



8. Interchange Supporting Statement

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1. Setting the Scene

- 1.1 Most journeys involve changing at some point from one mode of travel to another. Successful public transport integration involves not only efficient and effective physical interchange, but also well co-ordinated, reliable services and good connections.
- 1.2 Public transport interchanges in the JLTP area range from those serving predominantly local travel patterns to those with a more strategic role linking cross boundary bus services or interconnecting with long distance rail services. The first round of LTPs included audits of public transport interchanges and put forward proposals for enhancements.
- 1.3 This statement focuses on public transport interchanges; the main linked supporting statements are Bus, Rail, Coach, Taxi, Community Transport and Parking (for park and ride).

2. Vision

- The travelling public transferring quickly and easily between modes with interchanges contributing to the perception of seamless journeys.
- Public transport operating as a true network, with better connections and co-ordination of bus and rail services and greater through-ticketing.
- Secure, convenient, accessible and comfortable interchanges with good signing and information.



3. Interchange and the Shared Priorities

Congestion

Convenient, efficient interchanges, through ticketing and well-connected bus and rail services all promote use of public transport and reduce reliance on cars with consequential reductions in congestion.

Road Safety

Well-designed interchanges provide safer facilities for users and, by attracting car users to public transport, help reduce the potential for road accidents.

Accessibility

Convenient, efficient interchanges assist in the integration of the bus network, improving accessibility to a range of facilities and services.

Air Quality

Improved interchange facilities will contribute to a reduction in emissions by encouraging mode-shift from the car.

Other Quality of Life Issues

Well designed interchanges and good connections between bus and rail services can assist in achieving attractive public spaces and streetscapes, improving personal security and making it easier for urban residents to gain access to the countryside.

4. Issues

- 4.1 Interchanges are an integral part of the transport system and feature prominently in many of the JLTP supporting statements and action plans.
- 4.2 The quality of interchanges influences people's perception of public transport. For public transport to become an attractive alternative to the car, the Greater Bristol Strategic Transport Study stresses the need for it to be seen as a

comprehensive network and interchanges have a key role to play in this.

- 4.3 At a strategic level the area's main rail and bus stations are important links to long distance services. Investment in these relies on partnership working with bus and rail operators as well as Network Rail, developers and many other stakeholders.
- 4.4 At a more local level, in both urban and rural areas, the availability and standard of interchanges is an essential ingredient in accessibility planning. Local interchanges can vary from locations where bus services converge, to rail stations accessible on foot, by cycle or bus. They can also include formal or informal facilities for 'park and share', encouraging car sharing.
- 4.5 Poor interchange and connections between bus services and between bus and rail have been key concerns expressed during public consultation and the concept of the 'seamless journey' has yet to be achieved. Some of these problems stem from poor co-ordination of services, others from the bus operators' difficulty in maintaining reliability because of traffic congestion.
- 4.6 Initial audits of formal and informal places of interchange were carried out by each Council as part of the first round of LTPs. A range of items was assessed including passenger facilities, safety and security, information, ease of access and movement by all modes. The audits found that the quality of many interchanges was poor with scope for

major enhancement. Progress has been made with improvements but much remains to be done.

5. Delivery Programme in the Plan Period 2001/02 to 2005/06

- 5.1 In the period of the first LTPs the following schemes and measures have been delivered based on the initial audit of interchanges:
 - The Centre in Bristol remodelled to ease bus access and provide improved pedestrian facilities and information, all aimed at aiding interchange.
 - Major safety improvements at Bath bus station.
 - New Bristol bus station opened.
 - Bath bus gate has eased bus movements and provided scope for more cross-city services, reducing the need for interchange.
 - Bristol Parkway: new rail station complex with bus/ rail facilities.
 - Temple Meads: upgrading of passenger facilities, interchange with bus, ferry and cycle.
 - Weston-super-Mare town centre: 'Bus Focus' with upgraded stops, shelters and pedestrian access.
 - Weston-super-Mare station: forecourt upgraded with better provision for buses and taxis.



