

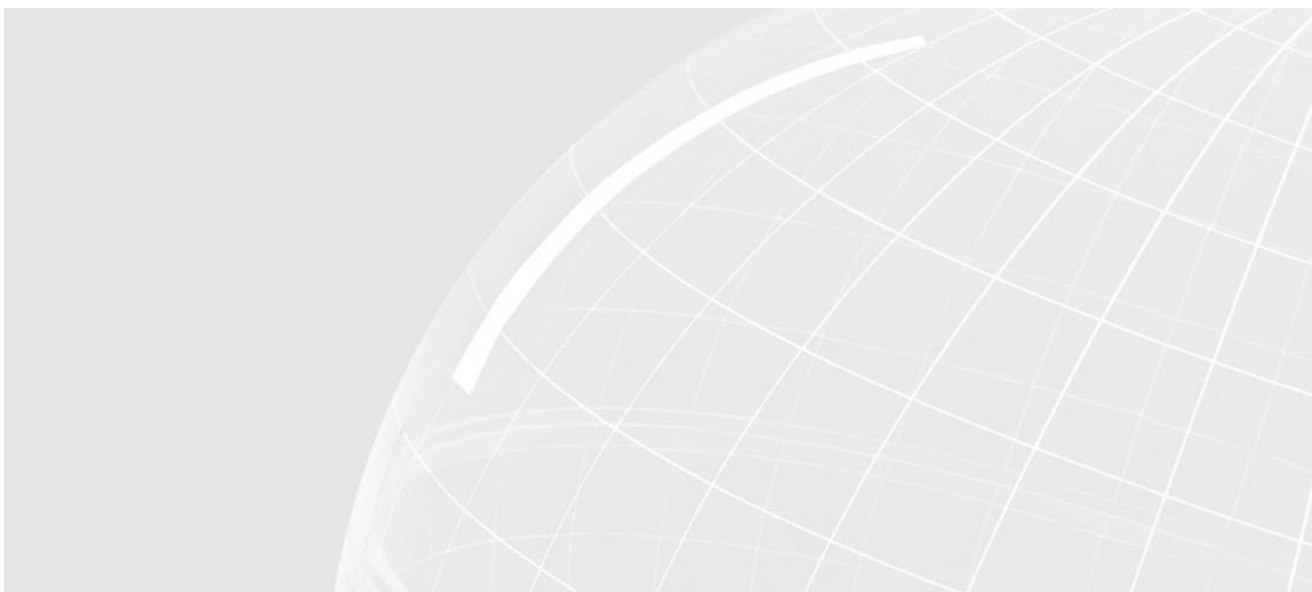


MetroLink

Technical Note - Public Welfare Facilities Provision at Stations

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1. Introduction

The purpose of this technical note is to inform and advise on the provision of public welfare facilities (that will include toilets) in Metrolink stations.

1.1 Overview

The provision of public welfare facilities in transport systems is intended to provide added value to the service. In 'gated' systems, the facilities are typically located within the station gate line, thus restricting use to paid passengers only. For MetroLink, which will operate on an ungated open system, use of the facilities will be accessible to both passengers and the general public. This inevitably carries with it a greater risk of misuse of the facility, antisocial behavior and the need for additional service requirements, maintenance and attendance by security personnel.

The submitted Railway Order drawings show welfare facilities at all stations, however, these are located in the Back of House (BoH) areas and are for use by MetroLink staff only. For welfare facilities available for public use, the EIAR Chapter 6 Section 6.8.1.5 states 'Toilet facilities for passengers will be available at the main interchange stations'.

This technical note sets out the justification for inclusion of welfare facilities at selected MetroLink stations and the associated requirements to be met.

2. Justification for Inclusion of Public Welfare Facilities

2.1 Standards & Guidance

We consulted the following Guidance documents to inform our design in relation to the provision of welfare facilities within stations:

- Technical Guidance Documents for Building Regulations published by the Irish Government (gov.ie) from the Department of Housing, Local Government and Heritage. Building Regulation-Document G in Section 2, Sanitary Conveniences and Washing Facilities, states in Section 2.3 that:
 - *‘Technical Guidance **Document M** should be consulted for guidance in relation to the provision of accessible sanitary conveniences. Certain types of buildings, offices, shops, factories, etc., may also be subject to specific legislative requirements’.*
- Station Planning Standards and Guidelines, published by Transport for London (TfL). These standards and guidelines were applied in considering the Level of Service for the Metrolink station design and provide the following recommendations in Section 6.2:
 - *Standard – Public toilets: If toilets are installed, there shall be separate male and female facilities, each occupying a minimum area of 10m².*
 - *The cubicle should have an entrance separate from either the male or female toilets to accommodate a carer of the opposite gender. These facilities should meet the guidance set out in British Standards as well as the provisions of section 17 of the Crime and Disorder Act.*
- Building for Everyone, A Universal Design Approach, which provides comprehensive best practice guidance on how to design, build and manage buildings and spaces so that they can be readily accessed and used by everyone, regardless of age, size, ability or disability, published by the Irish National Disability Authority (NDA). The NDA Building for Everyone states in Section 7.4.3, Passenger’s Facilities:
 - *All transport buildings should provide adequate seating areas, because waiting is inevitable, whether for a short or long period. Seating should be provided in all main waiting locations and in close proximity to refreshment facilities, **toilets** and travel information....*
 - *Accessible toilet facilities in transport buildings should be accessible from the main concourse level, and should be located as close as possible to the point of departure and arrival. This will allow people to access them immediately before boarding and on arrival.*

