

**Town and Country Planning Act 1990**

**Acquisition of Land Act 1981**

**Inquiry into:**

**THE ST HELENS BOROUGH COUNCIL (ST HELENS TOWN CENTRE) COMPULSORY  
PURCHASE ORDER 2022**

**St Helens Bus Station**

**Statement of Evidence APPENDICES and REFERENCES  
of**

**Andrew Cairns**

**of Merseytravel**

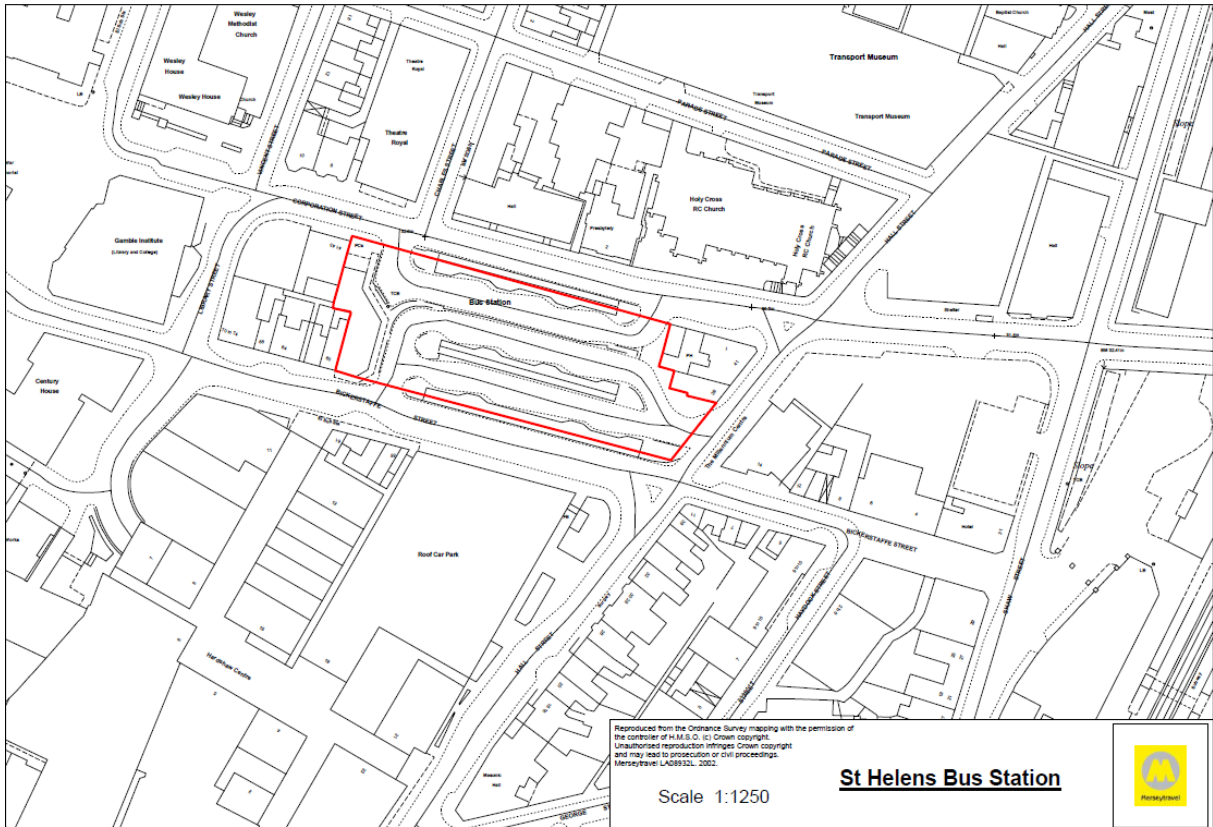
**13 July 2023**

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Ref 3	Office for National Statistics, Census 2021, Maps of deprivation <a href="https://www.ons.gov.uk/census/maps/choropleth/population/household-deprivation/hh-deprivation/household-is-deprived-in-one-dimension?oa=E00034851">https://www.ons.gov.uk/census/maps/choropleth/population/household-deprivation/hh-deprivation/household-is-deprived-in-one-dimension?oa=E00034851</a>	
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### Appendix 1 – Plan of current bus station in St Helens town centre



**Appendix 2 – Photographs of current bus station in St Helens town centre**



## **Appendix 3 – Merseytravel Bus Station Agreement**

**Merseyside Passenger Transport Executive**

**and**

.....

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**Agreement for the use of Bus Stations by Bus Operators**

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Louise Outram  
Secretary  
Merseyside Passenger Transport Executive  
1 Mann Island  
Liverpool  
L3 1BP

LEGAL/ STD/BusStationAgreement/JCW/SB

|

**THIS AGREEMENT** is made the \_\_\_\_\_ day of \_\_\_\_\_ **BETWEEN**

**MERSEYSIDE PASSENGER TRANSPORT EXECUTIVE** of PO Box 1976 Liverpool

L69 3HN (hereinafter referred to as “Merseytravel” which expression shall include

Merseytravel’s successors and permitted assigns) **AND** \_\_\_\_\_

\_\_\_\_\_ of ..... (hereinafter referred to as

“the Bus Operator” which expression shall include the Bus Operator’s successors

and permitted assigns)

**WHEREAS** Merseytravel manages the Bus Stations (hereinafter defined) and has

agreed with the Bus Operator that it may use the Bus Stations for the purposes of its

business as a local bus service operator operating local bus services under the

Transport Act 1985 upon the terms and conditions set out in this Agreement (which

expression shall include the Bus Station Manual (hereinafter defined))

**NOW IT IS HEREBY AGREED** as follows:-

**1. Definitions**

1.1 The definitions contained in the Bus Station Manual (hereinafter defined) shall have corresponding effect in this Agreement

1.2 “Bus Station Manual” shall mean the bus station manual and any subsequent amendments and/or updates reasonably issued from time to time by Merseytravel to the Bus Operator a copy of the current version of which is attached hereto

**2. Bus Operator’s Obligations**

The Bus Operator shall comply with the provisions of this Agreement

**3. Merseytravel’s Obligations**

Merseytravel shall comply with the provisions of this Agreement



4. **Partnership**

4.1 Merseytravel and the Bus Operator shall work in mutual co-operation to adequately and sufficiently fulfil their agreed roles and responsibilities and apply their agreed expertise in relation to this Agreement and shall adopt the concept of the partnering approach in respect of this Agreement as detailed in Clause 4.2 hereof

4.2 Merseytravel and the Bus Operator shall establish develop and implement their partnering relationship with the objective of achieving:-

4.2.1 trust fairness dedication to common goals and an understanding of each other's expectations and values

4.2.2 innovation improved efficiency cost-effectiveness and reduction or elimination of waste

4.2.3 execution of this Agreement within the agreed timescales and to the agreed quality

4.2.4 measurable continuous improvement by reference to targets established and key performance indicators identified

4.2.5 commitment to people including the Passengers and employees of the Bus Operator

4.3 Irrespective of the provisions of this Clause nothing in this Agreement shall purport or confer to purport any legal partnership between Merseytravel and the Bus Operator

5. **Liaison and Monitoring**

5.1 The Bus Operator Representative shall attend quarterly liaison meetings with the relevant Supervising Officers and in respect of Liverpool South Parkway with the SFO Manager to discuss bus station

operational matters and continual improvement proposals

6. **Performance**

6.1 Merseytravel and the Bus Operator both recognise the requirement to provide a quality bus service to the Passengers To this end Merseytravel and the Bus Operator have agreed to comply with and be bound by the provisions of the Bus Station Manual

6.2 If the Bus Operator (including the Drivers) fails to comply with the provisions of the Bus Station Manual then Merseytravel shall be entitled to issue a Penalty Notice and/or an Improvement Notice to the Bus Operator in accordance with the procedure laid down in the Bus Station Manual

6.3 Merseytravel shall be entitled to recover from the Bus Operator any reasonable costs incurred by Merseytravel as a result of any administrative or management tasks having to be undertaken by Merseytravel as a result of the Bus Operator failing to comply with the requirements of the Bus Station Manual Merseytravel shall provide evidence of the same to the Bus Operator prior to submitting an invoice to the Bus Operator Such invoice shall be paid in accordance with Clause 7 hereof

7. **Payments**

7.1 The Facilities Charges for the use of the Bus Stations shall be as set out in the Bus Station Manual Merseytravel shall be entitled to review the Facilities Charges on an annual basis and any variations will be effective from 1 April in each year Merseytravel will give the Bus Operator 56 days' notice of any variation in the Facilities Charges to

reflect the minimum period for de-registering services

- 7.2 The Penalty Notices shall be as set out in the Bus Station Manual Merseytravel shall be entitled to review the Penalty Notices on not more than an annual basis and any variations will be effective from 1 April in each year Merseytravel will give the Bus Operator 28 days' notice of any variation in the Penalty Notices
- 7.3 Merseytravel shall issue invoices to the Bus Operator monthly in arrears in respect of the Penalty Notices and the Facilities Charges
- 7.4 The Bus Operator shall make payment of all invoices submitted in accordance with this Agreement within 28 days of the date of such invoice
- 7.5 If the Bus Operator shall fail to make payment of any invoices submitted by Merseytravel in accordance with this Agreement (save for any lawful dispute or in the case of manifest error) within 28 days of the date of such invoice then Merseytravel shall be entitled to charge interest at the rate of 3% above the base rate of Barclays Bank Plc. upon any sums that remain unpaid for the period from when payment is due to when payment is received together with any other fees incurred in recovering the outstanding payments including but not limited to any administrative costs legal costs and/or debt recovery agent costs

8. **Financial Documents**

All accounts documents and records which relate to this Agreement and which are held by the Bus Operator shall be retained by the Bus Operator and made

available for inspection by Merseytravel or its appointed officers or agents as is reasonably required for seven years from the end of this Agreement unless specifically instructed by Merseytravel to keep them for a longer period or until Merseytravel informs the Bus Operator in writing that such retention is no longer required before the expiration of the seven year period

9. **Variations**

9.1 This Agreement may be varied at any time by agreement between the parties to this Agreement

9.2 Merseytravel shall be entitled to vary the provisions of the Bus Station Manual at any time by giving the Bus Operator six weeks' notice of such variation

10. **Dispute Resolution Procedure**

10.1 If there is any dispute or difference arising between Merseytravel and the Bus Operator in connection with a minor variation to the allocation of Bus Stands and/or the issuing of Penalty Notices and/or Improvement Notices then the dispute resolution procedure set out in the Bus Station Manual shall be applied

10.2 In the event of any other dispute or difference between Merseytravel and the Bus Operator then the Supervising Officer and the Bus Operator Representative shall within 14 days of a written request from the other party meet in good faith in an effort to resolve the dispute without recourse to legal proceedings

10.3 If the dispute or difference is not resolved as a result of that meeting either party may (at that meeting or within 14 days from its conclusion)

propose to the other in writing that structured negotiations be entered into with the assistance of a neutral advisor or mediator (“Mediator”)

- 10.4 If the parties are unable to agree on a Mediator or if the Mediator agreed upon is unable or unwilling to act either party shall within 14 days from the date of the proposal to appoint a Mediator or within 14 days of notice to either party that he/she is unable or unwilling to act apply to the Centre for Dispute Resolution (“CEDR”) to appoint a Mediator
- 10.5 The parties shall within 14 days of the appointment of the Mediator meet with him/her in order to agree a programme for the exchange of any relevant information and the structure to be adopted for the negotiations to be held in Liverpool. If considered appropriate the parties may at any stage seek assistance from CEDR to provide guidance on a suitable procedure
- 10.6 Unless concluded with a written legally binding agreement all negotiations in connection with the dispute shall be conducted in confidence and without prejudice to the rights of the parties in any future proceedings
- 10.7 If the parties accept the Mediator’s recommendations or otherwise reach agreement on the resolution of the dispute such agreement shall be reduced to writing and once it is signed by their duly authorised representatives shall be binding on the parties. Such agreement shall be implemented in full within the period of time agreed by the Mediator failing which it shall be rendered null and void (and may be referred to any subsequent legal proceedings) unless legal proceedings have been

initiated to enforce it by either party within a further 28 days

- 10.8 Failing agreement either of the parties may invite the Mediator to provide a non-binding but informative opinion in writing. Such opinion shall be provided on a without prejudice basis and shall not be used in evidence in any proceeding commenced pursuant to this Agreement without the prior written consent of both parties
- 10.9 If the parties fail to reach agreement in the structured negotiations within 60 days of the Mediator being appointed then any dispute or difference between them may be referred to arbitration under the terms of the Arbitration Act 1996. The arbitrator shall be agreed between Merseytravel and the Bus Operator or in default of agreement be nominated by the North West Traffic Commissioner in accordance with the Arbitration Act 1996 (as amended) and the award of the arbitrator shall be final and binding on both parties

11. **Indemnity and Insurance**

- 11.1 The Bus Operator shall indemnify and keep indemnified Merseytravel against injury (including death) to any person or loss of or damage to any property (including the Bus Stations or any part thereof) which may arise out of the act default or negligence of the Bus Operator (including the Drivers or any other staff employed by the Bus Operator a sub-contractor its employees servants or agents) in consequence of the Bus Operator's obligations under this Agreement and against all proper claims demands proceedings damages costs charges and expenses whatsoever in respect thereof or in relation thereto
- 11.2 The liability of the Bus Operator under Clause 11.1 hereof (except in

respect of injury including death to a person due to negligence for which no limit applies) shall not exceed £10,000,000 (Ten million pounds) in respect of any event or series of connected events

