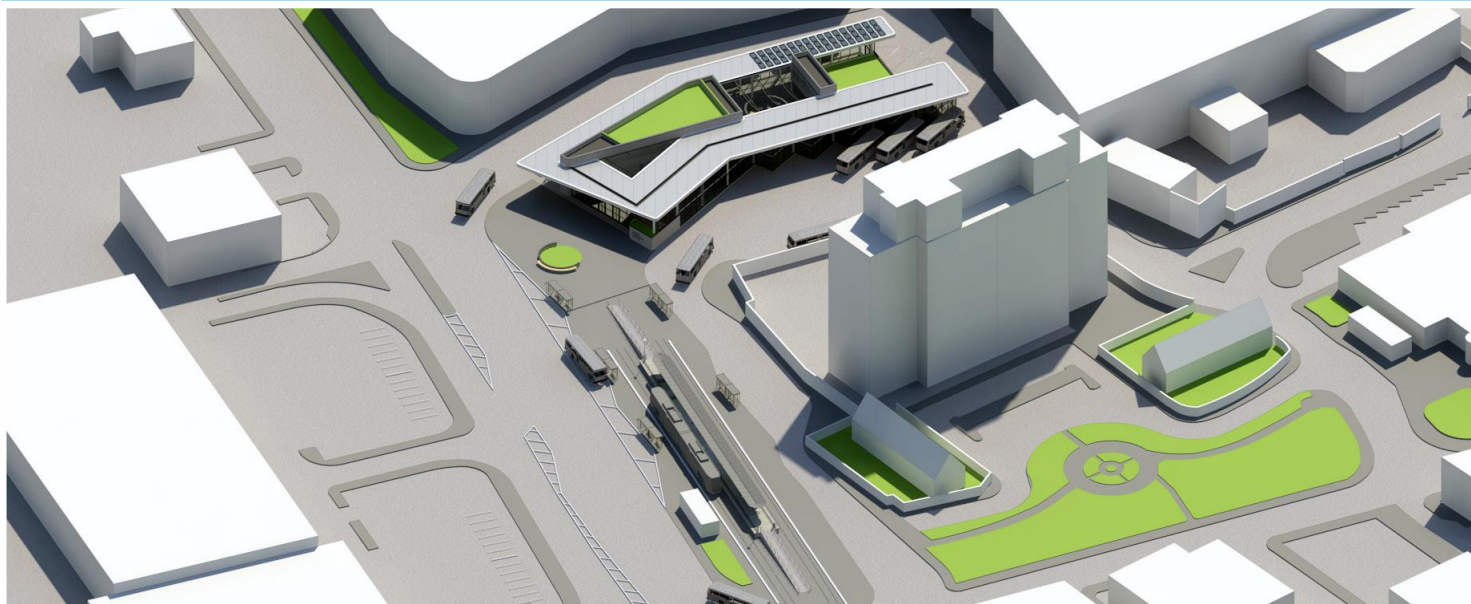


# Tameside Interchange

Consultation Report  
November 2015



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## **1. Introduction**

- 1.1 This report is written in support of Transport for Greater Manchester's (TfGM) full planning application for the development of a new transport interchange, formation of bus concourse, redesign of carriageways and public realm on the site of the current Ashton Bus Station and Metrolink terminus. The site is located to the north west of Ashton town centre, adjacent to the A6043 Wellington Road and Arcades Shopping Centre, and 150 metres from Ashton Rail Station.
- 1.2 The purpose of this report is to record the consultation that TfGM carried out prior to submitting the full planning application. It describes the interchange scheme and the early design proposals, which formed the basis for consultation. It sets out the methods used to engage with stakeholders and members of local communities and summarises the responses that have influenced the submitted proposals.
- 1.3 The consultation took place between 15<sup>th</sup> August and 15<sup>th</sup> September 2015.

## **2 Proposed development**

2.1 The Tameside Interchange is a key component of plans to grow and regenerate Ashton town centre which will also benefit the wider area of Tameside. The development will make it easier for people to change between travelling by bus, tram, bicycle, train and taxi and provide a substantial upgrade in facilities, making public transport, cycling and walking more attractive options. In turn this will increase access to jobs, learning and leisure opportunities. The proposed development supports the Vision Tameside Strategy for the borough. More information about this is available at [www.visiontameside.com](http://www.visiontameside.com)

### **2.2 The key benefits of the scheme**

The Tameside Interchange is also part of Greater Manchester's strategy to develop a strong and prosperous economy and contribute to making Greater Manchester a cleaner, safer and more attractive place to visit, live and work. It will provide:

- More punctual and reliable journey times for public transport users
- Economic support to the town centre by providing a more attractive gateway to Ashton, enhancing perceptions, encouraging more visitors and investment
- Access to a development site through more efficient use of the land
- A direct link to Metrolink services, including improved access to Manchester Airport via the new airport link line
- More modern facilities for public transport users including:
  - A covered concourse and seated waiting area
  - A ticket and information outlet, retail facilities and a café
  - Clear and concise electronic passenger information including bus, Metrolink and rail information screens
  - High quality, accessible toilets and baby changing
  - Secure cycle parking
  - Enhanced passenger security including CCTV
  - Improved taxi facilities.

## 2.3 Proposals under consultation

A summary of the proposed changes to redevelop Ashton Bus Station into a transport interchange is listed below.

- Change the layout of the bus station from five 'island platforms' with 'drive on, drive off' (DIDO) arrival and departure to a single, modern covered concourse building which includes a mixture of DIDO and 'drive in reverse off' (DIRO) stands
- Make the concourse more compact, locating the stands closer together to reduce walk times for passengers changing between buses and other modes of transport. This will also make the interchange easier to supervise, maintain, creating a more attractive waiting area that feels safer

The new interchange design will use space more efficiently, accommodates the current bus services (90 departures per hour) and has capacity for 145 departures an hour. It will also release land for future development to support further regeneration in Tameside

- Better links with the Metrolink stop and rail station. The new interchange will 'wrap' around the existing Metrolink stop and bus/Metrolink and rail information will be displayed on information screens in the new interchange
- Alter vehicular access to and from the bus station to include a new entrance from Oldham Road
- Encourage more people to use public transport by upgrading the facilities e.g. bus/Metrolink/rail information screens, café, wi-fi internet access
- Ensure compliance with disabled access requirements as well as improving accessibility for all
- Improve safety by reducing the number of pedestrian crossings across the site from 14 to two
- Improve access to the Arcades Shopping Centre.

