



HIGHWAYS ADVISORY COMMITTEE

12 August 2014

REPORT

Subject Heading:

**BUS STOP ACCESSIBILITY
CHASE CROSS ROAD
Outcome of public consultation**

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The subject matter of this report deals with the following Council Objectives

Clean, safe and green borough	<input checked="" type="checkbox"/>
Excellence in education and learning	<input type="checkbox"/>
Opportunities for all through economic, social and cultural activity	<input type="checkbox"/>
Value and enhance the life of every individual	<input checked="" type="checkbox"/>
High customer satisfaction and a stable council tax	<input type="checkbox"/>

SUMMARY

This report sets out the responses to a consultation for the provision of fully accessible bus stops along Chase Cross Road and seeks a recommendation that the proposals be implemented.

The scheme is within **Havering Park** and **Mawneys** wards.

RECOMMENDATIONS

1. That the Committee having considered the representations made recommends to the Cabinet Member for Environment that the bus stop accessibility improvements set out in this report and shown on the following drawings are implemented;
 - QN008-OF-A01/A02-A (bus stop towards Collier Row only)
 - QN008-OF-A03/A04-A
 - QN008-OF-A05-A
 - QN008-OF-A06-A

2. That in relation to the proposed relocation of the bus stop from outside 101/103 Chase Cross to outside the Baptist Church as shown on Drawing QN008-OF-A01/A02-A (stop towards Havering-atte-Bower/ Hillrise Estate), the Committee having considered the representations made either;
 - (a) Recommends to the Cabinet Member for Environment that the bus stop accessibility improvements are implemented; or
 - (b) The proposal is rejected and the Head of Streetcare investigates any other possibilities, notwithstanding the general lack of kerb space to create accessible stops.

3. That it be noted that the estimated cost of £24,000 for implementation will be met by Transport for London through the 2014/15 Local Implementation Plan allocation for Bus Stop Accessibility.

REPORT DETAIL

1.0 Background

- 1.1 People with mobility problems, the elderly and people travelling with young children find it difficult to board or alight from buses, unless the vehicle is able to pull in close to the kerb (within 200mm). The difficulty of gaining kerbside access is often caused by indiscriminately parked vehicles, or lack of high kerb space adjacent to stops.
- 1.2 Improvements to the bus stop environment such as raising kerbs, relaying footway surfaces, providing short footway links to stops and (in exceptional

circumstances) providing pedestrian crossing facilities can help with making bus stops fully accessible to all people. In some situations, it may be appropriate to build the footway out into the road to provide an accessible bus stop, although this will only be appropriate where carriageways are very wide.

- 1.3 The introduction of bus stop clearways improves the accessibility of bus stops by providing sufficient space for buses to pull in close to the kerb. It is important with the provision of buses in London that are fully wheelchair accessible, because the benefits of low-floor/ kneeling buses are considerably reduced (if not removed) if the bus cannot be positioned next to the kerb.
- 1.4 Drawing QB109/00/01B shows a standard bus stop layout where the bus stop is within a length of parked vehicles. In such a situation, a 37 metre long bus stop clearway is required to enable buses to meet the kerb so that both loading doors can be used. Where local conditions allow, this length can be reduced and so any design work will consider needs on a case by case basis.
- 1.5 In some situations, it is recognised that buses stopping on the carriageway can have an impact on traffic flows, especially on narrow roads. However, bus stops which are fully accessible to all people allow for buses to use stops more efficiently, minimising the length of time a bus is stationary. This will have the positive effect of reducing disruption to traffic flows to a minimum.
- 1.6 Where buses cannot fully access the kerb, then there may be delays in the loading or unloading of passengers leading to buses stopping longer than necessary. In some cases, certain passengers may not be able to access buses at all or the bus driver will simply need to pass the stop by where access to the kerb is not possible.
- 1.7 There are 690 bus stops in Havering. 663 are on borough roads, 20 are on the Transport for London Road Network and 7 are in private areas (e.g. Queen's Hospital). Data as of March 2014.
- 1.8 Of these stops, 56% are fully accessible. In order for a stop to be fully accessible, it must meet the following basic criteria;
 - The kerb to the footway must be between 125mm and 140mm in height to be compatible with the front and rear loading doors of the bus and the ramp deployed from the rear loading doors;
 - The bus stop should be restricted from parking and stopping by a bus stop clearway so that the stop is always available for buses to be able to pull into tightly to the kerb.
- 1.9 For Havering, funding for Bus Stop Accessibility works has mainly come from the Transport for London Local Implementation plan (LIP), but occasionally funding is secured as part of the development process.

