

BELFAST TRANSPORT HUB

PRE-APPLICATION COMMUNITY CONSULTATION REPORT
JUNE 2017



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Executive Summary

Background

The proposed Belfast Transport Hub is a strategically significant project for Northern Ireland. The proposals involve developing a new integrated transport facility that will form a new gateway into Belfast City Centre.

The project will deliver a new city quarter and enable the development of an eight-acre brownfield site to the west of Belfast's central commercial district. The project offers significant regeneration opportunity for the city, delivering a dynamic and imaginative proposal and a constructive intervention, fit for all communities served and creating an excellent first impression of Belfast as a confident and progressive capital city. The project presents an opportunity for the new Belfast Transport Hub to regain a strong urban presence in the city and to fulfil its role as a principal gateway to Belfast and Northern Ireland. The Belfast Transport Hub will deliver improved transport options to national and international markets, create new jobs, provide investment opportunities, be at the heart of a new urban quarter and share and support Belfast's successful growing economy. It will also give travellers a smooth, efficient transport experience and enhance connections with the wider community.

Passenger growth at Great Victoria Street has more than doubled since the current facilities were constructed in the 1990's. The current bus and rail stations are now at capacity and are constrained by the current layout. The existing site does not allow for the future growth in passenger numbers projected. The proposed site has a number of key benefits as a transport hub location including its city centre location; convenient access to/from Westlink; the fact that it is already under Translink's freehold ownership and is adjacent to the existing railway lines.

Pre-Application Community Consultation for 'Major Development'

Translink is required to undertake pre-application community consultation in line with Section 27 of the Planning Act and to produce a Pre-Application Community Consultation (PACC) Report for submission as part of the planning application.

The statutory PACC process formally begins with the Proposal of Application Notice (PAN), submitted 12 weeks prior to the submission of the planning application. The PAN form (Appendix 1) was submitted to Belfast City Council Planning Service on 12th October 2016. The PAN contained the following components:

- a) *a description in general terms of the development to be carried out*
- b) *if the site at which the development is to be carried out has a postal address, that address;*
- c) *a plan showing the outline of the site at which the development is to be carried out;*
- d) *details as to how the applicant may be contacted and corresponded to;*
- e) *details of other parties which received the PAN;*
- f) *the consultation strategy – including the format, location, advertisement and date.*

Section 5 of the Planning (Development Management) Regulations (Northern Ireland) 2015 outlines the requirements for the Pre-Application Community Consultation:

- A. *Hold at least one public event in the locality in which the proposed development is situated where members of the public may make comments to the prospective applicant as regards the proposed development; and*
- B. *Publish in a newspaper circulating in the locality in which the proposed development is situated;*
 - i. *a description of, and the location of, the proposed development,*
 - ii. *details as to where further information may be obtained concerning the proposed development,*
 - iii. *the date, time and place of the public event,*
 - iv. *a statement explaining how, and by when, persons wishing to make comments to the prospective applicant relating to the proposal may do so, and*
 - v. *a statement that comments made to the prospective applicant are not representations to the council or as the case may be the Department and if the prospective applicant submits an application there will be an opportunity to make representations on that application to the council or as the case may be the Department at a later stage.*

Additionally, the public event must not be held earlier than 7 days after notification of the date, time and place of such event is given. On 1st November 2016, Belfast City Council responded to the PAN confirming that the approach proposed for Pre-Application Community Consultation was in accordance with Section 27 of the Planning Act (NI) 2011, subject to consultation with additional groups (Roden Street Community Development Group and South West Neighbourhood Renewal Partnership).

This Pre-Application Community Consultation Report has been developed in order to comply with Section 28 of the Planning Act (NI) 2011 and the relevant guidance in Section 7 of the Development Management Practice Note 10 – Pre-Application Community Consultation (April 2015). The approach to pre application community consultation has had regard to the basic legislative requirements, with the addition of further layers of consultation designed to maximise the potential for people to find out about the project and to provide feedback.

The Report outlines the three principal stages of consultation undertaken by Translink with evidence to comply with the requirements for public consultation. The report summarises the feedback received; provides Translink’s response to feedback and demonstrates how Translink will retain the values of collaborative engagement throughout the delivery of the project.

Translink also undertook additional community engagement in parallel to the pre application community consultation. In February 2016 Translink and ‘Young at Art’ ran a series of art workshops and a competition in local primary schools to encourage young people to ‘Get Behind the Hub’. Consultation with local schools is still ongoing and pupils from Fane Street PS, Donegall Road PS, Blythefield PS, St Joseph’s PS and St Mary’s PS have created a special art piece to celebrate the city of Belfast, public transport and new Belfast Transport Hub. The installation has just been hung in Great Victoria Street Train Station and will then be moved into the new Belfast Transport Hub.



Fig. 3 Unveiling of art installation Belfast, public transport and new Belfast Hub at GVS Station

The Approach to Pre-Application Community Consultation (PACC)

PACC Strategy / Methodology

The approach to pre-application public consultation was informed by the legislative requirements outlined in chapter 1. As the applicant, Translink understood the importance of undertaking meaningful consultation to ensure that the local communities and stakeholders were informed about the proposed development and had the opportunity to contribute their views before the proposals were finalised. Translink had started informing local landowners and stakeholder groups about the project from as early 2012. The early consultations undertaken at Stage 1 were not subject to a Proposal of Application Notice (PAN) as they commenced in advance of the new legislation coming into effect.

The Belfast Transport Hub is considered a 'Major' planning application and it is therefore a statutory requirement to undertake pre-application public consultation involving at least 1 no. public consultation event. The consultation process is summarised below and detailed in the following 4 no. chapters. The process was open and interactive, involving a range of stakeholders. The approach adopted exceeds the statutory requirements and is considered a best practice approach for proposed development.

Stage 1 - Autumn 2014/ Winter 2015, Summer 2015

The purpose of this stage of the consultation was to introduce the proposed Belfast Transport Hub project to the public and to understand any initial issues or concerns that the public may have with the proposed development. During Stage 1 a series of meetings with interested parties were convened and 2 no. public consultation events were held in January 2015 and July 2015. As noted above, these early consultations were not subject to a Proposal of Application Notice (PAN).

Stage 2 - Autumn 2016 – January 2017

During this stage, the design team presented draft plans for the Belfast Transport Hub. Stage 2 was a statutory community consultation process undertaken following the submission of a Pre-Application Notice (PAN) to Belfast City Council. The public consultation comprised a number of formal and informal elements and included a major public consultation event held at the Europa Hotel in November 2016. The event and consultation process was publicised through a range of platforms including a newsletter and the project website.

Stage 3 – February 2017 – June 2017

Stage 3 offered the community and stakeholders the opportunity to comment on the final proposals through a variety of formal and informal events, prior to the submission of the planning application. The plans were presented at a consultation event at the Europa Hotel and subject to 2 no. weeks of public consultation. The event and consultation process was publicised through a range of platforms including a newsletter and the project website

Public consultation was undertaken on proposals for the Belfast Transport Hub and the surrounding development plots comprising a wider masterplan area. In April 2017 it was decided that the submission of the Outline planning application for the masterplan area surrounding the Hub would follow the determination of the Full planning application for the transport Hub and associated infrastructure.

Summary of Responses

The predominant issues emerging from the PACC meetings, questionnaires, public events and the face to face consultations in the station have been summarised and grouped into a number of key themes namely; Accessibility, Design, Environment, Heritage and Miscellaneous. Please refer to the full PACC report for more detail, responses to these themes are presented in Chapter 6.

Themes
Accessibility
Pedestrians - connections to city centre (routes & signage), walking distances; mobility issues, pedestrian flow, pedestrian access from all entrances, designated pick up/drop off areas vehicles and taxis, covered routes, high quality public realm.
Buses - Dedicated bus access to the main road network, Closer alignment with Metro Bus and Belfast Rapid Transit. Bus Specific Grosvenor Road Access to Westlink (Heading North)
Cycling - Belfast Bikes Network, cycle parking, cycle lanes, changing/locker facilities and cycle repair.
Parking - parking in residential areas, Belfast City Council Parking Strategy, staff car parking, coach parking, loss of car parking, blue badge provision.
Traffic - traffic congestion in the immediate vicinity of the site affecting local accessibility
Neighbourhood Access - impact on existing access to properties, new connection opportunities. .
Design
Hub Building - iconic design, historical references, seating provision, shelter, sustainability, security, special provisions, additional toilets.
Masterplan, Station Square & Public Realm – green spaces, trees, flexible spaces, water feature, public art, shelter, seating, accessibility, retail provision, provision for visually impaired and mobility groups, public realm extension along Sandy Row.
Environment
Noise and air quality - impact from noise and air quality, construction and operational phases.
Heritage
Boyne and Saltwater Bridges – heritage importance. Industrial heritage in wider area.
Miscellaneous/Service Suggestions
Automated ticketing. Integrated passenger information systems, tourist office in the hub, signage and way marking.

Conclusions

Summary of consultation and amendments made

This PACC Report has illustrated the extensive and committed pre-application public consultation undertaken by Translink and the design team. Statutory public consultation relating to the planning application commenced in October 2016 with the submission of Proposal of Application Notices (PAN) to Belfast City Council Planning Service. Draft plans for the Belfast Transport Hub were subject to public consultation in November/December 2016 and again in February/March 2017. Outlined below are amendments made to the proposed plans following the November/December 2017 consultation-

1. In response to comments that the design should be more traditional and reflect the historic nature of the site and Belfast, the front elevation of the building was reconsidered, materials were reconsidered and a colonnade feature has been added to the front elevation of the Hub building;
2. The colonnade also provides a covered walkway from the Hub to Durham Street. As such, the colonnade also responded to concerns about the extra distance that people would have to walk from the Hub and a desire for covered walkways.
3. The colonnade also encourages movement to the south and towards Sandy Row and therefore addresses some concerns that the Hub would not benefit residents in the Sandy Row area;
4. This concern has also been addressed by extending the proposed public realm improvements up to the former Gilpin's site on Sandy Row.
5. The final proposals for the public square have responded to feedback by providing trees, green space and a water feature. The layout of the square means that it is a flexible space and can be used for a range of uses as suggested through consultation.
6. Taxi provision and drop off/pick up areas are located in laybys as a response to local concerns and to reduce local congestion.
7. Site levels have been examined and indicated levels for the re-grading of Durham Street suggest that once exposed the remains of the Saltwater Bridge sit low enough in the current Boyne Bridge fabric for the re-grading to preserve them in situ.

Planning Strategy Moving Forward

As stated in chapter 2.0 of the submitted Planning Statement it had been Translink's intention to submit planning applications for both the Hub and the surrounding masterplan area simultaneously. A number of the comments raised during the public consultation process related to the masterplan area and these comments have not been considered in this PACC Report.

It is anticipated that an Outline planning application for the 'masterplan' lands will be submitted following the determination of the application for the Hub. The proposed Outline planning application will also be a 'Major' planning application and will therefore be subject to a further round of statutory public consultation. This proposed consultation will invite comments on the masterplan area to the west of the Hub at Grosvenor Road; the triangular plot to the south of the public square; and the development plots on the site of the existing bus and rail stations at Great Victoria Street.

Future Contact & Consultation Arrangements

Securing planning permission is a critical milestone in the delivery of the Belfast Transport Hub. Translink has worked closely with local communities and stakeholders to secure their support. To maintain their support Translink has appointed a 'Community Development Manager' (CDM) for the Hub. The CDM will -

- *align and assist in the delivery of the overarching Communication and Engagement plan.*
- *represent Translink/project at any required internal and external partnership/stakeholder meetings. These meetings will relate specifically to community initiatives or communications tasks for the Belfast Hub.*
- *work closely with all communities to develop bespoke and strategic opportunities that arise from the project.*
- *manage and administer the creation of the Partnership Forum. The forum will be a platform to bring together all key stakeholders relating to the project.*
- *be in daily communication with the contractors Community Liaison Officers relating to matters on the ground. Themes the Community Liaison Officer will regularly communicate are; progress of construction; barriers to progress; reported issues, resolution of those issues, impact on overall objectives.*
- *build and maintain positive relationships with stakeholders.*
- *work with the Translink communication team, to ensure positive awareness of the project brand to all internal and external stakeholders.*
- *monitor and communicate on the 'Buy Social' clauses and subsequent targets of the project.*
- *be the primary point of contact for the service provider of the 'Buy Social' initiative*

The contractor responsible for developing the Belfast Transport Hub is still to be appointed and their terms of appointment are still to be confirmed through the tender process. However, the appointed contractor will be expected to meet and deliver on the following themes -

- *Community Engagement - including levels of community investment in bespoke projects and initiatives.*
- *Full and transparent communication with local communities in the build-up to and the execution of the enabling and construction works. Making available direct contact numbers.*
- *Implementing Buy Social clauses and the methodology of how the contractor plans to maximise the delivery of skills, employment and education.*
- *Delivering on Equality and Diversity requirements to the supply chain in accordance with Section 75 of the 1998 NI Act.*

1.0 Introduction

1.1. Background

The proposed Belfast Transport Hub is a strategically significant project for Northern Ireland. The proposals involve developing a new integrated transport facility that will form a new gateway into Belfast City Centre.

Located on a site adjacent to the Europa Bus Centre and Great Victoria Street Train Station the project will deliver a new city quarter and enable the development of an eight-acre brownfield site to the west of Belfast's central commercial district. The project offers significant regeneration opportunity for the city, delivering a dynamic and imaginative mixed-use proposal and a constructive intervention, fit for all communities served. Creating an excellent first impression of Belfast as a confident and progressive capital city, The Belfast Transport Hub will deliver improved transport options to national and international markets, create new jobs, provide investment opportunities, be at the heart of a new urban quarter and share and support Belfast's successful growing economy. It will also give travellers a smooth, efficient transport experience and enhance connections with the wider community.

Passenger growth at Great Victoria Street, has more than doubled since the current facilities were constructed in the 1990's. The current bus and rail stations are now at capacity and are constrained by the current layout. The existing site does not allow for the future growth in passenger numbers projected.

The proposed site has a number of key benefits as a transport hub location including its city centre location; convenient access to/from Westlink; the fact that it is already under Translink's freehold ownership and is adjacent to the existing railway lines. Since the removal of the original rail station fronting Great Victoria Street in the 1970's, the replacement transport facilities have had a weak civic presence. The project presents an opportunity for the new Belfast Transport Hub to regain a strong urban presence in the city and to fulfil its role as a principal gateway to Belfast and Northern Ireland and accommodate future demand growth.

1.2. Pre-Application Community Consultation for 'Major Development'

Translink is required to undertake pre-application community consultation in line with Section 27 of the Planning Act and to produce a Pre-Application Community Consultation (PACC) Report for submission as part of the planning application.

The statutory PACC process formally begins with the Proposal of Application Notice (PAN), submitted 12 weeks prior to the submission of the planning application. The PAN form (Appendix 1) was submitted to Belfast City Council Planning Service on 12th October 2016. The PAN contained the following components:

- g) a description in general terms of the development to be carried out*
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- i) a plan showing the outline of the site at which the development is to be carried out;*
- j) details as to how the applicant may be contacted and corresponded to;*
- k) details of other parties which received the PAN;*

- l) the consultation strategy – including the format, location, advertisement and date.*

Section 5 of the Planning (Development Management) Regulations (Northern Ireland) 2015 outlines the requirements for the Pre-Application Community Consultation:

- C. Hold at least one public event in the locality in which the proposed development is situated where members of the public may make comments to the prospective applicant as regards the proposed development; and*
- D. Publish in a newspaper circulating in the locality in which the proposed development is situated;*
- i. a description of, and the location of, the proposed development,*
 - ii. details as to where further information may be obtained concerning the proposed development,*
 - iii. the date, time and place of the public event,*
 - iv. a statement explaining how, and by when, persons wishing to make comments to the prospective applicant relating to the proposal may do so, and*
 - v. a statement that comments made to the prospective applicant are not representations to the council or as the case may be the Department and if the prospective applicant submits an application there will be an opportunity to make representations on that application to the council or as the case may be the Department at a later stage.*

Additionally, the public event must not be held earlier than 7 days after notification of the date, time and place of such event is given.

On 1st November 2016, Belfast City Council responded to the PAN confirming that the approach proposed for Pre-Application Community Consultation was in accordance with Section 27 of the Planning Act (NI) 2011, subject to consultation with additional groups (Roden Street Community Development Group and South West Neighbourhood Renewal Partnership).

This Pre-Application Community Consultation Report has been developed in order to comply with Section 28 of the Planning Act (NI) 2011 and the relevant guidance in Section 7 of the Development Management Practice Note 10 – Pre-Application Community Consultation (April 2015). The approach to pre application community consultation has had regard to the basic legislative requirements, with the addition of further layers of consultation designed to maximise the potential for people to find out about the project and to provide feedback.

