

# Liverpool One Bus Station

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## Location

Liverpool One Bus Station is located to the right and behind John Lewis Store in Liverpool One shopping complex. It is rectangular in shape and, using Merseytravel Centre as the starting point in the bottom left corner of the rectangle, is bounded by Merseyside Police Headquarters ahead; Hilton hotel Liverpool behind; Strand Street / Albert Dock to the right and Paradise St / Custom House Lane / Hanover St to the left.

## General Description

Liverpool One Bus Station is one of two large bus stations within the immediate vicinity of Liverpool City Centre. The other being Queens Square.

It's rectangular shape consists of two rows of 5 bus stands separated by the 2 lane road used by buses to enter and exit the bus station.

Each bus stand has its own seating and waiting areas.

All bus stands and waiting areas are under cover but open to the elements.

There are glass perimeter walls along the road side with automatic doors opening when the bus is at the correct stand. The walls to the waiting areas are predominantly made from glass with yellow markings of Merseytravel logo at approx 2 metres from ground.

There are controlled crossing points at either end of the bus station.

## Layout

For the purposes of this guide, Merseytravel Centre is the starting point for description of the layout.

The Merseytravel Centre is located at the bus station entrance nearest to Custom House Lane / Paradise St / John Lewis.

With Merseytravel Centre behind you and facing the bus station, the bus stands are numbered clockwise from stand 1 directly opposite you on the far side of the bus station through to stand 10 immediately in front of you across the open space outside the Travel Centre.

Stands 1 – 5 are located on the opposite side of the bus station from Merseytravel Centre, across the bus entrance and exit lanes, and stands 6 -10 are located on the same side as Merseytravel Centre.

### **Stands 1 – 5**

Stands 1 -5 can be accessed by using a pedestrian controlled crossing. From the Travel Centre move across open space, veering slightly to the left where there is tactile paving immediately in front of the pedestrian controlled crossing.

The crossing has a refuge in the middle.

At the first crossing point, the buses leave the station from your right.

From the crossing point on the island in the middle of the road, the buses enter the station from the left.

No other traffic should have access to this road.

The island also has four large steel bollards placed across the space with room to negotiate safely.

The crossing lights control both sides of the road so traffic is all stop at the same time.

Once across the crossing, the stands are situated off to the right.

Turn right from the crossing and follow the pathway with the bus stands on your right and once under enclosed roofed area, after a few metres on the left there is a wall and entrance up steps to reception area of Merseyside Police Headquarters. There is also lift access located to the right of the stairs up.

The bus stands are shielded from the road by glass walls along the length of the bus station.

Each stand has automatic doors adjacent to the road, which remain closed until the bus is in the parking bay, followed by an opening at a slight angle to the main wall through which you will find a waiting area with seating facing you as you enter.

There is a second opening at the opposite end of the waiting area. In between the two openings and to the left, there is an information display which is free standing.

If you face the display board and run your hand down the right hand side, there is a help point button with a small speaker above, that if pressed should gain a reply from Merseytravel staff.

There is additional seating on the outside of the waiting area.

Stands 1 to 3 are used mainly as alighting stops for buses coming into the station.

Stands 4 and 5 are closer to the Strand St and Albert Dock end of the station and as you approach you may become aware of the sound of traffic.

After Stand 5 you will move out from under cover of the station and almost immediately on your right there is a pedestrian controlled crossing which will take you back to the side of the bus station that you started from. Tactile paving slightly to the right as you come out of the bus station, indicates the crossing point. Turn right to find the crossing which at this point, controls the buses leaving the station on your right, into the main flow of traffic on Strand St. You may experience a long wait at this crossing.

On the up kerb opposite there is tactile paving followed by a short walk, parallel to the traffic, to the second crossing point. This controls buses turning in to the bus station from your left in front and left behind.

Once across this crossing turn right to enter the under cover of the bus stands numbered 6 – 10.

Before entering the bus station at this end, with Strand St behind you, if you move slightly to the left of the stands, there is a walkway alongside and outside of the bus stands, with the glass perimeter wall immediately on your right. This will take you past all of the stands but outside of the under cover and waiting areas. Take care if travelling along this walkway as running alongside it to the left, is a designated cycleway. However there is also a large open area on the left of the cycleway. The side of the Hilton Hotel is next to this open space.

### **Stands 6 - 10**

Stand 6 is used mainly as alighting stop for buses coming into the station. Stands 7 – 10 follow from here and are closer to the Paradise St / Hanover St end of the station.

The layout of the stands is the same as on the opposite side described earlier.

The bus stands are shielded from the road by glass walls along the length of the bus station.

Each stand has automatic doors adjacent to the road, which remain closed until the bus is in the parking bay, followed by an opening at a slight angle to the main wall through which you will find a waiting area with seating

facing you as you enter. There is a second opening at the opposite end of the waiting area. In between the two openings and to the left, there is an information display which is free standing.

If you face the display board and run your hand down the right hand side, there is a help point button with a small speaker above, that if pressed should gain a reply from Merseytravel staff. There is additional seating on the outside of the waiting area.

On the left of the pathway through the station is a glass perimeter wall with openings at various points.

The last stand you come to is stand 10 and after this you will come out into the open space just before the first pedestrian controlled crossing mentioned earlier.

With your back to the road way at the end of the bus stands, the original starting point of Merseytravel Centre is facing you slightly to the left.