## 2.4 Project timescales

Stage of project	Timescale
Planning submission	Autumn 2015
Construction commencement	Winter 2016/2017
Construction complete	2018

### **3. Consultation Strategy**

3.1 Transport for Greater Manchester (TfGM) carried out public and stakeholder consultation between 15<sup>th</sup> August and 15<sup>th</sup> September 2015.

#### **3.2 Aims and Objectives**

The aims and objectives of the consultation on proposals for the Tameside Interchange were:

- To ensure that a wide range of people, including stakeholders, had the opportunity to hear about the new scheme and put forward their views
- To ensure that community engagement activities were fully accessible, informative and of relevance to the participants.

3.3 TfGM is continuing to work to achieve the following objectives:

- To ensure that information is fed back to communicate the final scheme design to stakeholders and the wider community in an effective way
- To ensure that stakeholders and the wider community are kept up to date during the construction period and informed about temporary traffic arrangements
- To raise the profile of the scheme and create a sense of community ownership and community pride.

3.4 Feedback from the consultation will allow TfGM, working in partnership with Tameside Council, to address any concerns about the proposals as the detailed design is developed. Work is already underway to consider and respond to the issues raised during consultation.

3.5 Following this, Tameside Council as the local planning authority will notify stakeholders about the full planning application. This will provide a further opportunity for residents, local businesses and other local stakeholders to comment on the updated proposals through Tameside Council's planning process. The updated version of the plans will be available at [www.tfgm.com/tamesideinterchange](http://www.tfgm.com/tamesideinterchange) and on Tameside Council's website as part of the planning

application.

- 3.6 Work is expected to start on Tameside Interchange in Winter 2016/2017 and be open for use in 2018.

### 3.7 **Methodology**

The consultation on Tameside Interchange took place between 15<sup>th</sup> August and 15<sup>th</sup> September 2015.

- 3.8 Consultation activity was designed to reach four main audiences:

- Councillors
- The general public (Interchange users)
- Stakeholder groups e.g. New Charter Housing Group (residents of Assheton House which is next to the interchange site), People First Disability User Group and Ashton Town Team
- Local planning authority officers.



### 3.9 Consultation with Councillors

Councillors were briefed about the interchange proposals and had the opportunity to ask questions and make comments via meetings and emails:

Stakeholder	Date	Details
Transport for Greater Manchester Committee – Tameside Members	6 <sup>th</sup> August 2015	TfGMC's Tameside members were briefed by email and received a copy of the public consultation leaflet
Tameside Councillors	13 <sup>th</sup> August 2015	Nigel Gilmore (Tameside Council) and Lee Collins, (Transport for Greater Manchester) briefed Councillors via a Question and Answer session at Ashton Market Hall
Ashton Town Team	26 <sup>th</sup> August 2015	Lee Collins delivered a presentation to Ashton Town Team, a not for profit organisation made up of local businesses, Councillors, faith representation, members of the local community, the local MP, and Council officers.

### 3.10 Public consultation

The consultation was promoted to local residents through a number of channels:

#### 3.11 • Consultation leaflets

A total of 7,524 leaflets were distributed in Tameside. The leaflet provided information on the proposals, artist's impressions of the early designs, details of the public events and how to submit views to the consultation. A copy of the consultation leaflet is provided in **Appendix A**.

5,824 leaflets were distributed to all properties within 800 metres of the Tameside Interchange site on 15<sup>th</sup> August 2015. A map showing where the leaflet was posted is included in **Appendix B**.

A further 600 leaflets were distributed by Tameside Council via their eight libraries and nine civic buildings (17<sup>th</sup> August 2015). In addition, TfGM delivered 40 leaflets to Hyde Library (17<sup>th</sup> August 2015).

180 leaflets were given to members of the public at Ashton Bus Station; 140 more were displayed on the Travelshop counter (17<sup>th</sup> August and 9<sup>th</sup> September). 40 leaflets were delivered to Hyde Bus Station.

100 leaflets were delivered to Tameside Council's Carers Centre on 17<sup>th</sup> August and an additional 60 copies, at their request on 19<sup>th</sup> August 2015.

A total of 125 leaflets were handed to passengers at Ashton Rail Station: 45 copies on 18<sup>th</sup> August and 80 on 22<sup>nd</sup> August 2015.

20 leaflets were provided to Tameside Sight, which provides a service to enable visually impaired people to develop as individuals and feel valued within the community.

40 leaflets were given to shoppers at Hyde Market on 17<sup>th</sup> August.

260 leaflets were given to shoppers at the Arcades Shopping Centre in Ashton (180 copies on 29<sup>th</sup> August and 80 copies on 1<sup>st</sup> September 2015).

20 leaflets were delivered to Age Concern on 31<sup>st</sup> August.

40 leaflets were dropped off at Manchester City Centre Travel Museum on 8<sup>th</sup> September.

60 leaflets were delivered to Droylsden Library on 10<sup>th</sup> September.

15 leaflets were distributed at TfGM's Disability Design Reference Group on 10<sup>th</sup> September.

- 3.12
- **Public events**  
Five public consultation events were held during the consultation period to enable the local community to speak directly to Transport for Greater Manchester. A variety of accessible venues were chosen for the events during the week, at weekends, in the day

and during the evening to enable as many people as possible to participate in the consultation. The events were promoted via the consultation leaflet, TfGM's website, posters, media releases and social media.