The Report outlines the 3 no principal stages of consultation undertaken by Translink with evidence to comply with the requirements for public consultation. The report summarises the feedback received; provides Translink's response to feedback and demonstrates how Translink will retain the values of collaborative engagement throughout the delivery of the project.

Translink also undertook additional community engagement in parallel to the pre application community consultation. In February 2016 Translink and 'Young at Art' ran a series of art workshops and a competition in local primary schools to encourage young people to 'Get Behind the Hub'. The press release promoting the workshops and competition is provided at Appendix 2. Samples of the competition entries are provided overleaf.

Consultation with local schools is still ongoing and pupils from Fane Street PS, Donegall Road PS, Blythefield PS, St Joseph's PS and St Mary's PS have created a special art piece to celebrate the city of Belfast, public transport and new Belfast Transport Hub. The installation has just been hung in Great Victoria Street Train Station and will then be moved into the new Belfast Transport Hub. Translink's Chief Executive and local primary school pupils are shown in Fig 3 below at the unveiling of the installation.



Fig. 1 & 2 Entries to the 'Get Behind the Hub' art competition



Fig. 3 Unveiling of art installation Belfast, public transport and new Belfast Hub at GVS Station

2.0 The Approach to Pre-Application Community Consultation (PACC)

2.1 PACC Strategy / Methodology

The approach to pre-application public consultation was informed by the legislative requirements outlined in chapter 1. As the applicant, Translink understood the importance of undertaking meaningful consultation to ensure that the local communities and stakeholders were informed about the proposed development and had the opportunity to contribute their views before the proposals were finalised. Translink had started informing local landowners and stakeholder groups about the project from as early 2012. The early consultations undertaken at Stage 1 were not subject to a Proposal of Application Notice (PAN) as they commenced in advance of the new legislation coming into effect.

The Belfast Transport Hub is considered a 'Major' planning application and it is therefore a statutory requirement to undertake pre-application public consultation involving at least 1 no. public consultation event. The consultation process is summarised below and detailed in the following 4 no. chapters. The process was open and interactive, involving a range of stakeholders. The approach adopted exceeds the statutory requirements and is considered a best practice approach for proposed development.

2.2 Stage 1 - Autumn 2014/ Winter 2015, Summer 2015

The purpose of this stage of the consultation was to introduce the proposed Belfast Transport Hub project to the public and to understand any initial issues or concerns that the public may have with the proposed development. During Stage 1 a series of meetings with interested parties were convened and 2 no. public consultation events were held in January 2015 and July 2015. As noted above, these early consultations were not subject to a Proposal of Application Notice (PAN).

2.3 Stage 2 – Autumn 2016 – January 2017

During this stage, the design team presented draft plans for the Belfast Transport Hub. Stage 2 was a statutory community consultation process undertaken following the submission of a Pre-Application Notice (PAN) to Belfast City Council. The public consultation comprised a number of formal and informal elements and included a major public consultation event held at the Europa Hotel in November 2016. The event and consultation process was publicised through a range of platforms including a newsletter and the project website.

2.4 Stage 3 – February 2017 – June 2017

Stage 3 offered the community and stakeholders the opportunity to comment on the final proposals through a variety of formal and informal events, prior to the submission of the planning application. The plans were presented at a consultation event at the Europa Hotel and subject to 2 no. weeks of public consultation. The event and consultation process was publicised through a range of platforms including a newsletter and the project website

Public consultation was undertaken on proposals for the Belfast Transport Hub and the surrounding development plots comprising a wider masterplan area. In April 2017 it was decided that the submission of the Outline planning application for the masterplan area surrounding the Belfast Transport Hub would follow the determination of the Full planning application for the Belfast Transport and associated infrastructure.

3.0 Pre-Application Community Engagement Stage 1

3.1 Introduction to Stage 1

Stage 1 of the public consultation process was undertaken in advance of the submission of the Proposal of Application Notice to Belfast City Council. Stage 1 involved a series of meetings with landowners around the development site. These meetings are listed in section 3.6 below. The design team also undertook a number of meetings with stakeholders before hosting a public consultation event at Great Victoria Street Rail Station. The project team also attended a 'community engagement studio' at Ulster Hall. Options for the Belfast Transport Hub and surrounding development plots were presented and discussed at the event.

3.2 Approach to Engagement

The Belfast Transport Hub project was initially launched in the national media and the subsequent engagement was publicised through a range of platforms that are summarised and illustrated below. Chapter 6.0 summarises the feedback from the consultation events and meetings that were held during Stage 1.

- Publicity (website, media articles, social media, banners in stations)
- Information (Newsletter, website, information boards, presentations)
- Consultations (meetings and public events)
- Feedback

3.3 Stage 1 - Publicity

The appointment of the design team (John McAslan & Partners / Arup / JUNO Planning) in July 2014 was used to formally announce the Belfast Transport Hub project. The announcement was widely reported in local media and supplemented by a brochure advertising the development and the regeneration benefits to the city (Appendix 3). The public consultation event described in section 3.7 was publicised by posters that were placed in Translink stations across Belfast.

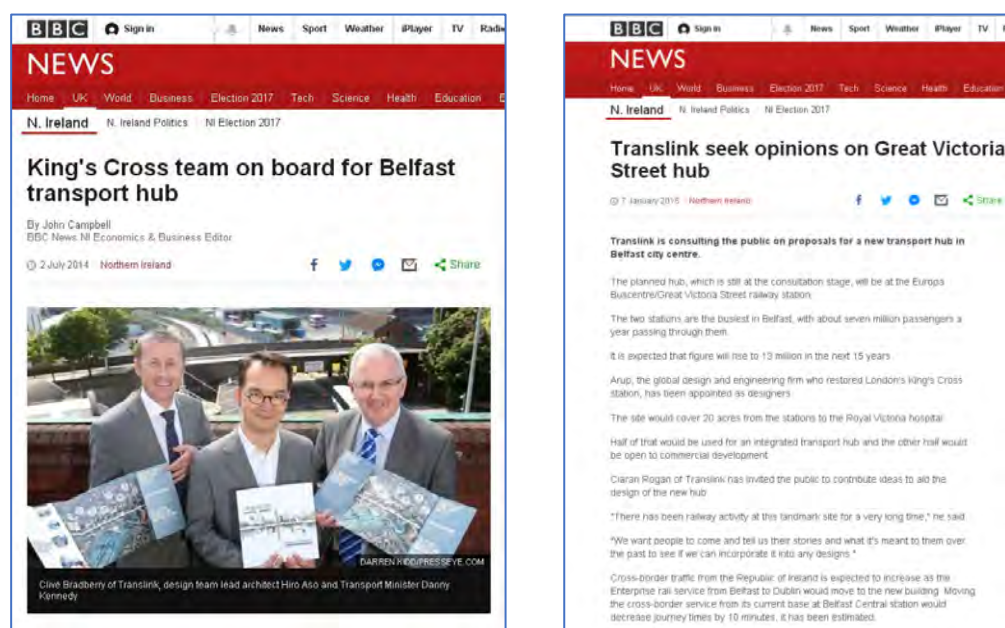


Fig. 4 & 5 Screenshots from BBC News website publicising the Hub project and consultation



Fig. 6 Belfast Transport Hub poster that was placed in Translink stations across Belfast

3.4 Stage 1 Website

The project website, <http://www.translink.co.uk/thehub> went live to the public in early 2015 as a section of the Translink website. The project was also publicised on social media. As well as including information introducing the project and appointed design team, the website included a link for people to leave comments on the existing transport facilities and their aspirations for the Belfast Transport Hub. An extract from the website is shown in Fig. 7.

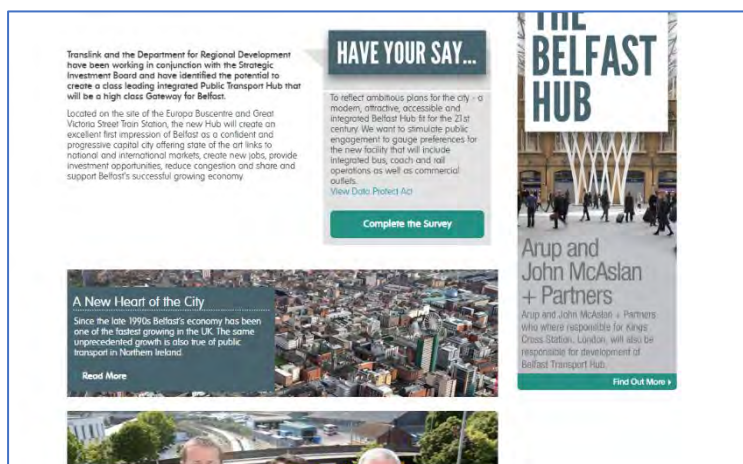


Fig. 7 Screenshot of Belfast Hub website (2015)

3.5 Stage 1 Information

To coincide with the formal project launch Translink used the brochure provided at Appendix 3 to publicise the development and the regeneration benefits that it can deliver for Belfast.

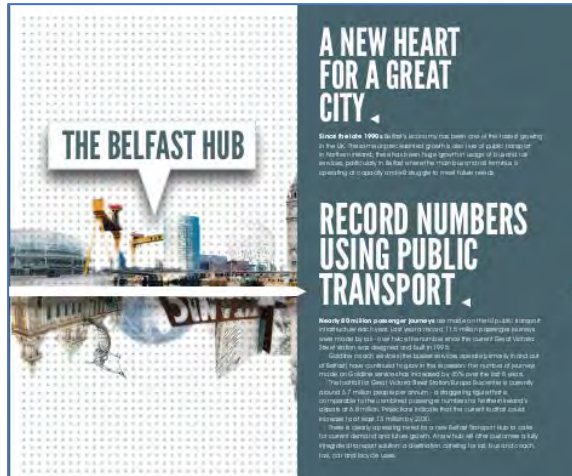


Fig. 8 Extract from Belfast Transport Hub regeneration brochure

3.6 Consultations – Meetings

From the outset of the project Translink and the Project Team made it a priority to involve local community stakeholders and adjoining landowners in the planning and design process. The table below outlines the consultation meetings attended by Translink and/or the design team during Stage 1. The key comments and issues that were discussed at each of these meetings are also listed.

Stakeholder	Key Comment / Issues Identified
<p>West Belfast Partnership Board</p> <p>23/10/2014</p>	<p>Outlined project background, Discussed WBPB current projects Advised of public consultation event (Nov 14) Key issues raised</p> <ul style="list-style-type: none"> • social clauses • promote a mix of uses on site; • Vitality & viability of future uses on the site; • Aesthetically pleasing; • Sustainable design; • opportunities for local communities <p>Projects to be aware of include</p> <ul style="list-style-type: none"> • DSD- Building Successful Communities • South-west Gateway Project • Belfast Innovation Centre, Springfield Road • Belfast Hills • Folktown (Artisan market) • Kelly Cellars/ Bank Square Markets <p>Reference to community organisations and local schools that may have an interest in the BTH project:</p>

<p>South Belfast Partnership Board</p> <p>05/11/2014</p>	<p>Outlined project background, Advised of public consultation event (Nov 14) Key Issues raised</p> <ul style="list-style-type: none"> • Physical relationship of the development with Sandy Row • Design should promote people ‘turning right’ towards Sandy Row • Welcomed the Enterprise Dublin Service, reference to community tourism’ pilot programme. • Sensitive consideration to be given to heritage and culture of ‘Boyne Bridge.’ • Reference to community organisations and local youth groups that may have an interest in the BTH project:
<p>Europa Hotel Senior Management</p> <p>13/11/2014</p>	<p>Meeting to introduce project.</p>
<p>Belfast Mission & Homes</p> <p>11/02/2015</p>	<p>Central Oaklee</p> <p>Discussed initial options for Glengall Street including potential development of adjoining site. Agreed to keep informed on progress.</p>
<p>BBC</p> <p>26/02/2015</p>	<p>Discussed initial masterplan ideas.</p>
<p>Sandy Community</p> <p>27/04/2015</p>	<p>Row Forum</p> <p>Discussed opportunities for how Belfast Transport Hub could deliver benefits to Sandy Row. Agreed to keep Community Forum updated on project including options for Boyne Bridge.</p>
<p>Belfast Mission</p> <p>27/04/2015</p>	<p>Central</p> <p>Presentation to the Board of Belfast Central Mission around emerging Belfast Transport Hub proposals. Discussed opportunities in surrounding area.</p>
<p>Tom Ekin (Weavers Ct)</p> <p>30/04/2015</p>	<p>Discussion on relationship with Weavers Court, community projects and potential linkages</p>
<p>Glenbank Estates</p> <p>15/05/2015 & 23/6/15</p>	<p>Discussion around how the Belfast Transport Hub could integrate with the Great Northern Mall.</p>
<p>West Belfast Partnership Board</p> <p>09/06/2015</p>	<p>Update on Belfast Transport Hub proposals. Discussed linkages and connections between west Belfast and city.</p>
<p>McAlear & Rushe</p> <p>14/11/2015</p>	<p>Meeting to introduce project.</p>
<p>Europa Hotel</p> <p>19/11/2015</p>	<p>Project update meeting</p>

3.7 Public Launch Event at Europa Bus Station

Stage 1 of the Belfast Transport Hub pre application public consultation was entitled 'Making History'. The public consultation was formally launched in early January 2015 and provided high level project information and inviting initial thoughts and views. Public information sessions took place on Thursday 15th and Friday 16th January 2015, 8am - 6pm, in the Europa Buscentre where Translink representatives and the BTH design team shared details on options for the project and aspirations for bus and train facilities.

The information boards from the consultation event are provided at Appendix 4. Photographs from the event are provided below and overleaf.



Fig. 9 - 12 Photographs of public consultation event at Great Victoria Street Station

Attendees at the consultation event were asked to complete the forms comment cards illustrated below or visit the Belfast Transport Hub website and complete the online survey (see section 3.4).

Name: _____

Organisation (if applicable): _____

Address: _____

Do you use the existing facilities at Great Victoria Street Railway Station or Europa Buscentre?
 Yes No

If yes, which facilities do you use?
 Bus/Coach Rail Travel Centre Car Park Shops Cafe Through route Other _____

What do you like about the current facilities at the station?

What do you dislike about the current facilities at the station?

What would be included in 'Your Vision' for a new bus and train station and development of a new city quarter for Belfast? It might include: _____

A modern integrated bus and train station / Open plan facilities that are bright and airy - more spacious / Ticket vending machines with gated access to buses and trains / A high-class gateway for tourists visiting the city / City centre living accommodation with great accessibility and views across the city and beyond / Commercial and business space, creating local employment

We are gathering personal interest stories about your experiences and memories of the bus and rail station over the years. Tell us your 'Station Story'.

Thank you for taking the time to answer the questions and share your stories. Your feedback is important to us.



Fig. 13 & 14 Comment card and questionnaire

3.8 Community Consultation Workshop 8th July 2015

On 8th July 2015 the design team attended and participated in a 'Neighbourhood Engagement Studio'. The event was open to a wide range of invited community groups and local interests. The design team explained the design development process and discussed the 3 no. masterplan options that were being considered. These options were also presented to Belfast City Council's City Growth and Regeneration Committee on 3rd December 2015 and the presentation was appended to the Council minutes.



Fig. 15 Photograph of consultation event; and masterplan presented at the consultation

3.9 Feedback from Stage 1

The Translink website hosted an online survey which was open throughout January 2015 and received 224 responses, in addition to 160 individual surveys received. The feedback below has been gleaned from feedback at the public event and feedback from the comment cards.

Respondents were asked about the existing facilities, their vision for a new bus and railway station and the development of a new city quarter for Belfast. A variety of opinions were expressed as set out below,

International Best Practice

Best practice international examples which were specifically referenced include the Hague Central Station, Dublin Connolly, Houston, Denver, London Waterloo/Kings Cross, Nottingham, Liverpool Lime Street, Madrid Atocha and Lille Gare de Flandres.

Design

Respondents commented that they would like new facility to be bright and airy with high ceilings and plenty of natural light. The station should be modern and contemporary whilst paying homage to the history of both Belfast and the original station. People commented that the station building should leave a lasting impression for regular users and visitors to Belfast, with generous floor space where people can sit in comfort. Respondents asked for sheltered seating areas and covered platforms.

A Meeting Place

Respondents expressed a desire for the BTH to be an all-round pleasant place where people would want to spend time. A mix of shops, bars and quality cafes and restaurants should be provided along with an adequate supply of seating, some of which should be sheltered from the cold. Many respondents liked the link through the Mall but thought that the environment of the Mall needed to be improved.