- 1.10 Staff from StreetCare work with TfL London Buses and the Police (where required) on a programme of mainly route-based Bus Stop Accessibility improvements, although individual sites are investigated from time to time where there are particular passenger access problems.
- 1.11 The route approach allows for comprehensive review of existing bus stop positions for accessibility, convenience, safety etc. and sometimes requires stops to be moved away from points of conflict such as where parking or proliferation of vehicle crossings prevent stops being accessible in their existing positions.
- 1.12 Proposals for accessibility improvements have been developed for various bus stops along Chase Cross Road as set out in the following table;

Drawing Reference	Location	Description of proposals
QN008-OF-A01/02-A	Along the flank wall of 1 Irons Way	25 metre bus stop clearway. 140mm kerb and associated footway works provided at bus boarding area. New Shelter to be turned around and relocated to the rear of footway.
QN008-OF-A01/02-A	Outside 99 to 101	Bus stop to be relocated from outside 101/103 to outside Chase Cross Baptist Church 37 metre bus stop clearway. 140mm kerb and associated footway works provided at bus boarding area.
QN008-OF-A03/04-A	Outside 140 to 146	27 metre bus stop clearway. 140mm kerb and associated footway works provided at bus boarding area.
QN008-OF-A03/04-A	Outside 139 to 145	31 metre bus stop clearway. 140mm kerb and associated footway works provided at bus boarding area.
QN008-OF-A05	On the grass verge opposite 220 to 230	37 metre bus stop clearway. 140mm kerb and associated footway works provided at bus boarding area. New walk way leading to existing

		crossing point
QN008-OF-A06	Outside 217 to 221	27 metre bus stop clearway. 140mm kerb and associated footway works provided at bus boarding area.

1.13 Approximately 60 letters were hand-delivered to those potentially affected by the scheme on 17th June 2014, with a closing date of 9th July 2014 for comments.

1.14 In addition, ward councillors, HAC members and standard consultees (London Buses, emergency services, interest groups etc) were sent a set of the consultation information. Public notices were also placed within bus stop timetable display units.

2.0 Outcome of Public Consultation

2.1 By the close of consultation, 7 responses were received as set out in Appendix I to this report. 1 response included a petition of approximately 200 signatures in opposition to one of the proposals.

2.2 London Buses and the Metropolitan Police Traffic Unit raised no issues in relation to the proposals.

2.3 A resident raised a concern about turning round the bus shelter on the stop to the flank of 1 Irons Way (Drawing QN008-OF-A01/02-A, towards Collier Row) because of the narrow footway.

2.4 With regard to the proposed relocation of the bus stop from outside 101/103 to outside the Baptist Church (Drawing QN008-OF-A01/02-A, towards Havering-atte-Bower and the Hillrise Estate), 5 respondents objected to the proposals, one enclosing a 200 signature petition against the proposal.

2.5 Those objecting cited a range of issues such as;

- Stationary buses obscuring views at junctions,
- Proposal would create congestion,
- Impact on house prices,
- Impact on a traffic sign,
- Impact on those accessing the church or dropping off/ picking up outside the church,
- Impact on deliveries to the car spares shop, the health and safety of those wheeling pallet trollies and impact on operation of the business,
- Passengers needing to cross Felstead Road which was cited as a very busy junction.

3.0 Staff Comments

- 3.1 With regard to the stop to the flank of 1 Irons Way, the footway is at least 2.3m in width which is considered sufficient. The reoriented shelter will make it easier for people to walk past the bus stop where they are currently hemmed in by the shelter and a high fence. Decisions on works to shelters remain that of London Buses.
- 3.2 The current bus stop outside 101/103 cannot be made accessible, even for the front loading doors of a bus because of the adjacent vehicle crossings serving the residents on either side of the stop.
- 3.3 The location outside the Baptist Church was selected because it provided the longest section of footway within which a high kerb can be provided and also made the spacing between the preceding and next stops more equal.
- 3.4 Staff are content that the location is safe and as in any other case, drivers have a responsibility to react appropriately to road conditions and it might mean very short term congestion while a bus loads/ unloads.
- 3.5 Staff are generally reluctant to propose the relocation of a bus stop because of the impact on frontagers not currently affected and likely objections arising, but where accessibility is considered better at an alternative location, such an alternative will be explored.
- 3.6 The Committee will need to consider the various issues raised and balance them against the Council's general duty to make the highway network accessible. In terms of impacts, Staff would suggest that the effect on the car spares business should carry most weight. There may be an alternative to the Baptist Church, but the Committee will note that objections are likely to be forthcoming with any proposal.
- 3.7 Staff recommend that the other proposals be implemented.

