

Bus Service Improvement Plan Consultation: Bournemouth Travel Interchange to Town Centre

Information Document

We would like to hear your views on proposals to improve the bus route from the Bournemouth Travel Interchange (bus station at Bournemouth train station) to Gervis Place in the town centre.

These initial plans have been developed from the valuable feedback you gave us during the [Bus Back Better Consultation](#) in 2022 and additional work we have conducted as part of the Bus Service Improvement Plan (BSIP) for the BCP Council area.

Your views are important to us and this consultation is an opportunity for you to help shape decision making and future designs which aim to ensure buses operate more reliably in this area, encourage more people to travel this way and reduce congestion significantly.

Please note that **no decisions have yet been made at this early stage, and will only be considered once your feedback has been carefully evaluated.**

Please read this document before giving us your views. The deadline for responses is **2 April 2024** and more information can be found on the main consultation page at haveyoursay.bcpCouncil.gov.uk/bsip-bus-travel-bmth.

1. What is the Bus Service Improvement Plan?

The Bus Service Improvement Plan (BSIP) for Bournemouth, Christchurch and Poole (BCP) actively addresses the [National Bus Strategy](#) and sets out our plans to improve bus services by working closely with the local bus operators, the community and businesses, as well as passengers and the voluntary sector.

The following top priorities are set out in the BSIP:

- To increase average bus speeds across the network
- Increase the number of buses operating on time
- Increase passenger numbers
- Increase user satisfaction

Further information about the BSIPs aims and objectives can be viewed [here](#).

2. Background

In 2022, we carried out the [Bus Back Better Consultation](#) that provided valuable insights from the public and key stakeholders into how the National Bus Strategy could be effectively implemented across the BCP area to benefit bus travel as outlined above.

Since that consultation, BCP Council has finalised the [Enhanced Partnership Plan \(EP Plan\) and the Enhanced Partnership Scheme \(EP Scheme\)](#) which sets out exactly what they, and the local bus operators will deliver and comply with.

The EP Plan focuses on 11 objectives outlined in the BSIP that have been developed with bus operators with the shared aim of increasing the number of bus journeys undertaken by passengers, thus reducing the number of vehicles on our roads.

Following the Bus Back Better Consultation, BCP Council was awarded government funding to implement bus improvements. This funding will be used to deliver schemes to reduce bus journey times and improve reliability of services, which are the top two priorities for passengers.

This will enable greater bus usage in the future, while helping to reduce congestion in our area.

There is ongoing consultation with bus operators through the Enhanced Partnership Agreement including GSC and First bus.

The EP Board has signed off on this consultation and their working group (including GSC and First bus operators), have fed into the draft proposals that we are now consulting on.

3. Why are we consulting?

All our work conducted since 2022 has identified some key areas for improvement on the bus route from the Bournemouth Travel Interchange to Gervis Place in the town centre which will be explained in greater detail in the proposal section below.

A major area of focus is the severe congestion experienced on the local road network, especially during peak seasonal periods, where resulting traffic queues have a significant impact on local bus services and passengers.

A nine-minute bus journey from Bournemouth Station to the Square can take up to 50 minutes during the busiest summer months.

Before we can make positive changes, we need to consult with all those that could be affected by the proposals, including the public and key stakeholders along the affected route, as well as local transport and travel groups.

The feedback you provide will be carefully considered and used to guide the design phase of any approved changes.

Please note that **no decisions have been made at this stage and will only be considered once your feedback has been carefully assessed.**

4. Proposal Objectives Summary

All the proposals put forward in this consultation can be summarised under the following objectives:



- **Improved journey times and reduced delay for buses:**
 - Provide 2-way bus movements along Old Christchurch Road



- **Encourage greater bus use:**
 - Improved passenger waiting facilities with real time information and CCTV



- **Reduce congestion and improve traffic flow:**
 - Improve air quality
 - Reduce carbon emissions



- **Improved connectivity and access to Bournemouth Town Centre, the Lansdowne and Bournemouth Train Station**



