

# **Rotherham Interchange Refurbishment/Forge Island Bus Station**

## **FAQs**

### **Where will my bus go from?**

*Buses will operate from a temporary facility at Forge Island (old Tesco site) and stops on Corporation Street and Greasbrough Road, around 300 metres away from Rotherham Interchange itself.*

*Information on bus stand allocation at Forge Island and Corporation Street is available at [travelsouthyorkshire.com/forgeisland](http://travelsouthyorkshire.com/forgeisland)*

### **Will there be changes to bus timetables?**

*Yes, timetables for services moving to Forge island are available on our [Service Changes page](#) or through our [Timetable Finder](#) - just type in your service number.*

### **How has my route changed?**

*A map for each route can be found on timetables. To see if your route has changed, please check the timetable related to your service.*

### **Will there be a shelter at Forge Island?**

*Yes, there will be a shelter at Forge Island serving all 12 stands. Bus shelters will also be provided at the stops on Corporation Street.*

### **When will the Interchange be reopening?**

*The Interchange will be closed for approximately 12 months. Further communications will be issued closer to the time to notify of the reopening.*

### **Are toilet facilities provided at Forge Island?**

*No. However the toilets at Rotherham Interchange will remain open and remain accessible during the refurbishment of the site.*

### **Will the shops/mall still be open?**

*Yes, whilst the works take place, the interchange and car park will be closed, but the café, shops in the mall and customer toilets are outside of the main worksite and will remain open.*

### **Where do I go if I need help?**

*A temporary Customer Services cabin will be located on the Forge Island site. Customer Services Advisors will also be walking around the temporary facility and Rotherham Interchange to assist customers.*

### **Are the toilets being refurbished?**

*No, this project is a combination of structural repairs to the car park, life cycle refurbishment of the interchange and repairs to the fire damaged areas arising from the bus fire in May 2016. The Interchange toilets were refurbished in 2010 and will remain open for public use during the refurbishment.*

**Will heating be looked at as part of the refurbishment?**

*No, heating is not included on any of our Interchanges.*

**Will the car park be open?**

*No, the car park will be closed for refurbishment alongside the Interchange.*

**Will there be real time departure information?**

*Yes, passenger information displays (PIDs) will be available at Forge Island*

**What will security be like at the temporary bus station?**

*The site will be securely locked after the last bus departs and reopened for the first bus in the morning. During open hours, 0500 – 2300, Customer Service Advisors will be present on site. The site is fully lit and CCTV will also be in operation back to a control room staffed 24 hours a day.*

**Will you have additional staff at the closed interchange to help direct people to the temporary site?**

*Customer Service Advisors will be at Rotherham Interchange to direct passengers to Forge Island and Corporation Street. Customer Service Advisors will also be on site at Forge Island. Posters, directional signage and stand allocation information will also be available to assist customers.*

**How will I buy my travel ticket?**

*A cash and card payment ticket machine will be available at Rotherham Interchange, and customers will be able to use a card payment only ticket machine at Forge Island bus station.*