IMPLICATIONS AND RISKS

Financial implications and risks:

The estimated cost of £24,000 for implementation will be met by Transport for London through the 2014/15 Local Implementation Plan allocation for Bus Stop Accessibility. The funding will need to be spent by 31st March 2015, to ensure full access to the grant.

The costs shown are an estimate of the full costs of the scheme, should it be implemented. It should be noted that subject to the recommendations of the committee a final decision then would be made by the Lead Member – as regards

actual implementation and scheme detail. Therefore, final costs are subject to change.

This is a standard project for StreetCare and there is no expectation that the works cannot be contained within the cost estimate. There is an element of contingency built into the financial estimate. In the unlikely event of an overspend, the balance would need to be contained within the overall StreetCare Capital budget.

Legal implications and risks:

Bus Stop Clearways do not require traffic orders, but Department for Transport guidance suggests that local consultations should take place.

Human Resources implications and risks:

None.

Equalities Implications and Risks:

The Council has a general duty under the Equality Act 2010 to ensure that its highway network is accessible to all users. Where infrastructure is provided or substantially upgraded, reasonable adjustments should be made to improve access. In considering the impacts and making improvements for people with protected characteristics (mainly, but not limited to disabled people, the young and older people), this will assist the Council in meeting its duty under the Act.

The provision of fully accessible bus stops assists with making public transport more inclusive to all sectors of the community, but most especially disabled people and people using pushchairs. Accessible bus stops will be of benefit to people using wheelchairs, but also people who have walking, balance and dexterity difficulties; and blind and partially-sighted people.

BACKGROUND PAPERS

Project file: QN008, Bus Stop Accessibility 2014/15

**APPENDIX I
CONSULTATION RESPONSES**





Respondent	Drawing Reference & Location	Response and Staff Comments (were required)
<p>Resident 3 Sunny Mews</p>	<p>QN008-OF-A01/02-A</p> <p>Bus stop to be relocated from outside 101/103 to outside Chase Cross Baptist Church</p>	<p>I wish to object to the proposal of moving the bus stop along Chase Cross Road near the Baptist Church for various reasons and these are as follows:</p> <ul style="list-style-type: none">- New Bus stop location will make it dangerous for me to attempt to drive out into Chase Cross road if I am moving in the direction of the town centre. A bus as the bus stop will block my view along chase cross road making my current car movement to become dangerous- This will also make car movement form Irons Way dangerous as well due to cars attempting to overtake buses while other cars are attempting to drive onto Chase Cross Road from Irons Way.- If the new location of the bus stop is compared to the existing location the new location road width appears narrower in width. So allowing buses to stop along a narrower width road which is very busy at certain periods of the day does not appear appealing.- The driveways and local business the bus stop area is proposed to be in front of will prevent the business from having regular trade and also it will hinder the residents from using their own driveways while a bus is situated there.- The location of the new bus stop is not yellow lined currently but the new proposal will mean the area has to be kept clear 24hours a day. This is not currently in forced at the existing bus stop nor is that section of the road yellow lined. So this does not make sense to suddenly decide to enforce such a restriction on parking.- The car spare shop will be affecting greatly as deliveries will not be possible if that whole area has to be clear 24hours a day. Customers will consider going to another shop which has less restriction on parking or access. Are havering council not meant to encourage local businesses and not actually but them out of business? As local businesses create jobs and income for the council.- The proposed bus stop area which will be painted within the road space will affect

