

TravelWatch and the Proposed Lord Street "Bus Station"

During autumn 2018, TravelWatch and others have made formal representations and objections to the Planning Committee regarding the poor provision for bus passengers in the planning application for the proposed Lord Street Development

- no waiting room
- no refreshment facilities
- minimal public toilets
- inadequate shelters

In contrast, the plans indicate space for a splendid welfare room, with kitchen and toilets, for use by bus drivers.

Despite concerns, the Planning Committee letter confirms they have approved the scheme, subject to negotiations for a sum to provide "bus station canopies" and other features.

This site has been owned by IoM government, and we are very disappointed that early negotiations for the sale failed to require modern bus station amenities. TravelWatch is continuing to press the Infrastructure Minister for better passenger facilities, which should include well-lit and heated waiting areas with adequate seating and modern information systems.

Bus passengers are not second class citizens, and the island's gateway and capital requires a 21st century bus station.

It's worth noting that the UK Government uses a best practice guide entitled *Bus and Coach Station Design and Operation 201*, plus an ancillary UK publication entitled *Safer Bus Stations*. Sadly the upgraded bus station fails to meet them.

The attached map shows car park access via Chapel Row. It is understood that this is now to be via Market Hill and North Quay.

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