisation of bus services was deemed as a further opportunity to improve the passenger journey experience.	The original bus station land is currently being used as a pay and display car park.	Limited	The location of the original bus station at Town Square held an advantage for accessing the Town Square Shopping Centre.	Limited	The main retail facilities are still within 400m of the new bus station, but the move has seen the uptake of a more peripheral location.	The new interchange has served to refresh the immediate area and provide bus passengers with a higher quality of service. There is little evidence however of it having a significant impact in terms of regeneration and attracting additional investment to the town.
Wakefield	Built 2001	The former bus station was located on a central but constrained site owned by Wakefield Council. Bus station relocated to enable construction of new market hall on former site. Larger bus station built by Arriva on neighbouring site with better access and facilities.	Yes (to immediately adjacent site)	Improved facilities but no linkage to other modes (rail stations remote from bus station)	Slightly increased walk route to traditional shopping areas, although increase marginal.	Improved access to site from inner ring road.	No major change. Main shopping area all remains within 400m.	Trinity Walk shopping centre built adjacent to site in 2011, expanding retail core towards facility.
Barnsley	Built 2007	New larger, modern facility, fully integrated with rail station	No	New building provides integrated facility with adjacent rail station, with link bridge to platforms	Improved pedestrian walk routes	No major change in route, but improved access arrangements.	No major change in distance. Main shopping area all remains within 400m.	Part of wider 'Remaking Barnsley' to redevelop town centre. The fact that it received European Objective 1 funding demonstrated the role its development was felt to have in regenerating the town. A major retail redevelopment proposed adjacent.
Leeds	Built 1996	Consolidation of three smaller bus stations dispersed around the city centre into one larger facility on one of the former sites. Coach station also relocated to integrate with bus station.	Enlargement on existing site involving relocation of two smaller facilities	Improved facilities, combined with coach station but remote from rail station. Proposed NGT stop adjacent.	Close to main markets area, but distant from rail station and business district.	Generally used by longer distance inter-urban services, improved access from city centre loop road.	No major change from two of the former sites, third relocated from near to rail station (although small on-street interchange since built near rail station to provide limited interchange)	Partial redevelopment of Quarry Hill area opposite bus station has occurred since completion. Eastgate development proposed immediately to north. Overall, there is evidence of significant economic development in the area of the bus station. Whilst it seems improbable that the bus station has been the sole catalyst, it seems certain that it has contributed to some extent.
Castleford	Proposed 2013	Improved facilities and relocation adjacent to rail station	Yes (approx. 100 metres from existing facility)	Proposed integration with rail	Closer to town centre than current bus station. Improved pedestrian routes. Reduced pedestrian/ vehicle conflicts.	Increased mileage to access new facility via constrained town centre route	Better access to retail core.	Original (failed) Regional Growth Fund Bid estimated significant regeneration benefits to town centre. The bid failed on the basis of a lack of stakeholder support and the inability to demonstrate that the scheme would quickly deliver additional private sector jobs.

Interchange	Current Status	Reasons for Change	Change of Site	Changes to Integration with Other Modes	Changes to Access to the Town Centre	Impact to Operators	Access to the Town Centre – within 400m	Impact on Local Area of New Interchange
Slough	New station opened in June 2011	The old Brunel Bus Station had become outdated with the level of facilities available making travelling by bus an unattractive option. The poor quality of architecture in the area was deemed to be acting as a constraint to attracting economic investment	Yes – built on the site previously occupied by Compair House on Wellington Street, which is adjacent to the site of the old bus station.	The proposals seek to develop the integration between bus services and the adjacent Slough rail station.	Limited change in terms of distance travelled. The new bus station was expected to provide a welcoming arrival to Slough, set within a pedestrian friendly access route to the town centre. Unfortunately, there has been much discontent amongst local residents regarding the practicality of the facilities provided. The striking canopy for instance provides only limited protection from the elements, whilst understanding the stopping arrangements is difficult.	Operators have seen little change in terms of additional mileage as the location of the site has only altered slightly. The access arrangements at the various bus stands however has provided some concern due to the difficulty in reversing. Furthermore, the narrow access road connection with William Street has caused problems.	The site remains within 400m of the retail core.	The £12 million bus station has been delivered on the basis that it is part of the £450 million 'Heart of Slough' regeneration package that is intended to revitalise 11.75ha of town centre land. This will include new office developments, and the 'Curve' - a learning and cultural centre that is expected to be completed in 2015.

