



HIGHWAYS ADVISORY COMMITTEE

16 September 2014

REPORT

Subject Heading:

**BUS STOP ACCESSIBILITY
ABBS CROSS LANE
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 Abbs Cross Lane and seeks a recommendation that the proposals be implemented.

The scheme is within **St. Andrew's** ward.

RECOMMENDATIONS

1. That the Committee having considered the representations made recommends to the Cabinet Member for Environment that the bus stop accessibility improvements on Abbs Cross Lane set out in this report and shown on the following drawings (contained within Appendix I) are implemented;
 - QN008-OF-A36-A
 - QN008-OF-A37-A
 - QN008-OF-A38-A
 - QN008-OF-A39-A
 - QN008-OF-A40-A

2. That it be noted that the estimated cost of £18,000 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 Abbs Cross Lane as set out in the following table;

Drawing Reference	Location	Description of proposals
QN008-OF-A36-A	Outside 1 to 9 Annabel Court	37 metre bus stop clearway. 140mm kerb and associated footway works provided at bus boarding area.
QN008-OF-A37-A	Outside 105 to 113	41 metre bus stop clearway. 140mm kerb and associated footway works provided at bus boarding area.
QN008-OF-A38-A	Outside 152 to 164	37 metre bus stop clearway. 140mm kerb and associated footway works provided at bus boarding area.
QN008-OF-A39-A	Opposite 216 to 222	37 metre bus stop clearway. 140mm kerb and associated footway works provided at bus boarding area.
QN008-OF-A40-A	Outside 1 to 6 Skeale's Court	37 metre bus stop clearway. Bus Shelter and flag to be relocated to outside 1 to 6 Skeale's Court 140mm kerb and associated footway works provided at bus boarding area.

- 1.13 Approximately 30 letters were hand-delivered to those potentially affected by the scheme on 28th July 2014, with a closing date of 18th August 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, 4 responses were received as set out in Appendix I to this report.
- 2.2 London Buses requested a site meeting to discuss proposed shelter works.
- 2.3 Two residents raised concerns regarding the bus stop outside 1 to 6 Skeales Court (Drawing QN008-OF-A40-A) as follows;
- The relocated shelter would be closer to residents' premises which would move current anti-social behaviour closer to residents,
 - The bus stop would prevent ambulances parking,
 - The removal of the crossing would be a problem for residents crossing the road.
- 2.4 One resident objected to the bus stop remaining outside Annabel Court (Drawing QN008-OF-A36-A) because of various anti-social and personal safety issues.

3.0 Staff Comments

- 3.1 With regard to the stop outside Skeales Court (Drawing QN008-OF-A40-A), the proposal to move the shelter would place it closer to Skeales Court, but towards the kerb giving clear pedestrian space for people to walk behind the bus shelter. The pedestrian crossing is not proposed for removal, it is the redundant vehicle crossing serving 3 Warren Drive which is proposed for removal. The shelter could remain in its current position (but moved to the kerbside) if written agreement can be gained from the resident of 3 Warren Drive and Staff would pursue this should the proposal be accepted. If not accepted, then Staff propose to move the shelter as consulted.
- 3.2 With the stop outside Annabel Court (Drawing QN008-OF-A36-A), Staff would comment that anti-social behaviour is often raised as a concern and although it is not doubted that this is significant for those affected, bus stops need to be placed somewhere and in an urban area, it is reasonable to expect them to be placed near residential premises.
- 3.3 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.
- 3.4 The Committee will need to consider the various issues raised and make a recommendation based on balance.
- 3.5 Staff recommend that the proposals be implemented.

IMPLICATIONS AND RISKS

Financial implications and risks:

This report is asking HAC to recommend to the Cabinet Member the implementation of the above scheme

The estimated cost of £18,000 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 as has been the case with the proposals set out in this report.

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
SCHEME DRAWINGS**



Respondent	Drawing Reference & Location	Response and Staff Comments (were required)
Resident 1 Skeales Court	QN008-OF-A40-A Outside 1 to 6 Skeale's Court	<p>With reference to the proposed moving of the bus shelter. As I reside on the ground floor at No 1 it would put the bus shelter/stop directly outside our flats. With it being a night route the noise from travellers & occasional idiots who think its fun in the early hours to try to destroy the shelter. It's just moving the problem closer to us.</p> <p>As you are probably aware these are retirement flats & being old people occasionally ambulances are called & need to to be able to park outside while attending to the residents!! Plus as proposed if you remove the crossover you will be making it dangerous for us to cross the road as this is the only crossover there is.</p> <p>I trust you will take these points in consideration</p>
Resident on behalf of 4 and 6 Skeales Court	QN008-OF-A40-A Outside 1 to 6 Skeale's Court	<p>Residents at no 4 & no 6 Skeales Court abbs cross lane would like there objection to be registered against the proposed movement of bus stop to directly outside our windows & removal of crossing, as this will endanger the elder residents crossing the road.</p>
Anonymous Annabel Court	QN008-OF-A36-A Outside 1 to 9 Annabel Court	<p>This one needs moved its outside our bedrooms we get 3 buses all night every 7 minutes weekends drunks swearing fighting shouting coming out of all night pub moons ect. We even had a girl taken from this stop and raped a few years ago by immigrants. Getting a good nights sleep is imposible.</p>
Matthew Moore London Buses	General	<p>Let me know when you are available to meet on site to look at the proposed shelter resite. Also as part of the scheme I'd like to get the bin that is blocking the advertising panel at the southbound stop at Suttons Avenue</p>

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