Venue	Date	Time
Ashton-under-Lyne Bus Station	Saturday 15 <sup>th</sup> August 2015	10am – 5pm
Ashton-under-Lyne Train Station	Monday 17 <sup>th</sup> August 2015	4pm – 8pm
Ashton-under-Lyne Train Station	Saturday 22 <sup>nd</sup> August 2015	10am – 5pm
Arcades Shopping Centre, Ashton-under-Lyne	Saturday 29 <sup>th</sup> August 2015	10am – 5pm
Arcades Shopping Centre, Ashton-under-Lyne	Tuesday 1 <sup>st</sup> September 2015	10am – 5pm

TfGM's presence at each venue was indicated by two pull-up banner stands showing the early designs for Tameside Interchange and featuring bullet points for the main benefits to public transport users. Two members of TfGM staff attended each event to give people copies of the leaflet, answer any questions, listen to and record any comments and to remind people they could submit comments up until 15<sup>th</sup> September by post, email or through the website.

3.13

- **Website**

Information about Tameside Interchange and the consultation was provided on dedicated web pages on the TfGM website: [www.tfgm.com/tamesideinterchange](http://www.tfgm.com/tamesideinterchange)

The website provided an opportunity for respondents to submit their views to the consultation via an online form, which asked the same questions as the printed form in the leaflet.

The consultation was advertised on the home page of the TfGM website enabling visitors to the site to click through to the information about the interchange and the online form to submit views to the consultation process.

The website also featured large print and easy read versions of the consultation information.

During the consultation period, TfGM recorded the following number of visits to its Tameside Interchange pages:

Content of the web site page	Number of unique visits
Introductory information about Tameside Interchange	1,504
Images of Tameside Interchange	506
Frequently asked questions about Tameside Interchange	154

In addition, TfGM also logged the following number of clicks and downloads:

Description of content	Number of unique clicks or downloads
Tameside Interchange advert on the home page of the TfGM web site	187
Link to the survey asking for views on Tameside Interchange	65
Large print pdf	61

3.14

- **Posters at Ashton Bus Station and Tameside bus stops**

Twenty-five large posters and 250 smaller bus information posters were put up at Ashton Bus Station and Tameside bus stops from 12<sup>th</sup> August 2015. The posters informed people that a new interchange was being planned for Tameside, the time and place of the public events and the website address to read about the plans and submit views to the consultation. **The posters are shown in Appendix C.**

3.15

- **Media releases**

Media releases were issued by TfGM on 14<sup>th</sup> and 28<sup>th</sup> August 2015 to promote the consultation. As well as being published on the TfGM website, articles were published in The Tameside Reporter and a radio interview was broadcast on Inside Tameside on 11<sup>th</sup> September 2015.

3.16

- **Social media**

TfGM and Tameside Council used Twitter and Facebook to promote the consultation for Tameside Interchange. From 15<sup>th</sup> August – 15<sup>th</sup> September, 18 tweets were posted from TfGM's twitter account. TfGM also used Facebook (five times) and Linked In (once) to share the news that the consultation was underway.

### 3.17 Response mechanisms

Respondents to the consultation were provided with a range of response mechanisms to submit their comments on the proposals. These included:

- **Public events:** five public events were held during the consultation period
- **Telephone:** by calling 0161 244 1587
- **Email:** [tameside.interchange@tfgm.com](mailto:tameside.interchange@tfgm.com)
- The TfGM **website** [www.tfgm.com/tamesideinterchange](http://www.tfgm.com/tamesideinterchange)
- **Post:** to the freepost address, TfGM Tameside Interchange Consultation, Freepost, RRHE-RKUU-KSJY

Section four of this report details the responses to the consultation received via each of these channels.

### 3.18 Consultation with Stakeholders

Staff from Transport for Greater Manchester arranged nine meetings with stakeholder groups during the consultation period.

Stakeholder	Date	Details
Bus Operators Liaison Group	12 <sup>th</sup> May 2015	Attended by First Bus Arriva and Stagecoach, the three largest bus operators in Greater Manchester
Disability Design Reference Group (DDRG)	23 <sup>rd</sup> July 2015	TfGM's DDRG provide balanced, constructive and pragmatic advice on design solutions
Residents of Assheton House, New Charter Housing Group	10 <sup>th</sup> August 2015	Assheton House is located next to Ashton Bus Station, the site of the proposed Tameside Interchange
The Probation Service	15 <sup>th</sup> August 2015	Declined the opportunity of a face-to-face meeting but were presented with copy of consultation materials

Stakeholder	Date	Details
Tameside Carers Centre	17 <sup>th</sup> August 2015	Tameside Carers Centre provides those who look after someone in Tameside with information, advice, support and advocacy
Tameside Sight	20 <sup>th</sup> August 2015	Tameside Sight aims to improve the quality of life for all visually impaired people in Tameside
Age UK Tameside	20 <sup>th</sup> August 2015	Age UK Tameside (previously Age Concern Tameside) supports older people in Tameside to remain active, maintain independence and improve their quality of life
Ashton Town Team	26 <sup>th</sup> August 2015	A not for profit organisation made up of local businesses, faith representation, members of the local community, the local MP, Councillors and Council officers
People First Disability User Group	28 <sup>th</sup> August 2015	A group for people with learning disabilities. TfGM gave a presentation on the interchange followed by a question and answer session

### 3.19 Meetings with Local Planning Authority

Transport for Greater Manchester arranged meetings to update local planning authority officers on the designs for Tameside Interchange and to seek pre-application advice. Four meetings have taken place to date on:

- 27 April 2015
- 18 May 2015
- 29 July 2015
- 24 August 2015.

## 4. Analysis of Responses

### 4.1 Feedback from Stakeholders

During the consultation period meetings were organised with a wide range of stakeholders. The feedback received is summarised below.

