

# North East Sector of Manchester

## Public Transport Report

October 2005



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## **1. Background**

The Proposals being proposed within the North East Sector Healthy Futures Programme has potential impact on local transport issues. It is anticipated that with the movement of services from key locations to new locations some transport matters would be improved others may become more problematic.

The Patients Council for the North East Sector of Healthy Futures was formed to represent the patient's voice, made recommendation to Celia Gaze (Director of Service Reconfiguration) to provide funding for a secret passenger to review the current state of bus transport provided via the GMPTE. This was agreed and in September 2005 Ric Perrin's services were retained to produce a report on this matter.

Ric Perrin was chosen as he had been and is a substantial bus user for over 10 years using bus services for both pleasure and work. Ric Perrin has worked for the past few years with voluntary organisations both able and disabled within the North West and has therefore obtained a reasonable understanding of transport needs.

## **2. Theories and Rationale for Completing Research**

I had very preconceived expectations of the findings I would obtain carrying out this research in line with the Patients Councils request. This been based on my personal experiences of using bus services within Greater Manchester.

For the past few years I have worked extensively in the Voluntary sector of which much has been in Greater Manchester and to the best of my knowledge I am unaware of such research being carried out as this independently from the GMPTE.

When accepting this project I expressed my concerns that there was potentially a problem as over the years I have drawn some conclusions of my own. This has been addressed by myself been given a very strict brief to operate within thus removing personal opinion.

Prior to commencing this project my personal experience of public transport has been reasonable good Monday to Friday. However, I do recognise that the services I have been using personally are strong commercial routes from Stockport to Manchester City Centre. However, I accept the fact that being under 30 of good health walking for 10/15 minutes from my home to the A6 to catch this service would in fact be problematic if the person needing to do the same was not of good health or elderly.

## **Rationale**

Whilst beginning to think about how best to conduct the task of researching the North East Manchester bus network. I had to consider exactly why I was doing this research and who was I researching on behalf of. This would in turn give me a clue as to how best to conduct my study.

It became clear that there were a few main groups of people who were going to be directly affected. These were:

- Hospital and Medical Staff
- Service users
- Service suppliers
- Visitors

Having considered these groups it also became clear that I must closely consider the safety of the places these people need to travel through in order to get to their destination.

With the exception of hospital staff it also became clear that the nature of most of this type of journey is often erratic. Therefore we also consider timings and each places suitability for travel at night etc.

At this stage the Patients Council supplied me with the target audience to be considered within this research. I decided that given the general lack of knowledge and preparation time for this type of journey I would try and approach each journey as if it was an emergency so that I experienced the patient's journey.

It is worth noting in my opinion that GMPTE have a fairly good quality website which could greatly assist someone who may wish to make a journey. For the purposes of this study I am going to assume that the traveller has not got access or has not had time to use this method and therefore would turn up at their starting point without prior knowledge.

### 3. Method

Having considered the types of people and journey I would be undertaking, it was time to look at the actual journeys themselves.

Initially I met with Mr Paul Mainwaring, Chair of the Patients Council, to discuss this. We looked at the locations of the 5 North East Sector PCT's and the four Pennine Acute Hospital Trust respective hospitals.

It was agreed that I would make a number of journeys between various locations linking Hospital to Hospital main bus stations to Hospitals and other various routes.

It was agreed that each journey would be carried out at early morning, mid day and evenings to ensure we had access to transport at various times. This resulted at the first stage in me taking 84 journeys. These journeys were as follows:

- a. Bury bus station to Rossendale bus station and return
- b. Bury bus station, Market St, Bury to Fairfield General Rochdale Old Road.
- c. Bury Fairfield hospital to Rochdale Infirmary Whitehall Street, Rochdale.
- d. Rochdale Infirmary to Bacup town centre bus station and return.
- e. Rochdale Infirmary to Todmorden town centre bus station and return.
- f. Rochdale Hospital to Oldham Royal Rochdale Road, Oldham
- g. Oldham Royal to Delph town centre bus station.
- h. Oldham Royal to North Manchester Delaunays Road, Crumpsall, Manchester.
- i. North Manchester to Bury bus station Market St. Bury
- j. North Manchester to Rochdale Infirmary.
- k. Rochdale Infirmary to Prestwich bus station.
- l. Prestwich bus station to Oldham Royal.
- m. Oldham Royal to Fairfield General.
- n. Fairfield General to Ashton under Lyne.

*Note: Each of the above journeys was taken three times, early Am late PM and midday.*

These journeys were chosen as the approach was taken most people to date had established routes to their current local Hospital Services. The Journey plan is designed to overcome service movement from one Hospital to another location. For

example, fracture clinic moves from Hospital a, to Hospital d, fracture outpatients clinic moves from Hospital a to local Doctors practice within the community.

Having considered the types of passengers and journeys that were to be taken into account I then set about thinking about how to conduct the survey. I decided to make each journey taking information as I travelled round. This involved looking at each journey from several perspectives.

The research was based around the suitability and quality of different destinations and the physical bus journey itself.

Once all this had been done I was able to start making journeys. When making the journeys I allowed myself only the tools available to me to plan each route. This was made even more authentic due to my lack of knowledge of the area. The tools mentioned included asking people, a method I found very helpful, especially at bus stations (when available). Apart from this I used the information, time tables, etc. if displayed.

I travelled around each of these routes in turn making notes and collecting data. At each stop I picked up any information I could including bus timetables where appropriate. These can be viewed in the appendix at the end of this document.

Having completed these journeys, 2 more were added to cover a couple more routes which had been flagged by the Patient Council as potential trouble spots, these were:

- Darn Hill, Bury to Oldham (via Rochdale)
- Harpurhey, Manchester to Bury

#### **4. Findings**

The key to my research was to be able to identify key findings based on strengths, weaknesses and opportunities. Having completed all the planned journeys I have attempted to highlight the strengths and weaknesses I have identified.

##### ***Strengths***

###### ***Transport***

- a. It was possible to make every bus journey we looked at with the present public transport system, however this was not always easy as shown in weaknesses, and this was down to timings and personnel safety.

- b. Buses generally ran to timetable on occasions where this was not the case they did run within an acceptable margin of error, but this could cause a problem with out patient appointment if delays were to long?
- c. There is clear evidence that there is an investment in rolling stock taking place, I was not able however to obtain a completion date for this?
- d. The condition of buses varies substantially; there was rolling stock of very poor condition to very good? Main route would seem to have there latest rolling stock, and older stock seems to be used on less busy routes.
- e. Travel centre staff when available was very professional, they were always able to give me the correct information and advise me of routes etc.
- f. Passengers are able to have large print and brail timetables sent to them by contact GMPTE at their main offices in Manchester, but local centres advise the person asking to contact the head office themselves.