11.3 Merseytravel shall indemnify and keep indemnified the Bus Operator against injury (including death) to any person or loss of or damage to any property (including the Bus Stations or any part thereof) which may arise out of the act default or negligence of Merseytravel (including any staff employed by Merseytravel a sub-contractor its employees servants or agents) in consequence of Merseytravel's obligations under this Agreement and against all proper claims demands proceedings damages costs charges and expenses whatsoever in respect thereof or in relation thereto

11.4 The liability of Merseytravel under this Agreement (except in respect of injury including death to a person due to negligence for which no limit applies) shall not exceed £10,000,000 in respect of any event or series of connected events

11.5 The Bus Operator shall insure the Drivers against injury sustained by them in the course of carrying out their duties and unless such injury shall be due to the negligence of Merseytravel the Bus Operator shall indemnify Merseytravel against all actions claims and demands in respect of such injury

11.6 The provisions of this Clause shall survive expiry or termination of this Agreement

12. **Waiver**

Failure by Merseytravel at any time to enforce the provisions of this

Agreement shall not be construed as a waiver of any such provision or its breach and shall not affect the validity of this Agreement or any part thereof or the rights of Merseytravel to enforce any provision in accordance with its terms

13. **Confidentiality**

13.1 The Bus Operator shall not without the consent in writing of Merseytravel disclose particulars of this Agreement to any person or furnish or publish or permit to be furnished or published any information with regard to Merseytravel's business to any person save insofar as may be necessary for the due performance of this Agreement and shall preserve strict confidence with regard to any information of a confidential or secret nature received from Merseytravel

13.2 The provisions of this Clause shall not apply to:-

13.2.1 Any information in the public domain otherwise than by breach of this Agreement

13.2.2 Information obtained from a third party who is free to divulge the same

13.3 The Bus Operator shall divulge confidential information only to those employees who are directly involved in this Agreement and shall ensure that such employees are aware of and comply with these obligations as to confidentiality

13.4 The Bus Operator acknowledges that Merseytravel is subject to the provisions of the Freedom of Information Act 2000 and that any information provided by the Bus Operator to Merseytravel under this



Agreement may need to be disclosed to third parties under the provisions of such legislation (and/or any accompanying codes of practice issued from time to time under such legislation)

13.5 Merseytravel shall notify the Bus Operator as soon as reasonably practicable of any request for information received under Clause 13.4 hereof

13.6 The provisions of this Clause shall survive expiry or termination of this Agreement

14. **Assignment**

14.1 The Bus Operator shall not transfer assign or underlet directly or indirectly this Agreement or any part share or interest therein without the prior written consent of Merseytravel and in case such consent is given the Bus Operator shall be held responsible for all work done by any such sub-contractor and for it being carried out under the same conditions as if executed by the Bus Operator For the avoidance of doubt the proper occasional use of a Bus belonging to another bus operator acting as a sub-contractor to the Bus Operator shall not be deemed to be a breach of this Clause

14.2 The Bus Operator shall in no circumstances sub-contract work under this Agreement to a bus operator who is unable to comply with the provisions of this Agreement or to any bus operator not previously approved by Merseytravel in writing

14.3 The Bus Operator shall not be relieved of any of its responsibilities under this Agreement in the event of work being sub-contracted A breach of the terms of this Agreement by a bus operator sub-

contracted to the Bus Operator shall be treated as a breach of its terms  
by the Bus Operator

15. **Force Majeure**

15.1 Subject to Clause 15.3 hereof Merseytravel and the Bus Operator shall have no liability for a consequence of any of the following events if that event and consequence was neither preventable nor foreseeable:-

15.1.1 A flood storm or other natural event or

15.1.2 Any war hostilities revolution riot civil disorder or act of terrorism

15.1.3 The introduction of or any amendment to a law or regulation or any change in its interpretation or application by any authority or

15.1.4 Any action taken by a governmental or public authority or an agency of the European Union including any failure or delay to grant a consent exemption or clearance or

15.1.5 Any strike lockout or other industrial action

15.2 For the avoidance of doubt it is hereby expressly agreed that industrial relations difficulties and failure to provide adequate premises equipment materials buses consumables and/or Drivers or similar matters which a prudent and diligent bus operator could have avoided with the application of foresight are not to be considered as events of force majeure or acts of God

15.3 For this purpose an event or the consequence of an event was neither preventable nor foreseeable if and only if Merseytravel or the Bus Operator could not have prevented it by taking steps which it could

reasonably be expected to have taken and could not as at the start of this Agreement have reasonably be expected to take the risk into account by providing for it in this Agreement by insurance or otherwise

- 15.4 Clause 15.1 does not apply unless the relevant party:-
- 15.4.1 Notifies the other party of the relevant event and consequence as soon as practicable after it occurs;
  - 15.4.2 Promptly provides the other party with any further information which they request about the event (or its causes) or the consequence; and
  - 15.4.3 Promptly takes any steps (except steps involving significant additional costs) which the other party reasonably requires in order to reduce losses or risk of losses
- 15.5 It is for the relevant party to show that a matter is a consequence of an event covered by Clause 15.1 that the event and the consequence were neither preventable nor foreseeable and that it has satisfied the conditions set out in Clause 15.4
- 15.6 In the event of force majeure the use of the relevant Bus Station shall be suspended until such circumstances have ceased and all payments in respect of such Bus Station arising whilst the period of force majeure continues shall cease to be payable by the Bus Operator
- 15.7 If the period of suspension under Clause 15.6 above lasts longer than one month either party may serve upon the other one month's written notice of termination of this Agreement (or any part thereof) Unless the use of the Bus Station has been resumed before the expiration of such notice this Agreement shall terminate (or such part thereof as is

appropriate in the circumstances) in accordance with such notice

16. **Suspension**

16.1 Merseytravel shall have the right to suspend the use of the Bus Stations (or any number thereof) forthwith for a period of up to six months if Merseytravel shall have reasonable cause to believe that:-

16.1.1 the Bus Operator is or has been or is likely to be operating without due regard to safety legal or insurance requirements;  
or

16.1.2 the Bus Operator is in breach of any other material obligation imposed by this Agreement

16.2 In any case where this Agreement is suspended under this Clause and shall not have been reinstated within six months from the date of suspension of this Agreement (or such part thereof as is appropriate) shall be deemed to be terminated on such date as is six months from the date of suspension

16.3 The Supervising Officer(s) and in respect of Liverpool South Parkway the SFO shall be empowered to suspend the use of the Bus Stations (or any number thereof) by the Bus Operator in the event of non-compliance by the Bus Operator with its health and safety conditions or with its legal duties in health and safety matters The Bus Operator shall not resume use of the Bus Stations until the Supervising Officer(s) and in respect of Liverpool South Parkway the SFO are satisfied that the non-compliance has been rectified

17. **Commencement, Duration and Termination**

- 17.1 This Agreement shall commence at 0001 hours on \_\_\_\_\_ and shall continue until terminated under this Clause 17
- 17.2 The Bus Operator may terminate this Agreement in relation to any or all of the Bus Stations by giving thirteen weeks' notice in writing of its intention and reasons to Merseytravel
- 17.3 Merseytravel may terminate this Agreement in relation to any or all of the Bus Stations by giving thirteen weeks' notice in writing of its intention and reasons to the Bus Operator
- 17.4 This Agreement (or any part thereof) may be terminated at any time by mutual agreement between the Bus Operator and Merseytravel such agreement being brought into effect by an exchange of letters between the two parties
- 17.5 The agreement may also be terminated in accordance with the Improvement Notice procedure detailed in the Bus Station Manual. Bus Stations in the event of the Bus Operator consistently receiving excessive number of Penalty Notices (10% of Bus Service departures registered at a specific Bus Station) within a 12 month period and/or consistently receiving excessive number of Stage 3 Improvement Notices (more than 1 Stage 3 Improvement Notice per 10% of Bus Service departures (on a proportionate basis) registered at a specific Bus Station) within a 12 month period
- 17.6 In addition and without prejudice to any other rights or remedies available under this Agreement either party shall be entitled to terminate this Agreement forthwith on written notice to the other party if the other party is in breach of the terms of this Agreement

- 17.7 Merseytravel shall be entitled to terminate this Agreement forthwith on written notice if the Bus Operator shall become insolvent or bankrupt or have a receiving order or administration order made against it or make an arrangement with its creditors to go into liquidation whether compulsory or voluntary (except liquidation for the purpose of reconstruction or amalgamation) or carry on its business under an administrator or an administrative receiver for the benefits of its creditors or any of them
- 17.8 Merseytravel shall be entitled to terminate this Agreement forthwith on written notice and recover from the Bus Operator the amount of any loss resulting from such termination if the Bus Operator shall have offered or given or agreed to give to any person any gift or consideration of any kind as an inducement or reward for doing or forbearing to do or having done or forborne to do any action in relation to the obtaining or execution of this Agreement or any other contract with Merseytravel or for showing or forbearing to show favour or disfavour to any person in relation to this Agreement or if the like acts shall have been done by any person employed by them or acting on their behalf (whether with or without the knowledge of the Bus Operator) or if in relation to any contract with Merseytravel the Bus Operator or any person employed by them or acting on their behalf shall have committed an offence under the Prevention of Corruption Acts 1889-1916 or any statutory modification or re-enactment thereof for the time being in force or shall have given any fee or reward the receipt of which is an offence under Section 117 of the Local

Government Act 1972 or any statutory modifications or re-enactments thereof for the time being in force and the Bribery Act 2010 and if this Agreement is terminated under this sub-clause the Bus Operator shall be debarred from tendering for Merseytravel's work for a period of five years unless Merseytravel otherwise determines

17.9 Termination of this Agreement shall not affect the obligations liabilities and responsibilities of either party already incurred under this Agreement up to the date of termination

18. **Notices**

18.1 Any notice to the Bus Operator hereunder shall be in writing and shall be deemed sufficiently served if the same has been posted to the Bus Operator at the Bus Operator's last known address or such other address as the Bus Operator may from time to time designate in writing for that purpose

18.2 Any notice to Merseytravel hereunder shall be deemed to have been given if the same has been posted to the Secretary of Merseytravel at Po Box 1976 Liverpool L69 3HN or such other address as Merseytravel may from time to time designate for that purpose

18.3 Any notice to be given hereunder shall be sent by prepaid recorded delivery or registered post and shall be deemed to have been received by the addressee within 72 hours of posting

19. **Confidential Reporting Code (Whistle-Blowing)**

The Executive is committed to the highest possible standards of openness probity and accountability. In line with that commitment the Executive expects its employees, contractors and others that it deals with, who have serious concerns about any aspect of the Executive's work to come forward and voice those concerns. It is recognised that most cases will have to proceed on a

confidential basis. For this reason the Executive has a Local Confidential Reporting Code to encourage and enable employees, contractors and others working for or with the Executive to raise serious concerns within the Executive rather than overlooking a problem or “blowing the whistle” outside. Details of the code are available on the Executive’s web-site ([www.merseytravel.gov.uk](http://www.merseytravel.gov.uk)).

20 **Headings**

The headings in this Agreement are for convenience of reference only and shall not define or limit any of the terms or provisions hereof

21. **Severability**

If any provision of this Agreement is or becomes illegal void or invalid it shall not affect the legality and validity of the other provisions of this Agreement

22. **Third Party Rights**

22.1 Except as set out in Clause 22.2 hereof for the purpose of Section 1(2) of the Contracts (Rights of Third Parties) Act 1999 Merseytravel and the Bus Operator state that they do not intend any term of this Agreement to be enforced by third parties but any third party right that exists or is available independently of that Act is preserved

22.2 In the event of the use of Liverpool South Parkway Bus/Rail Interchange by the Bus Operator Merseytravel and the Bus Operator acknowledge and accept that the SFO may enforce the following provisions:-

22.2.1 the Clauses of this Agreement which expressly confer a right or benefit on the SFO subject to and in accordance with the provisions of such clauses and the provisions of the Contracts (Rights of Third Parties) Act 1999; and

22.2.2 the Bus Station Manual



In the event of any conflicting direction communication or instruction from Merseytravel and the SFO that of Merseytravel shall prevail

23. **Entire Agreement**

This Agreement represents the entire agreement between Merseytravel and the Bus Operator in respect of the use of the Bus Stations and supersedes any previous agreements between Merseytravel and the Bus Operator in respect of the use of the Bus Stations

24. **Law**

24.1 The Bus Operator shall comply with all current and future Acts of Parliament and with all orders regulations byelaws and EU Directives that shall be applicable

24.2 The Bus Operator shall not (and shall ensure that Drivers do not) unlawfully discriminate within the meaning and scope of the provision of the Equality Act 2010 or any statutory modifications or enactments thereof

24.3 The Bus Operator shall ensure that its incident reporting arrangements are compatible with Merseytravel's administration and data analysis systems The Bus Operator shall if requested by the Police or Merseytravel provide witness statements in relation to any incidents in the Bus Stations and such witnesses shall be available to attend inquiries arbitrations tribunals court proceedings or hearings to give live evidence if required

24.4 Where the Bus Operator or any of its employees (including the Drivers) become aware of any incident accident or other matter which may give

rise to a claim or legal proceedings in relation to the Bus Stations it shall notify the Supervising Officer immediately in writing. Such notification shall include all relevant information to enable the Supervising Officer to investigate the matter fully.