		<p>the house prices of the residents whose houses are located next to it as buyers will be less likely to buy a property with a bus bay outside it with 24hour parking restriction. This is due to potential buyer being reluctant to buy a property which you cannot park outside and the movement of your own vehicle from your own driveway is restricted due to bus movement.</p> <ul style="list-style-type: none">- There is a sign which is currently situated close to the new proposed bus stop if the bus stop is moved to this location it will block the view of the sign. This will add to the danger the new bus stop will add to this area.- By moving the bus stop you are forcing people to cross more roads to gain access to the bus stop. The crossing near the existing bus stop has tactile paving and it safe for disabled to cross. If the bus stop is moved they will be forced to Cross Chase Cross Road and Felstead Road before getting to the new bus stop location.- Visitors to the Baptist Church will be hindered by the proposed bus stop location as it will prevent them accessing the car park to the church and/or leaving the church. So this could cause accidents as sight lines and view along the road will be prevented.- Drivers trying to access Chase Cross Road from Felstead Road will be putting themselves in a dangerous situation if the bus stop moves to new location. Once again view along the road will be blocked by buses and potential cars trying to overtake while other cars are attempting to join Chase Cross Road could create an accident hot spot.- The new location of the bus stop is too close to the existing location of the bus stop on the opposite side of the road. This will create a pinch point and a potential danger zone because if one car decides to overtake one bus and the similar occurs on the opposite side of the road the road width is narrow and the views are restricted.- The proposed location of the new bus stop shows an area of 37m and to be kept clear 24hours a day however the bus stop on the opposite side of the road show as space of only 25m. Why is there such a difference of space required for what is the same bus route? Also the current location of the bus stop does not have a bus area
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		<p>painted within the road nor are there any yellow lines. So why has it been decided to paint such a bus area within the road now?</p> <ul style="list-style-type: none">- Also I was only informed of the movement of the bus stop by a neighbour but if this movement does obtain approval it will affect my movement into the close I live within and it could create more traffic along the Sunny Mews as more people might car there to access the bus stop.- The traffic along Chase Cross Road at certain times of the day is bad and it can be grid locked so moving a bus stop closing to the town centre will be adding to the grid lock and traffic jams.- I understand there are disabled access concerns but the current location of the bus stop is nearby the crossing which is fully disable compliant so the movement of the bus stop will only add to distance and the less compliant surrounds for disabled movement. <p>Overall I think the new location will create a dangerous area within Chase Cross Road. The proposed bus stop it too near too many side roads as it will impact on three side roads, whereas the current location only impacts on one location. The current location of the bus stop has dropped kerbs by default as people have driveways nearby to the stop. So the work required to move the bus stop will be a fair amount compared to leaving the existing location where it is. Also there was no timescale to when the responses where required by from local residents. As a minimum a date should have been written into the letter to allow residents time to respond.</p> <p>Staff Comment: The various points made are common to others responding to this location, but on the consultation, those immediately affected were informed of the proposals, a site notice was placed at the bus stop and a consultation period with end date was provided.</p>
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<p>Resident 79 Chase Cross Road</p> <p>Plus petition</p>	<p>QN008-OF-A01/02-A</p> <p>Bus stop to be relocated from outside 101/103 to outside Chase Cross Baptist Church</p>	<p>We the people of Chase Cross Road and the roads leading on to Chase Cross Road reject this proposal and would rather the bus stop left where it is please. The reasons being;</p> <ol style="list-style-type: none"> 1) 77-85 Chase Cross Road is the nearest drop off point for young mothers taking their very young children to playgroups and other activities to the Baptists Church. 2) During the summer this is a pick up and drop off point for church outings such as coach trips etc. There are charity events, weddings and funerals to be considered. 3) The car shop at No.81 Chase Cross Road will have to have the delivery lorries park on the opposite side of the road then pull heavy pallets across this very busy road. The side of Chase Cross Road running towards Collier Row Roundabout is the busiest side of the road and that's where we get most traffic jams. Think <u>HEALTH and SAFETY</u> pulling heavy loads across the road. 4) Near the point of the proposed bus stop traffic feeds in and out of Felstead Road and almost opposite in and out of Irons Way, all going via Chase Cross Road. With the positioning of this bus stop and double yellow lines this will make matters worse. <p>200 signature petition;</p> <p>Petition opposing bus stop relocation (Autumn 2014)</p> <p>This petition is in opposition of the proposed relocation of a bus stop to outside Chase Cross Baptist Church (Ref QN008-A02) and the creation of a 37 metre bus stop clearway prohibiting parking, stopping or unloading.</p> <p>This will restrict access to the children's play centre, the church, local businesses and residential properties.</p>
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		<p>Parked buses will also create an additional hazard to children and the elderly attempting to cross the busy road and to traffic negotiating the junctions of Felstead Road and Irons way.</p> <p>I hereby oppose the relocation of the bus stop as outlined above.</p>
<p>Simon Guest of Conquest Auto Parts 81 Chase Cross Road</p>	<p>QN008-OF-A01/02-A</p> <p>Bus stop to be relocated from outside 101/103 to outside Chase Cross Baptist Church</p>	<p>I am writing with regard to the proposed relocation of the bus stop currently outside 99 to 101 Chase Cross Road, to a position in front of the Baptist Church also on Chase Cross Road.</p> <p>I occupy the retail premises at 81 Chase Cross Road, where we trade in motor spares and accessories. The positioning of the bus stop and its 37 meter long bus stop clearway outside of the Baptist Church and my premises as well as No.79, along with the other parking restrictions already in place, will make it impossible for us to receive the bulk of our goods as they come on pallets and are unloaded using hand operated pallet trucks.</p> <p>The logistic companies involved would not have their staff pull the pallets across the road or carry smaller items because of the health and safety issues involved. It is also possible that customers will be dissuaded by the restricted access to the premises.</p> <p>All in all it seems very unlikely that we will be able to continue trading in our current form if at all should the relocation of the bus stop go ahead in its current form, so on behalf of myself and the other three people employed at the premises I would ask you to reconsider your proposals.</p>

