



# HIGHWAYS ADVISORY COMMITTEE

13 January 2015

# REPORT

**Subject Heading:**

**BUS STOP ACCESSIBILITY  
Coronation Drive  
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 Coronation Drive and seeks a recommendation that the proposals be implemented.

The scheme is within **Elm Park** and **Hacton** 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 Coronation Drive set out in this report and shown on the following drawings (contained within Appendix I) are implemented;
  - QN008-OF-A125&126A
  - QN008-OF-A127&128A (subject to the Committee agreeing a clearway length for the southbound stop)
2. That it be noted that the estimated cost of £15,000 for implementation (all sites) 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 Coronation Drive as set out in the following table;

<b>Drawing Reference</b>	<b>Location</b>	<b>Description of proposals</b>
QN008-OF-A125&126A	13 to 21 (westbound)	37metre bus stop clearway  140mm kerb and associated footway works provided at bus boarding area
QN008-OF-A125&126A	4 to 12 (eastbound)	37metre bus stop clearway  140mm kerb and associated footway works provided at bus boarding area
QN008-OF-A127&128A	67 to 77 (northbound)	37metre bus stop clearway  140mm kerb and associated footway works provided at bus boarding area
QN008-OF-A127&128A	38 to 46 (southbound)	37metre bus stop clearway  140mm kerb and associated footway works provided at bus boarding area

- 1.13 Approximately 23 letters were hand-delivered to those potentially affected by the scheme on 24<sup>th</sup> November 2014, with a closing date of 15<sup>th</sup> December 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.

## **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, but requested the hard standing be extended with the bin relocated for the southbound stop shown on Drawing QN008-OF-A127&128A. The Metropolitan Police had no issues with the proposals.
- 2.3 A resident raised concerns about a displacement of parking created by the bus stop clearways, but went on to raise wider issues of parking in the area being obstructive to traffic flow with suggestions of paid for parking being provided for commuters using Elm Park Station.

2.4 Three residents objected to the proposals for the southbound stop shown on Drawing QN008-OF-A127&128A commenting as follows;

- They stated that there was already a “dropped curve” and yellow line next to the bus stop and the clearway does not need to be as long at the request stop as it does “further up the road”,
- Comments on the position of the bin and the need to trim or remove the adjacent tree.
- Excessive length of clearway/ clearway should be reduced in length,
- Bus stop only used by a few passengers,
- Buses don’t currently have problems stopping,
- Traffic speeds if road is clear,
- Trees need pruning/ trees a problem,
- Impact on deliveries, visitors, removals etc.
- The need to stop in the road to reverse onto driveway,

### **3.0 Staff Comments**

3.1 With regard to the issue of the bin position on the southbound stop shown on Drawing QN008-OF-A127&128A raised by London Buses and a resident, Staff confirm that the footway area can be extended and the bin relocated.

3.2 There may be wider parking issues in the areas beyond the current part time restrictions around the fringe of Elm Park Station, but this is beyond the scope of this project. This would be a matter for a separate review and consultation if the problems were shown to create wider concerns.

3.3 A clearway of 37 metres is usually required because of the on-street parking issues in the street and is set out according to the position of the bus stop flag (refer to Standard Drawing QB109-00-01B for the layout). The current yellow line has a part time restriction of 8.30am to 10am, Monday to Friday. This is not sufficient to keep the bus stop clear. The stop’s status as a “request” stop has no bearing on the clearway length which is the space necessary to allow buses to stop within 200mm of the kerb as set out in the background section of this report.

3.4 With regard to the other comments made in relation to the proposals shown on Drawing QN008-OF-A127&128A (southbound), although 37m of clearway is desirable, Staff can confirm that a reduction of 2 metres would be possible (thus making it easier for the resident concerned to reverse onto their premises). The impact on accessibility would be that bus drivers have to slow down earlier than would normally be the case to get tightly into the kerb and the stop would not operate as efficiently as it might otherwise. The Committee will need to consider this point.