24.5 Such information provided or assistance rendered pursuant to the obligations of the Bus Operator under Clauses 24.3 or 24.4 hereof shall be at no cost to Merseytravel.

24.6 In the event that either party incurs costs to which it would not otherwise be liable due to the other party's failure to comply with any law or any order, regulation, bye-law or EU Directive having the force of law, the amount of such costs shall be reimbursed by the other party.

24.7 This Agreement shall be subject to and construed and interpreted in accordance with English Law and shall be subject to the jurisdiction of the Courts of England

**AGREED and ACCEPTED**  
for and on behalf of  
**MERSEYSIDE PASSENGER**  
**TRANSPORT EXECUTIVE**

**AGREED and ACCEPTED**  
for and on behalf of

\_\_\_\_\_

..... Signed

..... Signed

..... Name

..... Name  
Director

..... Title

..... Signed

..... Date

..... Name  
Director/Secretary

..... Date

#### Appendix 4 – Chronology of developing a potential new bus station in St Helens town centre (Merseytravel perspective)

Activity	Date
Conversations between Merseytravel and St Helens Council following finalisation and publication of the St Helens Town Centre Strategy. Merseytravel agreed, in the context of St Helens wider aspirations to explore a comprehensive redevelopment of St Helens town centre, to review and consider options for the town’s bus station within its forthcoming Green Bus Routes programme (the first corridor in the programme was the 10A route between Liverpool and St Helens town centre/bus station).	2019
Consulting engineers Watermans appointed to support Merseytravel in developing its Green Bus Routes programme (including a review of St Helens bus station).	2019
Watermans produce Bus Station Review Technical Note. Shared with Merseytravel and St Helens Council.	August 2020
WSP (through their client ECF) engage with Merseytravel on options for redeveloping the bus station (as part of wider masterplan for St Helens town centre – Options 1 to 5 presented)	January 2021
WSP present option 6 to 10. Both Merseytravel and St Helens Council provide comment/a response	Feb 2021 to June 2021
Merseytravel share initial detailed requirements with WSP	March 2021
WSP undertake work to refine option 7 (producing options 7A to 7N).	May 2021 to July 2021
WSP produce initial option 7O following detailed review of bus movements produced by WSP team)	July 2021
WSP team (this time supported by Architects Austin Smith Lord) appointed by St Helens Council to undertake further design development (RIBA Stage 3) on option 7O	November 2021
Merseytravel submit updated list of essential requirements to WSP	January 2022
WSP undertake review of stand allocation and capacity to inform refinement of option 7O	July 2022
Updated design produced with 12 operational stands and 7 layover spaces	August 2022
Discussions and work continue between Merseytravel, St Helens Council, ECF and technical partners to further consider the design, resulting in option 7P	March 2023 to June 2023

Appendix 5 – LCRCA Mode Choice Surveys (2016/17)

Figure 1: St Helens AM Mode Share (2016/2017)

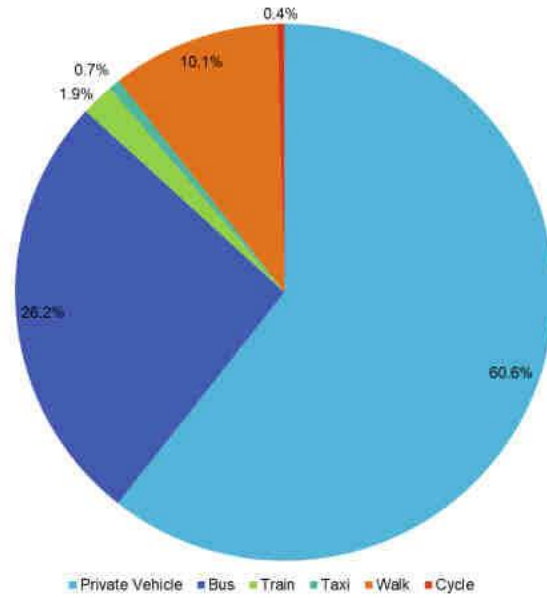
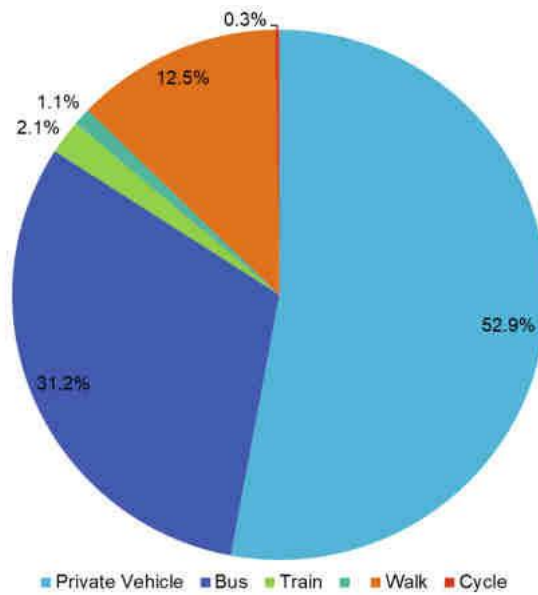
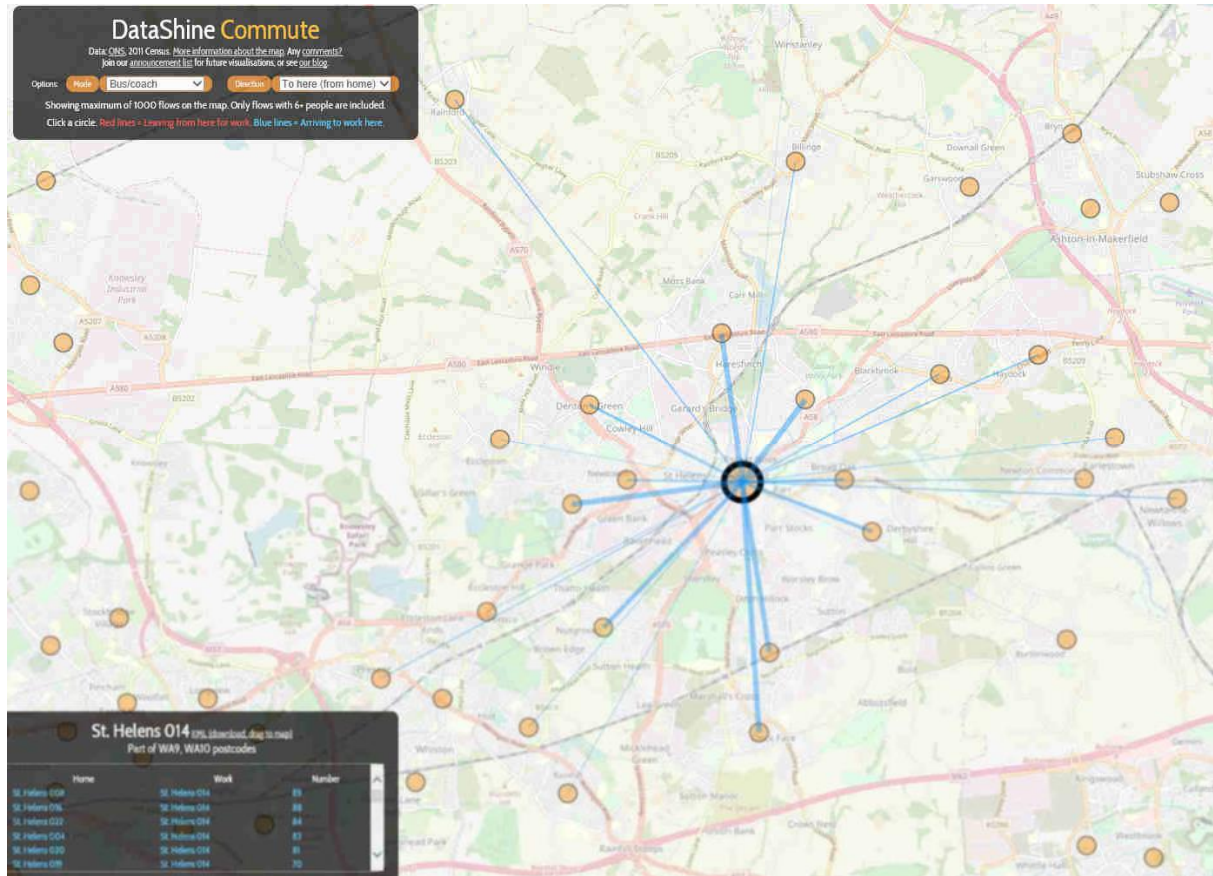


Figure 2: St Helens Inter-Peak Mode Share (2016/2017)

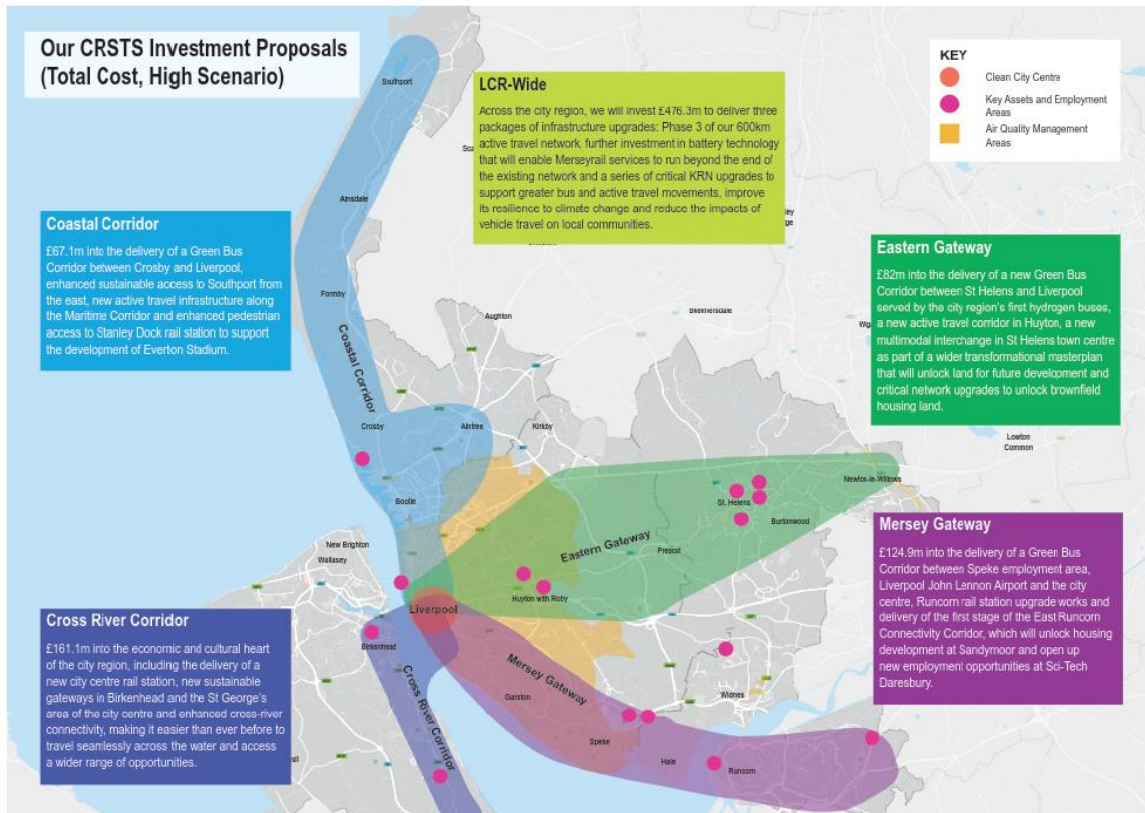


Appendix 6 – Screenshot from Data Shine website



# Appendix 7 – Liverpool City Region, Sustainable Transport Settlement, Prospectus Map, LCRCA (2021)

Transport Investment Prospectus for the Liverpool City Region



**Appendix 8 – LCRCA CRSTS settlement letter**





Department  
for Transport

From the Secretary of State  
**The Rt. Hon. Grant Shapps**

Great Minster House  
33 Horseferry Road  
London  
SW1P 4DR

Tel: XXXXXXXX  
E-Mail: XXXXXXXX@dft.gov.uk

Web site: [www.gov.uk/dft](http://www.gov.uk/dft)

**Mayor Steve Rotheram**  
**Liverpool City Region Combined Authority**  
**1 Mann Island**  
**Liverpool**  
**L3 1BP**

1 April 2022

Dear Steve,

**Allocating City Region Sustainable Transport Settlements**

Firstly, I'd like to thank you for the submission of Liverpool City Region Combined Authority's (LCRCA) final City Region Sustainable Transport Settlement (CRSTS) programme business case. I recognise the huge amount of work that you and your officers have undertaken over the last few months.

I am pleased to confirm your full CRSTS allocation of £710m, following the previous announcement at Spending Review 2021. The funding is for investment in local transport networks in the Liverpool City Region as outlined in your programme business case and delivery plan. The profile for your capital grant is detailed below:

2022/23	2023/24	2024/25	2025/26	2026/27
£138,004,000	£142,999,000	£142,999,000	£142,999,000	£142,999,000

In addition to this, I am pleased to confirm that your authority will also receive the following revenue grant funding for 2022/23 to support the development of your CRSTS capital investment programme and build longer-term local transport planning and delivery capacity. This funding should be used only for transport purposes, not wider priorities, and you should account annually what the funding has been spent on, as part of the programme business case update and monitoring. As per the spending review settlement, revenue grant funding in both 2023/24 and 2024/25 is half the levels of 2022/23, so you should plan on the basis

that this falls proportionately. Further resource grant funding beyond 2024/25 will be subject to future SRs.