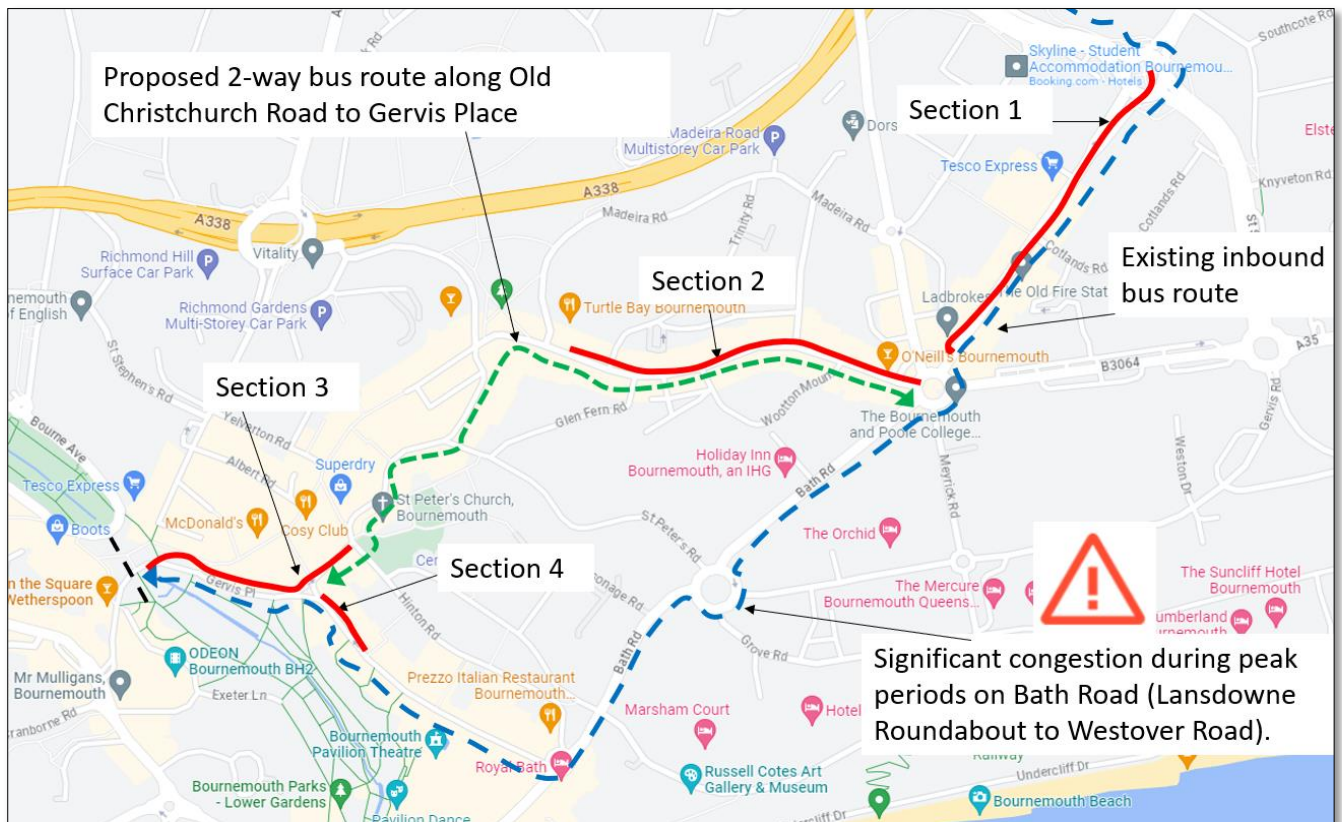
- **Create safer options:**
 - Increased safety for pedestrians and cyclists
 - Improved safety and visibility for all users

5. Proposals

The proposals have been developed into schemes that relate to four different sections of the bus route from the Bournemouth Travel Interchange to Gervis Place in Bournemouth town centre.