Regeneration

The BTH should be sympathetic to the surrounding area and the redevelopment of the site could unlock regeneration and promote investment in the surrounding area.

Accessibility

Excellent national and international links from the BTH were cited as essential. This includes airports and other popular destinations in the city, across Northern Ireland and throughout Ireland. The location of the existing site of the Buscentre/Railway Station was considered particularly advantageous given its central location and good pedestrian links.

Facilities

Respondents liked the interaction with station staff but also suggested that Translink may consider automated ticket machines and integrated ticketing options in order to improve the customer experience and reduce queuing at peak times. Signage was important for the majority of respondents, many of whom welcomed the recently improved signage. Signage should be clearly visible and 'real time' with cognisance of the most up to date technology in this area. Many respondents mentioned public toilet facilities and the need for improved and additional facilities appropriate for the estimated number of passengers.

Following the engagement undertaken at Stage 1 the design team were tasked with developing plans for 'Option 1'. The process for selecting Option 1 is explained in the attached Design & Access Statement that states,

"From the start of the project many options and potential arrangements were tested and studied with four main permanent way designs established as potential options based on

current rail standards and which allowed three positions for the bus station to be developed in response. It is noted that early in the process, a structure above the permanent way was discounted.

Through a process of development and scoring the options in collaboration with Translink and Design Team, three options were selected to take forward and following consultation with the Ministerial Advisory Group and other stakeholders Option A2 was selected due to its balance between bus and rail location, interchange and ability to best comply with rail standards. It also offered a largely offline construction ensuring the existing Europa bus and rail facilities are maintained as operational during construction of the new hub for as long as practicable and with a short handover period between existing and new.

Operationally, this option creates a secure site for Translink's operations which in turn allows for simple and efficient emergency , goods and service vehicle access entirely within Translink's lands and presented minimal impact to existing bus and traffic movements however does require the removal of the current Durham Street traffic bridge to fully deliver a step free and integrated solution with the city, delivering permeability, development viability and importantly the new station square and civic space, Saltwater Square."

4.0 Pre-Application Community Consultation Stage 2

4.1 Introduction to Stage 2

Stage 2 of the public consultation process formally commenced on 12th October 2016 with the submission of Proposal of Application Notices to Belfast City Council. A copy of the PAN submission is included as Appendix 1. The consultation that was undertaken in November and December 2016 is outlined below.

4.2 Approach to Engagement

Consultation and engagement on the draft plans for the Belfast Transport Hub was launched in the national media and the subsequent engagement was publicised through a range of platforms that are summarised and illustrated below.

- Publicity (website, media articles, social media, banners in stations)
- Statutory Newspaper Notices
- Information (Newsletter, website, information boards, presentations)
- Invitations
- Consultations (meetings and public events)
- Feedback

4.3 Stage 2 Publicity

The draft plans for the Belfast Transport Hub and the public consultation process were widely reported in the national media.




THE IRISH NEWS
23 May, 2017

NEWS SPORT BUSINESS LIFE MAGAZINE ARTS NOTICES OPINION PUZZLES PHOTOS

Brexit Northern Ireland Assembly Election UK News Republic of Ireland World news Political news Education news Healthcare news

Public consultation opens on proposed £150m transport hub for Belfast



The proposed new Belfast Transport Hub on the site of the current Europa Bus Centre/Great Victoria Street site. Picture by Translink

SUZANNE MCGONAGLE
02 November, 2016 01:00

Topics Belfast Belfast Transport Hub public consultation Translink

RELATED STORIES

- Executive waives accounting rules to allocate up to £90m on favoured projects
- £83m underspend on road maintenance last year

PLANS to create a new transport hub in Belfast city centre to cater for an estimated 13 million passengers a year have been launched for public consultation.

The planned hub, which is expected to cost around £150 million of public money, will be at the Europa bus centre/Great Victoria Street

UK Website Of The Year

Hi 16°C | Lo 11°C Belfast | WEATHER

Belfast Telegraph

HOME NEWS GENERAL ELECTION SPORT BUSINESS ENTERTAINMENT LIFE CARS

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Home » News » Northern Ireland

Public consultation opens on proposed Belfast transport hub on Great Victoria Street



Artists impression of the proposed new Belfast Transport Hub on the site of the current Europa Bus Centre/Great Victoria Street site. Pic from Translink

Fig. 16 - 18 Extracts from local press publicising the draft plans for the Belfast Transport Hub

4.4 Stage 2 Website

The project website, <http://www.translink.co.uk/thehub> was updated to include the detail on the draft plans and contained a link to an online survey for visitors to complete and leave their comments on the plans.

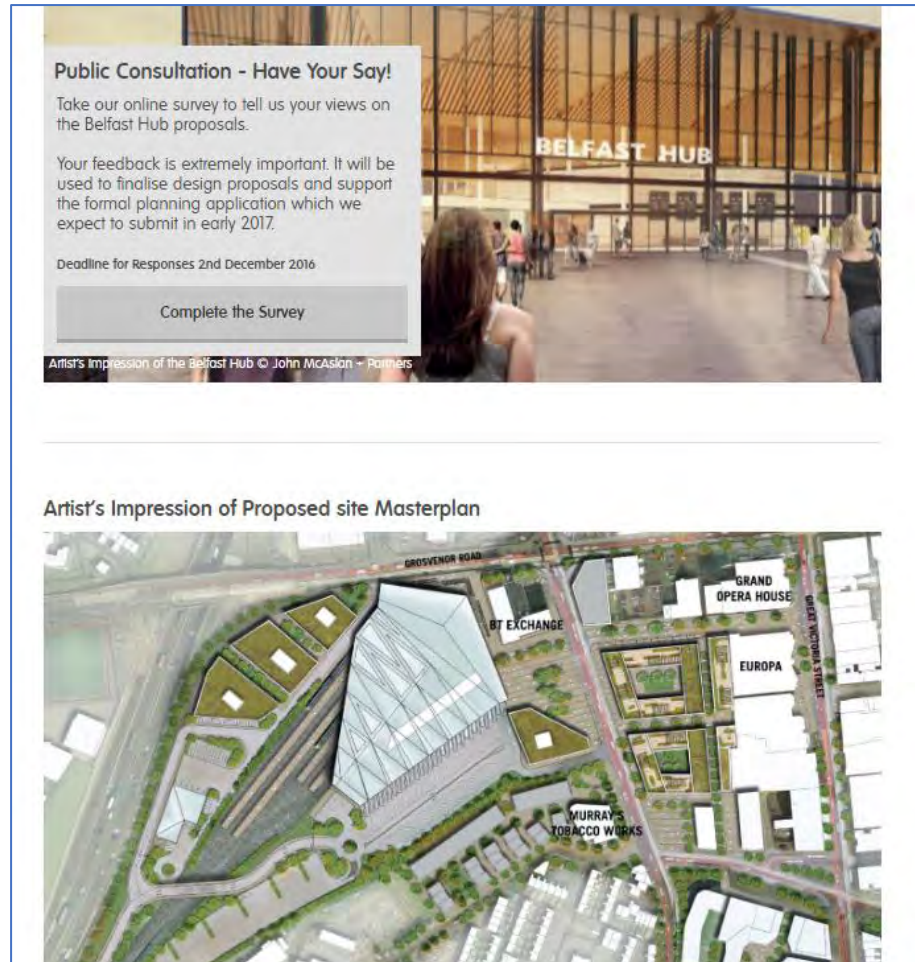


Fig. 19 Screenshot of Belfast Transport Hub project website (November 2016)

4.5 Statutory Newspaper Notices

The public consultation event was advertised in a public notice that was published in the national and local newspapers listed below. Copies of the notices are provided at Appendix 5.

- Belfast Telegraph
- Irish News
- Andersonstown News
- Newsletter
- South Belfast News

The public notices met the criteria outlined in Section 5 of the Planning (Development Management) Regulations (Northern Ireland) 2015. They included details of the relevant application, the public event (including presentation). Furthermore, it advised of additional consultation, directed feedback to the project website and stated the closing date for responses.

4.6 Stage 2 Information (Newsletter and Other)

4.6.1 Newsletter and Feedback Form

In the Autumn/Winter of 2016, Translink developed an A4, 6-sided, full colour newsletter (Appendix 6) named “Community Newsletter: Get Behind the Hub!” This edition of the newsletter was themed “Delivering a New Heart in the City.” It was strategically placed in the Europa Bus/Train Station and Central Train Station in order to gain feedback from daily train users. The newsletter was also sent to all residents and commercial landowners within a 600 metre radius of the Belfast Transport Hub. The Autumn/Winter of 2016 newsletter addressed the following topics:

- Update on the current stage of the project
- Key Benefits of the proposed design
- Belfast City Centre connections
- Local heritage
- Proposed masterplan



Fig. 20 Belfast Transport Hub Community Newsletter (November 2016)

The last two pages of the Autumn/Winter 2016 newsletter comprised an individual feedback form and a link to an online feedback form. It provided individuals with an opportunity to

respond to the information and designs proposed in Stage 2. The feedback form was distributed at the Europa Bus/Train Station and Central Station, in order to gain feedback from regular Belfast transport users. An additional distribution was carried out at the public consultation event held in the Europa Hotel on 9 November 2016. The feedback period opened on 26 October 2016 and closed on 2 December 2016, at which point the feedback forms were removed from their distribution/collection points and the online feedback form was closed.

The feedback form contained 10 questions: 6 closed, 3 multiple-choice and one open-ended:

	Question	Type of Question
1	Do you support the principle of the new integrated public transport hub at this location?	Closed Response
2	What benefits do you think the integrated public transport hub will bring to Belfast to the local area?	Multiple Choice
3	What do you regard as the main environmental issues to be considered?	Multiple Choice
4	Are there any improvements or enhancements to the design of the transport hub and masterplan that could be considered?	Closed Response - Open Text Response Option
5	There is potential to include additional uses as part of the scheme, what additional uses could be considered?	Multiple Choice
6	Do you welcome the introduction of a new city square (Station Square) as part of the new development?	Closed Response - Open Text Response Option
7	Do you have any personal need, access issue or priority/concern in relation to the Belfast Hub proposals? If so, please specify.	Closed Response - Open Text Response Option
8	Do you envisage the Belfast Hub proposal having any positive or negative impact on certain user groups: Age, Gender, Religion, Political Opinion, Marital Status, Dependents Status, Disability, Ethnicity, Sexual Orientation)	Closed Response - Open Text Response Option
9	Do you have any evidence or information to support your views? If so, please specify.	Closed Response- Open Text Response Option
10	What changes to the Hub proposals would you suggest, if any? (Consider alternatives or enhancements that would ensure the Belfast Hub promotes equality for all, fairness and good relations)	Open Text response

4.7 Invitations

As well as the distribution of the Newsletter, formal invitation letters to the public consultation event were issued to the project's consultation database (Appendix 7).

4.8 Stage 2 Consultations

4.8.1 Public Consultation Event at Europa Hotel & 2 week consultation process

In respect of Section 5 of the Planning (Development Management) Regulations (Northern Ireland) 2015, a public event was hosted in the Europa Hotel on 9th November 2016 from 12:00-20:00. This included two formal presentations by the project team at 13:00 and 17:30.

The event was attended by 102 individuals throughout the day representing various organisations and interests. The event provided Translink and the project team with the opportunity to explain the context of the project, to present initial design proposals for the Belfast Transport Hub and to receive feedback on proposals. Representatives from the project team were on hand to explain the project and to answer queries with reference to 13 no. information boards and two models of the proposed development. The Information Boards (Appendix 8) covered the topics listed below.

- Introduction
- Assessment of Need
- Station History
- Proposed Site Layout and Urban Context
- Proposed Masterplan
- Proposed New Transport Hub
- Public Realm
- Regeneration and Community Benefits
- Transport and Connectivity
- Planning Process and Community Consultation





Fig. 21 - 23 Photographs of Public Consultation Event at Europa Hotel

4.6.2 Europa Bus Station Public Consultation

A number of public consultation information boards were displayed at the Europa Bus Centre, Glengall Street from the 10th-25th of November 2016. Representatives from the Project Team were in attendance to answer questions and gather feedback between 8:00am – 10:30am & 12:30pm – 14:30pm on 10th & 17th November 2016.

There was significant public interest in the information boards and the team members answered questions on a wide range of matters including; design, accessibility, pedestrian connections, programme, traffic, car parking, heritage and wellbeing.



Fig. 24 Photograph of Public Consultation Event at Great Victoria Street Station

4.6.3 Meetings and Presentations

Translink and the Project Team made it a priority to involve local community groups in the planning and design process throughout Stage 2. The table below outlines the consultation meetings attended by Translink and/or the design team during Stage 2. The key comments and issues that were discussed at each of these meetings are also listed.

Stakeholder	Key Comment / Issues Identified
Downpatrick Railway Society. 22/03/2016	Exploring options for the salvage of materials from site. Agreed to consider what could be done.
Andras House Ltd 25/05/2016	Update meeting on project. Raised concerns about loss of car parking.
Belfast City Centre Management (Andrew Irvine). 28/04/2016	Tabled Belfast Transport Hub proposals and the wider benefits of the scheme to Belfast. Agreed to lobby the projects proposals with his members.
Glenbank Estates 05/05/2016	General update on project and interface with Great Northern Mall
McCausland Car Parks. 13/06/2016	Discussed Belfast Transport Hub in context with car-parking and other pipeline projects i.e. McCausland car-park on Grosvenor Road.
Belfast City Mission and Presbyterian Children's Society 30/06/2016	Project update meeting. Discussed site at Glengall Street.
Belfast Central Mission. 07/07/2016	Update on proposals.
McAlear & Rushe 20/07/2016	Project update
Invest NI 02/08/2016	Update on proposals and discuss potential temporary site options.
Ms E. Little Pengelly MLA & Mr C. Stalford MLA 09/09/2016	Presentation and site visit
Mr F. McCann MLA 23/09/2016	Presentation and site visit
Glenbank Estates 29/09/2016	Project update and discussions regarding Great Northern Mall and linkages to Belfast Transport ub.
Tom Ekin (Weavers Crt) 26/09/2016 13/12/2016	Project Update
Belfast Chamber of Commerce 05/11/2016	Update on project
Urban Villages (08/11/2016)	Project update and discussion on how Belfast Transport Hub can integrate with South Belfast Urban Village.
DFI Infrastructure Committee 09/11/2016	Presentation of Belfast Transport Hub proposals and how benefits could be realised.
Europa Hotel 09/11/2016	Project Update and discussions on linkages.

Ms C. Hanna MLA 10/11/2016	Presentation and site visit
West Belfast Partnership Board. 15/11/2016	Discussed linkages and connections between west Belfast and city.
Andras House 23/11/2016	Project update and discussions on developments in the immediate locality. Raised concern about loss of car park.
Sandy Row Community Forum 17/11/2016	See detailed Q&A notes provided below
South Belfast Partnership Board 18/11/2016	Meeting to discuss employment opportunities linked to the project.
BT 24/11/2016	Discussion on proposals for how the BT building and the Belfast Transport Hub could integrate as part of the wider masterplan proposals A number of options were considered and agreed to be further developed.
Roden Street Community Association 24/11/2016	Concern about residential development and potential for anti-social behaviour; Concerned about increased traffic volumes along Grosvenor Road and parking problems in surrounding area; Risk of flooding on Grosvenor Road; Consideration should be given to links to West Belfast (Gaeltacht Quarter). Current scheme is turning its back on the west. Belfast Transport Hub is not just about South Belfast and city centre; Consideration should be given to a cycle route behind Grosvenor Community Centre; Suggested that one of the proposed mixed use buildings is given to West Belfast community to support the social economy; The public square should be designed for use by young people; Opportunities for relocating West Belfast Taxi's depot should be investigated; Young people need to be involved in the consultation process and have an ownership of the Belfast Transport Hub; Translink to contact NIHE to discuss plans for Hope Street. Supportive Feedback. Roden Street Community Group very supportive of development – <i>"looks brilliant"</i> .