2022/23  
£6,235,000

The grants will be paid in instalments as section 31 grants under the Local Government Act 2003. The first grant will be paid in April 2022. A grant letter setting out the details will follow.

CRSTS consolidates funding from your previous allocations of the Highways Maintenance Block, Potholes Fund and Integrated Transport Block. You should ensure that appropriate levels of funding are passed onto your constituent Local Highway Authorities to ensure they have the funding necessary to carry out their responsibilities under section 41 of the Highways Act 1980 to maintain the highways network in their area.

Under this settlement, you have the long-term funding certainty to design and deliver ambitious investments in your local transport network, which you take responsibility for managing. Any cost overruns must be met locally and no additional HMG funding from this settlement will be provided to support your CRSTS programmes.

As set out in the guidance, the funding settlements for each area, the outcomes it has agreed, the delivery timeframes and estimated costs will be published by the Government on a single, easily accessible website. This will include detailed information about what you have agreed to deliver on the ground and by when. All schemes should have clear and robust delivery and procurement plans, governance structures, and project costings. Any delivery risks should be clearly explained alongside appropriate mitigating actions. For scheme proposals at an early stage of development or maturity, MCAs will need to provide details that quantify a cost or time range associated with that project's risks.

The guidance also outlined that delivery against those outcomes and local network performance will be monitored and regularly published in the same place, giving Government and local electorates the opportunity to judge each Mayor and combined authority's performance. Funding may be reduced if agreed schemes are not delivered, modified, delayed significantly or removed.

We will now work with you to agree the final schemes and outcomes that will be published and the expectations of the monitoring framework. We

expect this to include further engagement with your officials, consistent with that seen within the programme to date, and an annual update to your programme business case. We expect the further detail of this to be developed by the summer and my officials will continue working closely with your teams.

As we finalise the list of schemes and outcomes, we are requesting further information on a small number of schemes. These must demonstrate they meet the conditions and deliver the objectives of CRSTS set out in the guidance of August 2021, in my letter of 22 November 2021 and in the policy conditions below. Government reserves the right to provide any further policy conditions that would ensure alignment with national policy. My officials will continue to work with your authority over the coming weeks to provide further detail.

### **General objectives of CRSTS**

As stated in the guidance of August 2021, schemes must drive growth through infrastructure investment, level up services towards the standards of the best, and promote modal shift from cars to public transport, walking and cycling. They must reduce carbon and particulate emissions from transport, aligned with the UK's legal commitments. They must further the objectives of the national bus and cycling strategies, including ambitious bus and cycling priority measures, with decisions on Key Route Networks led by MCAs and mayors. Schemes should promote the use of active travel and public transport; not lead to overall increases in car use or car modal share; tackle traffic congestion; and improve air quality.

### **Overprogramming**

I understand that your programme has been developed with an element of overprogramming, as it is likely that over the 5 year settlement period, schemes may change in timing, scope or cost. It is important that we ensure this can be managed locally and that transparency is maintained, whilst retaining the required degree of Government oversight.

I recognise that for logistical reasons you have chosen to spread your overprogramming budget across your core investment programme, and not detail a reserve pipeline. You must be able to satisfy the Department that your delivery commitments will be clear to your residents, and that LCRCA is responsible for sourcing any additional funding required to

deliver the agreed schemes. If you wish to subsequently introduce new schemes into your delivery plan, these must be agreed through a formal change control process with the Department.

## **Bus Priority**

I request that you continue to work with my officials to ensure that there is full alignment between your CRSTS and Bus Service Improvement Plan (BSIP) and any additional separate funding for bus improvements received from the Department (such as funding for zero emission buses). This means ensuring that the bus priority measures in your CRSTS plans meet the objectives of the National Bus Strategy (NBS) – particularly our expectation that bus lanes (not just wider bus priority measures) should be provided on any roads where there is a frequent bus service, congestion, and physical space to install them. This will involve providing bus lanes in areas where they are most needed, not just where they are easiest to deliver. All bus priority should be based on data from operators, the Analyse Bus Open Data service or other sources which evidence where it is needed most. Bus operators should be fully involved in the development and finalisation of these plans. BSIPs should be updated to reflect the schemes being funded and their impact on your journey time, patronage and other targets.

## **Active Travel**

You will know that the Government is setting up a new executive agency of the DfT, Active Travel England (ATE), which has already begun operations in interim form. ATE will provide support to ensure walking and cycling schemes are designed and delivered to high standards, including compliance with Local Transport Note 1/20 (LTN 1/20). All cycling and walking schemes must be approved by ATE as complying with LTN 1/20. Schemes which do not, in ATE's judgment, comply with LTN 1/20 will not be funded and the full amount of CRSTS funding for that scheme, less a cost not exceeding 10 per cent for outline design, will be repayable or will be deducted from future years' CRSTS funding made to your authority.

## **Consultation**

When planning bus and cycling schemes you are reminded to have regard to the Department's additional Network Management Duty statutory guidance, issued in May 2020 and updated in July 2021. Consultations, especially on schemes where there is public controversy,

should ideally use objective methods such as professional polling to British Polling Council standards, to establish a truly representative picture of local views and to ensure that minority views do not dominate the discourse. Polling results should be one part of the suite of robust, empirical evidence on which decisions are made.

### **Interaction with National Networks**

Should investments have impacts on the National Rail or Strategic Road networks, LCRCA must obtain Departmental approval. Given the potential impacts on these networks, you should engage appropriately with relevant national organisations as schemes are developed to ensure any issues are resolved. Specific schemes requiring this approval are highlighted in this letter below.

### **Monitoring and Evaluation**

To ensure lessons are learnt from the CRSTS interventions, monitoring and evaluation (M&E) of projects supported through settlements is a condition of funding. As outlined in the guidance, MCAs are required to set aside a proportion of their allocated funding to undertake their own M&E. You should develop an Evaluation Plan to a timetable to be agreed with the Department and make findings and reports available to the Department. This plan should include proposals for carrying out M&E of your overall programme of work and the individual projects within it. It should also ensure that you are reporting on metrics which measure progress against the local transport mission outlined in the Levelling Up White Paper.

The Department is in the process of procuring an evaluator to lead on the national-level evaluation of the CRSTS. This will include impact, process and value-for-money evaluation. As well as undertaking your own evaluations of schemes, you will be required to collaborate fully with the national evaluator once appointed. This will include submitting the required data in a consistent format, which will be agreed between the contractor, DfT and the MCAs as part of the development of the national M&E framework.

### **Public Sector Equality Duty**

Your programme of investment has the potential to develop a transport network that works for everyone in LCRCA, reducing barriers and improving accessibility for all. You should consider how best to design

your interventions to make sure that the impacts on and benefits for all transport users are taken in to account. As such, LCRCA should have due regard to the public sector equality duty under section 149(1) Equality Act 2010 in exercising its functions, and in particular when developing schemes.

### **Branding and publicity**

City regions are encouraged to establish their own brands for transport services, promoting local identity, loyalty and accountability. To emphasise the integrated and networked nature of the service, and the role played by government funding, you must also prominently co-brand vehicles, signage, websites and all public-facing printed material with the new national rail and bus brands in a format which we will mutually agree. Media announcements and releases about improvements funded or part-funded by this money must also be co-branded, must prominently acknowledge the role played by HMG funding and offer HMG the opportunity in good time to include a comment.

### **Local Contribution**

As outlined in the original fund guidance, all MCAs eligible for CRSTS are expected to make a contribution of at least 15-20 percent of the funding granted for capital enhancements, fully additional to the sum granted by HMG and raised locally, not derived from other central government funding sources. This is in recognition of the active role that authorities are playing in developing investment strategies for their local transport networks, and is also in line with the approach taken in London.

I welcome the proposed contribution you have outlined in your programme business case and expect that delivery against this forms part of your monitoring reports to my Department. Failure to provide this proposed local contribution will see future years' enhancements funding reduced in proportion to any ongoing shortfall.

### **Scheme list**

LCRCA will have no requirement to seek assurance from DfT for the majority of the public and sustainable transport investments in your delivery plan subject to your agreed Assurance Framework (which must

be compliant with the National Local Growth Assurance Framework guidance or any successor document).

However, in addition to those already highlighted, there are a number of schemes where HMG believe there is a need for further clarification, assurances or Departmental approval. I want to understand how the schemes below achieve value for money and deliver against the objectives of the CRSTS – growth, levelling up and decarbonisation. I expect you to work with the Department to provide confidence on these issues over the next 3 months. Pending the outcome of discussions on the schemes or packages highlighted, the Department reserves the option to not fund some or all of these schemes or packages through CRSTS. A list can be found below:

- East Runcorn Connectivity: Further discussion required on balance between active travel and road infrastructure
- M57 J4: Further discussion required on balance between transport and placemaking/regeneration benefits
- Ropewalks Phase 2: Further discussion required on balance between transport and placemaking/regeneration benefits
- Runcorn Station Quarter Phase 2 – Station Rebuild: Further discussion required on balance between transport and placemaking/regeneration benefits
- St Helens Town Centre Multimodal Interchange: Further discussion required on balance between transport and placemaking/regeneration benefits
- Southport Eastern Access: Further discussion required on balance between transport and placemaking/regeneration benefits
- Stanley Dock Rail Access: Further discussion required around third party contribution towards this scheme
- Birkenhead Central Gateway: Further discussion required to clarify transport benefits of non-Transforming Cities Fund elements of the scheme

As outlined in the previous guidance issued, the following schemes will be retained by the Department as per the criteria and will need to have a scheme business case provided. Further schemes may be added to this list, pending the outcome of discussions on the schemes highlighted above:

- Liverpool Baltic Rail Station: Scheme value over £50m
- IPEMU - Network Expansion: Scheme value over £50m

## **Future engagement**

My officials will continue to work closely with your officers throughout the implementation, delivery, and monitoring of your CRSTS programme. I look forward to your schemes making a transformative impact on local transport networks in the Liverpool City Region, ensuring that we take strides toward levelling up connectivity closer to the standards of London by 2030.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Grant Shapps', written in a cursive style.

**Rt Hon Grant Shapps MP**

**SECRETARY OF STATE FOR TRANSPORT**



## Appendix 9 – St Helens Bus Station Essential Requirements Specification, Merseytravel (March 2021)

### Merseytravel design requirements for new St Helens bus station (sent via email on 2<sup>nd</sup> March 2021 to ECF partner Muse):

- Minimum number of operational stands = 9
- Minimum number of layover stands = 8
- 2 entrance & exit points for buses to be provided at opposite ends of the facility to ensure access can be maintained in the event of a road closure on the highway network
- Bus manoeuvres required to use each stand in the facility need to be acceptable to the bus operators in addition to being demonstrated as feasible using Autotrack
- LCRCA's Access Officer, Debbie Preston, to be consulted and involved as the design process progresses.
- MUSE / St Helens council to lead on land acquisition and assembly
- Travel Centre minimum floor area – to match that of existing facility at St Helens (drawing already supplied to WSP)
  
- Driver facilities – Work on basis that current Merseytravel driver facilities will need to be expanded from current setup to reflect the requirements in stations such as Bootle or Liverpool One where layover is in use and drivers require facilities:
  - *Female driver toilet (minimum two cubicles and sinks)*
  - *Male driver toilet (minimum three cubicles, a urinal trough and three sinks).*
  - *A driver rest room which incorporates tables, chairs, sink, room for vending machines and wall space for notices.*
  - *Installation of a separate unisex accessible toilet for driver use in line with legal requirements and the portfolio of locations within Merseytravel*
- No public WCs required
- Commercial space opportunity needs to be designed in – Refer to Queen Square/Greggs for any potential sharing of buildings.

### Further detail on Merseytravel requirements (sent to Muse on 8<sup>th</sup> March 2021)

- Travel Centre Public space – reflect current size
- Travel Centre Office space – room for 3 counters, back office & storage room
- Separate Office for staff use
- Break room facility including kitchen, tables, chairs (for Merseytravel staff only, not drivers)
- Male & female toilets (each one accessible)
- Cleaning Supply store including taps, sink and space for storing cleaning supplies and equipment
- Sufficient space for air conditioning/heating units, main switchboards, IT infrastructure etc – current station has large Plant Room in loft space above facility building, as well as some space reserved in the cleaners store for IT infrastructure.
- 4 car parking bays within the station for deliveries, collections & contractor visits.

As part of improved driver facilities and the removal of the current layover spaces on Corporation & Bickerstaffe Street, layover would be taken within the bus station itself. This means bus operators would contribute financially towards using the layover (as is the case in other bus stations), so we would have to improve our current driver facilities to accommodate drivers. Therefore, there would need to be sufficient space for the following:

- Male driver toilet (3 cubicles, 3 sinks, urinal trough)
- Female driver toilets (3 cubicles, 3 sinks) – recommended to be like-for-like with male toilets.
- Separate Accessible toilet
- Break room with tables, chairs and space for vending machines, notice boards.

## Appendix 10 – Merseytravel views on options presented in St Helens Bus Station Review, Watermans (August 2020)

### Option 00-01

Rejected as it included.

Too many pedestrian crossing movements; too many vehicular exit / entrance junctions all resulting in too much potential pedestrian and vehicular conflict. It also requires the retention of both Bickerstaffe Street and Corporation Street as main highways.

### Option 00-02

Rejected as it included.

Extensive Drive in Reverse Out (DIRO) with too many bus stands in close proximity and lay-over stands behind the DIRO movements. All of which would result in too much potential vehicular conflict.

