



# HIGHWAYS ADVISORY COMMITTEE

11 November 2014

# REPORT

**Subject Heading:**

**BUS STOP ACCESSIBILITY  
VICTORIA ROAD  
& HEATH PARK 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 Victoria Road & Heath Park Road and seeks a recommendation that the proposals be implemented.

The scheme is within **Romford Town and Squirrels Heath** wards.

## RECOMMENDATIONS

1. That the Committee having considered the representations made recommends to the Cabinet Member for Environment that the bus stop accessibility improvements on Victoria Road and Heath Park Road set out in this report and shown on the following drawings (contained within Appendix I) are implemented;
  - QN008-OF-A104-A
  - QN008-OF-105/1-A (Option 1)
  - QN008-OF-106/2-A (Option 2)
  - QN008-OF-107-A
  - QN008-OF-108&109-A
  - QN008-OF-110&111-A
  
2. That it be noted that the estimated cost of £30,000 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 Victoria Road and Heath Park Road as set out in the following tables;

<b>VICTORIA ROAD</b>		
<b>Drawing Reference</b>	<b>Location</b>	<b>Description of proposals</b>
QN008-OF-A104-A	Opposite Jane Court	Existing shelter to be removed and replaced with new shelter to the rear of footpath  37metre bus stop clearway.  140mm kerb and associated footway works provided at bus boarding area.
QN008-OF-A105/1-A  <b>OPTION 1</b>	Outside 107 to 109	Bus stop to be relocated 45.40m southwest to outside Lorraine Court.  37 metre bus stop clearway.  140mm kerb and associated footway works provided at bus boarding area
QN008-OF-A105/2-A  <b>OPTION 2</b>	Outside 107 to 109	37 metre bus stop clearway.  140mm kerb and associated footway works provided at bus boarding area

<b>HEATH PARK ROAD</b>		
<b>Drawing Reference</b>	<b>Location</b>	<b>Description of proposals</b>
QN008-OF-A106/1-A  <b>OPTION 1</b>	Outside 250 to 252	Bus stop to be relocated 53.50metres south west to the flank wall of 1 Princess Road.  31metre bus stop clearway.  140mm kerb and associated footway works provided at bus boarding area.
QN008-OF-A106/2-A	Outside 250 to 252	Bus stop to remain in the same location.

<b>OPTION 2</b>		35metre bus stop clearway.  140mm kerb and associated footway works provided at bus boarding area.
QN008-OF-A107-A	Outside Heath Park Court	Bus stop to be relocated 12.50metres north west.  37metre bus stop clearway.  140mm kerb and associated footway works provided at bus boarding area.
QN008-OF-A108&109-A	Outside No 32 to 34	Bus stop flag to be relocated to the rear of footway  31 metre bus stop clearway.  140mm kerb and associated footway works provided at bus boarding area  <b><i>Note: Space would be left should number 32 &amp; 34 requests a formal vehicle crossing in the future.</i></b>
QN008-OF-A108&109-A	Outside No 39	31metre bus stop clearway.  140mm kerb and associated footway works provided at bus boarding area.
QN008-OF-A110&111-A	Outside No.82	Bus stop to be relocated 90.40 metres west  25 metre bus stop clearway.  140mm kerb and associated footway works provided at bus boarding area.  Section of footway parking to be removed  Pedestrian refuge island to be renewed
QN008-OF-A110&111-A	Outside No 91 to 93	Bus stop flag to be relocated 5.5meters east  25 metre bus stop clearway.  140mm kerb and associated footway works provided at bus boarding area

- 1.13 Approximately 75 letters were hand-delivered to those potentially affected by the scheme on 16<sup>th</sup> September 2014, with a closing date of 6<sup>th</sup> October 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, 6 responses were received as set out in Appendix I to this report.
- 2.2 London Buses were content with the proposals generally. With regard to the proposals for the eastbound stop on Victoria Road near Albert Road, **Option 1** was supported to relocate the stop from outside 107/109 Victoria Road to outside Lorraine Court (Drawing QN008-OF-A105/1-A). With regard to the proposals for the westbound stop outside 252/254 Victoria Road, **Option 2** was supported to keep the stop in its current position (Drawing QN008-OF-A106/2-A).
- 2.3 A resident responded that for the westbound stop outside 252/254 Victoria Road, **Option 2** was preferred to keep the stop in its current position (Drawing QN008-OF-A106/2-A) as the relocation raised concerns about invasion of privacy, reduction of property value, noise, damage, loss of parking and road safety. Another resident indicated that the stop should be relocated to adjacent to Princes Road (**Option 1** – Drawing QN008-OF-A106/1-A) because the current location has seen damage to residents' property and vehicles, rubbish and antisocial behaviour.
- 2.4 A resident objected to the proposals for the existing eastbound stop outside 39 Heath Park Road (Drawing QN008-108&109-A) as it would affect vehicle access to their property. The resident notes that they have a relatively narrow dropped kerb and rely on the "sunken" kerb to access their premises and a high kerb would make access for two cars impossible. They suggest that the stop would be better removed completely.
- 2.5 A resident objected to the relocation of the westbound stop from outside 82 Heath Park Road to 90 metres west (Drawing QN008-OF-A110&111-A). The resident was concerned about the loss of on-street parking, multiple buses causing traffic congestion and accidents as the stop in the other direction would be virtually opposite. Another resident supported the relocation of this stop as they felt the current position was hazardous with buses overshooting the stop at the junction with Margaret Road and passengers having to get on or off in the middle of the road. They also