Pensioners Parliament. 24 November 2016	Interested in whether Belfast Transport Hub would be directly linked by rail to the airports; Concerns raised about relocating the Belfast Transport Hub further away from the city centre and the extra walking distance; Questioned how Belfast Transport Hub will integrate with Metro services; Suggest facility is renamed 'Belfast Gateway' rather than Belfast Transport Hub. Interested in how site can be accessed by buses, cyclists and pedestrians using bus link to West Link; Suggest there is a public transport link between Belfast Transport Hub and City Hall; The proposed pedestrian crossing at Durham Street will exacerbate traffic congestion; Suggest that Translink employ 'meeter and greeters'; Raised concern about parking provision for the Belfast Transport Hub and especially for disabled people.
Wirefox 24 November 2016	Project update following discussions at consultation event.
Institute of Civil Engineers 8 December 2016	Project update
Belfast Central Mission. 9 December 2016	Emerging Belfast Transport Hub proposals and plans for Glengall St. Agreed to keep coordination.
NIHE 9 th January 2017	Project update and to understand development proposals for NIHE site at Hope Street / Great Victoria Street.
Blythfield Residents Association 10 th January 2017	Update to the Belfast Transport Hub project and the proposals affecting residents around Blythfield Open Space / triangle. Agreed a separate consultation to be run with Blythfield residents picking up on the issues that will affect them.
Ms C. Bailey MLA 13 th January 2017	Presentation and site visit
NIHE 17/01/2017	Update to Belfast Transport Hub proposals. Discussed timelines, proposals for utilities, potential disruption and how to minimise. Agreed on-going coordination meetings would be held.



Fig. 25 & 26 Photographs of consultation meetings with Roden Street Community Association and Pensioners Parliament

Given the site's proximity to the Sandy Row area, Translink and the design team have liaised closely with the Sandy Row Community Forum. Provided below is a record of the consultation meeting held at the SRCF on 17th November 2017. For ease of reference we provide the question raised by the member of the local community and the answer given by the relevant member of the design team. Images from the presentation given by John McAslan & Partners at the event are also provided. The images illustrate how the Belfast Transport Hub would appear if the Boyne Bridge were retained or rebuilt in the same location.



Fig. 27 Photograph of consultation event
Sandy Row Community Forum

Sandy Row Community Forum 17/11/2016

1. Question: Traffic on Durham St. is already at unwanted levels. How is Translink going to ensure that it does not get worse/help the situation?

Response: One of the most congested cities in the U.K. Improvements need to be made from all over. With new junctions comes new control over traffic. The proposed development will not solve the city's existing traffic problems but it aims to provide an alternative to car dependency in the city centre and to improve the situation where possible for example though improved provision for taxis and dedicated routes for buses which avoid Sandy Row..

2. Question: What kind of businesses are going to come into Sandy Row? How do you encourage them to do so? How do you ensure small business owners and shops that the community want to have will open and not apartments like past developments which were seen unfavourable within the community.

Response: Some of the ambitions and actions will have to come from within the community. Translink is involving Urban Villages and Sandy Row Community Forum to work on dereliction and making sure that the area is better placed to capitalise on the benefits of this project. Translink is ready to start working with Sandy Row to start job training programmes that will allow community members to work on the new site in various capacities. Footfall is going to have to increase for businesses to be interested in the area. Translink understands that Businesses that have been solicited in the past have declined to invest purely do to footfall numbers.

Translink understands that Urban Villages is working hard to create an environment that is desirable for the community that currently resides there and to attract new people into the area.

3. Question: How are you going to get people to walk up Sandy Row?

Part of the design which is intended to encourage people to move through the surrounding locality is having an Open Square at the front of the station which presents people with options to take a number of different routes. It is notable that Sandy Row provides excellent connections to the City Hospital and Queens University, both of which attract significant footfall. The Belfast Transport Hub development will include a high quality public realm connection which extends from the public square along Sandy Row. The proposed new building on the corner of the public square has been designed with a triangular footprint to promote views from the public square towards Sandy Row. This new building will be the subject of the outline planning application which will include proposals for the site of the existing bus and train station

Community Comment – *‘Arlene Foster has promised that Sandy Row will feel the benefits of this project and that business will come back to life’*. Emma Little Pengelly (South Belfast DUP MLA) endorses Urban Villages as the vehicle for ensuring that this happens. She noted that people make a split-second decision on which routes to take and acknowledged that the design promotes connections to Sandy Row

4. Question: Where are buses going to go so they are not clogging up traffic?

Response: Buses will exit the site out onto Durham Street and then take a segregated bus lane to exit Hope Street on to Great Victoria St

5. Concerns that taxi ranks needs to be closer than Glengall Street. Do not believe that people should have to cross a street to get into a cab

Response: Taxi ranks are also provided to the north of the Belfast Transport Hub building just off Grosvenor Rd.

6. Question: How are you going to incorporate Linen and railway history around the area that is so important to the Sandy Row community

Response: Working with Urban Villages to utilise derelict spaces. Further consideration is being given to elements of the design to see if further historical references can be included into the architectural design.

7. Question: Some members of the community are nervous about Sandy Row being encroached on by the city. How is Translink going to help that feeling and not make it worse?

Response: Not something that Translink has much control over. But the anticipated increases in footfall and investment should allow the community economy to revitalise itself and grow back to its more prosperous levels bringing a renewed sense of community pride that has been lost.

Statement: Agreed that King’s Cross Station is a good example of a Train Station helping the local community and fitting in within the community.

8. Concern: Triangle Landmark Building is not characteristic of the area and would block access and views to Sandy Row. Is it necessary? Think that the station should perhaps come out further towards the square to allow for another exit that is closer to the Sandy Row Community

Response: Going to have to look at the site plan and see if that is feasible. However, the design team and Belfast City Council believe that the 'triangle' building is a key icon for the site.

9. Concern: Demolition and engineering works are waking people up in the middle of the night. Residents did not receive letters notifying them that it was going to take place. They do not object to it happening and understand that there are times when demolition has to happen (i.e. non-business hours), but would like to have been notified.

Response: Completely legitimate statement, Translink committed to correct that for the future.

10. Statement: Community would like to get over the negative image that the media is currently portraying of them. Concerns that the media is making it out that the community's focus of interest is the Boyne Bridge and nothing else. The bridge is important to some elements of the community but the community also recognises the significant benefits that the Belfast Transport Hub project will bring to Sandy Row and these benefits are more important to many people in the community than keeping the Boyne Bridge.

Bridge Discussion During Presentation

Explanation from the design team as to why it is not possible to retain the Boyne Bridge. The dual culvert works and raised track levels would leave only a 2.5 meter high tunnel for pedestrians to pass underneath the bridge in order to access Sandy Row, along an unwelcoming footpath route bounded by bridge abutments. A retained bridge would act as a physical barrier between the city centre and the Belfast Transport Hub, and Sandy Row and the Belfast Transport Hub.

Community Response: community representatives are largely acceptant that the retention of a bridge would make it difficult for people to walk to and from Sandy Row and new station area. Respondents acknowledged that few people currently walk along the bridge as it presents an unwelcoming environment with most people preferring to walk through the shelter of the existing station to access Glengall Street and the city centre. Suggested ideas for bridge recognition: Archway, Illuminated paths, bronze plaques, timelines, reuse elements of the bridge structure, holographic explanation of site history.

View Without Proposed Bridge

View With Proposed Bridge



Fig 28 - 33 Views of Belfast Transport Hub from Sandy Row showing impact if Boyne Bridge were retained / rebuilt

4.7 Feedback from Consultation

4.7.1 Community Consultations

A number of principal themes emerged as the main concerns of local interests and local community groups attending consultation meetings:

- Traffic congestion & accessibility (cars, taxis, buses, parking, servicing).
- Incorporation of local historical elements into the design of the Belfast Transport Hub development (materials, Boyne Bridge, local industry).
- Loss of Boyne Bridge and Saltwater Bridge .
- Physical relationship between the Belfast Transport Hub development and adjoining communities.
- Assurance of community benefits.
- Increased distance and linkages to city centre.

4.7.2 Level of Interaction

The second phase of community consultation received the largest response of all three consultation stages

- 1,845 Newsletter feedback forms
- 102 Public Event Attendees on 9th November 2016
- 23 Written Responses (from statutory bodies, neighbouring landowners, interested parties and interest groups)

With feedback coming from a variety of sources, the project team was able to, first, establish opinion on the general proposal and site selection for the development. Subsequently, the feedback allowed the project team to understand the diverse set of interests and priorities of respondents. Finally, the project team was able to reflect upon the issues raised and design prescriptive changes, if possible, for Phase 3.

4.7.3 Support for the Project

The first question of the feedback form establishes the level of support for the new integrated Belfast Transport Hub at this location. 1,623 (88%) of respondents said “Yes” they do support the development at this location. While, 209 (11%) said “No” they do not support it.

Helpful feedback allowed the project team to focus on the specific elements of the proposed design and make amendments, while keeping in mind reasons why respondents did not support the development. Question 4 addresses this very concept by asking, “Are there any improvements or enhancements to the design of the Belfast Transport hub or masterplan that could be considered.” 56% of respondents stated “No,” while 44% of respondents stated “Yes.” A large majority of those individuals stating ‘No’ utilised the open-text option attached to this question to elaborate. This question, in combination with the remaining questions, was specifically chosen to allow the project team to further investigate the elements of the development that individuals endorsed and isolate remaining concerns for further consideration and design amendment.

4.7.5 Issues Emerging from PACC 2

The predominant issues emerging from the meetings, questionnaires, public events and the face to face consultations in the station have been grouped into a number of key themes namely; Accessibility, Design, Environment, Heritage and Miscellaneous.

Themes
Accessibility
Pedestrians
Pedestrian connections to city centre (routes & signage)
Concern regarding additional walking distances to city centre; emphasis on people with mobility issues
City Centre connections for people with visual and hearing impairments
Access points designed for large pedestrian flow
Improve pedestrian access from all entrances: Great Victoria Street, Sandy Row, Linfield Rd, Great Northern Mall, Glengall Street, Grosvenor Road and Hope Street.
Designated pick up/drop off areas for private vehicles and taxis
Pedestrian Covered Routes
High quality public realm to encourage pedestrian movement into Sandy Row and along Grosvenor Road
Buses
Dedicated bus access to the main road network
Cycling
Beneficial to connect to Belfast Bikes Network
High quality cycle parking
Dedicated cycle lanes into Belfast Transport Hub
Changing/locker facilities and cycle repair
Parking
Local residents concern about private cars parking in residential area
Include provision private coach parking
Align parking proposals with Belfast City Council Parking Strategy
Include provision for staff car parking
Traffic
Local residents concerned about traffic congestion in the immediate vicinity of the site affecting local accessibility.
Neighbourhood Access
Concerns from occupiers of premises on Glengall Street regarding impact on existing access to properties.
Consider possibility of a direct connection to the Belfast Transport Hub from Linfield/Weavers Court.
Design
Belfast Transport Hub Building
Aspirations for a more iconic design.

Desire for building to reflect the history of Belfast (emphasis on industrial heritage and former railway station).
Adequate seating provision – quiet and sheltered seating.
High quality sustainable design.
Covered station platforms.
Consideration to be given to families, hearing impaired and visually impaired, for elderly people and people with dementia Desire for the inclusion of sensory sensitive features and quiet areas.
Request for the design to promote safety and security.
Masterplan, Station Square & Public Realm
Inclusion of green space and trees.
People centred open space that allows for flexible use.
Active frontages in ground floor areas.
Water feature in station square.
Provision of public art and small performance space in Station Square.
Covered Areas within Station Square.
Desire to attract local business through targeted public realm improvements – take into account the work of Urban Villages.
Environment
Concern from local residents and local businesses regarding the impact from noise and air quality – construction and operational phases.
More information required on phasing of the whole development and impact on the local area.
Heritage
Desire to retain the Boyne Bridge in situ. However, there is a general acceptance of the wider benefits to the local community associated with the redevelopment of the site which necessitates the removal.
Excavation of the historical features of the early bridges which predate the Boyne Bridge.
Desire for reference to the industrial heritage of the local area and old railway station in Station Square and throughout the public realm of the masterplan area.
Miscellaneous/Service Suggestions
Request for automated ticketing.
Request for integrated passenger information systems and digital timetable/signage.
Suggestions for multilingual signage for tourists.
Suggestions for a tourist office in the Belfast Transport Hub.
Request for WIFI accessibility.
Suggestions for way marking with walking times to landmarks.

The design team is aware of the findings under each of the key themes. It is notable that where associated amendments have been made to the proposals in response to matters raised under the key themes, these amendments were highlighted in the following consultation PACC Phase. These responses are reported in Chapter 6.0.

5.0 Pre-Application Community Consultation Stage 3

5.1 Introduction to PACC Stage 3

Stage 3 of the public consultation process ran from early 2017 up to the submission of the planning application. A public consultation event on the plans that were to be submitted for planning was held in February 2017. The event gave interested parties a final opportunity to comment on the proposed development. All comments were considered by the design team. The design team also continued to meet and present plans to interested parties throughout Stage 3.

5.2 Approach to Engagement

Consultation and engagement on the plans for the Belfast Transport Hub were publicised in the national media and the subsequent engagement was advertised through a range of platforms that are summarised and illustrated below.

- Publicity (website, media articles, social media, banners in stations)
- Statutory Newspaper Notices
- Information (Newsletter, website, information boards, presentations)
- Invitations
- Consultations (meetings and public events)
- Feedback

5.3 Publicity

The updated plans for the Belfast Transport Hub and the next stage of consultation was reported in the national media.

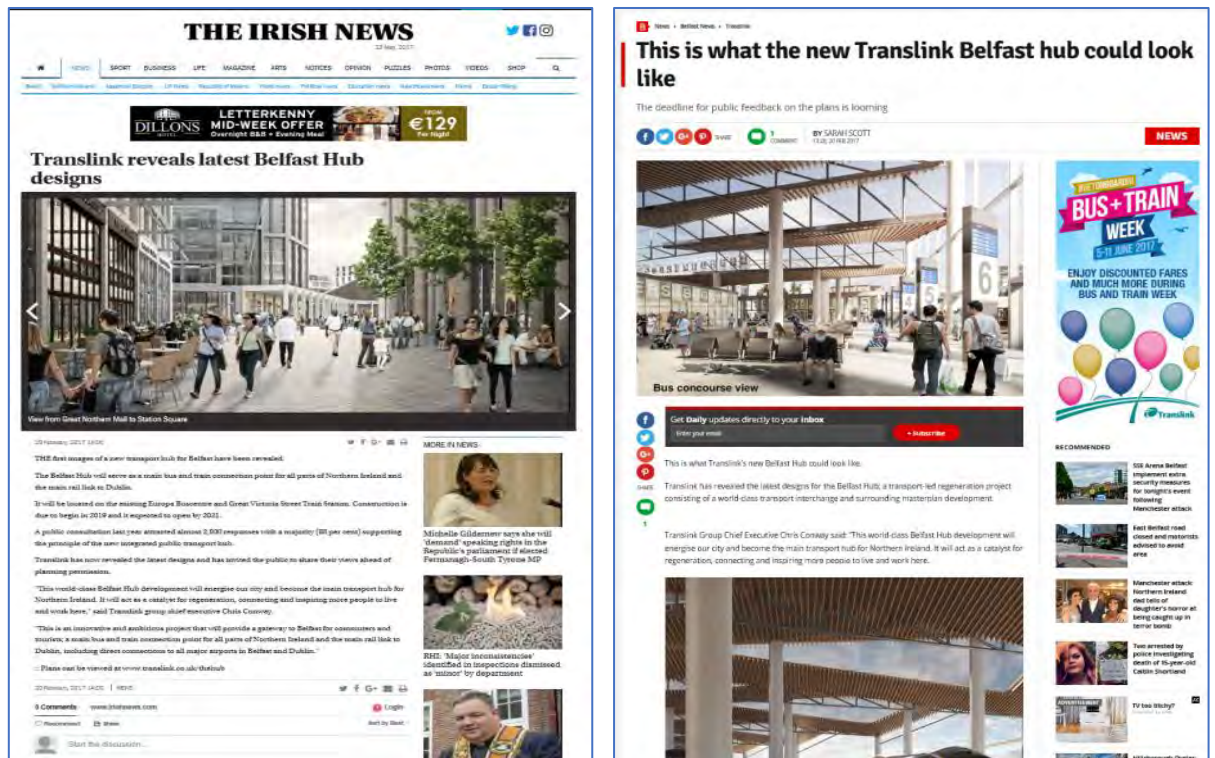


Fig. 34 Extracts from local press publicising the plans for the Belfast Transport Hub

5.4 Website

Translink's website was updated to include the amended plans for the Belfast Transport Hub. As with Stage 2 a link to an online survey was provided for people to provide feedback on the proposed development.