### Option 00-03

Rejected as it included.

Extensive DIRO movements in two directions with too many bus stands in close proximity. All of which would result in too much potential vehicular conflict. It also requires the retention of both Bickerstaffe Street and Corporation Street as main highways.

### Option 01-01

Rejected as it included.

Inadequate lay-over space within the bus station. It also requires the retention of both Bickerstaffe Street and Corporation Street as main highways, and extensive space for highway around Library Street.

### Option 01-02

This was deemed to be a preferred option for progress from the Waterman's work, however it lacked adequate lay-over space within the bus station. It also requires the retention of both Bickerstaffe Street and Corporation Street as main highways.

### Option 01-03

Rejected as it included.

The southern three bus stands would be of very limited use. It also requires the retention of both Bickerstaffe Street and Corporation Street as main highways and includes Bickerstaffe Street as part of the bus station.

### Option 01-04

Rejected as it included.

Far too many pedestrian crossing movements within the bus station leading to potential pedestrian – vehicle conflict, and a very high number of bus circulation movements. It also requires the retention of both Bickerstaffe Street and Corporation Street as main highways.

### Option 01-05

This was deemed to be a preferred option for progress from the Waterman's work, however it was subsequently rejected due to the vulnerability of the station to disruption, with all movements being totally dependent upon a singular vehicular entrance and exit on Hall Street,

and the fact that a large number of the bus stands could not be effectively reached from many of the lay-over spaces. This made the option of very limited use, for future use demands.

**Option 01-06**

Rejected as it included.

Intensive use of DIRO with lay-over spaces located very close to the limit of DIRO movements. It also had bus stands in very close proximity which meant the design had the potential for high levels of vehicle conflict.

**Option 02-01**

Rejected as it included.

A lack of integration between the existing bus station and the proposed new stops which are remotely at the southern end of Hall Street. The bus access / egress routes were questionable in terms of a number of services. The costs of managing effectively two facilities as one station, plus the questionable efficacy of maintaining Hall Street as a Bus Only highway. It also requires the retention of both Bickerstaffe Street and Corporation Street as main highways.

**Option 02-02**

Rejected as it included.

A lack of integration between the existing bus station and the proposed new stops which are remotely at the southern end of Hall Street. The bus access / egress routes were questionable in terms of a number of services. The costs of managing effectively two facilities as one station, plus the questionable efficacy of maintaining Hall Street as a Bus Only highway. Additionally, this option also involved intensive use of both side of the southernmost section of Hall Street, calling into question the number of departures that could be allocated in this area. It also requires the retention of both Bickerstaffe Street and Corporation Street as main highways.

**Option 02-03**

Rejected as it included.

A lack of integration between the existing bus station with most of the proposed new stops remotely located at the southern end of Hall Street. The bus access / egress routes were questionable in terms of a number of services. The costs of managing effectively two facilities as one station, plus the questionable efficacy of maintaining Hall Street as a Bus Only highway. This option was also envisaged as occupying too much kerb space on Hall Street which is likely to cause conflict with other town centre organisations and interest groups. It also requires the retention of both Bickerstaffe Street and Corporation Street as main highways.

**Option 03-01**

Rejected as it included.

Use of a remote location, well away from key town centre uses and integration with St Helens Central rail station. Bus access / egress routes would be lengthy and complex for many major town centre services. The triple islands involve too many pedestrian crossing movements with potential pedestrian – vehicle conflicts, there are also taught radii on many bus movements at the eastern end of the bus station.

**Option 03-02**

Rejected as it included.

Use of a remote location, well away from key town centre uses and integration with St Helens Central rail station. Bus access / egress routes would be lengthy and complex for many major town centre services. The southern lay over area depends on DIRO movements and a complex S

bend. The main passenger and northern lay-over area is vulnerable due to its operation via a single vehicular entrance / exit and many of the bus stands cannot be easily reached from the northern set of lay-over spaces.

**Option 03-03**

Rejected as it included.

Use of a remote location, well away from key town centre uses and integration with St Helens Central rail station. Bus access / egress routes would be lengthy and complex for many major town centre services. The southwestern passenger area is very isolated and surrounded by vehicle movements presenting a passenger space that is unattractive and questionable in terms of safety. The whole bus station operates around very intensive use of a single roundabout at its southern end, which causes concerns for capacity, and efficacy.

**Option 03-04**

Rejected as it included.

Use of a remote location, well away from key town centre uses and integration with St Helens Central rail station. Bus access / egress routes would be lengthy and complex for many major town centre services. Both the passenger stands, and the lay-over area operate via the use of very intensive DIRO movements with the significant potential for regular vehicular conflict. The main passenger facilities and area is located upon an isolated island, surrounded by vehicle movements, creating the potential for lots of vehicle – pedestrian conflict.

**Option 04-01**

Rejected as it included.

Isolation from the main bus station. Although it is in close proximity to St Helens Central rail station it is of limited use, whilst improving interchange with the railway station it greatly reduces interchange with other bus services. Its size is also a limitation, and it involves relatively complex and conflicting vehicle movements for a very limited facility. It introduces significant potential additional vehicle – pedestrian conflict on the St Helens Central Station forecourt and creates the cost of running two facilities.

**Option 05-01**

Rejected as it included.

Use of a relatively remote and isolated location, well away from key town centre uses. Bus access / egress routes would be lengthy and complex for many major town centre services. Extensive use of DIRO to accommodate layover with significant limitations on access to bus stands to and from layover spaces, leading to potential conflict of vehicle movements. Bus station vulnerable to closure give a single vehicular entrance and exit on Parr Street.

**Option 05-02**

Rejected as it included.

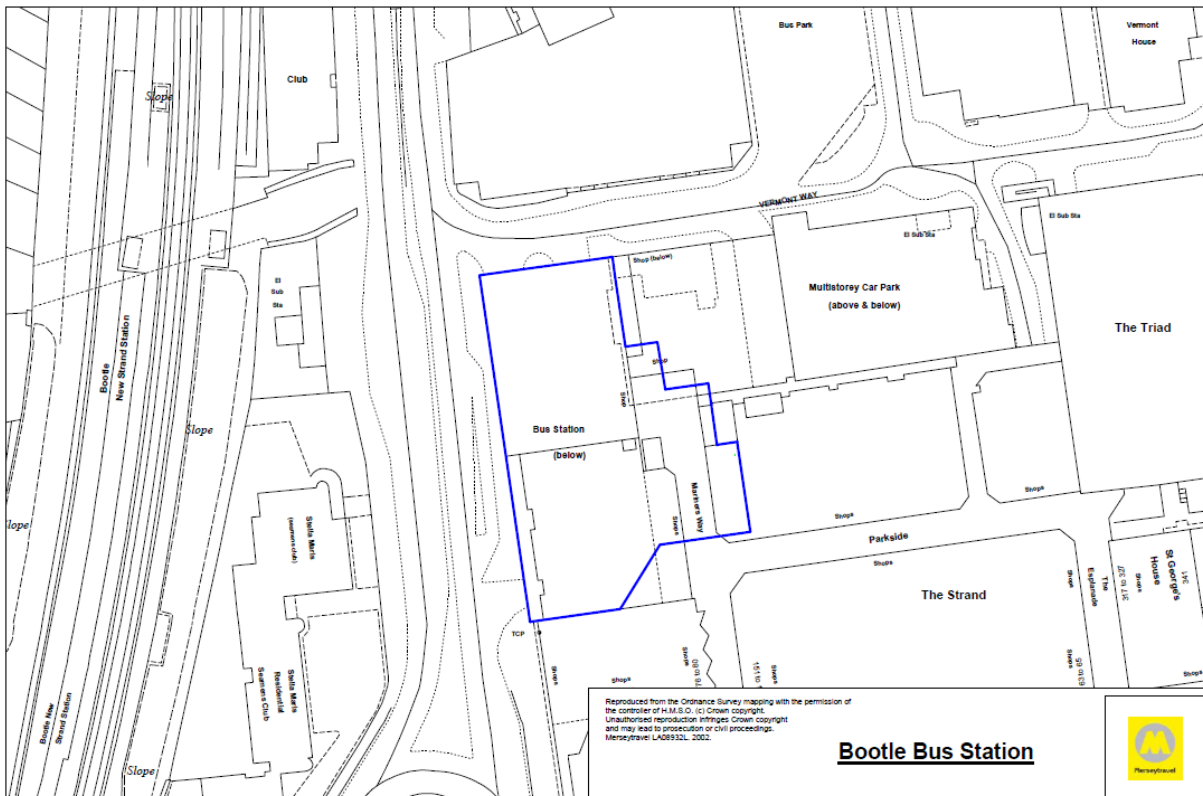
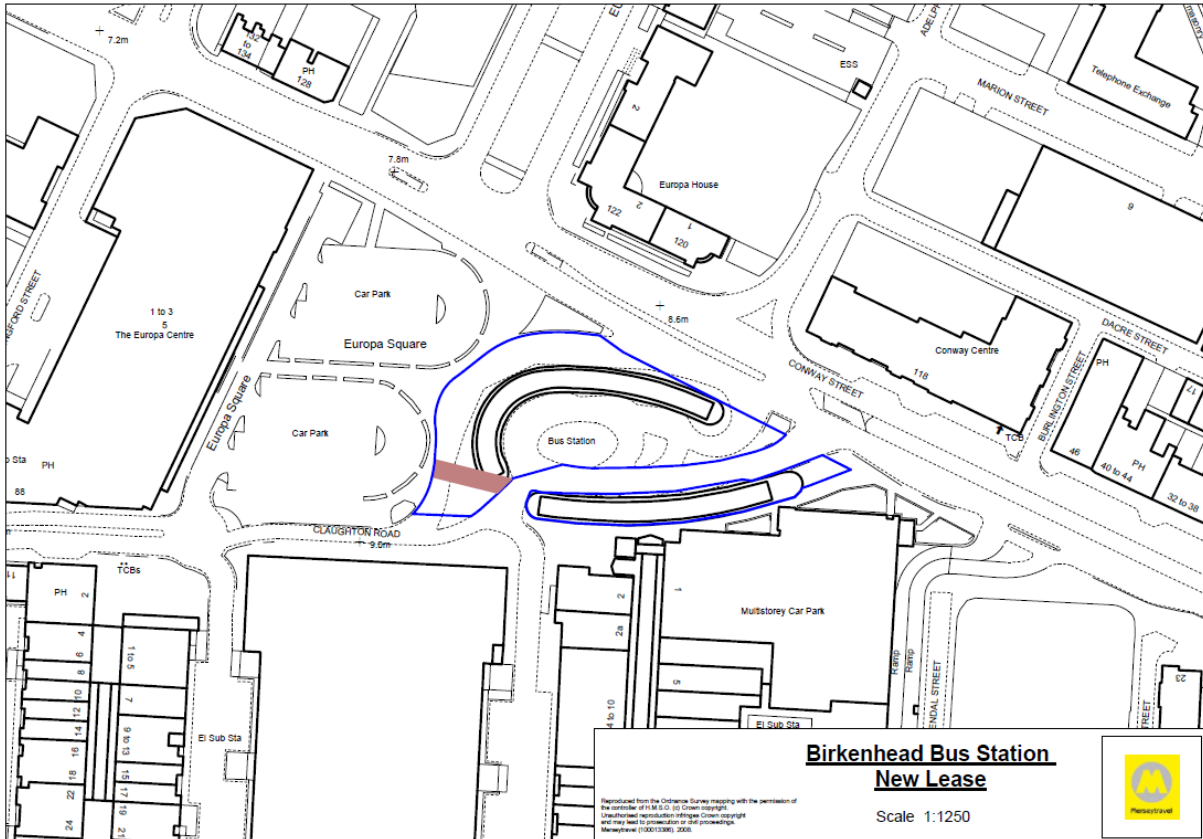
Use of a relatively remote and isolated location, well away from key town centre uses. Bus access / egress routes would be lengthy and complex for many major town centre services. No viable means of movement between many layover spaces and bus stands, making the design impractical. Bus station vulnerable to closure give a single vehicular entrance and exit on Parr Street.