### *Stations*

- g. It does appear that Bus companies and GMPTE have embarked on a course of investing money in its bus stations.
- h. This includes some work on accessibility as well as the visual aspect of these stations. Main bus stations have good hazard markings and tactile tiling at crossings etc.
- i. Travel shops at main bus stations were excellent, staff were friendly, polite and always able to assist.
- j. Main bus stations such as Bury and Oldham have been fitted with electronic route planners, whilst these take a little getting used to they are very helpful and a good alternative for out of hours when travel shops are not open (early mornings/evenings/weekend)
- k. Hospitals were overall nice places to visit considerations of accessibility were good as one would expect but also they are generally very well maintained and non threatening.

## **Weaknesses**

### **Transport**

- a. In many cases a traveller would have to make up to 3 bus trips each way if they were required to visit one of the hospitals other than their nearest. This creates two problems:
  1. Journeys can become overly long and confusing because changes.

2. Because a passenger must change they are often left standing in and around town centres main roads and bus stations. This has certain safety implications.
- a. At peak travelling times buses are extremely busy. This often makes the service far less suitable for people travelling to and from hospitals.
    - i. Far to many people were left standing with little to hold on to, which in the writers opinion was caused by over loading?
    - ii. Between 8am and 9am and 3.30pm and 5.30pm the safety of passengers was poor.
    - iii. Unruly children, running amuck, smoking without the driver intervening, eating, swearing, bullying some passengers
    - iv. From time to time drunks or drug users could be found and this type of passenger was very off putting to others passengers. On 2 occasions I saw them begging for money?
  - b. It is a lottery as to whether the service you wish to use is accessible for wheelchair users or even parents with push chairs. Passenger has no way of knowing in advance.
  - c. Some drivers refused to lower the ramp claiming it was broken, as they did not want to get dirty as the ramps were clearly in a dirty state.
  - d. Although in generally good repair buses are often quite dirty/unclean. Whilst this might not worry some travellers this really isn't ideal for people travelling with children or someone making their way home after an illness or spell in hospital.
  - e. Also with specific regards to hospitals, it is of concern to me that both staff and visitors may actually become contaminated in some way on their journey and subsequently transports these germs onto patients and equipment inside hospitals.
  - f. Bus drivers were often unable to give advice regarding onward travel. This was the exact opposite of travel centre staff. In some cases I found the English of some driver almost impossible to understand, again someone with a hearing impairment etc would find this hard. Paul Mainwaring has a personal experience of this which rendered him in hospital

## Stations

- g. Most places visited had at least some problems with regards to accessibility; these problems vary wildly depending on the destinations.
- h. It has become clear to me that whilst all places I visited had some timetable information present these were rarely in accessible format for example placed too high for children and persons in a wheelchair to read.
- i. Timetable print size was far too small a font again for persons who have a sight impairment, which is just under 18% of the population. In fairness it does appear that this issue has been considered in the larger bus stations where at least some large print information is available.
- j. Although some money has obviously been spent improving main bus stations like Bury and Oldham these stations presented me with many of the more negative aspects of my research.
- k. With the exception of the hospitals visited, disabled toilets were a real issue, many places did not offer this service and those who did were generally in very poor repair and cleanliness.
- l. Bury bus station toilets as with many others were awful the toilets were dirty and stank; also the disabled toilet was actually locked without making it clear where to obtain a key from. This toilet was also being used by either drunks or drug users/pushers, as they were not there to use the toilet.
- m. Rochdale bus station specifically is a horrible place. It is very dark and in need of much more renovation than any of the other stations visited
- n. Many of the more outlying places I visited were not up to scratch, some including Bacup and Delph had absolutely no consideration of accessibility evident.
- o. Apart from the main Bus stations (travel shops) there is a definite lack of information and resources for passengers to plan journeys. Both hospitals and the more outlying town centres have no easily available information and it is very difficult to pick up a printed timetable.
- p. I have also repeatedly identified safety as a problem. Many of the places I visited were quite intimidating after dark; the worst of these in my opinion are the larger town centre bus stations. It is always going to be hard to police who uses the stations especially after dark but too many times whilst travelling I encountered

groups of people whom would make your average person feel very uneasy. Large groups of youngsters and often local drunks etc.

## 5. Sample Reports Stations and Bus Journeys

### HEALTHY FUTURES PROGRAMME SURVEY

#### BUS STATION REPORT

Bacup Bus Station, Bacup Town Centre.

#### Accessibility

- **Flooring and walkways (Hazard markings / tactile tiling)** - No obvious signs that accessibility and wheel chair users have been considered.
- **Signage** - Signage is placed low enough however this is by default as timetable has slipped down pole. The timetable is also in small print only, not effective for the visually impaired.
- **Talking timetable info** - No, this is a small provincial bus station with limited facilities.
- **Access to clocks** - No.
- **Disabled toilets** - Not in obvious view.
- **Was help and information available?** - I did not encounter any staff in general area.
- **Can Printed timetable be picked up?** - No

#### Station Appearance

- In poor condition, not accessible and dirty
- **Station lighting** - Street lighting is provided

#### Services Available

- **Toilets and other amenities** - No
- **Taxi rank** - No

#### Note

This is a small bus station set in a town square. Whilst I do not believe this stop to be to intimidating it may not be safe for passengers travelling alone at night.

# HEALTHY FUTURES PROGRAMME SURVEY

## BUS STATION REPORT

Bury Bus Station, Bury Town Centre

### Accessibility

- **Flooring and walkways (Hazard markings / tactile tiling)** - All acceptable.
- **Signage** - Fully available but for accessibility lowering of timetables and signs would benefit disabled people using wheelchairs.
- **Talking timetable info** - Yes, this service is provided although on closed inspection it was clear these were extremely difficult to hear over the noise of traffic and buses for people even without a hearing problem.
- **Access to clocks** - Yes, digital clock positioned around station, these are too high up.
- **Disabled toilets** - Located inside main toilet block but in extremely poor condition and the Disabled toilet was locked.
- **Was help and information available** - Encountered only general staff such as a cleaner.
- **Can Printed timetable be picked up** - Yes, Travel centre holds all timetables for buses leaving from this station

### Station Appearance

- Typical town centre station, quite dirty but litter kept to a minimum.
- **Station lighting** - lighting is provided which would be adequate for a passengers travelling in the evening.

### Services Available

- **Toilets and other amenities** - Toilet in extremely poor condition. Travel shop open 7.00 am – 5.30 pm Monday to Saturday.
- **Taxi rank** – Yes.
- **Metrolink or train** – Metrolink.

# HEALTHY FUTURES PROGRAMME SURVEY

## BUS STATION REPORT

Ashton Bus Station, Ashton Town Centre

### Accessibility

- **Flooring and walkways (Hazard markings / tactile tiling)** - All acceptable, for thought signage needs to be lower for people in wheelchairs.
- **Signage** - Fully available but as accessibility lowering of timetables would benefit disabled people using wheelchair's
- **Talking timetable info** - Yes this service is provided although on closed inspection it was clear these were extremely difficult to hear over the noise of traffic and buses for even people without a hearing problem.
- **Access to clocks** - No

- **Disabled toilets** - Yes but in poor condition
- **Was help and information available?** - I did not encounter any staff around the station.
- **Can Printed timetable be picked up?** - Yes Travel centre holds all timetables for buses leaving from this station

### Station Appearance

- Old and 70's style in an unclean condition.
- **Station lighting** - lighting is provided but station design means no other light comes in from street, moon etc.