These sections are:

1. Holdenhurst Road (Station Roundabout to Lansdowne Roundabout)
2. Old Christchurch Road (Lansdowne Crescent to Madeira Road)
3. Gervis Place/Hinton Road Junction
4. Westover Road



5.1 Proposals for Section 1 - Holdenhurst Road (Station Roundabout to Lansdowne Roundabout)

The following issues have been identified on this section for existing outbound and inbound journeys:

1. Existing outbound journey bus stop facilities
 - a. Two older shelters
 - b. Limited seating
 - c. No real time information or CCTV

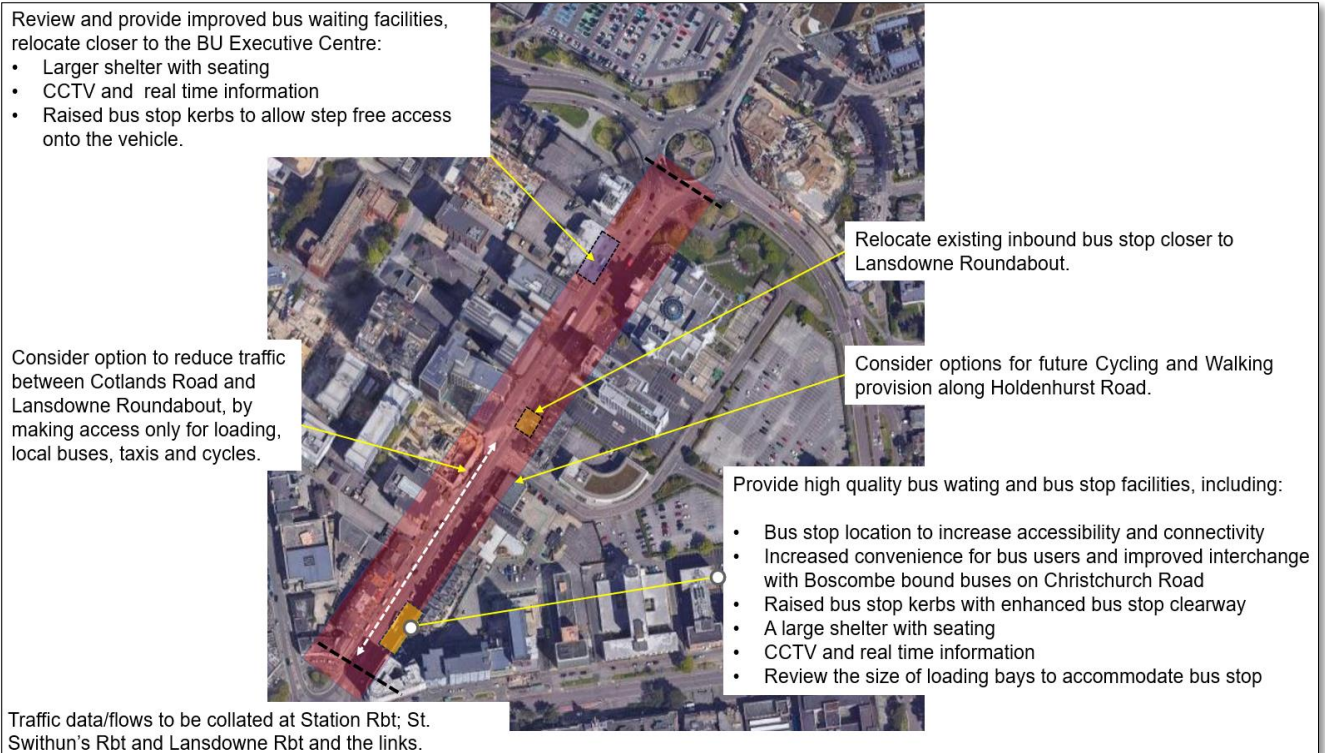
2. Existing inbound journey bus stop facilities

- a. No shelter or seating
- b. No real time information or CCTV
- c. Restricted pavement width
- d. No raised kerbs to assist boarding/alighting
- e. A significant walking distance to connect with Boscombe bound services on Christchurch Road

Please note supporting images for these issues can be found in the [BSIP Bus Priority Brochure](#).