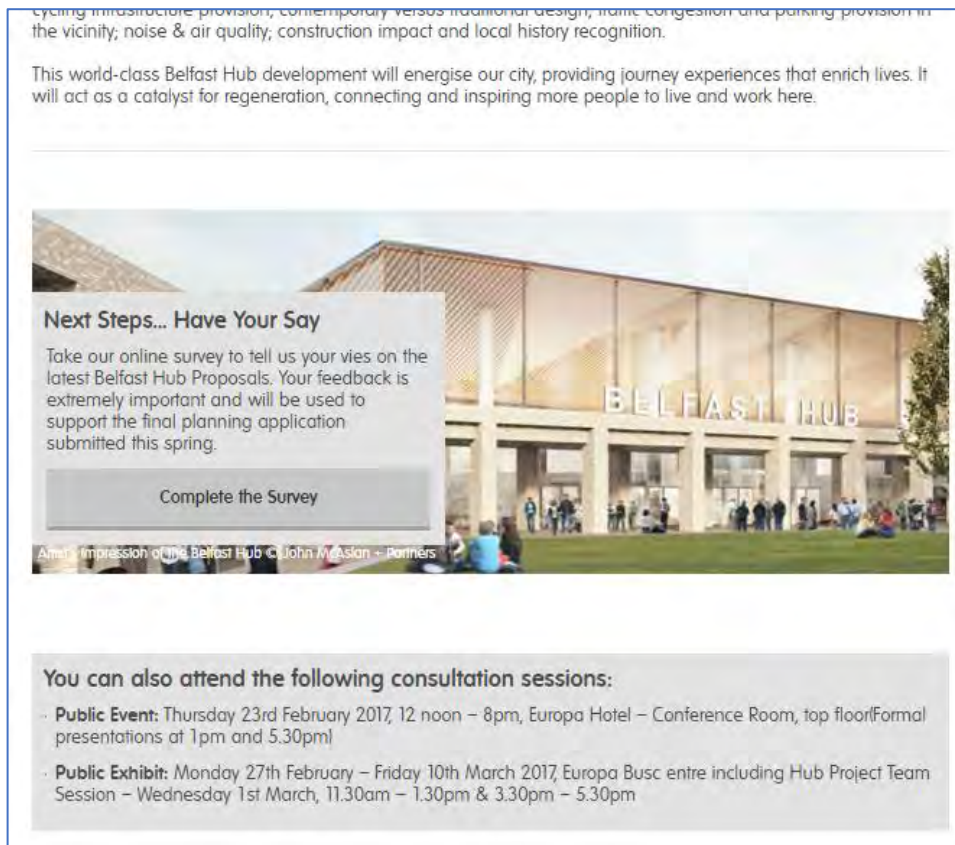


Fig. 35 Screenshot of Belfast Transport Hub project website (February 2017)

5.5 Statutory Newspaper Notices

The public consultation event was advertised in public notices in the following newspaper notices. In line with the legislative requirements the notices featured in the local press 7 no. days before the event. The notices are provided at Appendix 9.

- Belfast Telegraph
- Irish News
- Andersonstown News
- Newsletter
- South Belfast News

5.6 Stage 3 Meetings

Translink and the Project Team understood the importance of explaining the plans that would be submitted for planning to stakeholders that had been engaged in Stages 1 and 2. The table below outlines the consultation meetings attended by Translink and/or the design team during Stage 3. The key comments and issues that were discussed at each of these meetings are also listed.

Stakeholder Date	Key Comment / Issues Identified
Blythfield Residents Association 10/01/2017	Update to the Belfast Transport Hub project and the proposals affecting residents around Blythfield Open Space / triangle; Agreed a separate consultation to be run with Blythfield residents picking up on the issues that will affect them
Sandy Row Community Forum 21/2/17	<p>Welcomed changes to proposals resulting from Stage 2 feedback including taxi laybys, extension of public realm along Sandy Row and introduction of covered walkway (colonnade) on the southern side of the square towards Sandy Row.</p> <p>Would like to see the history of the Boyne Bridge recognised at the site.</p> <p>Discussed if Urban Villages could organise a parking scheme as part of the works at Sandy Row and the Markets.</p> <p>Queried how long Durham St would be closed when the Boyne Bridge is being removed.</p> <p>Discussed traffic modelling as presented by Design Team and understood that the current proposals have been developed on the basis of modelling lots of different scenarios.</p> <p>Queried employment opportunities and Translink's commitment to social clauses.</p> <p>Queried the timing of the works and how they would tie in with NIHE redevelopment works at Hope St.</p> <p>Discussed the inclusion of the Bus Maintenance facility in the proposals.</p> <p>Discussed the PACC report and how comments and responses would be reported.</p>
McAleer & Rushe 03/03/2017	Project update meeting
Inclusive Mobility and Transport Advisory Committee (IMTAC) 08/03/2017	<p>Strongly suggested that more elderly / people with disabilities are included in the renders; Wheelchair logos should be added to the toilet facilities on the plans;</p> <p>Concerns about location of taxi rank and taxi access to the Belfast Transport Hub; as well as the availability of accessible blue badge parking;</p> <p>Questioned whether the development is 'future proof' and consideration has been given to the aging population;</p> <p>Questioned whether dementia sufferers had been considered by the design team;</p> <p>Concerns that the Belfast Transport Hub will be located further away from to the city centre and recommended that a free bus service to City Hall be provided; The distance to the nearest BRT stop was also raised;</p> <p>Proposed the idea of Translink staff being on the concourse rather than behind desks for help and information (especially for those with disabilities). An assistance point should also be provided at Great Victoria Street;</p> <p>Concerns in relation to congestion of the 'super-crossing' on Durham Street; The colour & width of the crossing was also raised as this may be disconcerting for the visually impaired;</p> <p>Suggested that tactile materials are used to aid those with visual</p>

		<p>impairments;</p> <p>Questioned why there is no seating proposed close to train platforms;</p> <p>Raised concerns about access on Glengall Street and potentially difficult interactions with Grand Opera House loading/unloading equipment;</p> <p>Raised concern around 'changing places' facilities rather than a standard disabled toilet facility. An overprovision of toilets should be provided.</p> <p>Contractors should be aware of people of disabilities. Disability awareness training should be a requirement of the construction tender process.</p> <p>All bus stands should be fully accessible to wheelchairs.</p>
Roden Community Association	Street	<p>Questioned whether the community consultation will continue when the Belfast Transport Hub is erected and the masterplan lands are being developed;</p> <p>Concern of how surrounding communities will cope with the influx of people in the area in relation to parking along side streets;</p> <p>The design of the development should consider the needs of those visually impaired and with dementia;</p> <p>The Belfast Transport Hub should deliver construction and operational jobs for the local community;</p> <p>Signage at the Belfast Transport Hub should encourage people to walk along Grosvenor Road to the Royal Victoria Hospital. Public realm improvements should extend to RVH.</p> <p>Concerns raised about increased traffic congestion in the area;</p> <p>Enhanced signage at existing city centre car parks should display availability of spaces. Area around Grosvenor Road should be for resident parking not users of the Belfast Transport Hub;</p> <p>Questioned whether Belfast Transport Hub designs have the 'wow factor'. Concerned that extension to and development around the Waterfront Hall had been to its detriment.</p>
Sandy Row Community Forum	Row	See separate table below.
Belfast City Council South Belfast Area Working Group		Presentation on proposed development
Billy Dickson (Boyne Bridge Defenders) Declan Hill Belfast Urban Studio Bill McMahon Former Roads Service Transport Engineer		See separate table below
BT		<p>Discussion on proposals for how the BT building and the Belfast Transport Hub could integrate as part of the wider masterplan proposals</p> <p>A number of options were considered and agreed to be further developed.</p>

Tom Ekin (Weavers Court) 24/03/2017	Meeting to discuss options around how part of the business park could be used to facilitate access to the track during Belfast Transport Hub construction. Positive meeting; agreed to work up proposal in more detail for further discussion.
South Belfast Partnership Board 29/03/2017	Meeting to discuss project and linkages with South Belfast Urban Village
Institute of Directors 07/04/2017	Project update provided. Supportive of the project and impact on Northern Ireland economy.
Local Community & Business Representatives Jackie McDonald (Ulster Political Research Group) Glenda Davies (SRCF); Ian Wilson (Grand Opera) Rajesh Rana (Andras House Ltd), Dr Garnett Busby 10/05/2017	Attendees noted genuine support for the project that will be great for the city; Concerned about delivery of masterplan proposals and the loss of the existing multi-storey car park at Glengall Street and how this may impact on on-street car parking in local area; Concerned about servicing arrangements at GOH.
RNIB 11/05/2017	Meeting to discuss how Belfast Transport Hub will respond to accessibility for visually impaired. Discussed proposals and ideas to be considered as part of design.
Northern Ireland Housing Executive 26/05/2017	Meeting to discuss development sites at Durham Street.

Given the site's proximity to the Sandy Row area, Translink and the design team have liaised closely with the Sandy Row Community Forum. Provided overleaf is a record of the consultation meeting held at the SRCF on 13th March 2017.



Fig. 36 Photograph of consultation event at Sandy Row Community Forum

Sandy Row Community Forum 13/03/2017

1. Congestion Control - due to increased traffic on Sandy Row/Durham

Response: The current traffic is network-wide and thus cannot be improved in one locality. However, modelling has shown no additional negative impact from this project. This project proposes a modal shift from private to public transport.

2. Parking for Enterprise passengers- could potentially overflow into Sandy Row

Response: Parking will be providing parking adjacent to Enterprise platforms. Surveys have been performed on Central Station accommodation and usage. However, additional surveys are being carried out to understand parking habits of Enterprise Train users.

3. Construction Noise - individual claims of current excessive noise at night time.

Response: The current site investigation works are necessary, however will cease when the application is submitted. Construction will be during daytime hours and community will be contacted.

4. Allotments in Blythefield - – Future of the allotments.

Response: A small area of the allotments will be affected; however, the design team is attempting to minimise the impact to the best of their ability. With the exception of a small strip the allotments are outside the redline of the planning application boundary. Section 7.2 provides details for the project Community Development Manager that will be responsible for liaising with the community during the construction and operational phases of the Belfast Transport Hub.

5. Extent of Public Realm Improvements.

Response: Landscaping will extend from Belfast Transport Hub up to the Gilpins building on Sandy Row. The remainder of Sandy Row will be covered within the Urban Villages Scheme.

6. Commitments from Translink

Response: The physical commitments will be including within the planning application as conditions. The social clauses can take many forms. However, a charter was suggested to write in commitments from both Sandy Row and Translink. In regards to wider masterplan area, one developer will look to be used for the entire masterplan in order to maintain relationship and consistency.

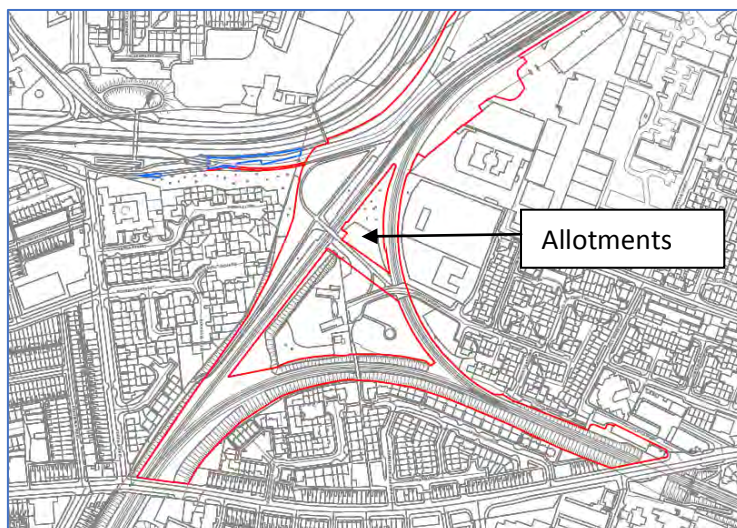


Fig. 37 Extract from Site Location Plan illustrating location of existing allotments

During the consultation process some local residents formed the 'Boyne Bridge Defenders (BBD)' lobby group to object to the proposed demolition of the existing Boyne Bridge. Provided below is a record of the consultation meeting held with Mr Billy Dickson of the BBD and Blackstaff Development Community Association and Mr Declan Hill (providing architectural advice to BBD). Mr Bill McMahon also attended the meeting in an independent capacity as he sought to understand the rationale for demolishing the bridge.

<p>Billy Dickson (BD) Boyne Bridge Defenders (BBD) Declan Hill (DH) Belfast Urban Studio Bill McMahon (BMcM) Former Roads Service Transport Engineer 24/03/2017</p>
<p>Comment - BBD and Blackstaff Development Association not just objecting to the loss of the bridge but also unconvinced that the project would benefit the Sandy Row area.</p>
<p>Response: Design team advised that the community supported the principle of the Belfast Transport Hub project, the community acknowledged that the retention of the existing bridge was unfeasible, and that the introduction of a new bridge would have a negative impact on pedestrian flows to and from Sandy Row.</p>
<p>Comment - BBD stated that local Councillors / MLAs hadn't attended public consultation events.</p>
<p>Response: Design team replied that Christopher Stalford MLA, Emma Little Pengelly MLA and Bob Stoker (former Lord Mayor) had all attended the event at Sandy Row Community Forum event in November 2016. BD advised that he hadn't been able to attend this Sandy Row Community Forum meeting where the design team had explained the detailed consideration that had been given to the bridge.</p>
<p>Comment - BBD stated that it was his understanding that the existing bridge could be retained as part of the Belfast Transport Hub project.</p>
<p>Response: Design team explained that there was no way that the existing bridge could be retained and explained the site constraints that have informed the Belfast Transport Hub and Masterplan layout.</p>
<p>Comment - BBD suggested that a pedestrian / cycle link from Donegall Road / Village area to the city centre should be developed through the Belfast Transport Hub site.</p>
<p>Response: Design team explained that option for a cycle / pedestrian link from the south had been explored but operational constraints meant that a direct link could not be provided.</p>
<p>Comment – DH stated that he had not been consulted on the 3 no. options.</p>
<p>Response: Design team stated that the 3 no. options were presented during a public consultation event chaired by Declan Hill in July 2015.</p>
<p>Comment – DH stated that there had been a very negative response to the proposed development at the recent public consultation event held at the Europa Hotel.</p>
<p>Response: Design team explained that almost 2,000 people had responded to the consultation in November 2016 and that the majority of respondents (80%) supported the development. In addition 330 people responded to the most recent consultation and again the majority of responses (70%) supported the updated design.)</p>
<p>Comment –DH requested responses to each of the 3 no. submissions he made during the consultation process.</p>

Response: Design team noted that in relation to the Belfast Transport Hub proposals, DH responses commented on the public square and the access to Grosvenor Rd, both of which had been reconsidered in the current proposals; the introduction of a colonnade will provide a covered route from the Belfast Transport Hub to Great Victoria Street.

Comment – BMcM stated that he was initially “horrified” by the proposals.

Response: Design team explained that engineering constraints and operations were the main project drivers as well as the need for the project to interact with and regenerate the city. Opportunities to retain the bridge had been fully explored by the design team. It was noted that this process had been explained in some detail to the Sandy Row Community Forum and that they understood and accepted that the bridge cannot be retained.

The proposed levels across the site are driven by the height of the culvert where it crosses the railway line. As site levels need to be raised, the design team explained that the height of the existing bridge is too low to pass under and it would be impossible for buses to access a bridge from the Belfast Transport Hub site. It was also noted that the existing bridge does not meet DDA standards

The position of the Belfast Transport Hub slightly further away from Durham Street has been driven by the need for 100 metre long platforms and engineering requirements at the railway line “throat”.

10. BM voiced concern about safety issues crossing Durham Street and how the proposed super-crossing would work.

The design team presented a series of maps of similar cities with transport hubs to illustrate how their distances to the respective city centres are similar to that proposed by the Belfast Transport Hub. Also presented were walking distances to City Hall from the existing bus/rail station and the Belfast Transport Hub. It was noted that bus and rail platforms at the Hub are 50 metres further away from City Hall than the existing platforms.

The design team explained that the extra physical distance required for buses to access the site will actually take less time due to the nature of the route and the number of signalised junctions.

Mr McMahon thanked the design team for their comprehensive explanation of the engineering issues influencing the Belfast Transport design and acknowledged that the design team had clearly undertaken a thorough assessment of the constraints and design options in advance of arriving at the current proposals.

Closing Comments

The design team stated that -

3.1.1 Translink are planning to appoint a community officer and an artist who will work with the local community to re-interpret the bridge as part of the Belfast Transport Hub masterplan. This could involve using materials from the existing bridge.

3.1.2 Translink and the design team are aware of the cultural and historic importance of the existing and previous bridges. The design team want input from the local community as to how the bridge(s) can be remembered.

3.1.3 The public realm improvements in the area around the Belfast Transport Hub will be included in the Full planning application and will be delivered by Translink.