### Services Available

- **Toilets and other amenities** - Toilet in poor condition, travel shop open 7.00 – 5.30 Monday to Saturday.
- **Taxi rank** - Yes

## HEALTHY FUTURES PROGRAMME SURVEY

### BUS STATION REPORT

Delph Crossroads, Rawtenstall town centre

### Accessibility

- **Flooring and walkways (Hazard markings / tactile tiling)** - No obvious signs that wheelchair users have been considered.
- **Signage** - Only one small timetable available, however it is much too high and in small print.
- **Talking timetable info** - No, this is a small provincial bus station with no real facilities.
- **Access to clocks** - No
- **Disabled toilets** - No
- **Was help and information available?** - No information apart from single timetable.
- **Can Printed timetable be picked up?** - No

### Station Appearance

- Old and shabby in an unclean condition, including litter and graffiti.
- **Station lighting** - Some street lighting is provided but does not look sufficient as blocked by trees.

### Services Available

- **Toilets and other amenities** - None
- **Taxi rank** - No

### Note

This is more a bus stop than a station. Waiting here after night could be unsafe due to its quiet location.

# HEALTHY FUTURES PROGRAMME SURVEY

## BUS STATION REPORT

Fairfield Hospital, Rochdale Road.

### Accessibility

- **Flooring and walkways (Hazard markings / tactile tiling)** - All acceptable, tiling and markings present.
- **Signage** - Fully available but was in small print and positioned too high for people using wheel chairs.
- **Talking timetable info** - Not present
- **Access to clocks** - Inside main hospital entrance approximately 20 metres from stop.
- **Disabled toilets** - Yes located within the hospital itself.
- **Was help and information available?** - There was a lady working on the front desk in the hospital entrance hall. She was able to direct me to the bus stop but had no specific details.
- **Can Printed timetable be picked up?** - No

### Station Appearance

- Hospital grounds are in good order however there is no shelter at this stop.
- **Station lighting** - lighting is provided plus there is some extra light from the Hospital entrance hall.

### Services Available

- **Toilets and other amenities** - Toilet available, shop open 8am - 4pm located inside entrance hall.
- **Taxi rank** - no

### Note

This report is for the small bus stop located within the Hospital grounds. Further services can be accessed from Rochdale Road (300 metres) however this walk would be too much for many patients.

# HEALTHY FUTURES PROGRAMME SURVEY

## BUS STATION REPORT

North Manchester Hospital

### Accessibility

- **Flooring and walkways (Hazard markings / tactile tiling)** - All acceptable, tiling and markings present.
- **Signage** - Hospital signage ok bus timetable in small print and positioned too high for people using wheel chairs.
- **Talking timetable info** - Not present

- **Access to clocks** - Inside the main entrance of the hospital
- **Disabled toilets** - Yes, Standard hospital facilities, 250m from stop.
- **Was help and information available?** - No one available at main desk.
- **Can Printed timetable be picked up?** - No.

### Station Appearance

- Hospital grounds are in good order. Bus stops located at various points in hospital grounds.
- **Station lighting** - Lighting is provided.

### Services Available

- **Toilets and other amenities** - Toilet available, shop open 8 am – 4 pm located inside entrance hall and café.
- **Taxi rank** - No

### Note

Crumpsall Metrolink stop is a short distance outside the main grounds.

## HEALTHY FUTURES PROGRAMME SURVEY

### BUS STATION REPORT

Oldham Bus Station, Oldham Town Centre.

### Accessibility

- **Flooring and walkways (Hazard markings / tactile tiling)** - All acceptable, tiling and hazard markings present.
- **Signage** - Fully available however there is a mixture of small and large print some of which is not effective for the visually impaired. Also some signage position too high up.
- **Talking timetable info** - Yes this service is provided however these were extremely difficult to hear over the noise of traffic and buses for even people without an hearing problem
- **Access to clocks** - Yes digital clock positioned around station, these are too high up.
- **Disabled toilets** - Available in acceptable condition.
- **Was help and information available?** - Encountered only general staff.
- **Can Printed timetable be picked up?** – Yes, Travel Centre holds all timetables for buses leaving from this station, staff was helpful.

### Station Appearance

- New and in good repair.
- **Station lighting** - lighting is provided this would be adequate for a passenger travelling in the evening.

### Services Available

- **Toilets and other amenities** – Toilet available. Travel shop open 7.00 am – 5.30 pm Monday to Saturday.
- **Taxi rank** - Yes

- **Metrolink or train** - Train station close by.

### Note

This station would be intimidating at night, lots of people hanging around etc.

## HEALTHY FUTURES PROGRAMME SURVEY

### BUS STATION REPORT

Oldham Royal Hospital

#### Accessibility

- **Flooring and walkways (Hazard markings / tactile tiling)** - All acceptable, tiling and markings present.
- **Signage** - Hospital signage ok bus timetable in small print and positioned to high for people using wheel chairs.
- **Talking timetable info** - Not present
- **Access to clocks** - None
- **Disabled toilets** - Inside hospital, 250m from stop on main rd
- **Was help and information available?** - There was a member working on the front desk in the hospital entrance hall who was able to direct me to the bus stop only.
- **Can Printed timetable be picked up?** - No

#### Station Appearance

- Hospital grounds are in good order. Bus stops located on main road outside the hospital entrance.
- **Station lighting** - Lighting is provided from the Hospital plus street lighting by bus stops.

#### Services Available

- **Toilets and other amenities** - Toilet, shop open 8-4 located inside entrance hall and cafe
- **Taxi rank** - No

### Note

The main hospital bus stop is located just outside the hospital grounds. This is a busy rd and would not be a particularly nice or safe place to be waiting after dark

## HEALTHY FUTURES PROGRAMME SURVEY

### BUS STATION REPORT

Manchester Bus Station, Piccadilly Gardens.

#### Accessibility

- **Flooring and walkways (Hazard markings / tactile tiling)** - All acceptable, tiling and hazard markings present.
- **Signage** - Fully available however there is a mixture of small and large print some of which is not effective for the visually impaired. Some signage needs lowering for wheelchair users.
- **Talking timetable info** - Yes this service is provided however these were extremely difficult to hear over the noise of traffic and buses for even people without a hearing problem
- **Access to clocks** - Clocks displayed, these could be lowered.
- **Disabled toilets** - Pay toilet available at a cost of 10p.
- **Was help and information available?** - Yes, bus staff was available to help find stops etc.
- **Can Printed timetable be picked up?** - Yes, Travel Centre holds all timetables for buses leaving from this station.