## 4.5 Rail Facility Integration Issues

Despite their close proximity, there is currently little evidence of integration between Wigan Wallgate and Wigan North Western rail stations. It is widely acknowledged, however, that the opportunity that this proximity provides in respect of integration should dictate that further consideration be given as to how the two stations could be more closely aligned.

The realisation that enhanced integration could be used as a tool to not only improve the interchange experience for passengers making movements between the two rail stations, but also to increase the profile of public transport within Wigan and attract new users, reinforces this belief.

In response, Network Rail has been consulted in order to ascertain their initial thoughts on the viability of integrating Wigan Wallgate and Wigan North Western. A number of key issues are highlighted below (measures identified here are not necessarily included in the appraised options), where possible with an indication of the work required in order to find a successful resolution:

### Technological Integration

- **Asset ownership** - there are a number of asset ownership issues that will need to be resolved, a particular case in point is the ownership of the Customer Information System (CIS) at Wallgate. The equipment at North Western is confirmed to be a Network Rail asset, which is operated by Virgin Trains.
- **Functionality details** - it may be possible to integrate the Public Announcements (PA) with the CIS but a full investigation into the technical functionality will be required. Network Rail has experience of developing interfaces between systems, such as the Darwin CIS programme which has sought to improve the provision of passenger information during disruption, but it is a complex area.
- **Staffing and operations** - other parties aside from Network Rail would need to give consideration as to who would announce / control each system or whether a move to a fully remote controlled system would be desirable.
- **Data transfer** - this could be possible through use of either the Network Rail or Virgin Trains Wide Area Network (WAN). A decision would be required on this matter along with how the information could be passed between the two sites, whilst consideration of the firewall arrangements will also be necessary. There is also a funding issue to resolve in relation to this matter.
- **Service level agreements** - there are two different maintainers meaning that an integrated strategy would be required.
- **Service charges** - a party would need to be identified from the outset for holding responsible for repairs to the system, spares etc.

### TOC Agreements

- **Information provision** - the current arrangements see Virgin Trains operate North Western, whilst Northern Rail operate Wallgate. If the CIS is to be integrated it will involve information being displayed on one operator's premises for another operator's elsewhere. This is a commercially sensitive issue that would need to be discussed in full with the TOCs. It should be noted that the long term forecast as to which TOCs

will operate in the area is somewhat uncertain and changes may impact upon the delivery of any scheme.

- **Platform numbering** - there may be scope to introduce a single platform numbering system, but this would again require extensive consultation to determine amongst other things, the benefits this offers to passengers, the feasibility of such integration (with a view to other issues identified here) and the system requirements to enable this.
- **Wallgate link** - further work needs to be undertaken to establish what measures the TOCs would support (in co-operation with other involved parties including Wigan Council, TfGM etc.) in terms of improving the physical links between the two stations. Careful consideration would need to be given to the branding of signed information, noting that this could influence who would be prepared to fund the infrastructure and cover any ongoing maintenance.

It is clear that in order to integrate the two rail stations with good effect, there are a number of complex issues that will need to be resolved. Whilst Network Rail is able to indicate that the concept is feasible in principal, further clarity of the desired outcomes would need to be provided as the project develops, in order for more detailed analysis to be undertaken.

The variety of stakeholders involved highlights that the successful delivery of such proposals will depend heavily on the commitment of all parties, suggesting that the approach to consultation will be important.

Finally, Network Rail has noted that there are two separate schemes currently being progressed at Wallgate. These involve increasing the number of CIS screens on the platform and renewing the existing PA system.