5.7 Newsletter and Feedback Form

In February/March of 2017, Translink developed a second edition of the public newsletter. The document was an A4, 4-sided, full colour newsletter (Appendix 12). This edition of the newsletter was named “Transport-Led Regeneration Project” with more focus on the details of the planning application and masterplan area. It was strategically placed in the Europa Bus/Train Station and Central Train Station in order to gain feedback from daily train users on the revised designs. The newsletter was then sent to all residents and commercial landowners within a 600 metre radius of the Belfast Transport to ensure input from the surrounding community. The February/March of 2017 newsletter addressed the following topics:

- Update on the current stage of the project
- Rendering of the updated front elevation
- Consultation Stage 2 themes
- Updated masterplan
- Project timeline
- Images from consultation events
- Next steps



Fig. 38 Cover of Community Newsletter (February 2017)

The last page of the February/March 2017 newsletter was an individual feedback form with a link to an online version. It provided 3 no. questions to gain final pre-application

consultation feedback on revised designs for the Belfast Transport Hub and the wider masterplan area.

The newsletter/feedback form was initially distributed at the Europa Bus/Train Station and Central Station with an additional distribution carried out at the public consultation event held in the Europa Hotel on 23 February 2017. The feedback period opened on 20 February 2017 and closed on 10th March 2017, at which point the feedback forms were removed from their distribution/collection points and the online feedback form was closed.

The feedback form contained 3 questions: multiple-choice and one open-ended -

	Question	Type of Question
1	Having looked at the revised designs for the transport hub, do you think the changes – (Positive, Negative, Neutral)	Multiple Choice
2	Having looked at the revised designs for the wider masterplan area, do you think the changes are - (Positive, Negative, Neutral)	Multiple Choice
3	Have you any suggestions for further enhancement to the amended design proposals?	Open Text response

5.8 Stage 3 Public Consultation Event

The public event was hosted in the Europa Hotel, Great Victoria Street, Belfast BT2 7AP on 23rd February 2017 from 12.00-20.00. The event included two formal presentations by the project team at 13.00 and 17.30. The event was attended by 61 individuals throughout the day, with a large number arriving for the 13.00 presentation. The event provided an important opportunity for the public to discuss the revised designs with members of the project team, to provide feedback on remaining issues and understand the planning process moving forward.



Fig. 39 Photograph of consultation event

8 no. information boards (Appendix 11) were provided for the attendees, based on the following development themes:

- Introduction to Phase 3
- Updated Masterplan
- Updated Transport Hub
- Updated Public Realm
- Timeline
- Regeneration and Community Benefits

5.9 Europa Bus Station Public Consultation

Public consultation boards and information leaflets/feedback forms were available to view at Europa Bus Centre, Glengall Street, Belfast from 27th February 2017 – 10th March 2017. The boards were displayed on a TV presentation stand. Representatives of the Belfast Transport Hub project team were in attendance to answer any questions and gather feedback between 11.30 – 13.30 & 15.30 – 17.30 on 1st March 2017.



Fig. 40 Photograph of consultation event at Europa Bus Station

5.10 Feedback from Consultation

The third phase of consultation received a smaller response count than Phase 2. This could potentially be attributed to the level of support in Phase 2.

- 330 feedback forms
- 14 written responses (interest groups, interested individuals, neighbouring landowners, governmental bodies)
- 61 Public Event Attendees

Outlined below is a summary of the responses made to the consultation questionnaire and a list of more detailed submissions made by third parties.

5.10.1 Questionnaire Responses

330 no. questionnaires were either completed online or submitted to Translink during the public consultation period. Questions 1 & 2 were closed questions and asked whether the amendments made to the Belfast Transport Hub since the public consultation in November / December 2016 were positive, negative or neutral. The total number of responses and percentages are outlined overleaf.

Q1 Having looked at the revised designs for the transport hub, do you think the changes are -

Positive – 227 (69 %)

Neutral – 52 (16 %)

Negative – 37 (11 %)

Skipped Question - 14 (4 %)

Q2 Having looked at the revised designs for the wider masterplan area, do you think the changes are -

Positive – 224 (68 %)

Neutral – 46 (14 %)

Negative – 39 (12 %)

Skipped Question - 21 (6 %)

Question 3 gave respondents the opportunity to make suggestions as to how the amended plans could be further enhanced. 184 no. questionnaires included responses to the question.

5.10.2 Issues Emerging from PACC 3

Themes
Accessibility
Pedestrian Movement
Importance of pedestrian connections to the city centre (routes and signage)
Disabled and elderly appropriate access
Preference for station to be located closer to the city centre and concern regarding additional walking distances; proposed ways to bridge distance (e.g. shuttle bus, moving walkway).
Unimpeded access to city centre (specific concern for disabled individuals.)
Buses
Closer alignment with Metro Bus and Belfast Rapid Transit.
Bus Specific Grosvenor Road Access to Westlink (Heading North)
Cycling
Beneficial to connect to Belfast Bikes network.
Provision of high quality cycle parking.
Dedicated cycle lanes into and through the Belfast Transport site.
Belfast Bike Hub docking station.

Parking
Concerns regarding loss of existing car park – impact on local parking and loss of spaces used to support local business.
Better parking in suburban areas for park and ride.
Requirement for provision Blue Badge Holder parking
Additional drop off/pick up areas for both private vehicle users (disabled appropriate design)
Traffic
Local residents concerned about traffic congestion in the immediate vicinity of the site affecting local accessibility.
Taxi
Provision of a public hire taxi rank.
Design
Belfast Transport Hub Building
Aspirations for a more iconic design
Desire for building to reflect the history of Belfast.
Desire for high quality sustainable design with reference to green roofs, green space and green roof.
Desire for station platforms to be covered.
Requirement for inclusive design cognizant of disabled users: Signage, Lighting, Staffing, Seating, Furniture Placement.
Desire additional bathroom provision.
Additional seating provision.
Masterplan, Station Square & Public Realm
Desire for the inclusion of a green space with trees.
Desire for segregated pedestrian and cycle paths for visually impaired users.
Suggest a different historical reference than floor panels for visually impaired users.
Require public realm to be designed with visually impaired and disabled individuals in mind: seating, tactile paving, lighting, crossing opportunities, street furniture placement.
Additional retail provision.
Heritage
Desire to retain the Boyne Bridge in situ.
Acceptance of the wider benefits to the local community associated with the redevelopment of the site which necessitates the removal of the Boyne Bridge.
A desire for reference to the industrial heritage of the local area and the old railway station.
Miscellaneous
Requests for automated ticketing.
Request Private Provider Provision included in station.
Requests for integrated passenger information systems and digital timetables/signage.
Request for wifi accessibility
Suggestions for name - 'Great Northern Station'.
Request future redevelopment of Great Northern Mall and accommodation into scheme.

6.0 Themes and Responses

The following section provides responses to each of the themes and specific comments raised during Stages 2 & 3 of the public consultation. Where relevant we explain how the design has been amended to respond to comments raised during the statutory pre-application public consultation phase. Images are provided at intervals to provide visual explanation of the responses.

6.1 Transport and Access

For further detail on access issues please refer to the Design & Access Statement submitted alongside this PACC Report and the Transport Assessment contained within the Environmental Statement.

6.1.1 Pedestrian Access

Summary of issues raised -

1	Pedestrian connections to city centre (routes & signage)	<p>Detail and illustrations of pedestrian linkages from the Belfast Transport Hub to the city centre are provided in response to point 12 (pages 54-56). Users from the Belfast Transport Hub can walk to the city centre along Grosvenor Road, Glengall Street or Ameila Street via the Great Northern Mall.</p> <p>Commentary on wayfinding is provided at point 9 (page 53).</p>
2	Concern regarding additional walking distances to city centre; emphasis on people with mobility issues	<p>Distances from the Belfast Transport Hub to the city centre are similar to distances from the existing bus and rail stations at Great Victoria Street. This is illustrated in response to point 12 overleaf (pages 54-56)</p>
3	City Centre connections for people with visual and hearing impairments	<p>Belfast Transport Hub designed to DDA station standards and to meet requirements of 'Inclusive Mobility - Guide to Best Practice on Access to Pedestrian and Transport Infrastructure' (DfT 2005); 'Design Standards for Railway Stations (DfT 2015); and 'BS8300 Design of Buildings and Their Approaches to Meet the Needs of Disabled People' (Code of practice BSI 2009).</p> <p>A full list of the design features provided for staff and visitors to the Belfast Transport Hub with disabilities are provided below.</p>

The design of the Belfast Transport Hub is currently at RIBA Design Stage 3. RIBA Stage 4 - Technical Design is still to commence, however the following design features and measures will be integrated in to the design –

- Step free access to all passengers with level access to Belfast Transport Hub building
- Openings and access points designed to approved standards and legislation allowing ample space for all users.
- Materials & Finishes - slip resistance, colour contrast for visually impaired, coefficient of reflection)
- Furniture - integrated designs for information/ air conditioning/ PA totems in concourse and integrated totem structures on platforms allowing for de –cluttered space and wayfinding clarity. Views to be maintained with no obstruction to signage, key decision points, circulation elements and facilities
- Location of run-off and queuing zones considered to allow for optimum passenger flow
- Ticket desk heights to be implemented for People with Reduced Mobility only or as part of anti-discrimination (all ticket desk heights to be equal)
- Facilities for visually and audibly impaired including Customer Information System (CIS) departure/arrival information and Public Address & Voice Alarm (PVAV) integrated into design providing multiple information modes for clarity.
- Acoustics (target levels) & lighting (lux luminance) considered for all passenger
- Help point systems and integrated passenger assistance points
- Room Layouts considered for ease of use by all occupants allowing for full accessibility
- Typical signage and wayfinding strategy allowing full visibility to/from key decision making points with signage placed perpendicular to main travel flow.
- Consultation with commercial partners to provide additional mobility services within the wider Belfast Transport Hub masterplan development

4	Access points designed for large pedestrian flow	The station proposals have been designed in parallel with Dynamic pedestrian modelling for the access points and associated connections to ensure the proposals offer optimal space to move and adhere to appropriate Levels of Service (LoS) for pedestrian movements. This has been tested to the year 2040 to ensure a robust assessment.
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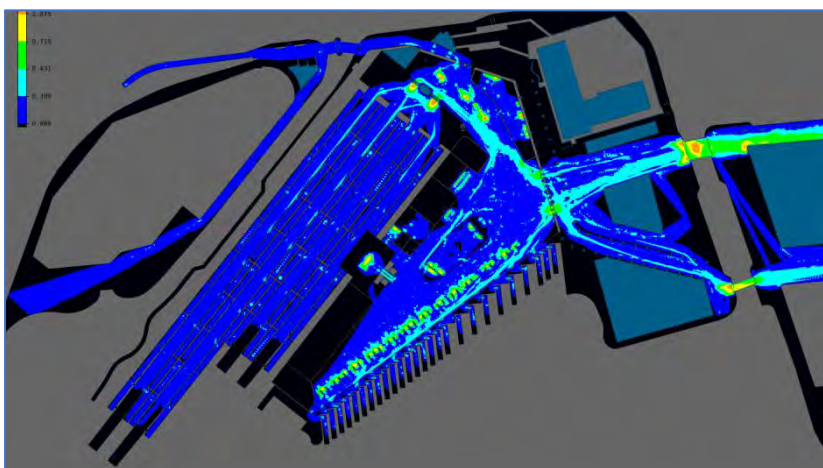


Fig. 41 Extract from 'Dynamic pedestrian model'

<p>5</p>	<p>Improve pedestrian access from all entrances: Great Victoria Street, Sandy Row, Linfield Rd, Great Northern Mall, Glengall Street, Grosvenor Road and Hope Street.</p>	<p>Belfast Transport Hub will have two primary pedestrian entrances; Grosvenor Road and Durham Street. Public realm improvements will be applied to the approaches to these entrances, including</p> <ul style="list-style-type: none"> • Glengall Street • Grosvenor Road • Durham Street • Sandy Row • Hope Street • Great Victoria Street <p>A covered walkway will be provided in the form of a colonnade, wrapping around the civic square adjacent to Durham Street and connecting to one of the primary pedestrian entrance points (Durham Street).</p> <p>Both pedestrian entrances will have step free access to ensure barriers to entry are minimised, and accessibility is improved</p>
<p>6</p>	<p>Designated pick up/drop off areas for private vehicles and taxis</p>	<p>Dedicated (no waiting) layby bays on both sides of Durham St for private vehicle drop off/pick up.</p> <p>Dedicated taxi drop off and pick up laybys proposed on both sides of Durham St, both sides of Glengall St and to the rear of the Belfast Transport Hub off Grosvenor Rd.</p>

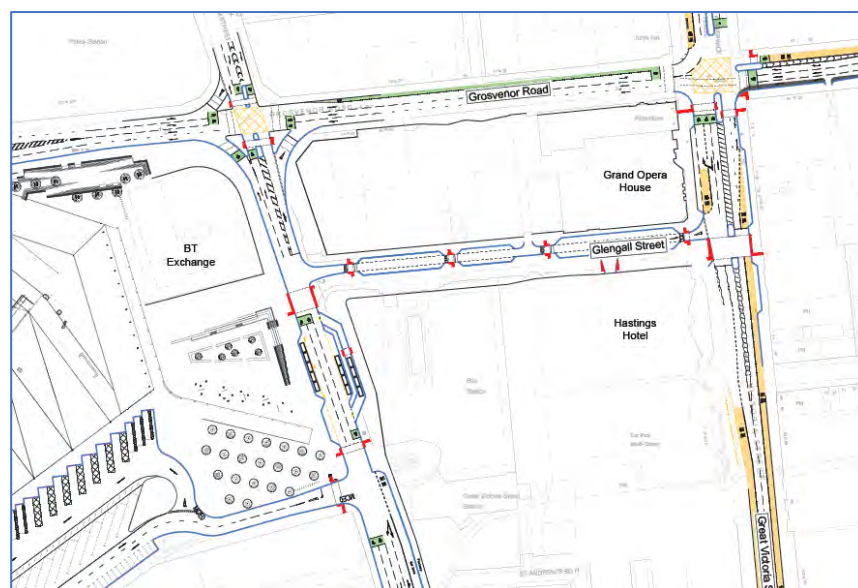


Fig. 42 Extract from Road Layout Drawing

7	Pedestrian Covered Routes	Pedestrians will benefit from the shelter provided by the colonnade now proposed to run along the front of the Belfast Transport Hub and the southern side of the square to link to Durham Street. It is anticipated that a further covered walkway would be developed as part of the redevelopment area to the rear of Great Northern Mall.
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Fig. 43 Views of colonnade that provides a covered walk way around the Belfast Transport Hub

8	High quality public realm to encourage pedestrian movement into Sandy Row and along Grosvenor Road	Public realm has been extended along Sandy Row and Grosvenor Road.
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9	Importance of pedestrian connections to the city centre (routes and signage)	External signage strategy underway and will be an important element to support wayfinding from the Belfast Transport Hub to the city and beyond. Internal signage will be linked to the external wayfinding signage to provide information on destinations, linked transport services and pedestrian routes.
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10	Disabled and elderly appropriate access	<p>It is intended that 'Shopmobility' facilities will be provided at the proposed Belfast Transport Hub.</p> <p>On Glengall Street, rest points and seating areas will also be introduced at appropriate intervals. Kerbs lines have been retained on Glengall Street along with tactile paving where required</p> <p>A complete list of disability design features is provided on page 51 of this Report.</p>
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11	<p>Preference for station to be located closer to the city centre and concern regarding additional walking distances; proposed ways to bridge distance (e.g. shuttle bus, moving walkway).</p>	<p>Distances from the Belfast Transport Hub to the city centre are similar to distances from the existing bus and rail stations at Great Victoria Street. This is illustrated in response to point 12 overleaf (pages 54-56).</p> <p>Mobility benches and resting spots included along Glengall St.</p> <p>The proposed development will reduce barriers to movement with removal of Boyne Bridge, regrading and introduction of new pedestrian connections.</p> <p>Translink will seek to ensure that the Metro Service routes ensure optimal access to the Belfast Transport Hub. Quality Bus Corridors will also be provided on Great Victoria Street as part of this project allowing Translink greater flexibility and priority for frequency of its coach and metro services</p>
12	<p>Unimpeded access to city centre (specific concern for disabled individuals.)</p>	<p>A step free access will be provided across the station square, connecting to Glengall Street at-grade level. A step free access ramp is also provided on Grosvenor Road entrance (designed to be complaint 1:20)</p> <p>A covered walkway will also be provided in the form of a colonnade, wrapping around the civic square adjacent to Durham Street and connecting to one of the primary pedestrian entrance points (Durham Street).</p> <p>Both pedestrian entrances will have step free access to ensure barriers to entry are minimised, and accessibility is improved.</p>

The maps below illustrate pedestrian linkages from the existing transport facilities at Great Victoria Street and the proposed Belfast Transport Hub towards Belfast City Hall.