3.5 Delivery access is often cited as a concern and while loading would be prevented within the Clearway, it is reasonable to expect those making

deliveries to stop outside the restricted area and to carry goods or use a trolley. This is no different to a delivery being made where there is a pedestrian crossing or other impediment to loading such as within a signalised junction. Removals are relatively rare and it is not considered appropriate to design highway layouts for such matters. A removal company could reasonably be expected to plan ahead and potentially arrange for the bus stop to be suspended for a period of time.

- 3.6 Staff recommend that the proposals be implemented as consulted; with the additional area of footway described in 3.1 above and that the committee considers the clearway length as described in 3.4 above.

## 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 £15,000 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 all proposals 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 (where required)
Matthew Moore London Buses (Infrastructure)	All sites  QN008-OF- A127&128A (southbound)	Proposals acceptable.  Can hard standing be extended to allow bin to be relocated.
Martin Young Met. Police Roads & Transport Policing Command	All sites	The police have no issues with the scheme.
Resident Address not provided	Not clear	<p>At the moment the people who park in these spaces are a mixture of commuters and possibly residents. Once this part of the road is made no parking/loading for 24 hours a day, these vehicles will probably be moved to further block the rest of Coronation Drive between 14/23 and the yellow lines at the Broadway end of the road. This is already a bottleneck without further parking restrictions. Would it not be possible to maybe yellow line down one side of the road, thereby only allowing parking on the other side? This could be done as a 9-5 restriction or 24 hours. It is ridiculous that a major bus route road is blocked by parked cars.</p> <p>While on the subject, Elm Park Avenue, from station roundabout to Upper Rainham Road is also bottlenecked with parked cars. This road has pavement parking bays, but a lot of people park with all 4 wheels in the road (mainly by trees etc where there are no bays), and a lot of these vehicles are wide people carriers/vans.</p> <p>It seems that a lot of people get "caught" parking for a minute or two, but major</p>

		<p>roads are turned into single lane traffic by this inconsiderate parking. Further to my email, would it not be possible to provide commuter parking at a reasonable rate to further encourage those who NEED to drive to get the tube or bus to park safely?</p>
<p>Resident 42 Coronation Drive</p> <p>Resident sent email and letter which were essentially the same and are counted as one response.</p>	<p>QN008-OF-A127&amp;128A (southbound)</p>	<p>In regards to the proposed plans for the bus stop outside no 42 coronation drive. I believe as there is already a dropped curve and yellow lines next to the stop the bus can already turn and the clearway doesn't need to be so long as it does further up the road.</p> <p>The tree is a problem as when it has all its leaves the bus has to swerve to miss being hit by the branches sticking out. Also the bin because is a disabled or person with a pram were to get off inside the bus shelter they would be trapped there is a bin one side and lamp post the other side.</p> <p>My solution is the tree to be removed or heavily trimmed and the bin to move round the other side rather than having unnecessarily long clearway for a request bus stop that doesn't have the same problems as further down the road.</p>
<p>Resident 44 Coronation Drive</p>	<p>QN008-OF-A127&amp;128A (southbound)</p>	<p>Firstly, I welcome the improvements to be made at my nearby bus stop outside bungalow number 40 Coronation Drive; but my main objection is to the excessive length of the bus cage. This will prohibit stopping and parking in that area and I wonder if the bus only zone needs to be such a long distance for a quiet bus stop; which has few passengers and has no obstructions in its daily use. I know the official reason for the length given is due to the bus having to align itself to the bus stop to pull close into the kerb for disabled passengers. But I feel I will be put at great inconvenience for just a few passengers that manage very well normally here, especially as the bus currently never has problems stopping due to parked cars. I agree that the other end of Coronation Drive, near South End Road, has a great deal of congestion and obstructions for the buses; as it's full of commuter parking due to</p>

