

Applicant's response to DfS comments

- There should be a panic/emergency button inside the lift that links directly to the control centre, so that in the event that there is a potential threat users of the lift have that function. The lift is connected directly to the Transport for Greater Manchester Control Centre through the Passenger Emergency Call (PEC) system. Emergency call provision is included within the lift car, with additional call points located at key positions on the platform and bridge deck, ensuring users have access to support in the event of an emergency.
- The platform should be illuminated to a high standard to deter loitering in the area surrounding the lift. Consider some tactile paving or similar as another deterrent. Lighting across the scheme will be designed to provide a high standard of illumination, including new lighting to the platform and bridge areas as part of the specification. The design will achieve a minimum average lighting level of 150 lux, supporting visibility and helping to deter loitering around the lift area. Suitable tactile paving has been included at areas of level difference, such as stairs and platform edge. Areas at the end of the platform are fenced to ensure passengers stay to the designated platform areas.
- Use signage to deter loitering and the use of monitored CCTV. The platform, bridge deck and lift car are all covered by CCTV to maintain safety. The cameras will be visible and provide clear field of view. At present we do not generally install signs to notify passengers CCTV is in operation, however these can be considered as part of the RIBA Stage 5 design.
- There should be monitored CCTV coverage of the inside of the lift, and external spaces on both levels. Have a PA function at both levels so that messaging can be used if these areas are being misused. The platform, bridge deck and lift car are all covered by CCTV to maintain safety. The cameras will be visible and provide clear field of view. A Passenger Announcement (PA) system is provided at platform level to allow information to be transmitted.
- Staff should perform regular checks of the lift area on the platform level. The area should be cleaned regularly and any graffiti should be removed quickly. The Metrolink station is not staffed, however is checked and cleaned on a regular, scheduled basis. The Interchange has Bus Station supervisors during operational hours, therefore should any incident with platform infrastructure be reported this will be reported to the Metrolink Operator to resolve.