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- Cribbs Causeway: bus station provided as part of The Mall development.
- Enhancement of bus stops and shelters to make interchange more attractive in town centres of Clevedon, Kingswood and Nailsea.

6. Good Practice

City Centre Bus Station

A major interchange improvement in Bristol city centre has been the completion of Phase 1 of the Marlborough Street bus station redevelopment (see under Coach Supporting Statement for details).

Bus/ Rail Interchange

A major upgrading of Bristol Parkway station was completed in 2001/02 by the former Railtrack working together with First Great Western and South Gloucestershire Council. The improvements included enhanced facilities and better access for rail passengers, convenient and safe interchange with bus and taxi services close to the station entrance, and the provision of modern shelters and raised kerbs. Interchange between buses, taxis and rail has also been improved at Weston-super-Mare station as a result of LTP funded works by North Somerset Council. In both cases enhancements have also included better provision for pedestrians, cyclists, motorcyclists and car drivers.

Town Centre Interchanges

One of the aims of the Kingswood Town Centre Pedestrian Enhancement and Environmental Scheme completed in 2003/04 was to improve bus stop and waiting facilities to provide a public transport interchange in the town centre. Similarly, 'Civic Pride' enhancements carried out in partnership with the South West Regional Development Agency (SWRDA) and others in 2002/03 have

introduced high quality bus shelters, information and raised kerbs to make bus interchange much more attractive and convenient in Weston-super-Mare town centre.

7. The Strategy

7.1 The strategy has three basic strands:

- Enhancement of interchange infrastructure.
- Improvement of interchange accessibility; and
- Improved co-ordination of bus and rail service timetables.

7.2 There are strong inter-relationships between the interchange strategy and other strategies and action plans, principally:

- Bus
- Rail
- Taxi
- Community Transport
- Walking
- Cycling
- Accessibility
- Greater Bristol Bus Network
- Bath Package.

Enhancement of interchange infrastructure

7.3 We will review the initial interchange audits carried out for the first round of LTPs and:

- agree minimum standards for different categories of interchange.
- develop a design guide that can be used to aid spatial planning proposals.
- implement, with the public transport operators and other interests, a programme of improvements.

7.4 Proposed strategic infrastructure improvements are summarised in

Figure 1: Strategic Interchange Infrastructure Proposals

Bristol City Centre	
Broadmead	Implementation of redevelopment proposals including basement parking for coaches and extra on-street bus and coach stops.
Bus station	New Marlborough Street bus station (opened November 2005).
The Centre	Review of all stopping arrangements.
Temple Meads	National Hub Station—working with Network Rail and First Great Western on enhancements (see rail supporting statement).
Bath City Centre	
Bus Station / Bath Spa Rail Station	Bath Spa National Hub Station. New bus/ rail interchange to be implemented as part of Southgate commercial redevelopment.
Weston-super-Mare	
Town centre	Working with SWRDA to implement further phases of Civic Pride improvements.
Station	National Hub Station. Improved station facilities.
Worle station	Development as a sub-regional hub station recommendations combining rail, local bus, coach and airports links together with park and ride and cycle facilities.
North Fringe	
Bristol Parkway	National Hub Station. Further improvements to bus/ rail Interchange and pedestrian access. Third platform due to open in early 2007.
Cribbs Causeway	
The Mall	Strategic Bus Hub: enhancements as part of GBBN major scheme.
UWE	Upgrading status of interchange.
Filton Abbey Wood	Increase in rail services to Yate / more bus connections.
Bristol International Airport	
	Continuing improvements at terminal for bus, coach and taxi passengers. Dedicated 'Flyer' service and sales points/ enhanced waiting facilities (Provisional Revised Surface Access Strategy June 2005)

Figure 1. They will depend on partnership working with bus and rail operators, Network Rail, developers and many other stakeholders. Apart from bus and rail services the investment will be aimed at integration with coach, taxi and ferry services and access on foot, by cycle and drop off/ pick up by car.

- 7.5 For 'National Hub Stations' the rail strategy foresees improvements in bus access and better information and signage; similar enhancements are planned for the 'Sub-regional Hub Stations' at Filton Abbey Wood and Worle. The city centre bus station at Bath will be replaced by new facilities and expansion is also anticipated in the strategic bus

interchanges at Cribbs Causeway, the University of the West of England and Bristol International Airport.

