



**Comments from Imtac about the proposed
North West Transport Hub**

(January 2017)

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Making our information accessible

As an organisation of and for disabled people and older people Imtac recognises that the way information is provided can be a barrier to accessing services and participation in public life. We are committed to providing information about our work in formats that best suit the needs of individuals.

All our documents are available in hard copy in 14pt type size as standard. We also provide word and pdf versions of our documents on our website – www.imtac.org.uk. In addition we will provide information in a range of other formats. These formats include:

- Large print
- Audio cassette or CD
- Daisy disc
- Braille
- Electronic copies on disc or via email in PDF or word
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We will also provide information about our work in other languages if you require this.

If you would like this publication in any of the formats listed above or if you have any other information requirements please contact:

Michael Lorimer
Imtac
Titanic Suites
55-59 Adelaide Street
Belfast BT2 8FE

Telephone/Textphone: 028 9072 6020
Email: info@imtac.org.uk

About us

The Inclusive Mobility and Transport Advisory Committee (Imtac) is a committee of disabled people and older people as well as others including key transport professionals. Our role is to advise Government and others in Northern Ireland on issues that affect the mobility of older people and disabled people.

Our aim is to ensure that older people and disabled people have the same opportunities as everyone else to travel when and where they want.

Imtac receives support from the Department for Infrastructure.

Background

Translink announced a consultation around the development of the North West Transport Hub in late 2016. In January 2017 Imtac members and other organisations of and for disabled people met with representatives from Translink and the architects associated with the project. The comments below are based on issues discussed at the meeting as well as established good practice guidance¹.

Imtac fully supports proposals to develop a Transport Hub in the North West. The Committee welcomes the provision of all key facilities on the site at the same level, providing for seamless, step-free access across the site. Additional comments from the Committee included below are designed to ensure that the facilities are accessible and inclusive for everyone.

Proposed Public realm

Imtac welcomes the proposals to link the Hub to the Greenway network in Derry. This will inevitably involve some shared use between cyclists and pedestrians around the approaches to the station. The final design of public realm must do more to demonstrate a clear route for cyclists away from the public space in front of the main entrance to the Hub, linking with the proposed

¹ Guidance includes [Design Standards for Accessible Railway Stations](#), [Inclusive Mobility](#), and BS 8300.

Greenway on the eastern side of the Hub. Similar design should be used to direct cyclists away from pedestrians using bus stops at the station. Cyclists should be required to dismount when approaching the crossing at the vehicle entrance to set down and the car park.

Imtac welcomes proposals to retain kerb delineation between footways and the carriageway throughout the site. The Committee recommends that the minimum kerb height used should be 100mm.

Clear, level and unobstructed pedestrian routes must be provided to from the car park, set down and bus stops. Pedestrian routes must provide at least 2000mm unobstructed width at all time and greater width at areas of high pedestrian flows. Contrasting paving materials should be used to indicate routes. Bollards and other street furniture must be located away from these routes and should be designed to provide contrast with the surrounding pavements and be easily identifiable to people who use a long cane.

Even lighting must be provided in all areas. Lighting columns should be designed to contrast with surrounding paving and should include colour-contrasting bands at the appropriate levels.

A mixed provision of seating should be provided in the proposed public realm including seating with backrests and armrests. Seating should be located away from the main pedestrian routes and be designed to contrast with its surroundings and easily identifiable to people who use a long cane. Any seating associated with the proposed café should be required to be located away from main pedestrian routes, should be enclosed with appropriate screening and should not obstruct access to the building.

Imtac has concerns about access and safety for pedestrians crossing the entrance to the car park and vehicle drop off/pick up area. The Committee believes that a pedestrian crossing is required at the entrance to the car park/set down area. The preference of the Committee is that this crossing be a controlled Puffin crossing. If possible this crossing should be raised and appropriate tactile paving should be provided along the entire length of the crossing. Tactile paving used must provide sufficient contrast with surrounding paving. The Committee recognises there may be wider traffic impacts involved in providing a pedestrian

crossing, however to be inclusive pedestrians must have the confidence they can cross this space safely.

Bus Stops

Imtac welcomes the proposed improvements to bus stop infrastructure at the new Hub. In line with guidance the stops should use “kassell” or other bus boarding kerbs to enhance access to vehicles. Well designed shelter and seating should also be provided.

Car Parking

Imtac welcomes the provision of car parking at the proposed Hub including the provision of accessible bays. In line with Guidance at least 5% of the bays provided should be accessible and be designed to BS 8300 standards. Any accessible bays provided for employees must be in addition to the 5%. Accessible bays should be located closest to the entrance of the Hub.

If included, barriers and payment facilities associated with car parks must be designed to be accessible to disabled people.

There must be a clear, unobstructed pedestrian route to and from the car park and the Hub. The route should include well-designed, accessible signage.