### **Station Appearance**

- In acceptable condition and kept reasonably tidy.
- *Station lighting* - lighting is provided this would be adequate for a passenger travelling in the evening.

### **Services Available**

- **Toilets and other amenities** – Toilet available. Travel shop open 7.00 am – 5.30 pm Mon to Saturday. All City centre amenities.
- **Taxi rank** – Yes.
- **Metrolink or train** - Train station and Metrolink.

### **Note**

This station would be intimidating at night, lots of people hanging around etc, people drinking etc also drunken clubbers etc. Not safe for lone traveller.

## **HEALTHY FUTURES PROGRAMME SURVEY**

### **BUS STATION REPORT**

Longfield Shopping Centre, Prestwich Town Centre.

### **Accessibility**

- **Flooring and walkways (Hazard markings / tactile tiling)** - Floors are flat with lowered curbs. Tiling present at street crossing.
- **Signage** - Timetables are available at individual stops however this is positioned to high and presented in small print which is not accessible to the visually impaired.
- **Talking timetable info** - No, this is a small bus stop with no facilities.
- **Access to clocks** - No.
- **Disabled toilets** - No, only access to public toilet is inside the Longfield Shopping Centre.
- **Was help and information available?** - No.
- **Can Printed timetable be picked up?** - No

### **Station Appearance**

- Station is in reasonable condition, positioned on main rd.
- **Station lighting** - Street lighting is adequate

### Services Available

- **Toilets and other amenities** - None at stops themselves, services available in shopping centre behind bus stops.
- **Taxi rank** - No
- **Train/Metrolink** - Metrolink situated on the far side of shopping centre behind bus stop.

### Note

It is likely that someone waiting here at night would feel intimidated. Stop located next to a pub on a main road may create personal security issues for passengers.

## HEALTHY FUTURES PROGRAMME SURVEY

### BUS STATION REPORT

Rawtenstall Bus Station, Rawtenstall Town Centre.

### Accessibility

- **Flooring and walkways (Hazard markings / tactile tiling)** - No obvious signs that wheelchair users have been considered.
- **Signage** - Mixture of small and large print. Would not be accessible to many people with visual impairments and signage also needs lowering in places.
- **Talking timetable info** - No, this is a small provincial bus station with no real facilities at all.
- **Access to clocks** - No
- **Disabled toilets** - No, only access to public toilet is well away from the station.
- **Was help and information available?** - I did not encounter any staff around the station.
- **Can Printed timetable be picked up?** – No

### Station Appearance

- Old and shabby in an unclean condition, including litter and graffiti.
- **Station lighting** - Some lighting is provided but does not look sufficient.

### Services Available

- **Toilets and other amenities** - None within station
- **Taxi rank** - No

## HEALTHY FUTURES PROGRAMME SURVEY

### BUS STATION REPORT

Rochdale Infirmary, Whitehall Street.

### Accessibility

- **Flooring and walkways (Hazard markings / tactile tiling)** - All acceptable, tiling and markings present.
- **Signage** - Hospital signage ok bus timetable in small print and positioned to high for people using wheelchairs.
- **Talking timetable info** - Not present
- **Access to clocks** - None
- **Disabled toilets** - Inside hospital (300m)
- **Was help and information available?** - There was a member working on the front desk in the hospital entrance hall who was able to direct me to the bus stop only.
- **Can Printed timetable be picked up?** No

### Station Appearance

- Hospital grounds are in good order. Bus stops located on main rd in poor condition.
- **Station lighting** - Lighting is provided from the Hospital plus street lighting by bus stops.

### Services Available

- **Toilets and other amenities** – Toilet available. Shop open 8 am - 4 pm located inside entrance hall and café.
- **Taxi rank** - no

### Note

The main hospital bus stop is located just outside the hospital grounds. This is not the nicest place to be waiting after dark as is opposite a pub.

## HEALTHY FUTURES PROGRAMME SURVEY

### BUS STATION REPORT

Rochdale Bus Station, Rochdale Town Centre.

### Accessibility

- **Flooring and walkways (Hazard markings / tactile tiling)** - All acceptable, for thought hazard markings needs to be lower for people in wheelchairs.
- **Signage** – Available, but there is a mixture of small and large print some signs and timetables would benefit from being lower to help disabled people using wheelchairs.
- **Talking timetable info** - Yes this service is provided these are extremely difficult to hear over the noise of traffic and buses for even people without a hearing problem.
- **Access to clocks** - Yes, digital clock positioned around station, these are too high up.
- **Disabled toilets** - Located by travel. Disabled toilet locked. Only other toilet has a 20p charge.
- **Was help and information available?** - Encountered only general staff such as cleaner.
- **Can Printed timetable be picked up?** - Yes, Travel centre holds all timetables for buses leaving from this station.

### Station Appearance

- Very dark and dirty. However litter kept to a minimum. This is an intimidating place, I would not recommend for people to travel through here late at night.
- **Station lighting** - Lighting is provided however lack of natural light makes it feel dark at all times of day.

### Services Available

- **Toilets and other amenities** - Toilet in extremely poor condition. Travel shop open 7.00 am – 5.30 pm Monday to Saturday.
- **Taxi rank** – Yes.
- **Metrolink or train** - Train station 500 metres.

## HEALTHY FUTURES PROGRAMME SURVEY

### BUS STATION REPORT

Todmorden Bus Station, Todmorden town centre.

### Accessibility

- **Flooring and walkways (Hazard markings / tactile tiling)** - Floors are flat with lowered curbs. Only minimum hazard markings.
- **Signage** - Mixture of small and large print which would not be accessible to many people with visual impairments, signage also needs lowering in places.
- **Talking timetable info** - No, this is a small provincial bus station with limited facilities.
- **Access to clocks** - No.
- **Disabled toilets** - No, the only access to public toilets is well away from the station in the market (250m).
- **Was help and information available?** - I did not encounter any staff around the station.
- **Can Printed timetable be picked up?** - No

### Station Appearance

- Station is in reasonable condition, newish but needs cleaning.
- **Station lighting** - Some lighting is provided but does not look sufficient.

### Services Available

- **Toilets and other amenities** - No toilets, small kiosk serving tea/coffee
- **Taxi rank** - No

### Note

This is a small town bus station set off a main road. Whilst in attendance I witnessed a group of youths hanging around whom I believe could have made some passengers feel intimidated.

# North East Sector Healthy Future Programme

## JOURNEY REPORT NUMBER 02

Date	13/09/05	Journey Time	2.00pm
From	Bury bus station	To	Fairfield hospital
Via	n/a		
Total Buses need to complete journey			1

Point of Travel	Bus No	Alternative Options	Company	Travel times
Bury Bus station				
Fairfield Hospital	469	481/482/468/469/470	Rosendale travel	25mins
			Waiting time	n/a
			Total Travel/Waiting Time	25 mins

Could this journey be taken to arrival at your destination for 8am - Yes

If unable to arrive for 8am what is the earliest you could arrive - arrive 6.28am

Can this journey be done in reverse leaving at 8.15pm - No

If you cannot leave after 8.15pm what is the latest time you could leave - 7.10pm

Does the journey take the same amount of time both ways - Yes

Did the bus(es) run to time as per the printed timetable - Yes

If the bus(es) did not run to time how late were they - N/A

What is the cost of a return ticket for this journey - £2.80 rover

At anytime were you left at a bus stop without shelter - No

How far is it from the bus stops to the main entrance of the hospital - No

Was the bus clean - Yes

At anytime did you find this journey intimidating - Bury bus station is a problem at night because of people hanging round etc.