#### 4.6 Preferred Options

This section describes the preferred options that have been appraised. In summary, the options are as below:

Option 1A – Bus Loop and Super Stops

Option 1B – Bus Spinal Services through Town Centre

Option 2 – New Rail and Bus Interchange at North Western

Option 3A – Combining Options 1A and 2.

Option 3B – Options 1B and 2 with Wallgate railway station relocation

Option 4 – North Western Access and Queen Street Super Stops

Option 5 – Rodney Street Link to Interchange at North Western

Each of the options would be supported by signing and information measures located at the interchanges, Super Stops and other strategic points in the town centre. The information would be interactive and provide users with real time information on rail and bus services, maps and directions and other useful information about events in the town, including how to access those events by public transport and other active travel modes.

- **Option 1A: Super Stops – (Wigan Scheme 12b).** Removal of the bus station and re-routing bus services around the town centre, providing a circular link or spinal link

connecting to key destinations around the town centre. The loop will have up to five stopping points per direction at locations presented in Table 3.3. (Figure 4.2)

- **Option 1B: Bus Spinal Services through Town Centre.** Additional cross-town bus services are provided in order to improve links to wider areas of the town centre such as Robins Park, Wigan College and the Royal Albert Edward Infirmary. The cross-town bus services serve Wallgate and the existing bus station, helping to fill the gap in the current service provision. The cost to operators is minimal as this option seeks to join existing services. A total of 8 additional buses per hour are provided in each direction via the following corridors (refer to Figure 2.1):
  - Wallgate West to Central Park Way: 2 buses per hour
  - Wallgate West to Scholes: 2 buses per hour
  - Wallgate West to Parsons Walk / Bridgeman Terrace: 3 buses per hour
  - Chapel Lane to Central Park Way: 1 bus per hour
- **Option 2: One Station – (Wigan Scheme 17).** New platforms to the north of the car park area at North Western, with re-branding one station and re-numbering the platforms to form one integrated station, as was completed for Liverpool South Parkway station. The existing North Western station car park would be relocated to the rear of the site and a new bus station area would be built to the front, with full TfGM interchange retail and travel shop facilities within the complex. The scheme would also include provision for a cycling compound, in addition to taxi and kiss and ride bays. Access to the new station, with a link from King Street (east of Wallgate), would be provided with direct links into the relocated Wallgate platforms, bus station, and North Western station. (Figure 4.3)
- **Option 3A: Combination of Options 1A and 2.** Provide new interchange at North Western station and Super Stops on the loop in the Town Centre. (Figure 4.4)
- **Option 3B: Options 1B and 2, with Wallgate Railway Station Relocation.** This option combines the spinal bus service changes with a new multi-modal interchange including the relocation of Wallgate railway station to form part of the combined single site scheme. The option provides a single interchange for the town and major gateway scheme.
- **Option 4: Queen Street Access and Stops – (Wigan Scheme 8).** Punch through the arches to the south of North Western Station and provide an enhanced pedestrian and cycle link to the southern parts of the Town Centre Area Action Plan area. This includes the cultural quarter, including Wigan Pier, and then through to Robins Park and the DW rugby league and football stadium. Car parking for the station could be provided in the Queens Street area. Super Stops would be located on Queens Street, with up to six stops in one direction (Figure 4.5).
- **Option 5: Rodney Street Link – (Wigan Council Scheme 14).** Provide a new highway link from the King Street / Rodney Street Junction to the interchange facility at North Western station. This will require a new bridge over the Wallgate railway line, the purchase of land which is currently the car park of the former MFI store, and relocation of the existing station car park to remaining land of the former MFI car

park. The option would reduce the need for Super Stops on King Street and reduce the bus flows in parts of Wallgate. The new link is assumed to be part of the bus loop of the town centre, in effect replacing the need to use King Street (east of Wallgate) and Library Street (Figure 4.6).

#### 4.7 Preliminary Assessment of Options

The preliminary assessment of options is based on the following criteria, and highlights the strengths, weaknesses, threats and opportunities (SWOT) of the option. This is reported in Table 4.4.