Stakeholder	Summary of feedback	
Councillors	Design of Interchange	Asked that the links to the market are maintained and that the materials used complement the surrounding buildings.
	Facilities	No comments provided.
	Further comments	Urged that disruption is kept to a minimum.
Bus Operators	Design of interchange	Positive about the plans
	Facilities	One operator requested to rent facilities at the new interchange (driver's mess and rest facilities along with office space) and that would like to see additional layover spaces provided.
Disability Design Reference Group	Design of interchange	Largely positive. Requested additional soft landscaping.
	Facilities	Welcomed proposals for disabled changing area.
	Further comments	Asked for lessons learnt from previous interchanges to be taken into consideration.
Assheton House Tenants, Charter Housing Group	Design of interchange	Concerns about how close the buses will be to Assheton House, noise levels and the effect on privacy. Request for stands to the south of the tram stop to not to be used outside peak times. Welcomed trees and shrubs being used to soften the design of the interchange.
	Facilities	Preference for toilet facilities to be free of charge. Would like a taxi rank nearby.
	Further comments	Questions about when building work will take place, noise and access, contractors' parking

Stakeholder	Summary of feedback	
Tameside Carers Centre	TfGM spoke to staff and supplied information/survey forms for service users	
Tameside Sight	TfGM spoke to staff and supplied information/survey forms for service users	
Age UK Tameside	TfGM spoke to staff and supplied information/survey forms for service users	
Ashton Town Team	Design of facility	Questioned the location of the interchange on the site - could the interchange and the development site swap positions?
	Facilities	Preference to charge to use the toilet facilities as it was felt this would help to keep them cleaner.
	Further comments	Desire not to have hoardings up around the development site. It should be called Ashton-under-Lyne Interchange instead of Tameside Interchange.
People First Disability User Group	Design of facility	Preference for clear glass and that the interchange is well lit at night.
	Facilities	Would really like a café – requested that information about services be available here too. Requested comfortable seating and signage that is easy to read and understand. Positive about wi-fi coverage. Welcomed live information about next bus due.
	Further comments	Not comfortable with change: it can be confusing. Asked if staff could be made available during construction and after the interchange opens to signpost where buses were leaving from. Requested large, easy to read signs.
Probation Service	Design of facility	No comments provided.
	Facilities	No comments provided.
	Further comments	Accept that the interchange will offer a greatly improved facility to Tameside



		residents and so are willing to move premises to enable the project to go ahead.
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#### 4.2 Public Feedback

In total 205 responses to the consultation were received via the Transport for Greater Manchester Tameside Interchange survey form (paper copies and through the web site). The method by which they were submitted is shown in the table below. Comments gathered at the five public consultation events have also been recorded in question 2.

Source of responses	Public responses
Paper response form returned by post	113
Online response form	92
Email	0
Telephone	0
<b>Total</b>	<b>205</b>

The analysis of the public feedback received has been split into the following sections that follow the format of the consultation questionnaire:

- What are your views on the proposed new Tameside Interchange? This includes responses submitted via the formal consultation form (either by post or via the TfGM web site) and views expressed at the five public consultation events held in Tameside.
- About you – to understand which part of the community participated in the consultation.

**4.3 Question 1: How important are each of these facilities to you? (Please rate 1 – 5, with 5 being the most important)**

The scores that all respondents gave have been added together to show which facilities were most important to people who responded.

Facility	Total score
A covered bus station and seated waiting area	740
Bus/Metrolink/rail information screens	665
Improved security	620
New fully accessible toilets, including baby changing facilities	530
A ticket and information outlet	500
Easy access to bus station staff	475
The proposed layout of the new interchange	395
Café/Coffee shop	265
ATM/Cash machine	260
Wi-Fi internet access	240
Retail/Newsagents	205
Cycle storage facilities	175

**4.4 Question 2: What are your views on the initial design concepts for the new interchange?**

Two hundred and twenty six comments were received about the design, layout and features of the new transport interchange from members of the public via the survey form.

This number includes feedback given under ‘Any other comments’ (Question 4 of the survey form). The comments are summarised in the table on the next page.

In addition, thirty-eight comments were received at the five public events. These comments are also recorded on the next page.

**Question 2: What are your views on the initial design concepts for the new interchange?**

<b>Comment</b>	<b>Detail</b>	<b>Number of people who commented via the survey form</b>	<b>Number of people who commented at a public event</b>	<b>Total number of comments</b>
Generally Positive	Comments included 'much needed investment' and 'about time'	62	2	64
Generally negative	Comments such as 'why are you investing when services are being cut?'	29	0	29
Waste of money	Some respondents felt money could be better spent elsewhere including 'Why waste money here when the existing facilities are adequate?'	19	5	24
Modern Design	Comments included 'looks great' and 'will bring Ashton into the 21 <sup>st</sup> Century'	18	0	18
Integration (poor)	Respondents questioned why the railway station wasn't included and asked 'why is it moving further away from the shops?'	11	7	18
Roofing and shelter	Many supported the idea of a single roof to protect from the elements. However, some people asked 'why isn't there a cover between the tram and bus stations?'	11	3	14
Size	Comments and queries included 'It looks too small' and 'Will there be enough room for all the buses?'	12	1	13

**Question 2: What are your views on the initial design concepts for the new interchange?**

<b>Comment</b>	<b>Detail</b>	<b>Number of people who commented via the survey form</b>	<b>Number of people who commented at a public event</b>	<b>Total number of comments</b>
Disruption	There were some concerns about potential disruption to bus services, for example, 'What will happen to the buses?' and 'Will there be effective communications around the disruption?'	7	5	12
Renovating the station again	Despite the fact that the bus station was constructed in 1994 and there hasn't been any significant renovation since 2000, six respondents asked 'Why are you renovating the station again?'	6	6	12
Use of name 'Tameside Interchange'	Generally supportive responses and critical responses both asked 'Why is an interchange in Ashton being described as the "Tameside interchange"?'	8	4	12
Easier access to information	Respondents commented favourably on the provision of bus and rail live information boards were pleased to see 'easier access to information for everyone'	10	0	10
Security	All of those who discussed security elements felt the new facility would be far safer, especially late at night	8	0	8
Investment focused in Ashton	Comments here included 'All of the money is spent in Ashton and not Hyde'	7	0	7

<b>Comment</b>	<b>Detail</b>	<b>Number of people who commented via the survey form</b>	<b>Number of people who commented at a public event</b>	<b>Total number of comments</b>
Integration (good) of transport	Four people commented favourably about 'everything being under one roof'	4	0	4
Pedestrian safety	Comments included 'Will pedestrians be safe from reversing buses?'	4	0	4
Traffic flow	Two people asked how traffic flow would be managed onto Wellington Road	2	2	4
Lighting (positive)	Comments included 'It looks bright and airy'	3	0	3
Lighting (negative)	Comments included 'It looks smaller so it is likely to be claustrophobic, dark and enclosed'	3	0	3
Future development opportunity	Two people asked what is being planned on the future development site	2	0	2
Accessible toilets and baby changing facilities should not be linked	They should be separate	0	2	2
Use of smart information	There is an app for blind people that provides real time information through ear pieces	0	1	1
<b>Total number of comments</b>		<b>226</b>	<b>38</b>	<b>264</b>

4.5 **Question 3: How would you use the new interchange: as a starting point, end point or changing point for your journey?**

Not all respondents answered this question and some people said they would use the interchange for two or three of the possible answers. The responses received are shown below.