Was the conductor helpful when asking him to confirm the destination - Yes

Were the bus(es) accessible for disabled people - 469 was not fitted for wheel chair users.

### General Notes

This route has limited service out peak hours. It is possible to alight on Rochdale road and walk into the hospitals grounds, this increases the amount of buses that could be used however the walk may not be suitable for some people to walk.

# North East Sector Healthy Future Programme

## JOURNEY REPORT NUMBER 01

Date	13/09/05	Journey Time	11.50
From	Bury Bus Station	To	Rawtenstall Town centre
Via	N/A		
Total Buses need to complete journey			1

Point of Travel	Bus No	Alternative Options	Company	Travel times
Bury Bus Station				
Rawtenstall Centre	483	481/482	Rosendale Travel	32 mins
			Waiting time	None
Total Travel/Waiting Time				32

Could this journey be taken to arrival at your destination for 8am - No

If unable to arrive for 8am what is the earliest you could arrive - Arrive 9.52

Can this journey be done in reverse leaving at 8.15pm - No

If you cannot leave after 8.15pm what is the latest time you could leave - 16.51

Does the journey take the same amount of time both ways - Yes

Did the bus(es) run to time as per the printed timetable - Yes

If the bus(es) did not run to time how late were they - N/A

What is the cost of a return ticket for this journey - £2.80 rover

At anytime were you left at a bus stop without shelter - No

How far is it from the bus stops to the main entrance of the hospital - N/A

Was the bus clean - Yes.

At anytime did you find this journey intimidating - Yes, at night both bus stations could be intimidating.

Was the conductor helpful when asking him to confirm the destination? Yes

Were the bus(es) accessible for disabled people - Yes

### General Notes

Route worked ok, however there is a lack of service for both earlier and later journeys.

# North East Sector Healthy Future Programme

## JOURNEY REPORT NUMBER 14

Date	29/09/05	Journey Time	pm
From	Fairfield Hospital	To	Ashton U Lyne
Via	Rochdale bus station		
Total Buses need to complete journey			2

Point of Travel	Bus No	Alternative Options	Company	Travel times
Fairfield Hospital				
Rochdale Bus Station	469	464/469/470/483	First Travel	40 mins
Ashton Bus station	409		First Travel	50mins
			Waiting time	10 mins
			Total Travel/Waiting Time	1hr 40 mins

Could this journey be taken to arrival at your destination for 8am – yes

If unable to arrive for 8am what is the earliest you could arrive – arrive 7.11

Can this journey be done in reverse leaving at 8.15pm – yes

If you cannot leave after 8.15pm what is the latest time you could leave

Does the journey take the same amount of time both ways - yes

Did the bus(es) run to time as per the printed timetable - yes

If the bus(es) did not run to time how late were they – n/a

What is the cost of a return ticket for this journey £3.00 rover

At anytime were you left at a bus stop without shelter – no

How far is it from the bus stops to the main entrance of the hospital

Fairfield – see note at bottom / Ashton n/a

Was the bus clean - Both accpetable

At anytime did you find this journey intimidating– Rochdale and Ashton bus stations are intimidating

Was the conductor helpful when asking him to confirm the destination? - yes

Were the bus(es) accessible for disabled people 469 – no / 440 -yes

### General Notes

\*as mentioned in the Fairfield hospital report, some of the above mentioned buses travel into the hospital grounds however these are mostly early morning or late at night. Other services can be accessed on Rochdale rd 300m from hospital entrance.

\*470 runs on a Tuesday and Thursday only and would allow the traveller to make the journey in 1 trip.

# North East Sector Healthy Future Programme

## JOURNEY REPORT NUMBER 03

Date	13/09/05	Journey Time	4.30
From	Fairfield Hospital	To	Rochdale Hospital
Via	Rochdale bus station		
Total Buses need to complete journey			2

Point of Travel	Bus No	Alternative Options	Company	Travel times
Fairfield Hospital				
Rochdale Bus Station	469	464/469/470/483	First Travel	35 mins
Rochdale Hospital	440		Rosendale travel	6 mins
			Waiting time	10 mins
			Total Travel/Waiting Time	51 mins

Could this journey be taken to arrival at your destination for 8am - Yes

If unable to arrive for 8am what is the earliest you could arrive - N/A

Can this journey be done in reverse leaving at 8.15pm - Yes

If you cannot leave after 8.15pm what is the latest time you could leave – N/A

Does the journey take the same amount of time both ways - Yes

Did the bus(es) run to time as per the printed timetable - Yes

If the bus(es) did not run to time how late were they – N/A

What is the cost of a return ticket for this journey £3.20 rover

At anytime were you left at a bus stop without shelter - No

How far is it from the bus stops to the main entrance of the Hospital

Fairfield - see note at bottom, Rochdale - 300m

Was the bus clean - Both acceptable

At anytime did you find this journey intimidating - Rochdale bus station is intimidating

Was the conductor helpful when asking him to confirm the destination? - Yes

Were the bus(es) accessible for disabled people 469 - No, 440 - Yes

### General Notes

This journey was relatively efficient, however the first travel 469 was extremely busy at time of travel (4.30pm) due to school children. In my opinion this journey may be intimidating to an older person.

\* As mentioned in the Fairfield hospital report, some of the above mentioned buses travel into the hospital grounds however these are mostly early morning or late at night. Other services can be accessed on Rochdale rd 300m from hospital entrance.

\* The 470 runs on a Tuesday and Thursday only and would allow the traveller to make the journey in 1 trip.

# North East Sector Healthy Future Programme

## JOURNEY REPORT NUMBER 10

Date	26/09/05	Journey Time	16.30
From	North Manchester hospital	To	Rochdale Infirmary
Via	Manchester Piccadilly (bus) Rochdale us station		
Total Buses need to complete journey			3

Point of Travel	Bus No	Alternative Options	Company	Travel times
North Manchester Hospital				
Piccadilly	149	182	First	20 mins
Rochdale Centre	24		First	40 mins
Rochdale Centre to Hospital	440		Rossendale Transport	6 mins
			Waiting time	20 mins
			Total Travel/Waiting Time	1 hours 26 mins

Could this journey be taken to arrival at your destination for 8am – Yes

If unable to arrive for 8am what is the earliest you could arrive – Arrive around 7.45

Can this journey be done in reverse leaving the hospital at 8.15pm – Yes

If you cannot leave after 8.15am what is the latest time you could leave - Yes

Does the journey take the same amount of time both ways - Yes

Did the bus(es) run to time as per the printed timetable - Yes

If the bus(es) did not run to time how late were they – N/A

What is the cost of a return ticket for this journey £ 3.20

At anytime were you left at a bus stop without shelter – No

**How far is it from the bus stops to the main entrance of the Hospital**

North Manchester hospital 150 metres from Bus Station.