- Strengths
- Weaknesses
- Opportunities
- Threats
- Deliverability
- Affordability
- Stakeholder Support
- Capital Costs
- Operating Costs
- Demand - including Mode Shift
- Scheme Benefits

In summary, the key points on each of the options are highlighted below:

##### **Option 1A – Bus Loop and Super Stops**

Scheme will deliver passenger benefits, is low cost and deliverable in terms of physical measures proposed. But the major concern is the support of operators and the disbenefits to them in terms of operating costs of using the loop. Extra revenue generated will not cover extra costs and, therefore, the scheme is not attractive to operators unless they are subsidised. This would result in a significant cost (£0.75m pa) to TfGM.

The loop is simply not appropriate for the key corridor of services from Wallgate – 49% of passengers, 42% of buses in the town centre – as services penetrate the town centre well at the moment with all operating through Wallgate and the bus station.

##### **Option 1B: Bus Spinal Services through Town Centre**

This option provides spinal services that operate from one side of the town centre to the other, assisting in filling gaps in the existing service provision. This approach will improve access to facilities on the edge of the town centre such as Robins Park, Wigan College and the Royal Albert Edward Infirmary. The cost of the scheme is relatively low, whilst the delivery would be more simplistic than introducing the bus loop. However, complex issues would still need to be resolved with bus operators in order to ensure that the services are viable.

##### **Option 2 – New Rail and Bus Interchange at North Western**

Excellent Gateway scheme and will provide enhanced integration of bus and rail modes. The disbenefit is the location in the town centre, where walk distance will increase.



Disbenefits to town centre trips will exceed benefits to interchange passengers. The latter is about 20% of total demand. The cost of the scheme is high and issues of affordability are a concern.

#### **Option 3A – Combining Options 1A and 2**

The combination of a loop and new interchange does not seem to work well. Again it's the services from Wallgate that dominate the case and having an interchange at the start of the loop not half way round is not good will be very unattractive to passengers and operators. The costs of the combined scheme are very high.

#### **Option 3B: Options 1B and 2, with Wallgate station relocation**

This option combines the spinal bus service changes with a new multi-modal interchange including the relocation of Wallgate rail station to form part of the combined single site major gateway scheme. Accordingly it experiences few bus services changes than option 1A, but includes the cost associated with Wallgate Rail station moving to south of Wallgate, so adjacent to North Western station.

#### **Option 4 – North Western Access and Queen Street Super Stops**

Scheme will provide better access to North Western station, however it will result in more disbenefit to bus passengers accessing the town centre. Locating stops on Queens Street is not ideal as it will disrupt general traffic due to the loss of highway capacity. Management of buses and traffic in the area will be problematic.

Taking buses away from Wallgate will increase bus operating costs even more than Option 1A and support of operators will be difficult to achieve.

#### **Option 5 – Rodney Street Link to Interchange at North Western**

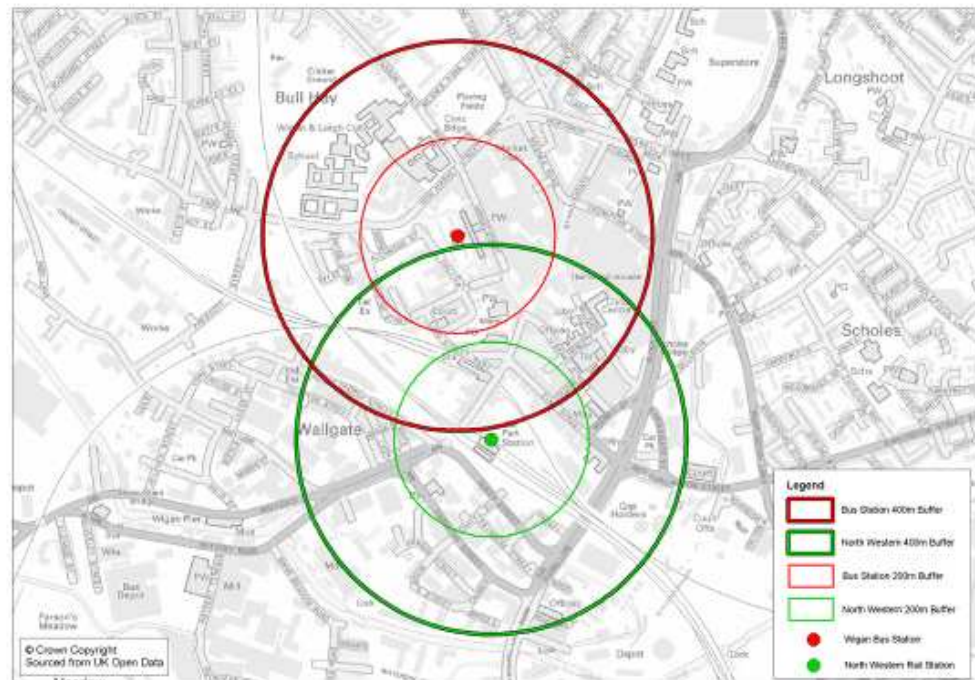
The scheme is again a major "Gateway" scheme and will deliver reasonable benefits. The concern of the scheme is the very high costs and affordability issues. The scheme is not easy to partition into elements and is in effect an "all or nothing" scheme. Hence, funding of the full project is needed in one tranche.