<p>Residents 147 Chase Cross Road</p>	<p>QN008-OF-A01/02-A Along the flank wall of 1 Irons Way</p> <p>QN008-OF-A01/02-A Bus stop to be relocated from outside 101/103 to outside Chase Cross Baptist Church</p> <p>QN008-OF-A03/04-A</p>	<p>Bus stop clearway – no problem. Bus shelter reversal is likely to encourage pedestrians to step into road when shelter is occupied on what is a narrow pavement.</p> <p>Staff Comment: the footway is at least 2.3m in width and more than adequate to facilitate the shelter turn which will enable pedestrians to more easily walk past the stop.</p> <p>Bus stop relocation to Baptist Church area, not a wise move for several reasons, mainly it locates stop close to the one at Irons Way at what is a busy junction at Felstead Road, often a traffic bottleneck. Due to Garden Centre, Fishing Tackle shops entry and exit plus Church visitors.</p> <p>No problem.</p>
<p>TW Sands of Greenhouse Water Gardens</p>	<p>QN008-OF-A01/02-A Bus stop to be relocated from outside 101/103 to outside Chase Cross Baptist Church</p>	<p>I refer to the above proposal – whilst my wife requires a wheelchair and anything to make her life easier is more than welcomed and in this I salute TFL – This proposal borders on insanity.</p> <p>I enclose photos shown the proximity of the Westbound Bus to the corner of Felstead and the double banking caused by the rat run going North on Felstead. The frequently causes head on confrontations between traffic heading East on Chase Cross Rd. which is bad enough but now you are planning to put an obstacle on the North side (outside the Church) forcing the East Bound Traffic even further into the centre land.</p> <p>Should be Interesting!!</p>

		<p>On top of which it is murder to trying to pull South out of Felstead, irrespective of which way are turning – the prospect of trying to see round a 175 is even more daunting and dangerous whilst East bound traffic are trying to get round a bus that is disgorging Passengers who intending crossing the road oblivious of the danger.</p> <p>Oh and lets just add the possibility of some one trying to turn in or out of Lawns Way just for the fun of it!</p> <p>Of course the foregoing doesn't take into account anyone going to Church or the Car spared shop – whose business will be devastated by this imposition!!!!!!!!!!!!</p> <p>However as TfL always win over commonsense and the local Government we must assume that it WILL go ahead but the problem could be alleviated by making Felstead a NO ENTRY from Chase Cross.</p> <p>Staff Comment: TfL provides funding to make bus stops accessible on borough roads, but the decision to make changes to the fabric of the highway is that of the council. A no entry has not been considered for this scheme. The photos are on the first page of this appendix.</p>
<p>Matthew Moore London Buses Infrastructure</p>	<p>All sites</p>	<p>These plans have my support.</p>
<p>PC Martin Young Metropolitan Police Chadwell Heath Traffic Unit</p>	<p>All sites</p>	<p>I have no issues with the plans as presented for Chase Cross Road.</p>