2.2 International Practice

A review was undertaken by TII in 2021 on international practice of inclusion of public welfare (toilet) facilities on metro systems. Metros reviewed are shown in the figure below.

Toilet ● No ● Yes



The review indicated that:

- of European systems reviewed some 45% have welfare facilities in some or all stations.
- Copenhagen, Rennes, Turin, and Brescia are small-scale cities which have introduced metro systems in the last 20 years and which do not provide welfare or changing facilities for passengers in their systems. All of these metros have been designed with a high degree of automation (GoA4), as adopted for MetroLink;
- The recently opened metro systems noted above provide no public welfare facilities. It is noteworthy that these new systems operate at GoA4, though the fact that these systems are largely unstaffed may be a factor in the lack of provision of facilities;
- By comparison, London Underground policy is to include welfare facilities in any new build station or major station refurbishment, but located after the ticket gate line to mitigate against anti-social behaviour and use by the general public – noting MetroLink does not have gate lines to protect any installed welfare facilities.

In summary, while most established, older metro systems include public welfare facilities at some stations, newer systems (especially unmanned GoA4 systems) do not generally include them, and those that do include them after the gate lines to ensure that they are for passenger use only.

2.3 Proposed Locations for Public Welfare Facilities on MetroLink

Journey times along MetroLink are not long and the service frequency envisaged means waiting times will be short. This approach is supported by the above comparison with other GoA4 comparable international metros.

Most stations along the MetroLink route are intermediate stations. As end to end journeys on the system are of relatively short duration, no public welfare facilities are generally proposed. However, there are a number of stations that provide a main transport interchange with other transport modes where passengers may have already travelled some distance. These comprise stations at:

- Estuary;
- Dublin Airport;
- Glasnevin;
- Tara; and
- Charlemont.

Those who are making these kinds of interchange/potentially longer trips are likely to expect, and need these stations to have public welfare facilities. This formed the basis of our decision to provide public welfare facilities at these stations. Locating facilities at these main interchange locations is in line with the NDA document Building for Everyone, A Universal Design Approach which notes the need for welfare facilities in transport buildings.

The EIAR Ch 6 Section 6.8.1.3 states that O'Connell Street station is also a main interchange station with the Luas, however public welfare facilities are not proposed at this station given that is an intermediate station on the Luas and also an intermediate station on MetroLink.

2.4 Layout Requirements for Public Welfare Facilities

Welfare facilities will be easily accessible from the public areas, appropriately signed and include facilities for PRMs. Sizing of this facility will follow the recommendation given in the Station Planning Standards and Guidelines, published by Transport for London (TfL), as set out in Section 2.1 above.

Measures to mitigate or discourage adverse use of the installations will include.

- Locating the facilities in the concourse area and visible from security cameras.
- Provision of resistant finishes to prevent vandalism.

The public welfare facilities will be accommodated within the existing station structure proposed, with access provided at station concourse level on underground stations.

3. Conclusion

3.1 Proposal for Public Welfare Facilities at Stations

We have considered best and current international practice in relation to the provision of public welfare facilities at metro stations.

Based on this assessment, TII confirm that appropriate welfare facilities will be provided in accessible locations, with appropriate facilities for PRM users, in the stations noted below to serve both public and MetroLink staff:

- Estuary;
- Dublin Airport;
- Glasnevin;
- Tara; and
- Charlemont.

This is intended to reflect the needs of passengers transferring between different public transport modes at the main interchange stations on MetroLink and their potentially longer journeys being undertaken.

It is not proposed to provide public welfare facilities at any other MetroLink stations. For clarity it is confirmed that 'EIAR Chapter 4 Description of the MetroLink Project', section 4.9.1 incorrectly states:

"Passenger welfare facilities will be provided at the main interchange stations of Glasnevin, O'Connell Street, Tara and Charlemont."

This should now read:

"Passenger welfare facilities will be provided at the main interchange stations of Estuary, Dublin Airport, Glasnevin, Tara and Charlemont."

This will be added to the errata schedule.

3.2 Commitment

The following will be added to the TII MetroLink commitments:

TII confirm that appropriate welfare (including toilet) facilities, including appropriate facilities for PRM users, will be incorporated in accessible locations to serve both public and MetroLink staff at the following stations: Estuary; Dublin Airport; Glasnevin; Tara; and Charlemont.