		<p>not having any yellow lines there. This is not the case for my end of the road which is near the shops and roundabout. The yellow line restrictions have served us well in deterring commuter parking and in my opinion we are extremely happy with the current situation as it works very well. There are no obstacles in the way of the buses as fewer cars are parked here.</p> <p>The homes by the bus stop never obstruct this area, as any delivery vehicles are parked on their own spacious frontages or by the properties of 42 and 44 Coronation Drive. I have already noticed that when the road is clear of parked cars, the traffic exceeds the speed limit.</p> <p>This particular bus stop does need some improvements, as there are many obstacles in the way. The bus flag pole in its current position, along with a telegraph pole as well as the rubbish bin, is obstructing any pushchairs or wheel chair from entering into the shelter area. The trees next to the bus shelter also needing pruning, as they jut out into the road area; which could also make it difficult for the bus to pull in closely.</p> <p>The bus cage restrictions will cover the entire frontage of my property, and will prohibit any stopping or unloading outside the entire length of my home. This puts my home at a disadvantage for visitors or any deliveries that I may have. Not all things can be dealt with by parking on my own drive as some delivery vehicles will be too big. No-one has explained what the situation would be should we require a skip or want a removal van, or even a funeral, it does not seem fair that we can be penalised in this way.</p> <p>I am sure if the cage did not go the entire length of my frontage I would appreciate its requirements better. At the very least, surely the cage, with its bus zone restrictions, could be ended just before my dropped kerb area. This will be a few metres short of its current design ending, but it should still leave plenty of room for the</p>
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		<p>bus to be able to align itself at the bus stop area. Leaving my dropped kerb area free from parking restrictions would enable visitors and deliveries that are only going to my own property to be able to stop here for access to my house, it would not allow for general parking of other people as it would block access to my home. If this small consideration could be made for my property it could make all the difference to my opinion of your proposed improvement programme.</p> <p>I have been corresponding with Street Care Department for most of this year, regarding another matter which involved the same area outside my property, and feel that it might have been more helpful if they could have informed us of this forthcoming change (due to new legislation) earlier.</p> <p>All of the people from this street, that I have spoken to about this proposed improvement plan, are reluctant to send in any comments as they are of the opinion that the consultation is just an futile exercise as the council will implement whatever decision it wants anyway.</p>
<p>Resident 46 Coronation Drive</p>	<p>QN008-OF- A127&amp;128A (southbound)</p>	<p>The length of the proposed bus stop clearway/roadmarkings will directly impact number 46 Coronation Drive and will not assist bus drivers or passengers.</p> <p>Access to the driveway of number 46 is currently severely limited due to a very large tree located kerbside directly at the centre of the driveway.</p> <p>In order to access the driveway of number 46, a car needs to stop roadside outside of the property until such time that all traffic, on both sides of the road, and any pedestrians walking along the kerb in the area of the property, has passed, prior to being able to safely manoeuvre a car into the middle of the road and reverse carefully onto the driveway. The accessing of the driveway needs to be undertaken cautiously to ensure the safety of all other traffic, pedestrians, and to ensure the large kerbside tree over the centre of the property and neighbouring walls are not damaged.</p>

		<p>The clearway "no stopping / no loading at any time" road markings, currently proposed to end directly in the centre of my property, will result in a car no longer being able to wait outside the property prior to undertaking the above mentioned manoeuvre. As you can imagine, there are numerous occasions when a considerable wait time is necessary prior to being able to access the driveway, mostly due to the volume of traffic and the necessity for the road in the vicinity of the property to be completely clear.</p> <p>I would therefore like to suggest the 37 metre length of the proposed road markings be reduced by approximately 2 metres.</p> <p>This would allow one car's length of parking outside number 46 in order that a car may stop and wait across the front of the property until such time that it is safe to perform the above mentioned manoeuvre and park on the driveway.</p> <p>In conjunction with this, I would also mention that in my time residing at number 46 I have not seen a bus driver use the roadside outside of my property to begin to pull-in to the bus stop outside numbers 38 - 40, and therefore I do not think the reduction of approximately 2 metres of bus stop road markings will adversely impact any bus driver.</p>
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