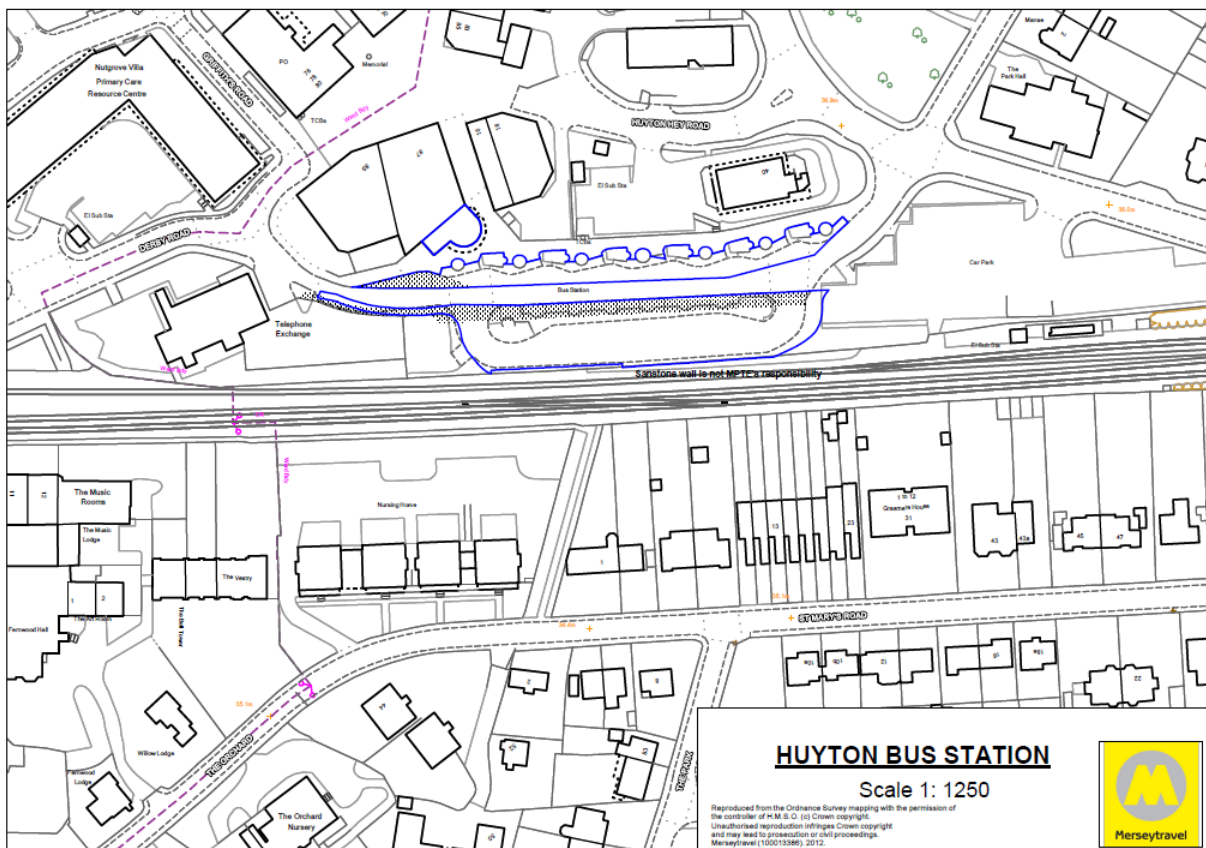
**Option 05-03**

Rejected as it included.

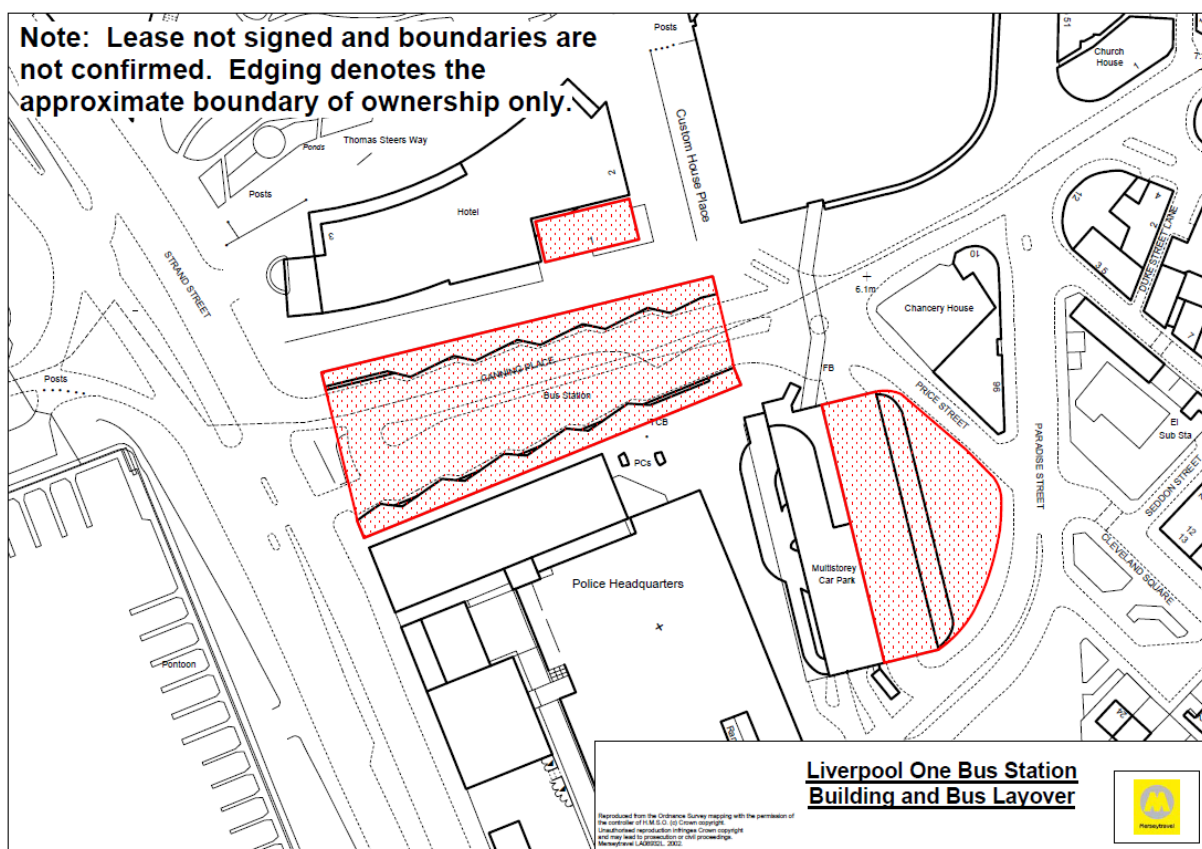
Use of a relatively remote and isolated location, well away from key town centre uses. Bus access / egress routes would be lengthy and complex for many major town centre services. Limited means of movement between many layover spaces and bus stands. Small number of bus stands and layover spaces are based on 'reverse in drive out' (RIDO) with high potential for vehicle conflict. Bus station vulnerable to closure give a single vehicular entrance and exit on Parr Street.

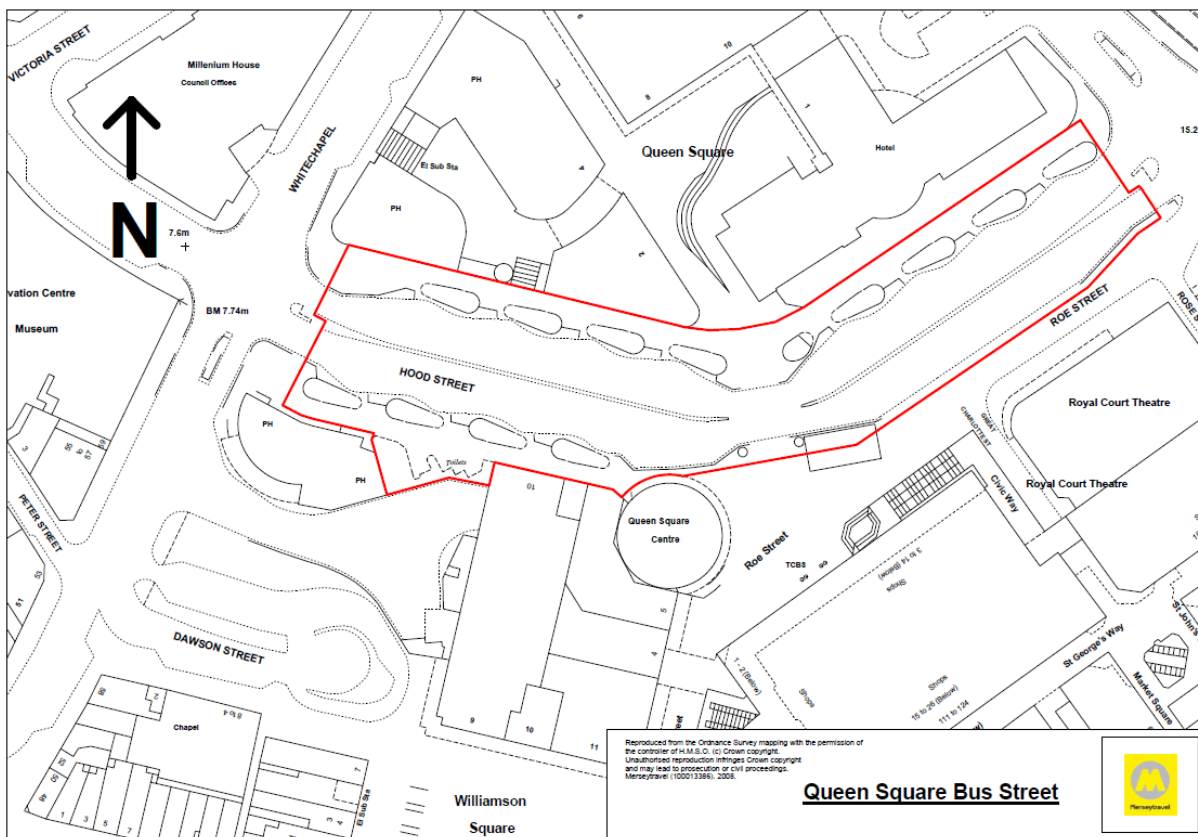
**Appendix 11 – Layout plans for major bus stations in Liverpool City Region (Liverpool One, Queen Square, Birkenhead, Bootle, Huyton, Liverpool One and Queens Square), Merseytravel**





**Note: Lease not signed and boundaries are not confirmed. Edging denotes the approximate boundary of ownership only.**







**Appendix 12 – Health and Safety record at all major bus stations in the Liverpool City Region, Merseytravel (2010 to 2023)**

## Merseytravel bus station accidents

2022/2023

Injury Date	Injury Time	Accident Location Division	Accident Location	Employment Status	Accident Type	What happened
14/04/2022	09:30:00	Customer Delivery	St Helens Bus Station	Member of the public	Slip, trip or fall	Grid on walkway, tripped on the grid and gone into the stand
25/04/2022	10:00:00	Customer Delivery	Liverpool One Bus Station	Employee	Impact or collision	Employee opened a wall cupboard door to get a cup, then bent down to tie his shoe-lace, stood back up & forgot cupboard door was open. He banged his head on the cupboard door sustaining a small cut which bled for a short time. He applied a piece of tissue paper and some Savlon until it stopped. He reported the accident today (26/04/22) and states he now has a bruise on the affected area.
27/05/2022	03:03:00	Customer Delivery	St Helens Bus Station	Member of the public	Slip, trip or fall	She has attempted to take a short cut through the bus station from one stand to another, and she has not seen the concrete base of the bus stand and she has fallen over hurting her left ankle and both hands
05/06/2022	11:15:00	Customer Delivery	Liverpool One Bus Station	Employee	Impact or collision	She was emptying the shredder and as she was putting the paper into the bin she banged her arm and knocked the head of a mole on her arm causing it to bleed .
01/07/2022	20:24:00	Customer Delivery	Birkenhead Bus Station	Contractor	Slip, trip or fall	Fell down the stairs
12/07/2022	11:00:00	Customer Delivery	Birkenhead Bus Station	Member of the public	Slip, trip or fall	Person walking and missed concrete plinth and tripped over.
12/07/2022	12:50:00	Customer Delivery	Birkenhead Bus Station	Member of the public	Slip, trip or fall	Walking across bus lane and entered bus stand where she shouldn't have done. Tripped over kerb
16/07/2022	10:48:00	Bus	Birkenhead Bus Station	Employee	trapped finger	Trapped her left hand index finger in the door whilst cleaning the area
24/08/2022	06:05:00	Bus	Bootle Bus Station	Contractor	Collapsed	Fell backwards banged his head and had a fit. He was having the fit for 20 mins
11/10/2022	10:45:00	Bus	Queens Square Bus Station	Arriva bus inspector	chair collapsed	chair collapsed from underneath him
17/10/2022	03:30:00	Bus	Liverpool One Bus Station	Contractor	Slip, trip or fall	Whilst using toilet the seat became detached and caused her to fall to floor.
17/12/2022	07:33:00	Customer Delivery	Queens Square Bus Station	Member of the public	Slip, trip or fall	female alighted the bus, walked a few yards and slipped onto her back causing injury to her back

25/01/2023	16:40:00	Bus	Liverpool One Bus Station	Stagecoach Driver	Slip, trip or fall	Driver parked his vehicle in the layover area, he alighted the bus and walked around the front of the vehicle. Here he slipped on a patch of engine oil in the roadway.
16/02/2023	06:45	Customer delivery	Queens Square Bus Station	Contractor	Slip, trip or fall	Carrying out duties (carrying bin bags to dispose) slipped and fell on to floor.
25/02/2023	10.30	Bus	Liverpool One Bus Station	Member of the public	Slip, trip or fall	Customer running for the bus and has fallen onto pavement and injured facial area, required first aid, bandages applied and ambulance attended