Rochdale entrance is 200 metres from Bus Station.

**Was the bus clean** – All Buses were of an acceptable standard of cleanliness

**At anytime did you find this journey intimidating** Yes

**Was the conductor helpful when asking him to confirm the destination?** No

**Were the bus(es) accessible for disabled people** 149 No

### General Notes

Found throughout the trip that all bus driver were both un helpful and lack route information. Both Piccadilly and Rochdale BS would be found to be intimidating for users late at night, due to the nature of the people that hang around

Alternatively one could travel Via Bury using the Metrolink, but this would involve a few hundred meter walk to the tram station and therefore would not be suitable to some disable and elderly people.

# North East Sector Healthy Future Programme

## JOURNEY REPORT NUMBER 09

Date	26/09/05	Journey Time	16.30
From	North Manchester hospital	To	Bury Bus Station
Via	Manchester Piccadilly bus station		
Total Buses need to complete journey			2

Point of Travel	Bus No	Alternative Options	Company	Travel times
North Manchester Hospital				
Piccadilly	149	182	First	20 mins
Bury Town Centre	135		First	45 mins
			Waiting time	10 mins
			Total Travel/Waiting Time	1 hours 15 mins

Could this journey be taken to arrival at your destination for 8am – Yes

If unable to arrive for 8am what is the earliest you could arrive –

Can this journey be done in reverse leaving the hospital at 8.15pm – Yes

If you cannot leave after 8.15am what is the latest time you could leave

Does the journey take the same amount of time both ways - Yes

Did the bus(es) run to time as per the printed timetable - Yes

If the bus(es) did not run to time how late were they – N/A

What is the cost of a return ticket for this journey £ 3.00

At anytime were you left at a bus stop without shelter – No

How far is it from the bus stops to the main entrance of the Hospital?

North Manchester hospital 150m from BS

Bury Bus Station – N/A

Was the bus clean – All Buses were of an acceptable standard of cleanliness.

At anytime did you find this journey intimidating - Yes

Was the conductor helpful when asking him to confirm the destination? No

Were the bus(es) accessible for disabled people 149 - No, 135 - Yes

### General Notes

Found bus driver lacked route information as he was not able to suggest a better route than via Piccadilly. Both Piccadilly and Bury BS would be found to be intimidating for users late at night, due to the nature of the people that hang around

Alternatively one could travel to Bury using the Metrolink, but this would involve a few hundred meter walk to the tram station and therefore would not be suitable to some disabled and elderly people.

# North East Sector Healthy Future Programme

## JOURNEY REPORT NUMBER 07

Date	19/09/05	Journey Time	1.30pm
From	Oldham hospital	To	Delph (cross roads)
Via	Oldham Bus station		
Total Buses need to complete journey			2

Point of Travel	Bus No	Alternative Options	Company	Travel times
Oldham Hospital				
Oldham Bus Station	409	182	First Travel	5 mins
Delph (crossroads)	350	82/83/356	First Travel	26 mins
			Waiting time	10 mins
			Total Travel/Waiting Time	41 mins

Could this journey be taken to arrival at your destination for 8am - Yes

If unable to arrive for 8am what is the earliest you could arrive - N/A

Can this journey be done in reverse leaving at 8.15pm - Yes

If you cannot leave after 8.15pm what is the latest time you could leave

Does the journey take the same amount of time both ways - Yes

Did the bus(es) run to time as per the printed timetable - Yes

If the bus(es) did not run to time how late were they - N/A

What is the cost of a return ticket for this journey £3.00

At anytime were you left at a bus stop without shelter - No

How far is it from the bus stops to the main entrance of the hospital - 200 metres

Was the bus clean - Acceptable standard

At anytime did you find this journey intimidating - Oldham bus station would be intimidating at night. Also both ends of journey are from open roads which may raise security worries for people travelling late at night.

Was the conductor helpful when asking him to confirm the destination? No, driver was unable to accurately tell me where to get off the bus.

Were the bus(es) accessible for disabled people

409 - Yes, 350 - No

### General Notes

Journey was okay. Delph can be accessed relatively easily from Oldham however the facilities make travelling late or early potentially intimidating (see Delph report).

# North East Sector Healthy Future Programme

## JOURNEY REPORT NUMBER 08

Date	22/09/05	Journey Time	11am
From	Oldham hospital	To	North Manchester Hospital
Via	Oldham Bus station		
Total Buses need to complete journey			2

Point of Travel	Bus No	Alternative Options	Company	Travel times
Oldham Hospital				
Oldham Bus Station	409	182	First Travel	5 mins
North Manchester Hospital	149		First travel	45 mins
			Waiting time	10 mins
			Total Travel/Waiting Time	1 hour

Could this journey be taken to arrival at your destination for 8am - Yes

If unable to arrive for 8am what is the earliest you could arrive

Can this journey be done in reverse leaving at 8.15pm - Yes

If you cannot leave after 8.15pm what is the latest time you could leave

Does the journey take the same amount of time both ways - Yes

Did the bus(es) run to time as per the printed timetable - Yes

If the bus(es) did not run to time how late were they – N/A

What is the cost of a return ticket for this journey £3.00

At anytime were you left at a bus stop without shelter - No

How far is it from the bus stops to the main entrance of the Hospital -

Oldham – 200 metres, North Manchester – 150 metres

Was the bus clean - acceptable standard

At anytime did you find this journey intimidating - Oldham bus station would be intimidating at night. Also waiting on the main road at Oldham hospital may raise security worries for people travelling late at night.

Was the conductor helpful when asking him to confirm the destination? Yes

Were the bus(es) accessible for disabled people

409 - Yes, 149 was small and not equipped to take wheel chair users.

### General Notes

149 not accessible, this is a service that specifically serves the hospital and should really have wheel chair access etc.

# North East Sector Healthy Future Programme

## JOURNEY REPORT NUMBER 13

Date	29/09/05	Journey Time	Pm
From	Oldham Royal	To	Fairfield hospital
Via	Rochdale		
Total Buses need to complete journey			1

Point of Travel	Bus No	Alternative Options	Company	Travel times
Oldham Royal Hospital				
Rochdale bus station	182		First Travel	40 mins
Fairfield Hospital	469	481/482/468/469/470	Rosendale travel	35 mins
			Waiting time	10 mins
			Total Travel/Waiting Time	1 hr 25 mins

Could this journey be taken to arrival at your destination for 8am - Yes

If unable to arrive for 8am what is the earliest you could arrive

Can this journey be done in reverse leaving at 8.15pm - Yes

If you cannot leave after 8.15pm what is the latest time you could leave –

Does the journey take the same amount of time both ways - Yes

Did the bus(es) run to time as per the printed timetable - Yes

If the bus(es) did not run to time how late were they - N/A

What is the cost of a return ticket for this journey £3.20 rover

At anytime were you left at a bus stop without shelter - No

How far is it from the bus stops to the main entrance of the hospital - N/A

Was the bus clean - Yes

At anytime did you find this journey intimidating – Rochdale bus station is a problem at night because of people hanging round etc.