How would you use the interchange?	Total
Changing point	67
End point	57
Starting point	44

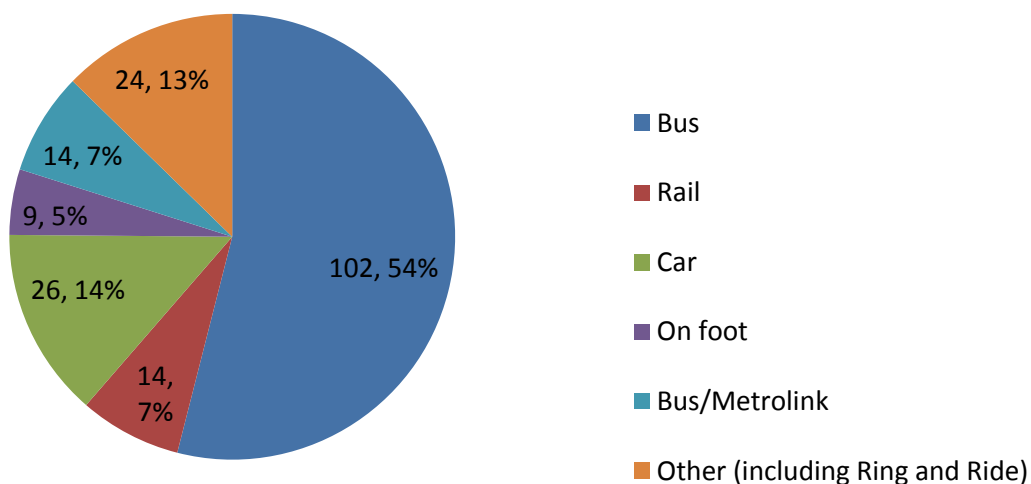
4.6 **Question 4: Any other comments?**

The responses to this question have been combined with the responses to question 2 (above) as many of the same issues were covered.

4.7 **Question 5: What is your main means of travel to/from Ashton town centre?**

The most popular mode of travel to/from Ashton town centre by respondents was the bus (102 people, 54%). The chart below shows the respondents' main means of travel to and from the town centre.

**Number of respondents by means of travel**



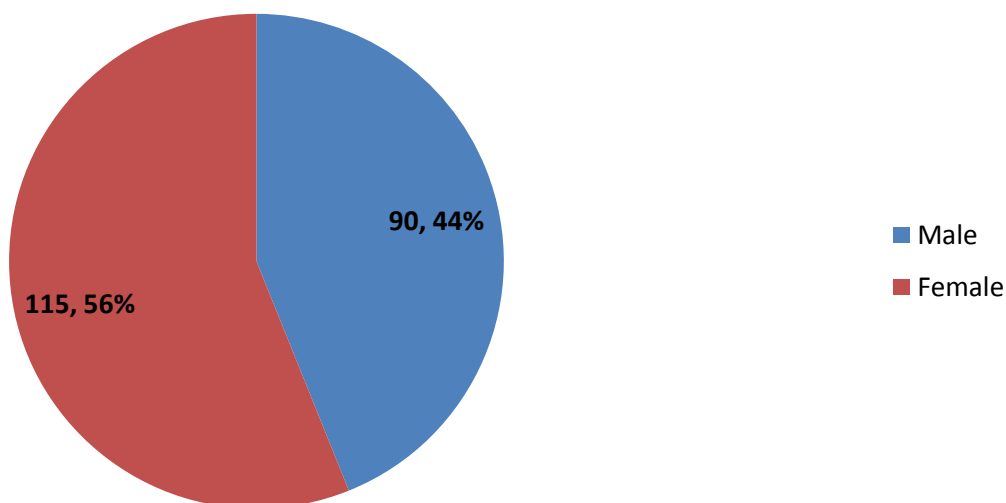
#### 4.8 **Profile of respondents**

To help understand which parts of the community took part in the public consultation, we asked respondents to give their gender, age group, details of health problems or disabilities and ethnic background. The profile of respondents is shown below.

#### 4.9 **Question 6: Are you male or female?**

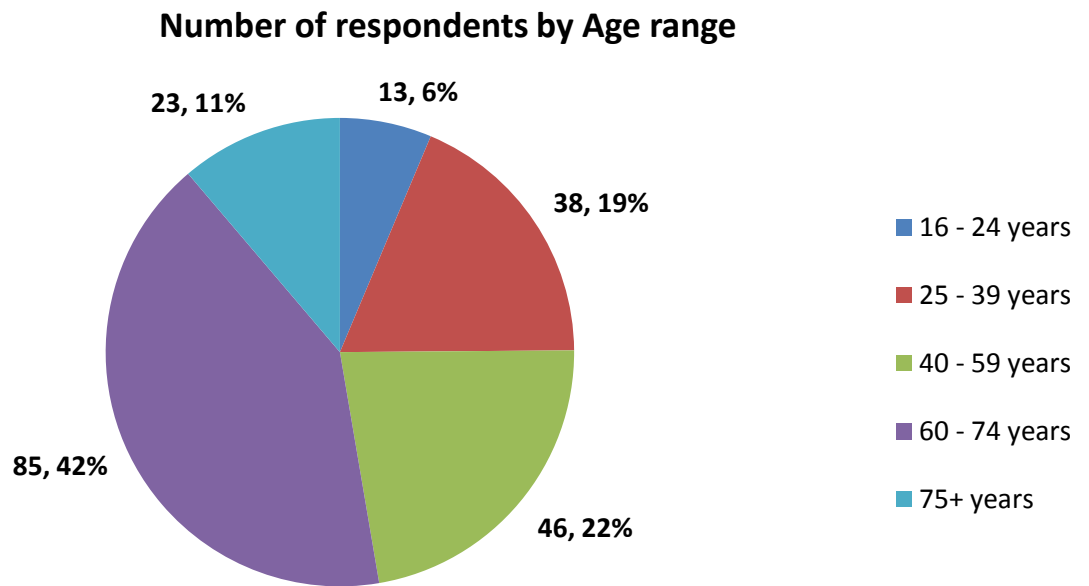
The gender split was fairly balanced, 115 respondents were female (56%) and 90 were male (44%), as shown in the pie chart below.