2021/2022

Injury Date	Injury Time	Accident Location Division	Accident Location	Employment Status	Accident Type	What happened
26/04/2021	17:00:00	Hubs	Huyton Bus station	Employee	Violence	Kane was hit in the face by a commuter, David Morris. David is a regular visitor to the bus hub and according to Kathryn Dallinger, suffers from Mental health issues. Kathryn insists that David was mortified and believes it was an accident; apparently David self harmed due to the incident and Kane didn't want to press charges. Kathryn doesn't believe this will happen again and no investigation is required.
26/05/2021	13:20:00	Hubs	Queen Square Bus Station	Member of the public	Impact or collision	Wearing headphones looking at mobile phone walked into road into the side of moving bus
05/07/2021	15:05:00	Hubs	St Helens Bus station	Arriva employee	Road traffic accident	Driving single decker Arriva bus fleet no 2964 , registration number MX09 JTY, pulls out of Stand 2? and then vehicle careers through a metal barrier onto opposite carriageway and crashes into Stand 5. Driver was uninjured but displayed signs & symptoms of shock. Ian Lockett sent to hospital due to abnormal ECG test, Irene had cuts to knees
06/07/2021	15:40:00	Hubs	Huyton Bus station	Member of the public	Slip,trip or fall	
06/07/2021	17:00:00	Hubs	Birkenhead bus station	employee	Slip,trip or fall	Walking across the office when she slipped/tripped on a step causing bruising.
14/08/2021	14:15:00	Hubs	Huyton bus station	Contractor	Slip,trip or fall	According to Team leader tripped over his own feet.
14/08/2021	11:10:00	Hubs	Birkenhead bus station	Public	Slip,trip or fall	There are raised concrete blocks (teardrops) at the back of stands 2 – 4 (see attached). Not sure what their purpose is but they're not ours and they have clear warning strips around them. Lady said she had been having trouble with her eyesight that week as she had fallen over somewhere else and she just didn't see these.
12/10/2021	10:55:00	Hubs	Queens square	Public	Slip,trip or fall	
28/10/2021	18:10:00	Hubs	St Helens Bus station	Public	Slip,trip or fall	Walking, lost balance & fell. May have been under influence of alcohol
06/12/2021	16:50:00	Hubs	Queens Square	Public	Road traffic accident	Crossed on a red light and was hit
28/01/2022	15:00:00	Hubs	Birkenhead bus station	Public	Slip,trip or fall	Lady boarding the 409 Arriva bus, slipped and missed her step

2020/2021

Injury Date	Injury Time	Accident Location Division	Accident Location	Employment Status	Accident Type	What happened
06/07/2020	10.20	hubs	Bootle bus station	Employee	Impact	Employee was walking and blacked out and fell backwards
31/7/2020	12.50	hubs	Queen Square bus station	Employee	Manual handling	Cutting a cable tie with a pair of scissors, resulting in deep cut on right hand

2019/2020

Injury Date	Injury Time	Accident Location Division	Accident Location	Employment Status	Accident Type	What happened
21/04/2019	15:14	Hubs	Liverpool one bus station	Contractor	Impact	Cardboard banner fell on her from window
30/08/2019	17:10	Hubs	St Helens bus station	Member of public	Slip,trip and fall	Injured person was running for the bus and tripped.
01/09/2020	11:00	hubs	Birkenhead bus station	Employee	Impact	Replacing a timetable frame and it fell hitting him on the foot
16/12/2019	17:30	Hubs	Birkenhead	Member of the public	Impact	Crossing over road, looking if bus was coming and walked into glass.

2018/2019

Injury Date	Injury Time	Accident Location Division	Accident Location	Employment Status	Accident Type	What happened
28/04/2019	10:05	Hubs	Liverpool one bus station	Employee	Impact	just closing gate, misjudged the speed of of the gate and it caught foot
01/5/2019	16:45	Hubs	St helens bus station	Member of the public	Slip, trip and fall	Crossing Rd from Corporation St and tripped over kerb
28/05/2019	13:30	Hubs	Liverpool one bus station	Employee	Slip, trip and fall	Walking across pedestrian crossing whilst talking on radio fell down pothole.
20/11/2018	14:15	Hubs	Bootle bus station	Member of the public	Impact	As he moved his wheelchair he fell onto floor under a shelf, banged head on shelf
26/11/2018	15:10	Hubs	St helens bus station	Member of the public	Slip, trip and fall	Female bumped into another member of the public and fell to the floor
27/11/2018	17:45	Hubs	Liverpool one bus station	Member of the public	Slip, trip and fall	Crossing central reservation tripped near grid grazed hand
29/11/2018	09:10	Hubs	Liverpool one bus station	Contractor	impact	Sitting on chair taking break, lent back on chair on the seat and back of chair detached from the legs causing him to fall backwards and his back hit a table behind him
14/12/2018	13:06	Hubs	Queens Square bus station	Member of the public	Slip, trip and fall	The customer just appears to fall or trip herself over. Road surface is clear and dry.
08/01/2019	09:50	hubs	Liverpool one bus station	Member of the public	Slip, trip and fall	The member of the public tripped whilst using the crossing

2017/2018

Injury Date	Injury Time	Accident Location Division	Accident Location	Employment Status	Accident Type	What happened
18/04/2017	11:45	Hub	Liverpool one bus station	Member of the public	impact	Pulling the toilet roll paper from the wall mounted holder and hurt her hand on the toilet roll holder
11/05/2017	7:40	hub	Liverpool one bus station	Contractor	Slip, trip and fall	Fell off kerbing
22/08/2017	8:15	hub	Liverpool one bus station	Contractor	Impact	Cleaning Contractor was cleaning toilet seat when seat broke, pierced rubber glove & cut index finger on right hand.
17/10/2017	14:37	hub	Liverpool one bus station	Contractor	Other	Collapsed chair
05/12/2017	9:20	hub	Liverpool one bus station	Contractor	Slip, trip and fall	Walking to rest area tripped on kerb
23/12/2017	14:50	Hub	Queen square	Member of the public	RTC	RTC
29/12/2017	16:10	hub	Huyton bus station	Member of the public	Slip, trip and fall	Walking to bus and tripped/fell and landed on shoulder
12/01/2028	12:50	hub	Bootle bus station	Employee	Slip, trip and fall	Walking down steps to the lower till and she lost her footing and slipped off it causing impact with knee to floor
18/01/2018	11:15	hub	Liverpool one bus station	Contractor	Slip, trip and fall	A Stagecoach bus driver and was walking along the pavement in the bus layover towards when he tripped over green watering can and fell into the side of a stationery Arriva bus
11/02/2018	11:02	hub	Queens Square bus station	Contractor	Slip, trip and fall	Customer stumbled and fell against retractable barrier - metal post then fell on her leg
23/02/2018	9:35	Hub	Queens Square bus station	Employee	Slip, trip and fall	

2016/2017

Injury Date	Injury Time	Accident Location Division	Accident Location	Employment Status	Accident Type	What happened
29/04/2016	14:25	Hubs	St Helens	Employee	Slip, trip and fall	
31/08/2016	05:35	Hubs	Huyton	Member of the public	Slip, trip and fall	Tripped over raised flag
03/10/2016	13:30	Hubs	Bootle	Member of the public	Impact	Whilst looking in display cabinet the automatic doors opened and hit her in the back
03/10/2016	17:00	Hubs	St Helens	Employee	Manual handling	Wear and tear to metal float box has left a raised/sharp edge that cut the staff members fingers
28/10/2016	14:00	Hubs	Queens Square	Member of the public	Other	Child Swinging on handrail ( see CCTV footage)
14/12/2016	9:00	Hubs	St helens	Member of the public	Impact	crossing over bus lane and walked into speed restriction sign striking head.



2015/2016

Injury Date	Injury Time	Accident Location Division	Accident Location	Employment Status	Accident Type	What happened
09/07/2015	14:00	Hubs	St Helens	Member of the public	Slip, trip and fall	Slipped on the Station
30/07/2015	11:50	Hubs	St Helens	Member of the public	Slip, trip and fall	Fell on Tactile Paving
02/08/2015	18:00	Hubs	Queens Square	Contractor	Slip, trip and fall	Tripped
02/11/2015	14:39	Hubs	St Helens	Member of the public	Slip, trip and fall	Tripped Running for a Bus
12/11/2015	16:30	Hubs	Liverpool 1	Member of the public	Impact	Trapped Finger in the toilet door
01/02/2016	13:55	Hubs	Liverpool 1	Employee	Impact	Walked into Door
17/02/2016	16:43	Hubs	Bootle	Member of the public	Slip, trip and fall	Parent states they were entering lift.
14/03/2016	13:30	Hubs	Queens Square	Employee	Impact	Hit by Mobility scooter

2014/2015

Injury Date	Injury Time	Accident Location Division	Accident Location	Employment Status	Accident Type	What happened
06/08/2014	15:35	Hubs	St Helens	Member of the public	Slip, trip and fall	Fell near to the Shop running for a Bus
16/09/2014	10:20	Hubs	Liverpool One	Member of the public	Slip, trip and fall	Tripped on White Lines painted down the length of the station.
15/09/2014	15:57	Hubs	St Helens	Member of the public	Slip, trip and fall	Tripped on the road
15/10/2014	10:50	Hubs	St Helens	Employee	Impact	Trapped Finger in the Door
20/02/2015	11:13	Hubs	St Helens	Member of the public	RTC	Hit by Bus on Crossing
12/03/2015	12;10	Hubs	St Helens	Employee	Slip, trip and fall	Tripped over unsecure cables
20/03/2015	14:50	Hubs	Bootle	Member of the public	Slip, trip and fall	Slipped on entry to the Station

2013/2014

Injury Date	Injury Time	Accident Location Division	Accident Location	Employment Status	Accident Type	What happened
09/04/2013	10:20	Hubs	Bootle	Member of the public	Slip, trip and fall	Tripped on a Mat
23/04/2013	12:01	Hubs	St Helens	Employee	Manual handling	Lifting Cash Box
29/04/2013	10:05	Hubs	St Helens	Employee	Slip, trip and fall	Running for the bus.
30/04/2013	16:45	Hubs	St Helens	Member of the public	Slip, trip and fall	tripped on the crossing.
10/06/2013	11:50	Hubs	St Helens	Member of the public	Slip, trip and fall	Fell on Crossing
10/06/2013	14:20	Hubs	St Helens	Member of the public	Slip, trip and fall	Fell on Crossing
26/07/2013	12:36	Hubs	St Helens	Member of the public	Slip, trip and fall	Tripped on Kerb
27/07/2013	19:04	Hubs	Queens Square	Employee	Violence	Punched by customer after getting on the bus
29/10/2013	16:30	Hubs	St Helens	Member of the public	Slip, trip and fall	Cut & Bruising
03/03/2014	12:37	Hubs	Queens Square	Member of the public	Impact	Fell over a seat
20/03/2014	14:50	Hubs	St Helens	Member of the public	Slip, trip and fall	Tripped on Pavement not a significant Trip Hazard
22/03/2014	12:22	Hubs	St Helens	Member of the public	Slip, trip and fall	Tripped on Pavement not a significant Trip Hazard

2012/2013

Injury Date	Injury Time	Accident Location Division	Accident Location	Employment Status	Accident Type	What happened
		Hubs	Liverpool one	Contractor	RTC	Contact with a Bus
28/05/2012	11:55	Hubs	St Helens	Member of the public	Impact	Hit by Falling object
30/06/2012	16:30	Hubs	Queens Square	Employee	Manual handling	Getting Money from the safe
31/08/2012	13:45	Hubs	Liverpool one	Employee	Impact	Cuts
26/12/2012	22:10	Hubs	Huyton	Contractor	Impact	Tile fell from ceiling
23/01/2013	9:00	Hubs	Liverpool One	Employee	Slip, trip and fall	Fell off office Chair
24/02/2013	18:30	Hubs	Birkenhead	Member of the public	Slip, trip and fall	Foot Slipped while getting on the Bus
19/03/2013	15:20	Hubs	Birkenhead	Contractor	Impact	Cut to Fingers

2011/2012

Injury Date	Injury Time	Accident Location Division	Accident Location	Employment Status	Accident Type	What happened
25/04/2011	10:45	Hubs	Liverpool One	Employee	Impact	Trapped Arm in door
11/05/2011	16:30	Hubs	Liverpool One	Employee	Impact	Hit by door
12/05/2011	13:20	Hubs	St Helens	Member of the public	Slip, trip and fall	Fell near to stand six
05/07/2011	16:05	Hubs	Southport	Employee	Slip, trip and fall	Tripped up Steps
07/08/2011	14:13	Hubs	Queens Square	Member of the public	Impact	Banged Head on door
24/08/2011	13:15	Hubs	Birkenhead	Employee	Impact	Caught thigh on sharp corner
25/08/2011	13:15	Hubs	Birkenhead	Employee	Manual handling	Unloading flat Back Vehicle
12/10/2011	10:26	Hubs	Liverpool One	Member of the public	RTC	Walked in front of a bus
25/10/2011	11:05	Hubs	Bootle	Member of the public	Slip, trip and fall	Stepped off the bus and fell
05/03/2012	8:50	Hubs	Liverpool One	Employee	Slip, trip and fall	Tripped over kerb

2010/2011

Injury Date	Injury Time	Accident Location Division	Accident Location	Employment Status	Accident Type	What happened
04/04/2010	19:15	Hubs	Bootle	Member of the public	Impact	Walked into post
06/04/2010	16:44	Hubs	St Helens	Member of the public	Slip, trip and fall	Tripped on Tactile Paving
11/04/2010	14:26	Hubs	Liverpool One	Member of the public	Slip, trip and fall	Tripped on Tactile paving
17/04/2010	15:05	Hubs	Bootle	Member of the public	Slip, trip and fall	No unsafe acts or circumstances
20/04/2010	18:06	Hubs	Bootle	Member of the public	Slip, trip and fall	Slipped on banana by Stand 4
28/05/2010	14:05	Hubs	Liverpool One	Member of the public	Slip, trip and fall	Bump in L side of head plus swollen lip
18/06/2010	13:21	Hubs	Liverpool One	Employee	RTC	Bus hit bollard
23/06/2010	15:25	Hubs	Birkenhead	Member of the public	Slip, trip and fall	Tripped on kerb
30/06/2010	14:16	Hubs	St Helens	Member of the public	Other	Faint
01/07/2010	13:55	Hubs	Huyton	Member of the public	Slip, trip and fall	Ran into bollard
14/07/2010	14:15	Hubs	Queens Square	Contractor	Slip, trip and fall	Run hand across scraper blade
20/10/2010	10:17	Hubs	Liverpool One	Member of the public	Slip, trip and fall	Fell on Crossing no apparent reason
18/11/2010	16:40	Hubs	Liverpool One	Employee	Other	Fell off chair
02/12/2010	14:00	Hubs	Bootle	Member of the public	Slip, trip and fall	Slipped on Liquid
10/01/2011	11:25	Hubs	Liverpool One	Employee	Slip, trip and fall	Slipped on Ice
01/02/2011	14:00	Hubs	Liverpool One	Member of the public	Other	Trapped Hand in door
28/11/2011	21:00	Hubs	St helens	Contractor	Slip, trip and fall	Bumped in to customer

## Appendix 13 – Merseytravel views on options 3, 4, 5, 6, 7, 8 and 9 presented by WSP (February 2021)

### Option 1

The design was rejected by Merseytravel as it included. Extensive Drive In Reverse Out (DIRO) with bus stands very close together and no layover within the bus station. It also requires the retention of both Bickerstaffe Street and Corporation Street as main highways.