Existing



	Walking Distance - Donegall Square to Bus Gate	Total Distance = 675m
	Walking Distance - Donegall Square to Train Platform	Total Distance = 775m

Proposed





	Walking Distance - Donegall Square to Bus Gate	Total Distance = 750m
	Walking Distance - Donegall Square to Train Platform	Total Distance = 745m

Fig. 44 Maps illustrating pedestrian routes from the existing and proposed stations to City Hall

The table below illustrates the existing and proposed distances from train and bus facilities to Belfast City Hall.

Walking Route	Existing Distance (m)	Proposed Distance (m)	Difference
Bus Station to City Hall	675	750	Increase of 75 metres
Train Station to City Hall	775	745	Reduction of 30 metres

The maps and table above illustrates that the rail gateline at the Belfast Transport Hub is actually closer to Belfast City Hall than the existing station; and the proposed bus facilities are only 75 metres further away from City Hall as measured to the furthest stand, which is in part due to the increase from 13 existing stands to the proposed 26.

The maps and tables below show walking distances from main transport hubs to city centres in a range of comparable cities. These distances compare favourably with the distances proposed at the Belfast Transport Hub.

Manchester

Destination	Transport Interchange	Distance (m)
Town Hall	Coach Station	750
Town Hall	Piccadilly	1400
Arndale Centre	Coach Station	750
Arndale Centre	Piccadilly	1000



Glasgow

Destination	Transport Interchange	Distance (m)
George Square	Buchanan Bus Station	650
George Square	Glasgow Central Station	650



Sheffield

Destination	Transport Interchange	Distance (m)
Town Hall	Sheffield Coach Station	600
Town Hall	Sheffield Train Station	725



Fig. 45 Illustrative pedestrian routes from Manchester, Glasgow & Sheffield

Significant effort has been made to deliver a high quality public realm scheme at Station Square extending along Glengall Street, Sandy Row, and Grosvenor Rd to create an attractive and accessible environment that will encourage pedestrian movement along these streets. Detailed landscape drawings illustrating these proposals are submitted as part of the planning application submission.

The location of the proposed pedestrian crossings was determined through computer traffic and pedestrian modelling. The location and timings of the crossings will allow ease of access from the Belfast Transport Hub to the city centre but also allow traffic to continue to flow around the site.

6.1.2 Buses

13	Dedicated bus access to the main road network	<p>There are 3 main bus access / egress points as part of the proposed development, these are:</p> <ol style="list-style-type: none"> 1. Busway (connecting to Westlink): dedicated, high frequency bus corridor 2. Durham Street access/egress: services egressing via this access junction will travel southbound, connecting to a dedicated bus lane via a signaled junction upon leaving the site. 3. Grosvenor Rd access: connecting to highway network through a priority junction
14	Closer alignment with Metro Bus and Belfast Rapid Transit.	<p>Quality Bus Corridors will also be provided on Great Victoria Street as part of this project allowing Translink greater flexibility and priority for frequency of its coach and metro services.</p> <p>This infrastructure will also provide early priority corridors that could be utilised by a future north/south BRT service.</p> <p>Streetscaping and public realm improvements will also be extended to the nearest proposed BRT halt at RBAI.</p>
15	Improved access to buses.	<p>Bus stands are wider to allow wheel chair access to luggage areas, with improved safety measures and driver visibility</p>

6.1.3 Cycling

16	Beneficial to connect to Belfast Bikes Network	Connections will be made to the Belfast Bicycle Network via a shared surface on Glengall Street and toucan crossing points.
17	High quality cycle parking	Cycle parking located to the south of square and opposite the square at Glengall Street and adjacent to Grosvenor Road entrance.
18	Dedicated cycle lanes into Belfast Transport	Connections will be made to the Belfast Bicycle Network via a shared surface on Glengall Street – this is aimed for cater for all grades of cyclists.
19	Changing/locker facilities and cycle repair	Translink will incorporate an Active Travel Centre south of the Square upon completion of the Masterplan. Short term, Translink will seek to introduce those Active Travel elements into the existing station building
20	Dedicated cycle lanes into and through the Belfast Transport site.	<p>Options to provide a cycle path through the site were extensively investigated by the design team. However a cycle path is unfeasible due to the health & safety risk to cyclists and the operational requirements of Translink.</p> <p>Belfast Bike Cycle parking will be located to the south of square and opposite the square at Glengall St. and adjacent to Grosvenor Rd entrance upon completion of the Masterplan</p>

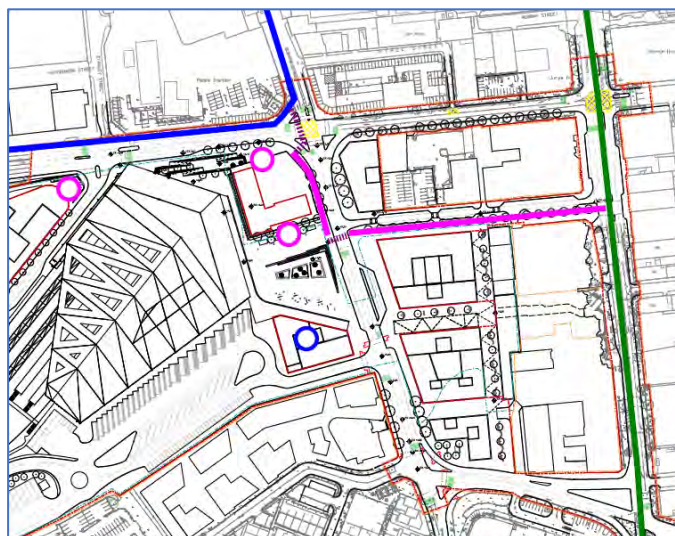


Fig. 46 Plan illustrating Belfast Transport Hub in relation to Belfast Cycle Network and location of proposed bicycle parking stations

6.1.4 Parking

21	Local residents concern about private cars parking in residential area	Translink recognize that this is an existing issue for residents. However, this issue is not directly related to the development of the Belfast Transport Hub, but is a wider issue for the city centre, linked to accessibility. DfI are currently reviewing parking activity across Belfast and how parking capacity in residential areas is used for commuters accessing the city centre. This will inform a strategy for possible implementation of Resident's Parking scheme in areas most impacted by high levels of parking. This will be developed separately from this scheme.
22	Include provision private coach parking	Private coach parking will be subject to further agreements to be reached between Translink and independent parties. Existing coach parking on Glengall Street has been retained.
23	Align parking proposals with Belfast City Council Parking Strategy	The scheme represents a net loss in parking across the site of approx. 90 spaces compared to the existing provision. This aligns with BCC's aim to reduce and rationalize parking in the city centre.
24	Include provision for staff car parking	Staff parking will be provided on site. However, the scheme represents a net loss in parking across the site of approx. 27 spaces compared to the existing provision.
25	Better parking in suburban areas for park and ride. Requirement for provision Blue Badge Holder parking	<p>The scheme will result in a net loss of parking, in line with Belfast City Council's strategy and Department for Infrastructure's policy. However Great Northern Multi-storey will be retained until the site has been released for redevelopment. This will follow construction of the Belfast Transport Hub. Translink and the Department for Infrastructure's recognize the inherent congestion issues that stagnate the city centre, and the importance to support more sustainable transport measures and modal shift.</p> <p>Disabled car parking will be provided in the car park to the rear of the Belfast Transport</p>

		Hub and accessed from Grosvenor Road.
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It is anticipated that the Belfast Transport Hub can become a game changer for the use of public transport in Northern Ireland. The Belfast Transport Hub will be within walking distance of existing Metro and proposed Belfast Rapid Transit services. This integrated public transport service should reduce Northern Ireland's reliance on the private car park.

In preparing the parking strategy for the Belfast Transport Hub, the transport engineers (ARUP) have worked collaboratively with Transport NI to ensure that adequate car parking has been provided and that the development can facilitate a modal shift towards public transport use. Belfast City Council's City Centre Car Parking Strategy has been considered as part of this process.

6.1.5 Traffic

26	Local residents concerned about traffic congestion in the immediate vicinity of the site affecting local accessibility.	Translink recognize the inherent congestion issues that stagnate the city centre. These are city wide issues. This reinforces the importance of the project to support more sustainable transport measures and modal shift. The proposed development will be an important mechanism to reduce congestion levels across the city.
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6.1.6 Taxi Provision

27	Provision of a public hire taxi rank.	Taxi provision will be provided on Durham Street, both southbound and northbound as well as at Glengall Street.
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6.1.7 Neighbourhood Access

28	Concerns from occupiers of premises on Glengall Street regarding impact on existing access to properties.	Traffic flow on Glengall Street will be one way, eastbound. Access to existing properties will be retained. Detailed plans illustrating the access arrangements and materials for Glengall Street are provided in the planning application drawing package.
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29	Direct connection to Belfast Transport Hub from Linfield/Weavers Court.	<p>Opportunities to create a direct link were explored by the design team. The location of the operational bus area along the southern edge of the site made it unfeasible to provide such a link.</p> <p>Linfield/Weavers Court is within a short walking distance to the Belfast Transport Hub and will connect via improved public realm space on Durham Street.</p>
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6.2 Design

For further detail on design issues please refer to the Design & Access Statement submitted alongside this PACC The Planning Statement also considers the proposed design in relation to the Department for Infrastructure's 'Living Places' design guidance. Comments regarding design have been grouped into those relating to the Belfast Transport Hub building and those relating to Landscape and Public Realm.

6.2.1 Belfast Transport Hub Building

30	Aspirations for a more iconic design.	<p>Illustrated below are the front elevations of the Belfast Transport Hub proposals that were subject to public consultations in November 2016 and February 2017. The design of the front elevation was reworked to give the building greater presence and to introduce elements and materials with historic reference. It is anticipated that the Belfast Transport Hub building and public square will be the focus of the Weaver's Cross regeneration project. A series of statement buildings will be developed around the site on Translink lands most notably on the site to the southern side of the new public square. These buildings will be the subject of an outline planning application which will follow the full planning application.</p>
31	Desire for building to reflect the history of Belfast (emphasis on industrial heritage and former railway station).	<p>The colonnade that was introduced between Stages 2 and 3 has a dual role as a functional element which provides shelter and as a principal design feature which gives building greater presence introduces elements and materials with historic reference, informed for example by the portico at the front of the original Great Victoria Street station (Figs. 47-48 below) that was demolished to facilitate the development of the Europa Hotel.</p> <p>The choice of Portland stone cladding for the colonnade and sandstone terracotta cladding also reflects the original station and other</p>

	<p>historic buildings in Belfast including City Hall. The Belfast Transport Hub will be the centre-piece of the Weaver’s Cross regeneration area. The name was inspired by the rich history of flax spinning and linen mills that characterised the area. This historic context is reflected in the design of the Belfast Transport Hub’s roof that symbolises a piece of folded linen.</p>
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Fig. 47 & 48 Images of Ulster Railway Terminus that fronted Great Victoria Street

<p>32 Adequate seating provision – quiet and sheltered seating.</p>	<p>Internally the Belfast Transport Hub will be characterised by an open and integrated concourse with a variety of seating areas. Dedicated seating is provided at each bus stand.</p> <p>Seating will not be provided at train platforms for safety and operational reasons. Train passengers will sit in the integrated concourse until their train is on platform. When the trains arrive passengers will pass through the security barriers and access their train.</p>
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33	Provide covered station platforms.	All of the rail platforms will be covered either inside the main Belfast Transport Hub building or under extended canopy structures. There is provision for Customers waiting for buses to wait inside the Belfast Transport Hub building adjacent to the relevant bus stand.
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Fig no. 49 View of railway platform

34	Request for the design to promote safety and security.	Belfast Transport Hub has been designed to adhere to Centre Protection National Infrastructure (CPNI) requirements
35	Consideration to be given to families, hearing impaired, visually impaired, elderly people and people with dementia.	Detail on the disability design features incorporated in to the Belfast Transport Hub proposals are listed on page 51.
36	Requirement for adequate toilet facilities.	The Belfast Transport Hub will provide 4 accessible toilets in addition to 24 male and female toilets located in a central location in the concourse.

6.2.2 Landscape and Public Realm

37	People centred open space that allows for flexible use.	Station Square at approximately 7000m ² is a significant and crucial component of the Belfast Hub project The main square (see image below) which forms the new gateway, arrival and departure space for the new Hub – as well as a major new civic space for Belfast Transport Belfast. The colonnaded perimeter to the south and
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	<p>east provides shelter and access to taxi ranking on the eastern edge of the Square on Durham Street. The central area of the square is raised with changes in level utilised as seating areas. A secondary plaza provides access to the station's northern entrance on Grosvenor road. The square is conceived as a predominantly hard space to maximise its flexibility and potential to host markets, events, public art etc.</p>
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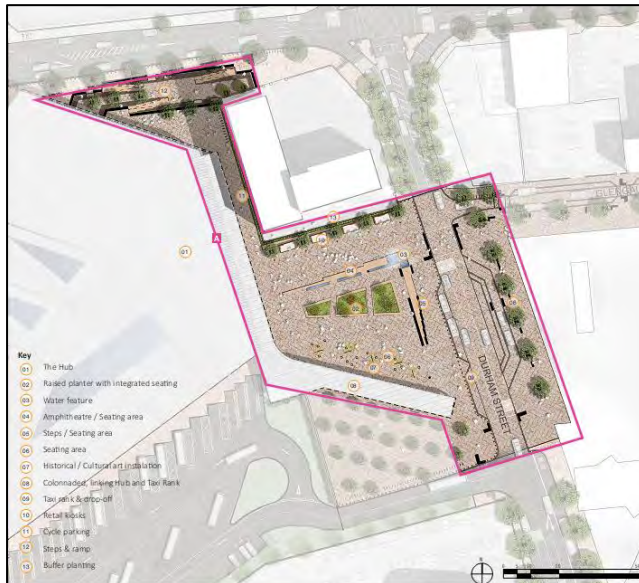


Fig. 50 Proposed public square and public realm improvements

<p>38</p>	<p>Inclusion of green space and trees.</p>	<p>Areas of raised lawn and multi stemmed tree planting provide seating and soft landscape on the northern and sunniest side of the square and along the opposite side of Durham Street. Tree planting is also proposed along both sides of Durham St to the south, along Glengall St, Grosvenor Rd and along both side of Sandy Row as far as the 'Gilpins' building. Buffer planting is also proposed within the operational site notably along the southern boundary and to soften parking areas. The proposal includes meanwhile landscaping on future development sites to the south of the square and adjacent to the Grosvenor Rd.</p>
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<p>39</p>	<p>Active frontages in ground floor areas. Additional retail provision.</p>	<p>A series of Kiosks provide animation and active frontage along the northern side of the square with the potential for meanwhile uses on the future development site to the south of the square.</p>
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Fig. 51 View across public square towards BT Exchange

40	Inclusion of a water feature in station square.	A water feature is included as part of the central feature of the square. A water feature rill and cascade that reference the historic (culverted) Blackstaff river animates the route from the square to Glengall Street along with a series of retail kiosks.
41	Provision of public art and small performance space in Station Square.	Translink are committed to work with the local community to progress ideas and to deliver public art at the Belfast Transport Hub. The art work will also reflect the historic heritage of the area.
42	Covered Areas within Station Square.	The generously proportioned colonnade provides shelter along the western and southern sides of the public square.
43	Desire to attract local business through targeted public realm improvements – take into account the work of Urban Villages.	The connection between Sandy Row and Belfast Transport Hub is a critical element of the scheme. The colonnade provides weather protected route from the Belfast Transport Hub to the site boundary closest to Sandy Row on Durham Street. De-cluttering, tree planting, new furniture and upgrading of pavements will assist in physically linking the Sandy Row Community with the Belfast Transport Hub, the Great northern mall and future retail, commercial and amenity facilities proposed within the masterplan. Critical to this will be improvements to the Hope Street/ Durham Street junction which provides the link between Durham Street and