Translink must develop policies to ensure that accessible parking bays are only used by vehicles displaying a valid Blue Badge.

Consideration should be given to providing a help point in the car park at accessible parking, which connects to staff within the Hub. Any such help must be designed to be accessible to a range of users including people with hearing and visual impairments.

Set down & Pick up

Imtac welcomes provision made for set down and pick up at the new Hub. Consideration should be made for the differing requirements of people using this space. For some people a section of flush access between the set down and footway is essential. Others, including people who use wheelchair accessible

vehicles and taxis, will require a kerb and sufficient unobstructed pavement to get in and out of vehicles.

Entrances to the Hub

Imtac recommends that fully automatic doors be used at the main pedestrian entrance to the Hub. The Committee recommends that fully or semi automatic doors be used at other entrances including the café and proposed Active Travel Centre. Any controls associated with automatic doors should be designed to be visible and easy to operate. If doors are fully glazed appropriate markings should be included to improve visibility.

Internal furniture

Internal furniture including bins, seating, planters etc should be located so as not cause obstruction. Furniture should be designed to contrast with its surroundings and be easily identifiable to people using a long cane.

A mix of seating should be provided inside the station. In line with guidance this should include at least a third of seating with armrests and a back rests and include a section of standing rest bar of at least 1400mm in length.

Signage

Clear signage must be provided within the station, designed to comply with accessibility standards. Signage must detail facilities within the Hub as well as directional signage to exits, car park and bus stops.

Embossed tactile signage should be used to indicate important facilities such as toilets.

Audible and visual information

Audible passenger information should be provided at the station and this should be linked to an induction loop system.

Electronic visual passenger information systems should be provided at the station. Care should be taken to ensure that these

systems are accessible in terms of text size, font and contrast between lettering and background.

Ticket offices

Ticket offices must be designed to be accessible and should include an induction loop, a section of low-level counter and use non-reflective glass. Any payment machines included should be detachable.

The proposed self-service payment machines should be designed to be accessible. Provision must be made for alternative means of payment for people who have difficulty using machines, particularly when the main station building and ticket offices are closed. In these circumstances disabled people must have the option of purchasing tickets on-board the train.

Ticket Barriers

If it is proposed to use ticket barriers these must include provision for people who require wider access such as wheelchair users, parents with double buggies or people with assistance dogs. Ticket barriers should be staffed at all times when closed or left open when not staffed.

Toilet provision

Given the proposal is to provide only one accessible toilet Imtac agrees with the proposed design. However the Committee does promote the provision of mixed accessible toilet facilities, which includes the provision of toilets that meet the requirements of a broader range of users including people who may require assistance transferring. It is the recommendation of the Committee that all new major public transport infrastructure include a Changing Places facility in addition to accessible toilet provision. This is in line with current guidance mentioned previously.

The Committee is aware of proposals to install a Changing Places Facility nearby in Ebrington. It is essential that Translink, Sustrans and others involved with the Hub promote this facility to passengers using the Hub.

During discussion it was apparent that other facilities (such as the Active Travel Centre and Café) might be open when the main station is closed and that access to upstairs toilet facilities could be made during this time. Imtac is required to point out that if toilet facilities are to be offered to the public during this time this must include access to accessible toilets. Failure to make this provision is likely to be a breach of DDA. As current plans do not make provision for accessible toilets on the first floor some provision does need to be made to ensure people who require the facility can access an accessible toilet when the main station is closed.

Platform access

Platforms should be designed in line with best practice with regard to accessibility, including optimum widths, provision of tactile surfaces, shelter from the elements, lighting and seating.

Previous comments in relation to seating, other furniture, contrasting, signage and ticketing arrangements apply equally to the platform areas. As with previous comments there should be a clear, level unobstructed route for pedestrians to enter and leave the platforms when the main station is closed.

If the platforms are not staffed during times when the main station is closed, a Help Point should be installed which connects passengers waiting to a member of staff. Help Points should be designed to be accessible to passengers including people with hearing and visual impairments.

Assistance Dog Spending Area

Imtac recommends that provision be made at the Hub for a spending area for Guide and other assistance dogs. Guidance on establishing such an area is available from the following link - <https://www.guidedogs.org.uk/media/7794429/guide-to-spending-facilities.pdf>. Organisations such as Guide Dogs can provide specific advice on the location of a spending area.

Active Travel

Imtac welcomes the proposed inclusion of an Active Travel Centre at the Hub. It is essential that this facility is fully inclusive and that efforts are made to ensure that promotion of walking and cycling in

the city are made accessible to disabled people and older people. To this end Imtac recommends that all parties involved in the Centre develop links with local organisations of and for disabled people and older people and with Shopmobility Foyle in particular.

These groups should also be actively involved in the design and development of the proposed Greenway connected with the Hub Project.