**Number of respondents by gender**



#### 4.10 Question 7: Which age group are you in?

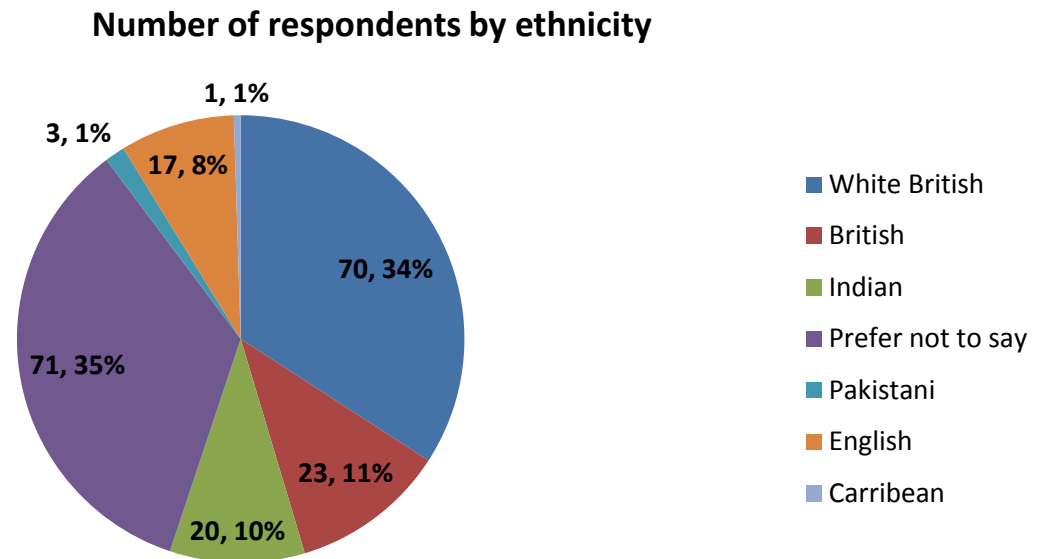
In terms of age groups, the largest number of respondents were aged between 60 – 74 (85 people, 42% of respondents). The breakdown of respondents by age group is shown below.





#### 4.11 Question 8: What ethnic group do you belong to?

The survey form allowed respondents to describe their ethnic group in their own words. The most common ethnic group given was 'White British'. The breakdown of respondents by ethnic group is shown in the pie chart below.



#### 4.12 Question 9: Do you have any long-term illness, health problem or disability which may limit your daily activities?

Six percent of the people who participated in the consultation indicated they had a long-term illness, health problem or disability. The remaining respondents answered 'no', preferred not to disclose or left this section blank.

The types of disability or impairment are indicated below.

Disability	Total	Percentage of people who completed the survey form
Arthritis	10	5%
Mobility issues	5	2%
Blind	15	7%

4.13 **Question 10: If you wish to be kept informed of the development of this scheme, please give your contact details**

Eighty-one people expressed their wish to be kept informed of the development and gave their contact details (either a postal or email address).

A larger number (113) gave their post code as shown below.

Post code/area	Total per area
BL1 – Bolton	1
OL3 – Oldham	1
OL5 – Mossley	4
OL6 – Ashton-under-Lyne	36
OL7 – Ashton-under-Lyne	15
OL8 – Bardsley, Coppice	3
OL11 - Rochdale	1
M4 – Manchester City Centre	1
M9 - Blackley	1
M11 – Clayton	1
M13 - Ardwick	1
M21 – Chorlton	1
M22 – Wythenshawe	1
M34 – Audenshaw, Denton	16
M43 – Droylsden	8
SK6 – Stockport	1
SK14 – Hyde	10
SK15 – Stalybridge	5
SK16 – Dukinfield	5
WA14 – Warrington	1
Total number of people	<b>113</b>

## 5. Conclusion

There was significant support for the proposed design and facilities of the new interchange for Tameside, as well as some negative feedback.

Many people welcomed the investment as well as the modern design. They particularly liked the fact that the new facility will provide more shelter and seating, bus/Metrolink/rail information screens and improved security measures.

In terms of critical comments, the issue most frequently mentioned was value for money with people questioning why the bus station was being refurbished again at a time when council services were being cut. Future communications about the interchange will need to highlight that the interchange is being funded by the Government's Local Growth Fund and not by Tameside Council and that this money could not be diverted to provide Council services.

As relatively few comments related to specific elements of the design of the interchange, it is considered that the proposals should progress based on what was presented to the public during consultation.

That being said, some issues are already being considered:

- In response to comments received during the public consultation period, TfGM will extend the roof of the interchange so that it covers more of the walkway leading to the Metrolink stop
- Residents of New Charter Housing's Assheton House have been consulted on plans to erect a boundary wall between the interchange and Assheton House to reduce noise levels and protect privacy (21<sup>st</sup> September 2015)
- Plans to retain the shrubbery around the Interchange site/Assheton House are also being considered at residents' request.



# A new transport interchange for Tameside

Public consultation

Please tell us what you think by 15 September 2015



[www.tfgm.com/tamesideinterchange](http://www.tfgm.com/tamesideinterchange)

 **Tameside**  
Metropolitan Borough

 Funded by  
UK Government

We are delivering the vision to provide a modern transport interchange for Tameside, for the benefit of transport users and the wider community.