### **4.8 Option 6 – Balanced Option**

Based on the results of all the options, option 6 has been defined as described below. This option looks to address the issues of accessing the town centre alongside integrating modes, whilst providing a package of measures that could be implemented in phases and funded by different sources. It is more deliverable and affordable than a single major infrastructure scheme, and delivers the majority of benefits.

A key consideration during the 'balanced' option design process has been how to maintain current accessibility levels whilst also offering enhancements. Figure 4.1 indicates how the existing catchments of the bus station and Wigan North Western serve quite different areas of the town. It shows that the location of the existing bus station allows passengers to easily access key facilities within the town such as the retail facilities in the Market Street area and the educational facilities at Wigan and Leigh College

Figure 4.1: Bus Station and North Western Catchments (200 and 400 metres)



The location of the measures identified to meet this objective are described below and shown in Figure 4.6:

- Provide 4 quality stops at North Western station for services from West / North Corridors to terminate. This allows these services to access more of the town centre and link to the railway stations, plus busier areas of the town centre. These service routes would be extended from the bus station, meaning that nearly all services (over 95%) would serve Wallgate area and the current bus station. Minimal impact to operators and increases in bus resources (drivers, vehicles etc.). Stops on Wallgate to be retained for through services.
- The existing bus station should be reduced in size, to 10 stands maximum and of Super Stop quality. Some stands could be located on Hallgate. At least 2/3 of the bus station site would remain for sale with opportunity to integrate future pedestrian links through to Market Street / the Galleries. Provision for layover in Hallgate / Dorning Street is required (in addition to ability to layover at new interchange at North Western station).
- North Western station car park to remain at current location. Attempt to provide a pedestrian route through the middle to link to King Street (and ultimately the civic / leisure quarters) in a more direct approach. Link to new second access point to North Western station through the current ticket office (or redesigned entrance – see point 4) to make walk route more direct. Provide cycle hub in lower area of car park. Expansion of car park with additional level may be required to allow for loss of spaces on the ground level.

- North Western station frontage to be redeveloped, with existing ticket hall area converted and new waiting area (for bus, rail, taxi), ticket office, retail area, information (bus and rail) etc. Station to meet standards set out in the Hall and Green report.
- Keep Wallgate open to buses and taxis. General traffic to use new Link Road or River Way. Reduces bus flows on Library Street and King Street East.
- Common signing and information at two railway stations. Bus Information screens at railway station and integration with Wayfinders into all options at key points (e.g. in Wallgate area and at the 2<sup>nd</sup> Wallgate access).
- Second entrance to Wallgate at west end of platforms, with a bridge to King Street. Provides more direct walk link to bus station area and the Learning Quarter.

The preliminary appraisal of Option 6 is reported in the SWOT analysis in Table 4.4. Options 1B and 3B do not appear in Table 4.4 as they were derived subsequently, as a result of this analysis.