	<p>Sandy Row. It is anticipated that these public realm improvements can be supplemented by the regeneration plans for the South Belfast Urban Village that are being delivered by the Strategic Investment Board.</p>
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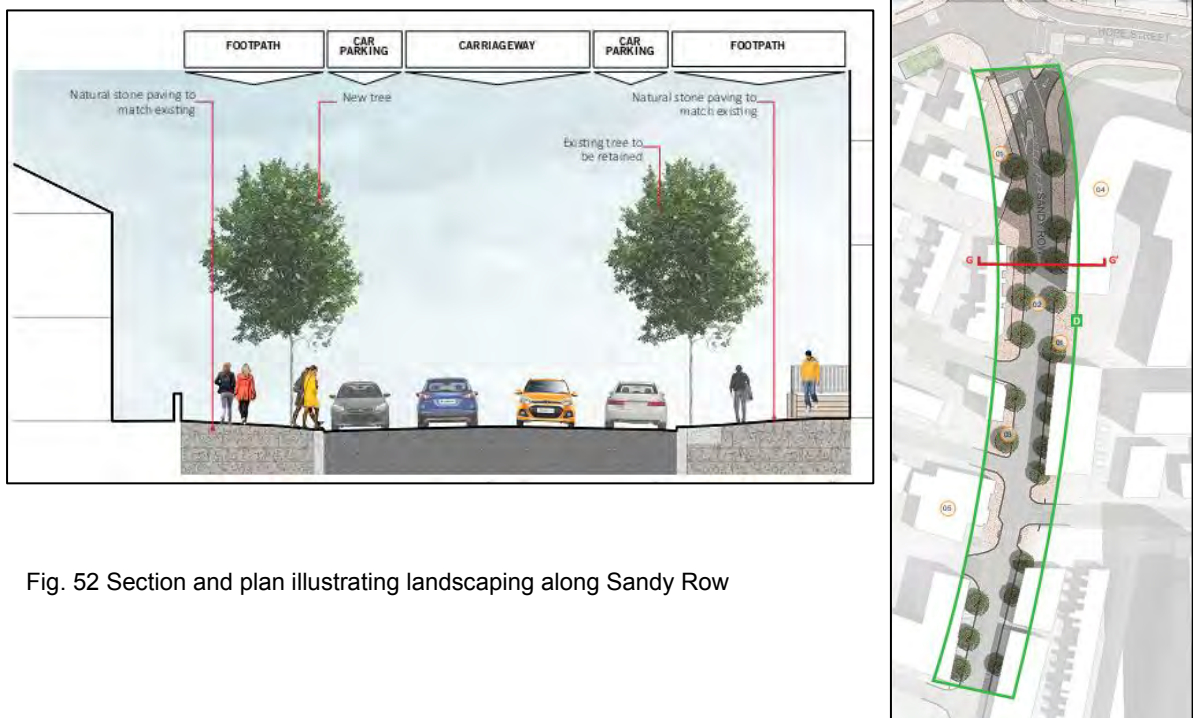


Fig. 52 Section and plan illustrating landscaping along Sandy Row

44	<p>Require public realm to be designed with visually impaired and disabled individuals in mind: seating, tactile paving, lighting, crossing opportunities, street furniture placement.</p>	<p>Three tiers of lighting are proposed within the public realm area, that will provide both a secure and safe streetscape at night and also an attractive and aesthetically pleasing public realm</p> <p>A full list of design features for people with disabilities is provided on page 51.</p>
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6.3 Environment

45	<p>Concern from local residents and local businesses regarding the impact from noise and air quality – construction and operational phases.</p>	<p>The design development has been informed through consultations with Belfast City Council Environmental Health Dept. The Environmental Statement includes mitigation measures to ensure that noise and air quality standards are not exceeded.</p>
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46	<p>More information required on phasing of the whole development and impact on the local area.</p>	<p>The Design and Access Statement explains the phasing of the project on the ground, as does the Environmental Statement which</p>
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		<p>also includes an assessment of the effects on the local area throughout the various construction phases. Section 7.3 of this Report provides details on how local residents will be kept informed of the development throughout the construction and operational phases.</p>
<p>47</p>	<p>The Hub development should promote sustainable design.</p>	<p>The Belfast Transport Hub will deliver a high standard of sustainable design. The Belfast Transport Hub has been designed to achieve a BREEAM “Excellent” standard rating. A recycling target has been set to recycle 70% of the construction waste generated from the site and 80% during the enabling works; Passive solutions to minimise the need for air mechanical ventilation, heating and cooling systems and lighting are also proposed within the design. Furthermore, efficient water consumption measures will include incorporating low flush toilets, passive infra-red taps, leak detection on water mains, solenoid valves on water supplies, and meters to facilitate monitoring of water usage as well as detection should there be a leak in the pipework.</p>

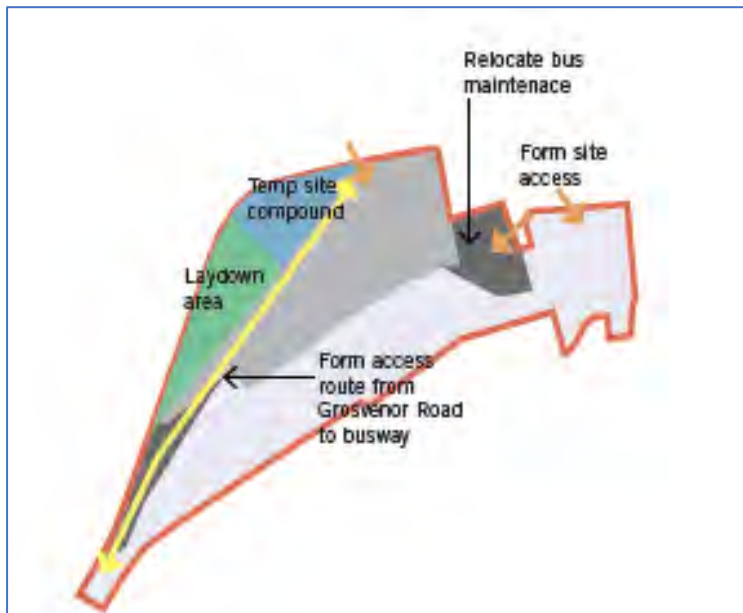


Fig. 53 Construction Phasing - Phase 1 (Phasing drawings are provided in the Design & Access Statement and Environmental Statement

6.4 Heritage

48	<p>Desire to retain the Boyne Bridge in situ.</p> <p>There is a general acceptance of the wider benefits to the local community associated with the redevelopment of the site which necessitates the removal of the bridge.</p>	<p>The design team looked at the feasibility of retaining the Boyne Bridge in situ and concluded that it was not possible due to a number of significant engineering constraints and infrastructure design requirements. The detailed consideration of the Boyne Bridge was shared through a number of presentations and meetings with community groups and interested parties. The Environmental Statement includes a detailed assessment of the Boyne Bridge in the Historic Environment chapter. The existing Boyne Bridge dates from the 1930s and is not Listed but is included on the Industrial Heritage Record. As such, it is of some historic interest, however through direct consultation with Dept. for Communities Historic Monuments Division it has been agreed that the principle of demolishing the bridge is acceptable. There is recognition that the benefits of this major public project outweigh the relative heritage value of the 1930s bridge. The Boyne Bridge will be subject to a full scaled photographic and descriptive survey to ensure the structure and detail of the bridge is sufficiently understood to inform the best approach to the detailed mitigation and monitoring of the demolition Translink is currently investigating the possibility of incorporating features of interest associated with the existing bridge within supplementary the public realm features in the Weaver's Cross area. This will be done in consultation with the local community following the removal of the bridge. The location of the various bridges in relation to one another is shown on the plan below.</p>
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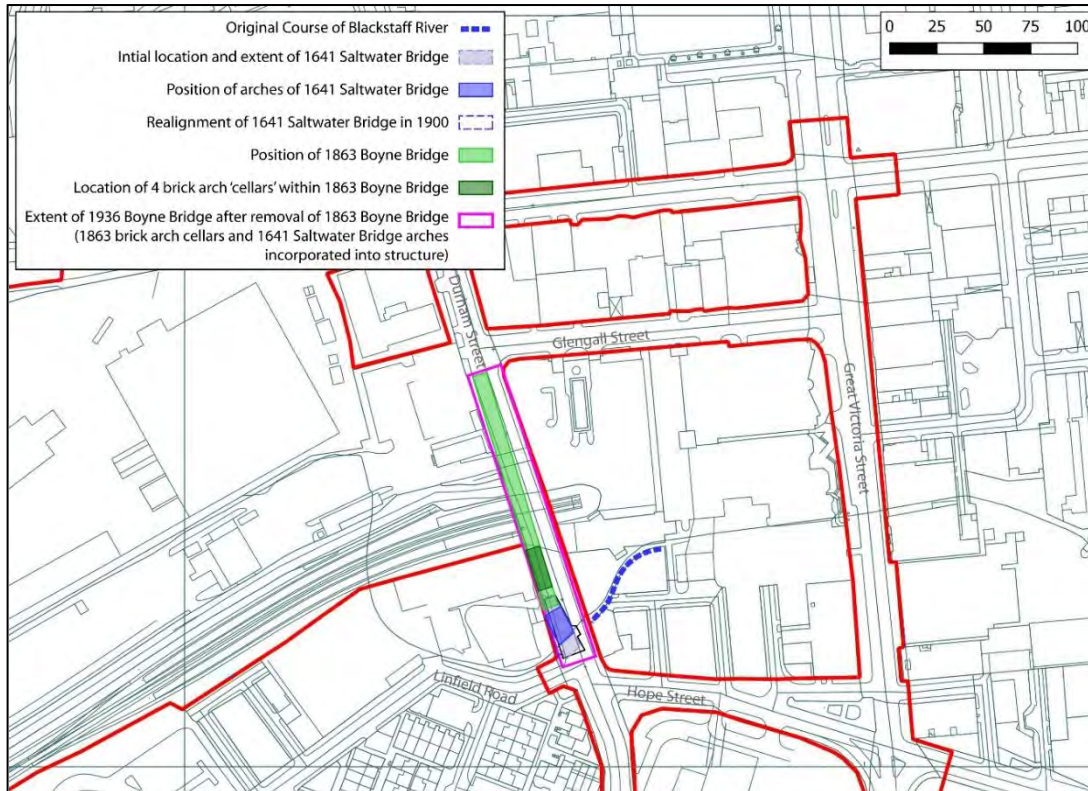


Fig. 54 Plan illustrating location of historic bridges at Durham Street

<p>48</p>	<p>Excavation of the historical features of the early bridge (Saltwater Bridge) which predates the Boyne Bridge.</p>	<p>The design team has undertaken extensive research investigating the history of the early ‘Saltwater Bridge’ that is entombed within the abutments of the Boyne Bridge. The Saltwater Bridge dates from the 1640s. Funded by Chichester in 1642 to either repair or replace an earlier bridge built in 1611, the Saltwater Bridge was originally called the Great Bridge of Belfast. The two stone arches of the 1641 Saltwater Bridge are recorded as being reinforced with shotcrete and metal, and incorporated into the southern approach of the 1936 Boyne Bridge. The levelling with shotcrete implies that the Saltwater Bridge was reduced to the basic structural elements of the spans. Preservation in situ should be achievable for the remains of the Saltwater Bridge. Indicated levels for the re-grading of Durham Street suggest that once exposed the remains of the Saltwater Bridge sit low enough in the current Boyne Bridge fabric for the re-grading to preserve them in situ. The location of the various bridges in relation to one another is shown on the plan above. All excavation will be closely monitored by appointed specialists during demolition.</p>
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The impact of the proposed development on all built heritage assets within and surrounding the site is assessed in the Environmental Statement. During the public construction phase a small group has objected to the proposed development and specifically the demolition of the existing Boyne Bridge at Durham Street. It is notable however that through the course of the consultation process the wider community appears to support the Belfast Transport Hub project and has developed an acceptance that the benefits of the Belfast Transport Hub project to the local community outweigh the retention of the Boyne Bridge.

6.5 Miscellaneous / Service Suggestions

Specific comments on features such as automated ticketing, real time information, signage and wifi etc have been compiled and are being considered by the design team and Translink. The Belfast Transport Hub will be a world class integrated transport interchange. As such, it is anticipated that the operation of the Belfast Transport Hub will be akin to contemporary stations. In relation to signage, to optimise legibility the focus will be on symbols and supported by multilingual information.

The images below illustrate the interior of the proposed Belfast Transport Hub.



Fig. 55 & 56 Images of concourse and seating areas within the Hub

At the MIPIM property conference in March 2017, Translink announced that the regeneration area around the Belfast Transport Hub would be branded as 'Weaver's Cross'. The name and brand was developed following an extensive marketing and research exercise. During the same exercise potential names for the Belfast Transport Hub were also tested with stakeholders and community groups. The name of the station is expected to be announced shortly after the submission of the planning application.

7.0 Conclusion

7.1 Summary of consultation and amendments made

This PACC Report has illustrated the extensive and committed pre-application public consultation undertaken by Translink and the design team. Statutory public consultation relating to the planning application commenced in October 2016 with the submission of Proposal of Application Notices (PAN) to Belfast City Council Planning Service. Draft plans for the Belfast Transport Hub were subject to public consultation in November/December 2016 and again in February/March 2017. Outlined below are amendments made to the proposed plans following the November/December 2017 consultation -

1. In response to comments that the design should be more traditional and reflect the historic nature of the site and Belfast, the front elevation of the building was reconsidered, materials were reconsidered and a colonnade feature has been added to the front elevation of the Belfast Transport Hub building;
2. The colonnade also provides a covered walkway from the Belfast Transport Hub to Durham Street. As such, the colonnade also responded to concerns about the extra distance that people would have to walk from the Belfast Transport Hub and a desire for covered walkways.
3. The colonnade also encourages movement to the south and towards Sandy Row and therefore addresses some concerns that the Belfast Transport Hub would not benefit residents in the Sandy Row area;
4. This concern has also been addressed by extending the proposed public realm improvements up to the former Gilpin's site on Sandy Row.
5. The final proposals for the public square have responded to feedback by providing trees, green space and a water feature. The layout of the square means that it is a flexible space and can be used for a range of uses as suggested through consultation.
6. Taxi provision and drop off/pick up areas were located in laybys as a response to local concerns and to reduce local congestion.
7. Site levels have been examined and indicated levels for the re-grading of Durham Street suggest that once exposed, the remains of the Saltwater Bridge sit low enough in the current Boyne Bridge fabric for the re-grading to preserve them in situ.

7.2 Planning Strategy Moving Forward

As stated in chapter 2.0 of the submitted Planning Statement it had been Translink's intention to submit planning applications for both the Belfast Transport Hub and the surrounding masterplan area simultaneously. A number of the comments raised during the public consultation process related to the masterplan area and these comments have not been considered in this PACC Report.

It is anticipated that an Outline planning application for the 'masterplan' lands will be submitted following the determination of the application for the Belfast Transport Hub. The proposed Outline planning application will also be a 'Major' planning application and will therefore be subject to a further round of statutory public consultation. This proposed consultation will invite comments on the masterplan area to the west of the Belfast Transport Hub at Grosvenor Road; the triangular plot to the south of the public square; and the development plots on the site of the existing bus and rail stations at Great Victoria Street.

7.3 Future Contact & Consultation Arrangements

Securing planning permission is a critical milestone in the delivery of the Belfast Transport Hub. Translink has worked closely with local communities and stakeholders to secure their support. To maintain their support Translink has appointed a 'Community Development Manager' (CDM) for the Belfast Transport Hub. The CDM will -

- *align and assist in the delivery of the overarching Communication and Engagement plan.*
- *represent Translink/project at any required internal and external partnership/stakeholder meetings. These meetings will relate specifically to community initiatives or communications tasks for the Belfast Transport Hub.*
- *work closely with all communities to develop bespoke and strategic opportunities that arise from the project.*
- *manage and administer the creation of the Partnership Forum. The forum will be a platform to bring together all key stakeholders relating to the project.*
- *be in daily communication with the contractors Community Liaison Officers relating to matters on the ground. Themes the Community Liaison Officer will regularly communicate are; progress of construction; barriers to progress; reported issues, resolution of those issues, impact on overall objectives.*
- *build and maintain positive relationships with stakeholders.*
- *work with the Translink communication team, to ensure positive awareness of the project brand to all internal and external stakeholders.*
- *monitor and communicate on the 'Buy Social' clauses and subsequent targets of the project.*
- *be the primary point of contact for the service provider of the 'Buy Social' initiative*

The contractor responsible for developing the Belfast Transport Hub is still to be appointed and their terms of appointment are still to be confirmed through the tender process. However, the appointed contractor will be expected to meet and deliver on the following themes -

- *Community Engagement - including levels of community investment in bespoke projects and initiatives.*
- *Full and transparent communication with local communities in the build-up to and the execution of the enabling and construction works. Making available direct contact numbers.*
- *Implementing Buy Social clauses and the methodology of how the contractor plans to maximise the delivery of skills, employment and education.*
- *Delivering on Equality and Diversity requirements to the supply chain in accordance with Section 75 of the 1998 NI Act.*