To resolve these issues, we propose the following improvements for section 1:

1. **Improve bus waiting facilities for outbound bus passengers**, including:
 - A larger shelter with seating
 - CCTV and real time information
 - Raised bus stop kerbs to allow easy access when boarding the bus
2. **Relocate the existing inbound bus stop closer to Lansdowne Roundabout to improve accessibility and connectivity to other bus routes** including the walking distance to connecting Boscombe bound bus services on Christchurch Road
3. **Improve bus waiting facilities for inbound bus passengers**, including:
 - A larger shelter with seating
 - CCTV and real time information
 - Raised bus stop kerbs to allow easy access when boarding the bus
 - A new bus stop clearway to enable buses to pull safely into the stop (in current Loading Bay)
4. **Reduce through traffic between Lansdowne Roundabout and Cotlands Road by introducing access only for loading, local buses, taxis and cycles**. This would reduce the amount of through traffic on Holdenhurst Road overall, making it more pleasant for pedestrians and cyclists
5. **Consider options for future walking and cycling provision along Holdenhurst Road to support safer, more attractive journeys**



5.2 Proposals for Section 2 - Old Christchurch Road (Lansdowne Crescent to Madeira Road)

The following issues have been identified for this section for parking and outbound bus stop users:

1. Inconsiderate/illegal parking along Old Christchurch Road:

- Multiple vehicles parked on double yellow lines
- Access issues for pedestrians on the pavement and crossing Old Christchurch Road
- Difficult for vehicles to pass in both directions, causing delays for all road users

2. Poor provision for existing outbound bus stop users

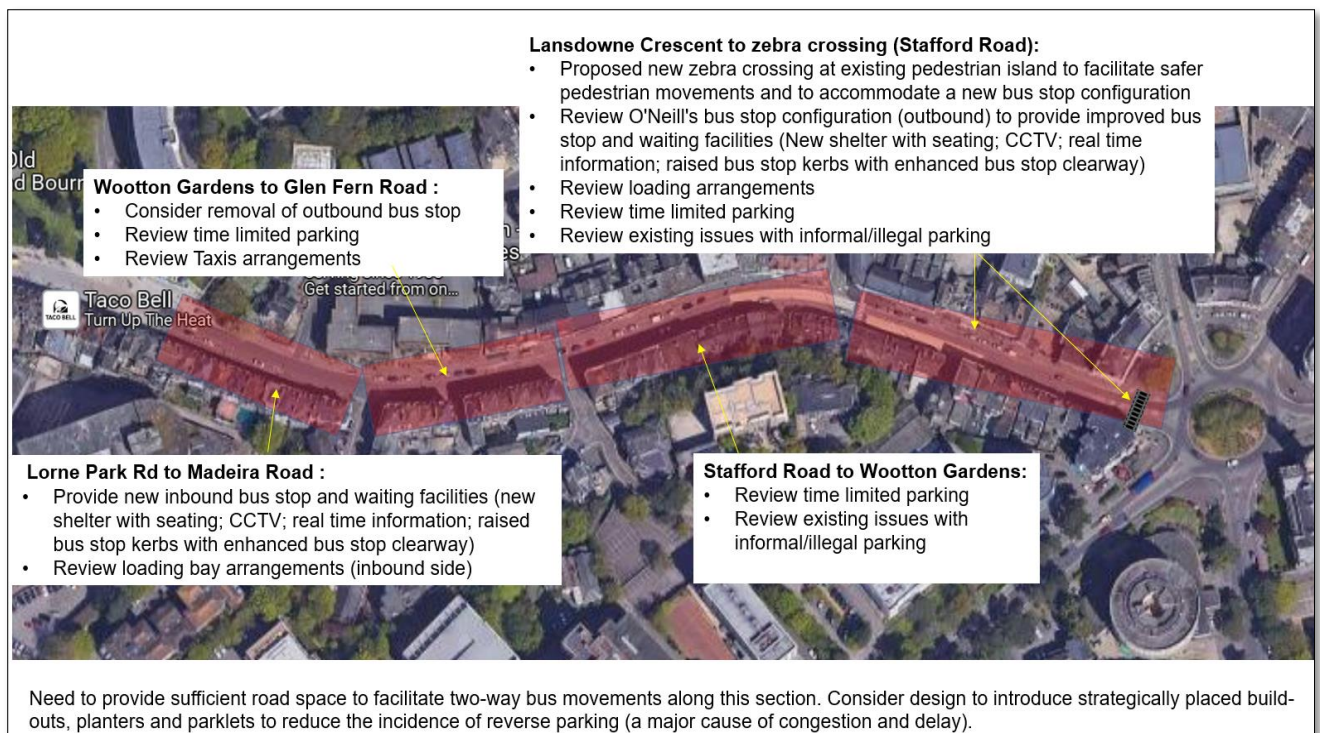
- No shelter/seating
- No real time information or CCTV
- Restricted pavement width