### Option 1A

The design was rejected by Merseytravel as it included. Extensive DIRO with bus stands very close together and no layover within the bus station. It also requires the retention of both Bickerstaffe Street and Corporation Street as main highways.

### Option2

The design was rejected by Merseytravel as it included. Extensive DIRO with bus stands very close together and layover stands located immediately adjacent to the bus stands operating on a DIRO basis. This compounds the large potential for vehicle – vehicle conflict. It also requires the retention of both Bickerstaffe Street and Corporation Street as main highways.

### Option 3

The design was rejected by Merseytravel as it included. No practical layover within the bus station and requires the continued use of bus stops on Bickerstaffe Street. It also requires the retention of both Bickerstaffe Street and Corporation Street as main highways.

### Option 4

The design was rejected by Merseytravel as it included. No practical layover within the bus station. It also requires the retention of both Bickerstaffe Street and Corporation Street as main highways.

### Option 5

The design was rejected by Merseytravel as it included. Very limited layover within the bus station, and no practical means of using the layover spaces for services allocated to the northern six bus stands. It also requires the retention of both Bickerstaffe Street and Corporation Street as main bus highways.

### Option 6

The design was rejected by Merseytravel as it included. The vulnerability of operating from a single vehicular entrance / exit and with no practical means for buses to move between many of the layover spaces, and most of the bus stands the layover spaces are rendered of limited use, or as in the case of most of the southern spaces of no use.

### Option 7

Deemed not suitable by Merseytravel (but accepted in principle for further work and development).

It was deemed not suitable because it included.

The vulnerability of operating from a single vehicular entrance / exit and with no practical means for buses to move between many of the layover spaces, and most of the bus stands the layover spaces are rendered of limited use, or as in the case of most of the southern spaces of no use.

#### **Option 8**

The design was rejected by Merseytravel as it included.

The vulnerability of operating from a single vehicular entrance / exit and with no practical means for buses to move between many of the layover spaces, and most of the bus stands the layover spaces are rendered of limited use, or as in the case of most of the northern spaces of no use. It also requires the retention of both Bickerstaffe Street and Corporation Street as main bus highways.

#### **Option 9**

The design was rejected by Merseytravel as it included.

A lack of practical layover within the bus station. There was no means of buses moving between the southern layover spaces and the central and northern bus stands, with no means of moving between the northern layover spaces and the southern bus stands. Plus, the central bus stands could only be used by buses traveling southwards on Hall Street, which is a direction of very limited or no value.

#### **Option 9A**

The design was rejected by Merseytravel as it included.

A lack of practical layover within the bus station. There was no means of buses moving between the southern layover spaces and the central and northern bus stands, with no means of moving between the northern layover spaces and the southern bus stands. Plus, the central bus stands could only be used by buses traveling southwards on Hall Street, which is a direction of very limited or no value.

#### **Option 10**

The design was rejected by Merseytravel as it included.

Extensive use of DIRO on tightly packed bus stands, with layover spaces located in the potential path of vehicles reversing from the bus stands. A design which includes large amounts of vehicular conflict.



## Appendix 14 – Merseytravel views on options 7A to 7N presented by WSP (June 2021)

(Only includes commentary on options presented to Merseytravel in workshops, and does not consider other options that might have been discounted earlier in the design process)

### Option 7A

The design was rejected by Merseytravel as it included.

The vulnerability of operating via a single entrance / exit, and the layover spaces were of very limited use, or of no use, as there were no practical routes for buses to move between many of the layover spaces and most of the bus stands.

### Option 7B

The design was rejected by Merseytravel as it included.

The vulnerability of operating via a single entrance / exit, and the layover spaces were of very limited use, or of no use, as there were no practical routes for buses to move between many of the layover spaces and most of the bus stands.

### Option 7E

The design was rejected by Merseytravel as it included.

The vulnerability of operating via a single entrance, and the layover spaces were of very limited use, or of no use, as there were no practical routes for buses to move between many of the layover spaces and many of the bus stands.

### Option 7F

The design was rejected by Merseytravel as it included.

The vulnerability of operating via a single entrance, and the layover spaces were of very limited use, or of no use, as there were no practical routes for buses to move between many of the layover spaces and many of the bus stands.

### Option 7H

The design was rejected by Merseytravel as it included.

The vulnerability of operating via a single entrance, and the layover spaces were of very limited use, or of no use, as there were no practical routes for buses to move between many of the layover spaces and many of the bus stands.

### Option 7I

The design was rejected by Merseytravel as it included.

The vulnerability of operating via a single entrance, and the layover spaces were of very limited use, or of no use, as there were no practical routes for buses to move between many of the layover spaces and many of the bus stands.

### Option 7K

The design was rejected by Merseytravel as it included.

The vulnerability of operating via a single entrance, and the layover spaces were of very limited use, or of no use, as there were no practical routes for buses to move between many of the layover spaces and many of the bus stands.

### Option 7L

The design was rejected by Merseytravel as it included.

Locating the layover provision away from the central bus station the new station, when the aim is to bring all passenger and bus movements safely into the confines of a single location.

**Option 7N**

The design was rejected by Merseytravel as it included.

The vulnerability of operating via a single entrance, and the layover spaces were of very limited use, or of no use, as there were no practical routes for buses to move between many of the layover spaces and many of the bus stands.

**Option 7O**

Partially supported as presented, subject to resolving issue associated with a single-entry point at the eastern end of the design.

The single entrance, and the layover spaces were of very limited use, or of no use, as there were no practical routes for buses to move between many of the layover spaces and many of the bus stands.

**Appendix 15 – Updated list of Helens Bus Station Essential Requirements Specification, Merseytravel (January 2022)**

## **St Helens Bus Station – Merseytravel Operational facilities and Requirements (07.01.2022)**

### **Roadway & Bus Stands**

- Minimum number of operational stands - 9
- Minimum number of layovers stands - 8
- Entrance and exit points for buses – 2. To be provided at opposite ends of the facility to ensure access can be maintained in the event of a road closure on the highway network. Buses must be able use each stand, and this must be acceptable to all local bus operators (using Auto track and bus test if necessary)
- Busways must be wide enough to allow buses to pass when one on a bus stand.
- Parking Spaces – Minimum of 3 spaces for delivery/maintenance vehicles (transit van) with 2 on site and fitted with electrical charging infrastructure.

### **Merseytravel Facilities/Travel Centre Building**

- Travel Centre minimum floor area – to match that of existing facility at St Helens (plan sent previously).
- The new building must bring together all of the required functions, travel centre, control room, mess and locker facilities (and potentially a commercial function) into a design which provides the optimal and most efficient space for all users (staff and visitors/passengers) i.e. we want to avoid small or odd shaped rooms which are part of the current site.
- Commercial space opportunity – Keen to keep this option on the table, which we appreciate is up for discussion and will be determined by space, pedestrian routes/desire lines etc.

### **Bus Driver Facility Buildings**

- Driver Facilities –Work on basis that current Merseytravel driver facilities will need to be expanded from current setup to reflect the requirements in stations such as Bootle or Liverpool One (95m2) where layover is in use and drivers require facilities.
- Design needs to include:
  - *A driver rest room which incorporates tables, chairs, sink, room for vending machines and wall space for notices*
  - *Male driver toilet (minimum three cubicles, a urinal trough and three sinks)*
  - *Female driver toilet (minimum three cubicles and sinks)*
  - *Consideration must also have to be given for the installation of a separate accessible toilet for driver use in line with legal requirements and the portfolio of locations within Merseytravel*

*We note the discussion around public WCs. Merseytravel **current policy is that we do not provide public toilets this within new bus station facilities.***

### **Maintenance**

- We need to understand as part of the options / design / innovation process how the design, construction and ongoing maintenance contributes in an evidenced way to the City Regions climate emergency and the CA's targets for net zero.
- We need to understand as part of the options / design process how we can reduce maintenance at the site with quality long lasting products / systems. We understand and agree with the aim of being ambitious to create a high-quality modern facility but, the design must also be a fully sustainable, from the viewpoint of the revenue budgets for

maintenance and day to day operational effectiveness of this key facility for the town. This is theme that must run through all elements of the new bus station.

### **Mechanical**

HVAC requirements as discussed St Helens bus station and driver's accommodation.

- Full heat recovery air system to serve ticket office/staff rooms/corridors/ public areas. Forced ventilation (Supply & Extract)
- Supply air & extract air systems serving toilets
- Air conditioning heat recovery system serving ticket office/staff room-kitchen/mangers office/server room/tenant retail space/ public area (Heat & Cool)
- Hot water systems serving staff room /kitchen/toilets/tenant retail space
- BMS Trend (IQ Vision) system panel to allow for 24/7 control- timeclock/run/stop/fault & room temperature status/control
- All above plant requirements to be compatible with Trend BMS control systems.
- Tenant retail space above equipment to be standalone systems and dedicated to MCB within retail space and metered
- Alternative fuel source for the Mechanical Heating systems e.g. heat pumps in lieu of gas.

### **Electrical & Systems**

- Access Control and intruder systems as per the current Corporate systems
- CCTV which is the same specification as the Corporate system for ease of integration
- Bus Stand RTI systems
- All lighting (internal and external) to be latest LED technology to CIBSE and DMRB standards
- PA/VA internal and external
- Any allowance for advertising? (either specific locations if known or infrastructure for cabling routes/ducting)
- Any plans for Electric Powered buses requiring charging facilities?
- Electric Vehicle Charging (EVC's) within parking space locations
- Requirement for NOX detection to be reviewed in design process
- Any plans for ticket vending machines?

### **Civil / Structural**

#### **Road Markings,**

Thermal plastic has been the product of choice over the years, but there is a fairly new product on the market called, Methyl-Methacrylate Adhesive (MMA). MMA will last approximately 10 years compared to a life cycle of 3-5 years for Thermal Plastic. MMA costs the most out of the two but is a superior product.

#### **Drainage,**

We have constant problems with the foul drains getting blocked at St Helens. This would be an ideal opportunity to replace all the drainage, including the surface water interceptors next to the carriageways.

### Renewable energy,

- A combination of wind turbines and solar panelled bus stops have been used by Worcestershire Council. These new bus stops are now the first off the grid shelters in the UK. Is this something we can install? We would have to consider the on-going maintenance costs, but potentially this would be offset by the savings in our reduced power consumption. <https://journeo.com/resources/bromsgrove-to-get-uks-most-sustainable-bus-shelters/>
- BREEAM very good for internal building spaces
- Integrated PV within canopy design to be considered

### Carriageways,

The existing carriageways at St Helens are starting to break-up, temporary repairs have been undertaken. However, over the next 10 years the carriageways will need extensive repairs. I'm not sure if this is already being planned in, but if it isn't, then this would be an ideal opportunity to remove the existing concrete carriageways and replace with new.

### Glazing Anti-Glare,

The existing glazing is toughened laminated safety glass into steel frames with sandblasted effect to remove any reflective glare. Will this be the same Specification as existing?

### Access to the Roof,

The existing facility building has no access to the roof, no walkway or edge protection. Because of this we incur MEWP hire costs every time we need to go up there. Ideally in the new station I'd like to see an access ladder, a suitable walkway and edge protection. This will enable us to carryout inspections, planned and reactive maintenance when needed.

### **General Feedback from Maintenance Delivery**

- Main points are under CDM Regs, Maintenance should be considered in the design so things like access to plant and equipment and roofs must be safe. (thinking of accessing bus stands with glass roofs and high-level cleaning issues such as Queen Square Travel Centre roof/glass feature).
- Wherever possible, materials used should not be that bespoke where we can't get hold of spare parts, or where only certified installers can replace a panel (Similar to QW cladding).
- Parking bay/s Charging points
- No grids at locations where buses load/unload passengers, these can take a lot of pounding otherwise and may have constant issues with dropping/collapsing

- Safe access and egress to all stands so safe crossing areas and walkways for staff and customers
- Rodding/access points to drainage.
- Is an Interceptor required for spills etc?
- High mast lighting that we can reach off cherry picker and not have to lower down.
- Standardised fixtures and fittings, Specifications can be provided to the MT lighting standards (LED Panels, 4 ft LED Non corrosives etc) Paint colours, we can provide RAL numbers
- Green credentials – trees, shrubbery, solar panels, solar lighting, etc