considered that when buses stop in the correct place, there are near misses with motorists overtaking.

### **3.0 Staff Comments**

- 3.1 With regard to the options for the westbound stop current at 252/254 Victoria Road, the residents who responded oppose the option which places the stop near their premises. Both options would make the stop fully accessible, but as London Buses has indicated support for the stop to remain in its current location (**Option 2** – Drawing QN008-OF-A106/2-A) Staff are content to defer to their view as operator of the service.
- 3.2 The eastbound stop outside 39 Heath Park Road (Drawing QN008-108&109A) cannot be made fully accessible for two door operation because of adjacent vehicle crossings. The preceding and following stops are approximately 215 metres and 275 metres respectively which would give a gap of 490 metres which is a substantial distance in terms of passenger coverage and a removal would be a decision for Transport for London. Staff are able to make some adjustments to the layout to facilitate easier vehicle access for the resident and it would have to be accepted in any case, that only a single door can be accommodated accessibly. It would be a matter for the individual bus driver to anticipate passenger needs at this site.
- 3.3 With the proposed relocation of the westbound stop from outside 82 Heath Park Road 90 metres to the west, Staff are of the view that the current position is far from ideal being right at the junction with Margaret Road. The proposed location is some 45 metres from the existing eastbound stop and although there is a pedestrian refuge between the two stops, there is enough space for cars to pass. The refuge would also directly assist some passengers using the stop in the relocated position.
- 3.4 The Committee will need to consider the various issues raised and make a recommendation based on balance. The Recommendations reflect the views of Staff on the appropriate actions for the various sites and options.

## **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 £30,000 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)
Matthew Moore TfL London Buses	General  QN008-OF-A105/1-A QN008-OF-A105/2-A  QN008-OF-A106/1-A QN008-OF-A106/2-A	I am happy with these plans.  With regards to stop 18248 I am in favour of option 1  With regards to stop 18249 I am in favour of option 2
Resident 1A Surman Terrace Princes Road	QN008-OF-A106/1-A QN008-OF-A106/2-A	We would be grateful if you would review our reasons, why we would prefer Option 2 for the bus stop to remain where it is.  If Option 1 was to go ahead, this is how it will affect 1a Surman Terrace, Princes Road, Romford, RM1 2TB:  <b><u>Invasion of Privacy</u></b> <ul style="list-style-type: none"><li>• The bus stop will be within 2.5 meters from my garden fence &amp; 4 meters from my bedroom window</li><li>• Buses while stationary will have a clear view of the whole of my property all privacy will be lost inside &amp; out</li><li>• Directly overlooking my garden &amp; conservatory</li></ul> <b><u>Reduction of Value of Property</u></b> <ul style="list-style-type: none"><li>• If the bus stop is moved to the side of my house the value of the property will be reduced</li><li>• Property will be harder to sell</li></ul>

**Noise & Damage**

- Noise levels will increase while buses idle outside & from passengers waiting
- Vibration from the buses currently run through the house this will increase if bus stop is relocated
- Litter will increase around my property
- Probable damage to fence around my property

**Victoria Road Parking & Accident Hot Spot**

- Four car parking spaces will be lost in Victoria Road (indicated on map attached)
- Increased probability of accidents on the corner of Princes Road as this will cause a blind spot (indicated on attached map)

We truly hope that you do not go ahead with the proposed move & Option 2 is the preferred.

Option 1 will have a great impact on our everyday lives. I would not have purchased the property, if I had known there was a probability of the bus stop being moved so near to my property.

Additionally to this, the houses of the current location of the bus stop are set further away from the road, and have less impact for them. When the houses were purchased they were well aware of the bus stop location.

While I understand that the proposed move of the bus stop is for the benefit for those with disabilities, people with buggies, people with assistance dogs & people with reduced mobility. The current location of the bus stop can facilitate all of these needs.