Please note supporting images for these issues can be found in the [BSIP Bus Priority Brochure](#).

To resolve these issues, we propose the following improvements for section 2:

- Improve bus waiting facilities for outbound bus services at O'Neill's pub** including:
 - Increased pavement width

- Larger shelter with seating
 - CCTV and real time information
 - Raised bus stop kerbs to allow easy access when boarding the bus
 - New bus stop clearway to enable buses to pull safely to the stop
2. **Remove outbound bus stop at Wootton Gardens (to be replaced by enhanced bus stop and waiting facilities at O'Neill's)**
 3. **Provide a new inbound bus stop and waiting facilities (to serve Horseshoe Common) including:**
 - A new shelter with seating
 - CCTV and real time information
 - Raised bus stop kerbs to allow easy access when boarding the bus
 - A new bus stop clearway to enable buses to pull safely to the stop
 4. **Review existing parking, loading and taxi arrangements to facilitate two-way bus movements along Old Christchurch Road.** Benefits could include:
 - A more balanced parking and loading offer on both sides of Old Christchurch Road
 - Improved bus journey times and reliability
 - Reduced congestion and delay for all traffic
 - Improved access and connectivity to local shops and services
 - Improved safety for all users
 5. **Install a new zebra crossing at the top of Old Christchurch Road to provide safer crossing facilities for pedestrians**
 6. **Visual improvements to promote biodiversity and improve public realm, e.g., Sustainable Drainage Systems (SuDS) to manage surface water runoff in a way that mimics natural processes**



5.3 Proposals for Section 3 - Gervis Place/Hinton Road Junction

The following issues have been identified for this section for bus stop users, pedestrian crossing provision and bus movement along Gervis Place:

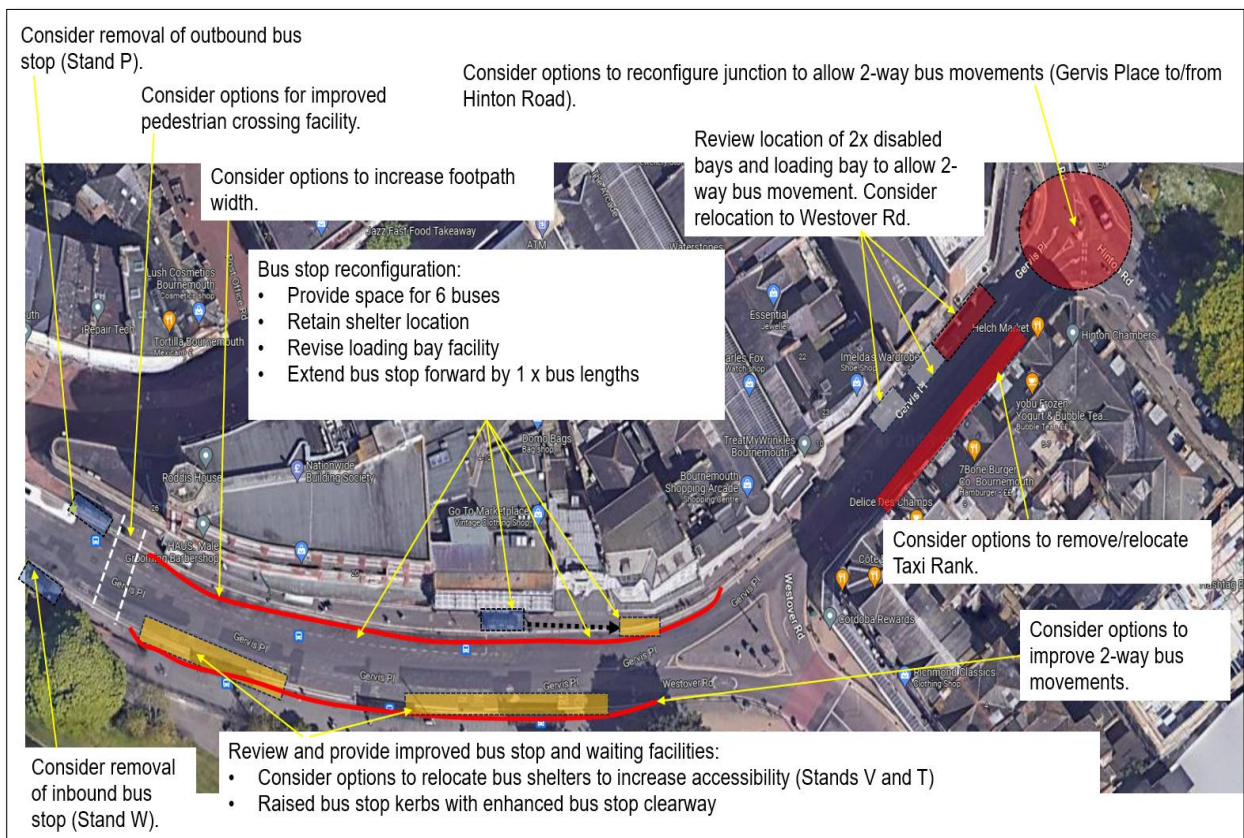
1. **Poor provision for existing outbound bus stop users:**
 - a. Limited/poor seating
 - b. Rear facing shelter
 - c. No CCTV
 - d. Restricted pavement width for pedestrians and passengers
2. **Existing demand for a pedestrian crossing facility to link Old Christchurch Road to Bournemouth Gardens:**
 - a. 4500 pedestrian movements a day
3. **Existing traffic island and bus stop layout does not support two-way bus movement along Gervis Place (Hinton Road end)**

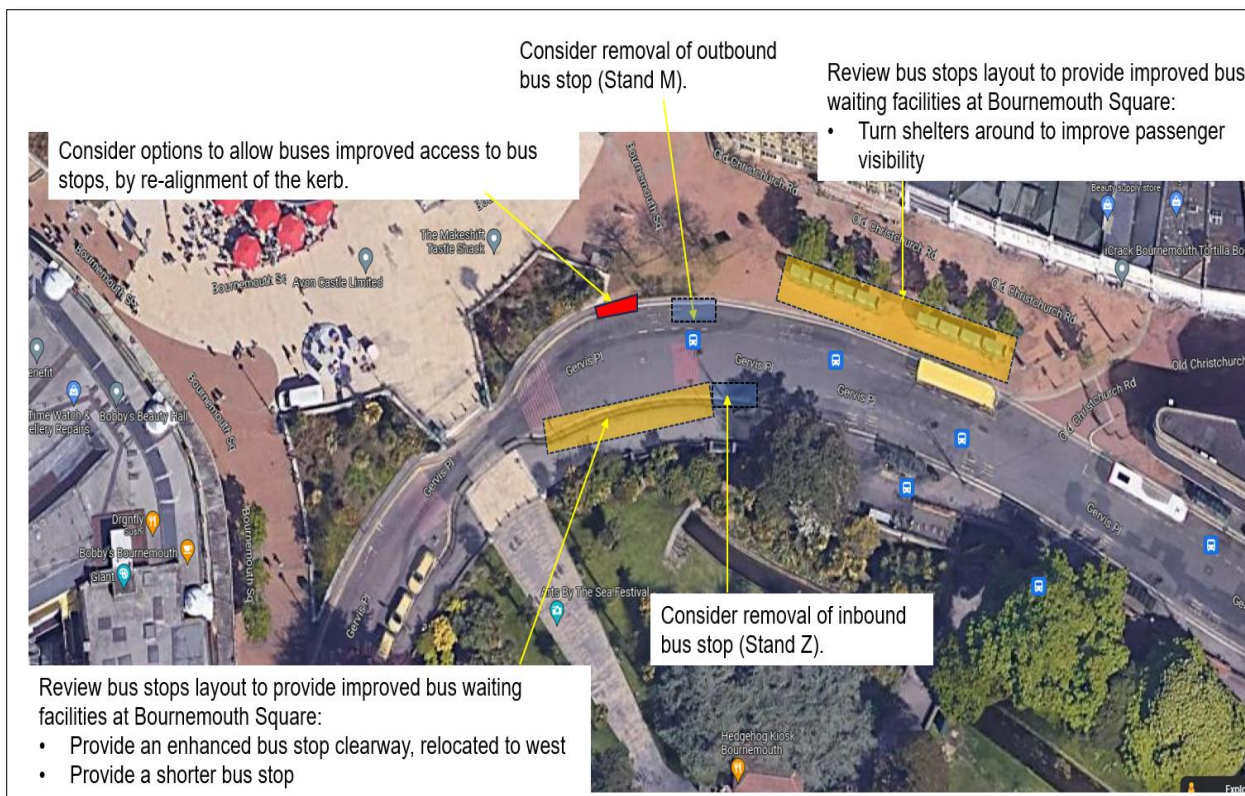
Please note supporting images for these issues can be found in the [BSIP Bus Priority Brochure](#).