The new interchange will make it easier for people to switch between travelling by bus, tram, bicycle, train and taxi. It will provide a modern, attractive concourse and offer greater access for all passengers as well as better facilities; modern waiting areas, improved security and easier access to travel information and tickets through the redevelopment of the current bus station in Ashton.

Being delivered by Transport for Greater Manchester (TfGM), the Tameside interchange scheme forms part of the Greater Manchester Local Growth Deal Programme.

By making it easier for people in Tameside to access jobs, learning and leisure, the new facility also supports the Vision Tameside strategy for the borough. Available at [www.visiontameside.com](http://www.visiontameside.com) it aims to bring greater economic prosperity and transform learning and skills in Tameside.

With the interchange being more compact in size and “wrapping” around the existing Metrolink stop, a large area of land will be released for future development opportunities. This development will aim to ensure long term economic returns to further support the regeneration of the borough and would be subject to further consultation prior to commencement.

You can find out more about the proposals and have your say on what we are planning by visiting one of the public exhibitions being hosted, the details of these are listed on the back page. Or, visit [www.tfgm.com/tamesideinterchange](http://www.tfgm.com/tamesideinterchange) to read more about the interchange and give your views.

We plan to start work on site in winter 2016/17, with the interchange open for use in 2018.

## Frequently asked questions

### Q. What is an interchange?

A. An interchange is a transport hub which allows passengers to change from one type of transport to another, for example metrolink, bus, train, taxi or bicycle. This makes transport more accessible; easier to use, safer, more reliable and enjoyable by enabling better service integration.

### Q. Why are you carrying out a consultation?

A. The consultation will help inform our proposals before they are submitted as part of a full planning application to Tameside Council. Comments will be considered before finalising our proposals and prior to submitting the planning application.

### Q. What improvements will the new interchange offer over the existing interchange?

A. The new interchange will provide a single modern covered concourse building with enhanced links for pedestrians between Ashton town centre and the interchange. A new interchange will facilitate the growth of the town and allow it to support the rest of the borough by providing access to employment opportunities, education and leisure. The new interchange will operate more efficiently and will improve the public’s experience of public transport.

### Q. What will the new interchange offer?

A. The interchange will be fully accessible and have improved passenger facilities including:

- A direct link to Metrolink
- Ticket and information outlet, retail and cafe facilities
- High quality, fully accessible toilets, and baby changing
- A covered concourse and seated waiting area
- Secure cycle parking facilities
- Enhanced passenger security
- Clear and concise electronic passenger information
- Improved taxi facilities.

### Q. How will bus services be maintained during construction?

A. We will maintain all bus services. Any disruption to passengers and services will be kept to a minimum. Information will be available at the current bus station, in the rail station and online.



## Next steps

Once the consultation has ended we will consider all the comments which we have received and we will review the proposal. We will then submit a planning application to Tameside Council for formal approval to build the new interchange. If this is successful, we will then finalise the design.

We will publish a summary of the consultation findings at [www.tfgm.com/tamesideinterchange](http://www.tfgm.com/tamesideinterchange) before the planning application is submitted.

## Tameside Interchange



## Your views on the proposed new Tameside interchange

Please go to [www.tfgm.com/tamesideinterchange](http://www.tfgm.com/tamesideinterchange) or fill in this form. Please enclose additional sheets if needed.

**Q1.** How important are each of these facilities to you?

(Please rate 1-5, with 5 being the most important and 1 being the least important)

<input type="text"/>	A covered bus station and seated waiting area	<input type="text"/>	Retail/Newsagents
<input type="text"/>	Bus/Metrolink/rail information screens	<input type="text"/>	ATM/Cash machine
<input type="text"/>	New fully accessible toilets, including baby changing facilities	<input type="text"/>	Wi-Fi internet access
<input type="text"/>	Cycle storage facilities	<input type="text"/>	Improved security
<input type="text"/>	A ticket and information outlet	<input type="text"/>	Café / Coffee shop
<input type="text"/>	The proposed layout of the new interchange	<input type="text"/>	Easy access to bus station staff

**Q2.** What are your views on the initial design concepts for the new interchange?

**Q3.** How would you use the new interchange; as a starting point, end point, or changing point of your journey?

**Q4.** Any other comments?

**About you:**

To help us understand which part of the community is taking part in the consultation, please answer the following questions.

**Q5. Which is your main means of travel to/from Ashton town centre? (Please tick one):**

Bus	<input type="checkbox"/>	Rail	<input type="checkbox"/>	Coach	<input type="checkbox"/>	Metrolink	<input type="checkbox"/>	Taxi	<input type="checkbox"/>	Car	<input type="checkbox"/>
Cycle	<input type="checkbox"/>	On foot	<input type="checkbox"/>	Other	<input type="text"/>						

**Q6. Are you?**

Male	<input type="checkbox"/>	Female	<input type="checkbox"/>
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**Q7. Which age group are you in?**

Under 16	<input type="checkbox"/>	16-24	<input type="checkbox"/>	25-39	<input type="checkbox"/>	40-59	<input type="checkbox"/>	60-74	<input type="checkbox"/>	75 and over	<input type="checkbox"/>
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**Q8. Do you have any long-term illness, health problem or disability which limits your daily activities or the work you can do?**

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
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If yes, what type of disability or impairment do you consider yourself to have? Please detail below.

**Q9. Which ethnic group do you consider that you belong to?**

Ethnic group (please specify)	<input type="text"/>	Prefer not to say	<input type="checkbox"/>
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**If you wish to be kept informed of the development of this scheme, please give your contact details:**

Name	<input type="text"/>
Address	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
Email	<input type="text"/>
Phone	<input type="text"/>

**Protecting your privacy:**

Your contact details will only be used by TfGM to provide you with updates on the Tameside Interchange project. Your responses to these consultation questions will only be seen by TfGM.

**Please send your response to:**

tameside.interchange@tfgm.com



## Exhibitions

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You can find out more about the proposals by visiting one of our exhibitions. Our team will be available to answer any queries you may have about the proposals for the new interchange. The exhibitions will be held on the following dates:

**Ashton-under-Lyne Bus Station**  
Saturday 15 August 2015, 10am – 5pm

**Ashton-under-Lyne Train Station**  
Monday 17 August 2015, 4pm – 8pm  
Saturday 22 August 2015, 10am – 5pm

**Arcades Shopping Centre, Ashton-under-Lyne**  
Saturday 29 August 2015, 10am – 5pm  
Tuesday 1 September 2015, 10am – 5pm

All comments received will be considered as part of the Interchange design development.