Was the conductor helpful when asking him to confirm the destination? Yes

Were the bus(es) accessible for disabled people - 182 and 469 not fitted for wheel chair users.

### General Notes

This route has limited service out of peak hours. It is possible to alight on Rochdale Road and walk into the hospitals grounds, this increases the amount of buses that could be used however the walk may not be suitable for some people to walk.

# North East Sector Healthy Future Programme

## JOURNEY REPORT NUMBER 12

Date	19/09/05	Journey Time	pm
From	Prestwich Town Centre	To	Oldham Royal
Via	Manchester and Rochdale bus stations		
Total Buses need to complete journey			3

Point of Travel	Bus No	Alternative Options	Company	Travel times
Prestwich				
Manchester Piccadilly	93	481/482	First Travel	25 mins
Rochdale bus Station	24		First Travel	40 mins
Oldham Hospital	409		First Travel	25 mins
			Waiting time	10 mins
Total Travel/Waiting Time				1 hr 40 mins

Could this journey be taken to arrival at your destination for 8am - Yes

If unable to arrive for 8am what is the earliest you could arrive

Can this journey be done in reverse leaving at 8.15pm - Yes

If you cannot leave after 8.15pm what is the latest time you could leave

Does the journey take the same amount of time both ways - Yes

Did the bus(es) run to time as per the printed timetable - Yes

If the bus(es) did not run to time how late were they - N/A

What is the cost of a return ticket for this journey £3.00 rover

At anytime were you left at a bus stop without shelter - No

How far is it from the bus stops to the main entrance of the hospital - N/A

Was the bus clean - Yes, to an acceptable level.

At anytime did you find this journey intimidating - Yes, Piccadilly and Rochdale are both intimidating.

Was the conductor helpful when asking him to confirm the destination? No, I was advised by driver to go via Manchester when this turned out to be the wrong option.

Were the bus(es) accessible for disabled people - Yes

### General Notes

I was given incorrect advice by the bus conductor in relation to which route to take to arrive at my destination. Going via Bury either by bus or Metrolink would have proved a better and more time effective option.

# North East Sector Healthy Future Programme

## JOURNEY REPORT NUMBER 05

Date	15/09/05	Journey Time	2.15pm
From	Rochdale Hospital	To	Bacup Town centre
Via	Rochdale bus station		
Total Buses need to complete journey			2

Point of Travel	Bus No	Alternative Options	Company	Travel times
Rochdale Hospital				
Rochdale bus station	440		Rosendale Travel	6 mins
Bacup town centre	464		Rosendale Travel	31 mins
			Waiting time	10 mins
			Total Travel/Waiting Time	47 mins

Could this journey be taken to arrival at your destination for 8am - No

If unable to arrive for 8am what is the earliest you could arrive - Arrive 8.11

Can this journey be done in reverse leaving at 8.15pm - Yes

If you cannot leave after 8.15pm what is the latest time you could leave

Does the journey take the same amount of time both ways - Yes

Did the bus(es) run to time as per the printed timetable - Yes

If the bus(es) did not run to time how late were they - N/A

What is the cost of a return ticket for this journey - £2.80 Rover

At anytime were you left at a bus stop without shelter - No

How far is it from the bus stops to the main entrance of the Hospital

Rochdale – 300 metres, Bacup – alight in town centre

Was the bus clean - Both were acceptable

At anytime did you find this journey intimidating - Rochdale bus station is intimidating at night

Was the conductor helpful when asking him to confirm the destination? - No

Were the bus(es) accessible for disabled people 440 - yes, 464 - yes

### General Notes

At both Rochdale bus station I witnessed groups of youths hanging around this would be intimidating to some people.

# North East Sector Healthy Future Programme

## JOURNEY REPORT NUMBER 06

Date	19/09/05	Journey Time	11.am
From	Rochdale Hospital	To	Oldham Royal Hospital
Via	Rochdale Bus Station		
Total Buses need to complete journey			

Point of Travel	Bus No	Alternative Options	Company	Travel times
Rochdale Hospital				
Rochdale Bus Station	440		Rosendale travel	6 mins
Oldham Royal Hospital	409	182	First Travel	29 mins
			Waiting time	10 mins
			Total Travel/Waiting Time	45 mins

Could this journey be taken to arrival at your destination for 8am - No

If unable to arrive for 8am what is the earliest you could arrive - 8.15 am

Can this journey be done in reverse leaving at 8.15pm - Yes

If you cannot leave after 8.15pm what is the latest time you could leave -

Does the journey take the same amount of time both ways - Yes

Did the bus(es) run to time as per the printed timetable - Yes

If the bus(es) did not run to time how late were they – N/A

What is the cost of a return ticket for this journey £3.20 rover

At anytime were you left at a bus stop without shelter - No

How far is it from the bus stops to the main entrance of the Hospital

Rochdale - 300 metres, Oldham - 250 metres

Was the bus clean - Yes

At anytime did you find this journey intimidating - Rochdale bus station is intimidating at night due to manner of people hanging round. Also at both ends of journey passenger must leave grounds to get bus which could raise security issues.

Was the conductor helpful when asking him to confirm the destination? - Yes, was re-routed to a quicker service at Rochdale.

Were the bus(es) accessible for disabled people – Yes

### General Notes

Route is fairly straight forward. However, as mentioned there is a problem with 440 late start and early finishing times. Passengers would have to walk some distance to access other services.

# North East Sector Healthy Future Programme

## JOURNEY REPORT NUMBER 11

Date	29/09/05	Journey Time	1pm
From	Rochdale Hospital	To	Prestwich Town Centre
Via	Rochdale Bus Station and Bury		
Total Buses need to complete journey			3

Point of Travel	Bus No	Alternative Options	Company	Travel Times
Rochdale Hospital				
Rochdale Bus Station	440		Rosendale travel	6 mins
Bury Bus Station	461	468	First Travel	35 mins
Prestwich Town Centre	93		First Travel	20 mins
			Waiting time	20 mins
			Total Travel/Waiting Time	1hr 21 mins

Could this journey be taken to arrival at your destination for 8am - Yes

If unable to arrive for 8am what is the earliest you could arrive - Arrive 7.30

Can this journey be done in reverse leaving at 8.15pm - Yes

If you cannot leave after 8.15pm what is the latest time you could leave -

Does the journey take the same amount of time both ways - Yes

Did the bus(es) run to time as per the printed timetable - Yes

If the bus(es) did not run to time how late were they - N/A

What is the cost of a return ticket for this journey £3.20 rover

At anytime were you left at a bus stop without shelter - No

How far is it from the bus stops to the main entrance of the Hospital

Rochdale - 300 metres, Prestwich - N/A

Was the bus clean - Yes

At anytime did you find this journey intimidating – Rochdale and Bury bus stations are intimidating at night due to manner of people hanging round. Passengers must also wait on main road for bus at Prestwich, this may be an issue for some people at night etc.