<p>Resident 248 Victoria Road</p>	<p>QN008-OF-A106/1-A QN008-OF-A106/2-A</p>	<p>I live at 248 Victoria road Romford, I feel the proposed relocation of this bus stop is a sensible move, referring to Option 1, to move the bus stop 53.50 metres to the flank of number 1 Princess Road, this would be a much more reasonable location, better, for people with disabilities, people in wheel chairs, mothers with buggies.</p> <p>Living at 248 Victoria road, I have had nothing but trouble with the bus stop being next door to my property, I have had criminal damage to my VW transporter van, had the hood keyed from one side to the other, as the yobs jumped off the bus, they ran down past my van, and keyed it from one side to the other, I see them do it, but was not in a position to challenge them at the time, relocating the bus stop to the flank wall of 1 Princess Road, would stop criminal damage to vehicles in peoples drive ways, I have the public sitting on my wall waiting for a bus, throwing their rubbish in my front garden and using my front garden as a toilet!!!, between my van, which is parked in my drive; my neighbour has had school children knocking at her door, asking for drinks of water, they sit on my neighbour front step, waiting for a bus. The proposal and location to move the bus stop to flank wall of 1 Princess Road, (Option 1 ). would be a reasonable location for everyone.</p>
<p>Resident 39 Heath Park Road</p>	<p>QN008-OF-A108&amp;109A</p>	<p>After considering the plans I would like to express our concerns regarding the changes that are being proposed whereby we would like to object to the changes suggested. As the owners of 39 Heath Park Road, we feel that the changes will negatively impact the access on and off our driveway and not only this, the ability to safely park our cars on the drive.</p> <p>We currently have a driveway which we use to park two cars and you will see it is currently setup to accommodate two cars (i.e. we do not have grassed areas). You will see from the images attached to this email the concerns regarding the actual size of the dropped kerb as per your proposals and how this compromises our driveway.</p>

		<p>Below, we list the various reasons for our objections:</p> <ul style="list-style-type: none"><li>• The access provided by the drop kerb post the plans being implemented would mean leaving a 2.10m access point which for our larger car is too small, seeing as though the width of the car is 2.09m.</li><li>• Our driveway is currently setup to have two cars but this will no longer be accessible due to the angle in which the cars can be mounted onto the driveway post changes</li><li>• As we understand it, the accessibility zone should ideally be 8m-15m where as the only size possible at 39 Heath Park Road would be 4.15m, as per the plans.</li><li>• We understand that the dropped kerb at the moment is in fact the 2.10m but due to sunken kerbs the accessibility onto our drive is made much safer and easier as we can use the full width in the opening to our drive.</li><li>• If changes were to be made, parking two cars will be practically impossible and even parking one would be a challenge requiring us to use the oncoming lane to manoeuvre onto the drive without mounting the raised kerb. The risk of having to mount the raised kerb would potentially be a hazard for pedestrians, and also increases the chances of damage occurring to our car. Heath Park Road is a busy road and for a lesser confident driver perhaps makes this unsafe.</li><li>• There are bus stops located either side of our house serving the same bus routes (one of which is 16 houses along and the other 25 houses along) which are both easily accessible. We will in fact be writing to TFL to request the bus stop outside 39 Heath Park Road is moved or removed permanently due to the stops at Manor Road and opposite Margaret Road being so close by. Both of these stops can have accessibility objectives met in line with required standards.</li><li>• We feel the distances between bus stops on this route, especially down Victoria road are greater in distance should our stop not exist and if Manor Road/Margaret Road were to become neighbouring stops.</li></ul> <p>In summary we feel the bus stop could be removed, causing very little impact to the community due to other nearby stops. The changes proposed do not meet the ideal</p>
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		standards and we feel that forcing such changes are unnecessary, expensive and unsafe, reaping little benefit.
Resident 7 Anne Nastri Court 72 Heath Park Drive	QN008-OF- A110&111-A	If the Bus stop is resited from outside number 82 Heath Park Road to the proposed position a lot of valuable street parking space is lost at the new area. In an area with a high concentration of flats this is very useful for when visitors arrive. Also if 2 buses (496 & 370 plus school buses) are at the bus stop together it will cause a lot of conjection behind. There has, in recent months, been a couple of traffic accidents outside our flats (1 was serious with the brick wall and railings being demolished) due to the restricted width of the road at this point, surely buses waiting will only add to the hazard especially with the north and south bus stops virtually opposite to each other.
Resident 82 Heath Park Road	QN008-OF- A110&111-A	<p>We wish to bring to your attention to our comments and some observations we have made since June 1996 when we moved into 82 Heath Park Road. Firstly, we want to confirm that we are absolutely in agreement with the proposal to move the bus stop 90.40 metres west as stated in QN008-OF-A110-A.</p> <p>Secondly, we would like to point out that the current position of the bus stop is in an extremely hazardous place as the buses are constantly overshooting the bus stop, stopping very close to the corner of Heath Park Road and Margaret Road and sometime even across the top of Margaret Road, causing passengers to get on and off the bus in the middle of the road. Also when the buses actually stop in the correct place this causes an obstruction for motorists and we have seen many near misses when people attempt to overtake the buses especially when there are two or three buses together.</p>