**If you have any questions about this consultation please contact us:**  
Telephone: 0161 244 1587 (Prefix 18001 if you use a Textphone or Minicom)  
Email: [tameside.interchange@tfgm.com](mailto:tameside.interchange@tfgm.com)  
Freepost: TfGM Tameside Interchange Consultation  
Freepost RRHE-RKUU-KSJY  
Manchester M1 3BG

**To request this leaflet in an alternative format  
phone Traveline on 0871 200 22 33.**

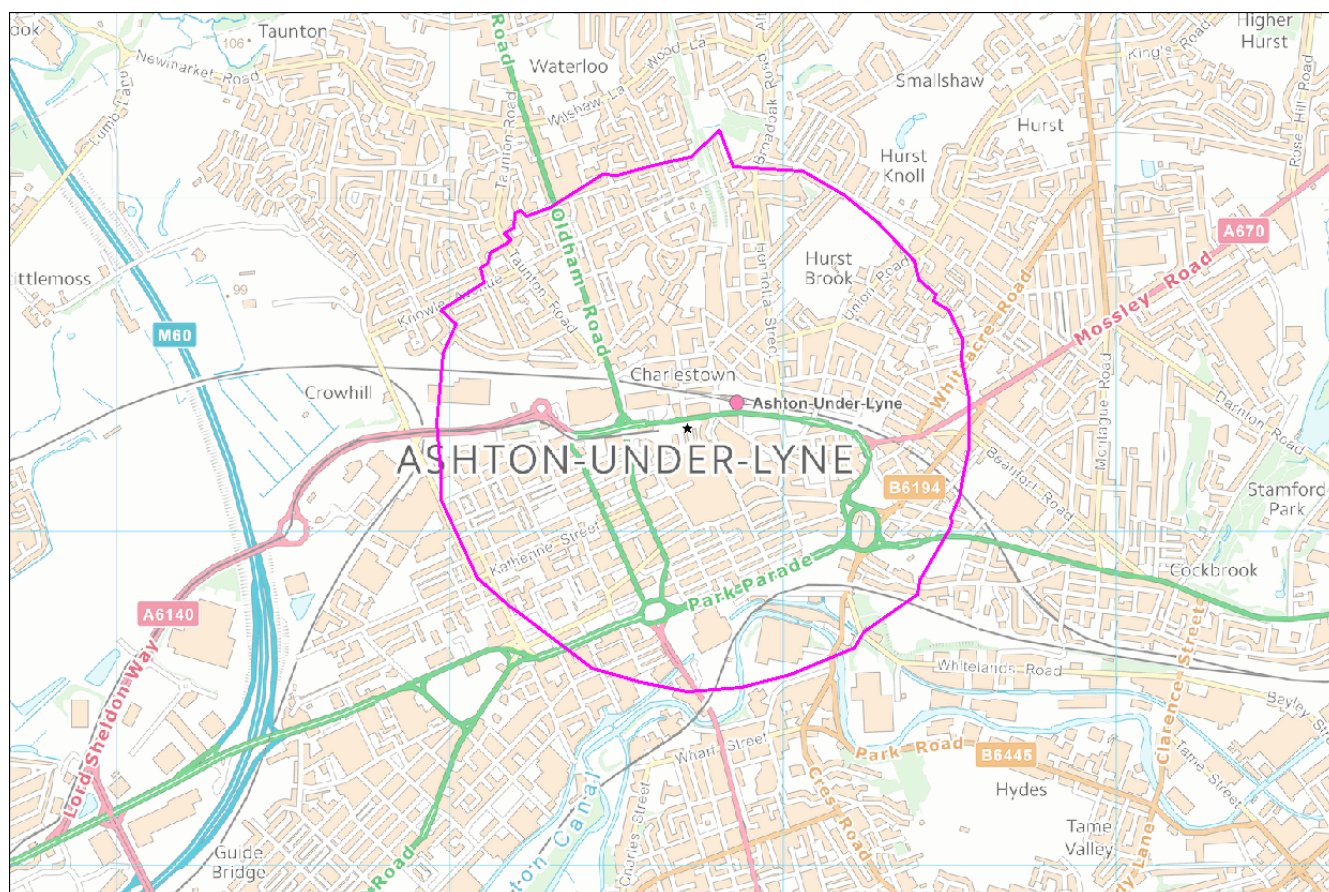
Lines open from 7am to 8pm Monday to Friday, 8am to 8pm Saturday,  
Sunday and bank holidays. Calls cost 12p a minute plus network extras.

### Disclaimer


We have made every effort to ensure that the information in this leaflet is correct, clear and easy to understand, but we cannot be held responsible for any loss or inconvenience you suffer because of mistakes or missing information.

This leaflet is printed on paper which uses recycled materials and trees from a 'sustainable forest'. A sustainable forest is a forest which is carefully managed to make sure that trees which are cut down are replaced.


**Appendix B – Map showing properties where the Tameside Interchange consultation leaflet was distributed**



## Appendix C – Tameside Interchange Posters used at Ashton Bus Station and Tameside Bus Stops



Transport for  
Greater Manchester



# A new transport interchange for Tameside

Transport for Greater Manchester is redeveloping the bus station in Ashton into a fully accessible, modern transport interchange for buses, trams, bicycles and taxis. The interchange will improve connectivity across Tameside.

We would like your views on our plans. Come and find out more at one of the events we are holding:

**Ashton-under-Lyne bus station**  
Saturday 15 August, 10am – 5pm


**Ashton-under-Lyne rail station**  
Monday 17 August, 4pm – 8pm  
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Or visit [www.tfgm.com/tamesideinterchange](http://www.tfgm.com/tamesideinterchange) to make your views count

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The Tameside Interchange forms part of the wider Greater Manchester Local Growth Deal Programme.



**Tameside**  
Metropolitan Borough



Funded by  
UK Government



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