- 7.6 For local interchanges the strategy is to take up opportunities wherever they arise for the development of facilities in town and suburban centres and in neighbourhood and rural locations. These are likely to include:

- Intersection of showcase routes associated with Greater Bristol Bus Network major scheme and including real time information, new shelters and raised kerbs, e.g. Emersons Green multi-modal interchange, Henbury and Southmead.

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- Bus interchange with ‘Local Hub Stations’ including platform departure LED displays, CCTV, improved bus information, better lighting, more staffing, more cycle parking, (e.g. Clifton Down Centre), Keynsham (also better station access), Nailsea & Backwell, Yate (new bus station planned with developer funding, multi-modal interchange on GBBN showcase route).
- Intersection of radial and orbital routes including enhanced shelters and information, raised kerbs, e.g. Westbury-on-Trym, Knowle, Brislington, Broad Walk, Bromley Heath and Mangotsfield.
- Town centre ‘bus hubs’ including enhanced shelters and information, raised kerbs, e.g. Thornbury, Nailsea, Keynsham.
- Rural ‘bus hubs’ including enhanced shelters, information and raised kerbs.

Improvement of interchange accessibility

- 7.7 Linked with the infrastructure proposals outlined above is the need for interchanges to be made more accessible, not just achieving on-site benefits for disabled people, but also enhanced access on foot and by cycle from the immediate catchment area and links with demand responsive and community transport. Improvements of this kind have a crucial role to play in delivering the JLTP accessibility strategy and they have a close relationship with the walking and cycling strategies and provision of convenient and safe access routes and improved signage and information.

Improved co-ordination of bus and rail services

- 7.8 Although we will work in partnership with the operators to seek greater integration of bus and rail services that minimise the need for interchange (see Bus and Rail Supporting Statement), where it is necessary the objective is to make it as quick, easy, comfortable and safe as

possible. The strategy focuses on:

- Better bus and rail connections.
- Integration of supported bus services, community and demand responsive transport with mainstream services.
- Enhanced information.
- Improved choice of tickets.

- 7.9 The continued development of showcase bus routes would achieve higher quality, more reliable and frequent services with greater opportunity for connecting with train and local bus services. Showcase route development would be substantially accelerated by implementation of the Greater Bristol Bus Network major scheme, creating a truly comprehensive bus system. The Bath Package major scheme would similarly boost integration of services (see Bus Supporting Statement).

- 7.10 We will work with the bus operators, First Great Western and Network Rail to identify scope for timetable revisions that enable passengers to change mode more efficiently and effectively. The Rail Supporting Statement foresees ‘Local Hub Stations’ being provided with improved bus access from adjacent urban areas, wherever possible. This may be achieved by adapting the commercial bus network or through additional, supported bus services.

- 7.11 The non-commercial bus services supported by the four Councils provide a vital supplement to the commercial network. The strategy recognises that there is scope for them to play a greater role, along with community and demand responsive transport, as ‘feeders’ which provide links with the rail system and the commercial bus network.

- 7.12 Both the Bus and Rail Supporting Statements highlight the need for better public transport information. This ranges from enhanced roadside displays that show bus and rail connections, through real time information and variable message signs at main interchanges and

shopping centres, to promoting greater use of the internet-based Transport Direct.

- 7.13 We will seek to improve the choice of bus and rail tickets to enable optimum interchange between the services of different operators. This is likely to include a multi-operator bus ticket product as envisaged in the Transport Act 2000, which could be extended to provide a combined bus/rail ticket.

8. Targets

No specific target has been set but the interchange strategy relates to:

BVPI 102 Number of bus journeys

BVPI 104 Satisfaction with local bus services

LTP1 Accessibility

LTP4 Mode share of journeys to school

LTP5 Bus punctuality

Regional 1,2,3: Traveline

Local 1: Number of rail journeys

Local 2: Park and ride

Local 3: Community Transport and Demand Responsive Services