Was the conductor helpful when asking him to confirm the destination? Yes,

Were the bus(es) accessible for disabled people – The 440,461 and 93 were all fitted for use by wheelchairs etc.

### General Notes

This route takes a long time and has 3 changes so could be confusing. One other option would be for passengers to travel from Prestwich to Bury by Metrolink, this would save the passenger a small amount of time.

# North East Sector Healthy Future Programme

## JOURNEY REPORT NUMBER 04

<b>Date</b>	<b>15/09/05</b>	<b>Journey Time</b>	<b>11.am</b>
<b>From</b>	<b>Rochdale Hospital</b>	<b>To</b>	<b>Todmorden centre</b>
<b>Via</b>	<b>Rochdale bus station</b>		
<b>Total Buses need to complete journey</b>			<b>2</b>

<b>Point of Travel</b>	<b>Bus No</b>	<b>Alternative Options</b>	<b>Company</b>	<b>Travel times</b>
<b>Rochdale Hospital</b>				
<b>Rochdale bus station</b>	<b>440</b>		<b>Rosendale Travel</b>	<b>6 mins</b>
<b>Todmorden centre</b>	<b>589</b>		<b>First travel</b>	<b>40 mins</b>
			<b>Waiting time</b>	<b>10 mins</b>
			<b>Total Travel/Waiting Time</b>	<b>56 mins</b>

**Could this journey be taken to arrival at your destination for 8am - No**

**If unable to arrive for 8am what is the earliest you could arrive - Arrive 8.20 am**

**Can this journey be done in reverse leaving at 8.15pm - Yes**

**If you cannot leave after 8.15pm what is the latest time you could leave**

**Does the journey take the same amount of time both ways - Yes**

**Did the bus(es) run to time as per the printed timetable - Yes**

**If the bus(es) did not run to time how late were they - N/A**

**What is the cost of a return ticket for this journey - £3.20 Rover**

**At anytime were you left at a bus stop without shelter - No**

**How far is it from the bus stops to the main entrance of the Hospital**

Rochdale – 300 metres

**Was the bus clean – Yes**

**At anytime did you find this journey intimidating – Rochdale bus station is intimidating at night.**

**Was the conductor helpful when asking him to confirm the destination? - Yes**

**Were the bus(es) accessible for disabled people - Yes**

### **General Notes**

At both Rochdale and Todmorden bus stations I witnessed groups of youth hanging around this would be intimidating to some people.

## 6. Executive Summary

This summary is brief, and the full report which will be available in due course is designed to highlight some key points. I have split this into 2 sections, section 1 being areas I believe could be dealt with quickly and effectively and section 2 looks at some more long term solutions:

### *Section 1*

I have listed below 5 items that I firmly believe that subject to agreement could be brought into place fairly quickly and would be seen as a major step forward in assisting members of the public with their transport requirements.

#### 1. Touch screen route finders as used in Bury and Piccadilly

- If these could be made both accessible and available 24 hours a day both at main stations, hospital A & E departments and the main out patient departments.
- This could be further improved if they were to become voice operated, as this would help both visually impaired and people with learning disabilities
- Finally with this in place potential passengers would be able to plan their route and look at alternative routes at the same time as obtain the fare etc.

#### 2. Timetable availability is poor.

- Pre printed timetables need to be accessible at all times, both at stations and Hospital A & E departments and Out patients departments. This would again greatly reduce some issues relating to accessible transport, as proven many staff and driver alike would seem completely unaware of routes and times
- Wall mounted timetables, need to be relocated lower at station with an increased font size suitable for both visually impaired people and persons in wheelchairs, with a greater amount available. Plus these should also be made available at hospitals location like A & E department including out patients, as well as all bus stations.

Note: it would seem far easier to use the stand alone units as to the web site route finder?

### 3. Accessible toilets/services

- This is clearly an area of importance, both from a safety aspect and that of personnel hygiene. This should be improved, and toilets should be clean daily and for this to be very visible.
- Toilets need to be both policed and made secure.
- Access to disabled toilets must be improved, as members of the public do not have access to Radar keys.

### 4. General assistance

- There is some good assistance made available in normal working hours if you can get to the office/travel shop, however this could be improved with members of staff being ever more present within the general station and not only the shop.
- Drivers could be more informative to passengers. It was also clear that many driver were unaware of passengers with disabilities needs, therefore some disability awareness training would not go a miss.
- Drivers policing and ensuring safer seating for passengers, it is not appropriate for older and disabled passengers to be left standing with little to hold onto when the bus is moving.

## *Section 2*

There are many areas that need to be changed in the future if transport is to become more accessible to passengers. I have placed below the top 5 areas of concern.

It is clear that in the main people can obtain a bus to their required destination. However what would be acceptable to one is not to another.

However it is not consider acceptable for a journey to take more than 3 times the length of time by bus as appose to taxi/car for example:

<b>Start</b>	<b>End</b>	<b>Bus</b>	<b>Taxi/Car</b>	<b>Diff</b>	<b>S</b>	<b>R</b>
Fairfield Hospital	Royal Oldham	63 mins	22 mins	+41m	2.9	5.8
Fairfield Hospital	Rochdale Hospital	46 mins	16 mins	+30m	2.9	5.8
Fairfield Hospital	North M/C	67 mins	24 mins	+43m	2.8	5.6
Rossendale	Fairfield	70 mins	20 mins	+50m	3.5	7

Rossendale                      Oldham                                      105 mins                      27 mins                      +78m    3.9                      7.8

This adds to the journeys length and frustration of the passenger, when left at bus stops with no protection for the elements. One such lady told me she was inappropriately propositioned one evening in Rochdale at 9pm waiting for her next bus?

We need to ensure accessible buses, are brought in far faster than is currently being done.

Also much more attention is needed at station and bus stops in terms of appropriately position kerb stones. The distance between some kerb and bus make it almost impossible to board, this in part can be height restrictions, or distance

24-hour manned help line with free phone access, this would give both members of the public and NHS staff an availability to obtain up to date info and advice.

Introduction of text timetable request service, this will enable many people a more flexible option, but more importantly will enable hearing impaired people a modern option to obtaining travel details.

Help with some fares would also go a long way in helping improve the image of public transport. People that find themselves as an in patient with family members needing to attend and visit are often unable to do so due to costs, therefore maybe the introduction of a hospital fare ticket could be introduce which would people on low income that need this service most be able to cope and reduce some of the stress brought on by such events