To resolve these issues, we propose the following improvements for section 3:

1. **Reconfigure Gervis Place/Hinton Road junction to allow two-way bus movements.** This could allow direct access to Gervis Place and enable buses to avoid congestion on Bath Road which would require:
 - The relocation of Blue Badge bays on Gervis Place

- Remove/relocate the taxi rank on Gervis Place
 - Remove/relocate the loading bay from Gervis Place
2. **Improve the pedestrian crossing facility to support movements from/to Old Christchurch Road to/from Bournemouth Gardens**
3. **Improve bus stop and waiting facilities along Gervis Place including:**
- Increased and enhanced bus shelter provision with more seating
 - Front facing bus shelters to improve passenger visibility
 - CCTV and real time information
 - Raised bus stop kerbs to allow easy access when boarding the bus
 - Increased footpath width on north side of Gervis Place





5.4 Proposals for Section 4 - Westover Road

The following issues have been identified for this section for bus stops, pavements and roads:

1. Existing bus stops are life expired:

- a. No lighting
- b. No real time information
- c. No CCTV
- d. No accessible kerbs

2. Existing pavement and road condition is poor:

- a. Uneven footway surface makes boarding the bus difficult
- b. Uneven road surface

Please note supporting images for these issues can be found in the [BSIP Bus Priority Brochure](#).

To resolve these issues, we propose the following improvements for section 4:

1. Improvements to existing bus stop facilities including:

- Enhanced bus shelter provision with lighting and more seating
- CCTV and real time information
- Raised bus stop kerbs to allow easy access when boarding the bus

2. **Improve the footway and highway surface conditions to make the boarding of buses easier and bus travel more comfortable**
3. **Relocate disabled parking bays from Gervis Place**
4. **Review layout of taxi bays on the south side of Westover Road to consider options for additional capacity**
5. **Review existing layout of bus stops to provide improved bus waiting facilities on Westover Road**
6. **Review existing parking arrangements along Westover Road to provide a more balanced distribution of disabled parking access**



Have your say...

Please share your views on the above proposals as your feedback will make a valuable contribution to helping us shape the detailed design stage.

Please note that, **no decisions have been made at this stage and will only be considered once your feedback has been carefully assessed.**

- After reading the information in this document, you can give us your feedback by completing our [online survey](#)

- You can download a paper copy and find more information about the consultation at haveyoursay.bcpccouncil.gov.uk/bsip-bus-travel-bmth

This consultation will close at **midnight on 2 April 2024**.

If you have any questions or need the survey in a different format, please email public.transport@bcpcouncil.gov.uk.

You can also refer to our Frequently Asked Questions (FAQs) [here](#).