



# Improving safety and access for passengers at bus interchange

## Welwyn Garden City Bus Station Interchange

**Client:** Hertfordshire County Council

**Location:** Welwyn Garden City, Hertfordshire, United Kingdom

**Completion Date:** 2017



Opus, with Joint Venture partner Arup, is working with Hertfordshire County Council (HCC) to improve the Welwyn Garden City bus station interchange. Focussing on the customer experience and future growth in passenger numbers, Opus' bold new design will completely change the way the station operates and feels.

At the current station, passengers wait at poorly lit stops with inadequate shelter. Some of the stops are on an island in the middle of the station, resulting in passengers having to cross bus lanes and wait as buses pass either side.

A new 'saw-tooth' style bus stop arrangement means passengers will no longer have to cross bus traffic to reach their stop. Level access to the low-floor bus fleet will also dramatically increase ease of access for passengers of all ages.

The new layout will require drivers to reverse away from the stop: something that originally concerned operators. To get them on-board, Opus arranged for a disused Council car park to be used for a mock-up of the station layout, where bus drivers could try-out the new design and see in practice how the new station would operate. This trial run, and incorporating a warning system to alert in-coming drivers when a bus in the station is reversing, has meant that once sceptical bus operators could get fully behind the project.

**Working with landscape architects and specialists in urban realm, Opus has developed a design that provides a single waiting area enclosed in a new bespoke shelter. New lighting, more seating and information terminals will enhance the experience of passengers.**

*"We believe that these changes will improve Welwyn Garden City bus station to ensure the safety, ease of access and comfort of passengers and bus drivers"* says Terry Douris, Cabinet Member for Highways.

The £850k project is due to be constructed this year.

**Services Provided:** Civil & Structural Engineering, Survey

**Tools Used:** Building Information Modelling

[opusinternational.co.uk/projects](https://opusinternational.co.uk/projects)