



HIGHWAYS ADVISORY COMMITTEE

13 January 2015

REPORT

Subject Heading:

**BUS STOP ACCESSIBILITY
Hacton 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 Hacton 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 Hacton Lane set out in this report and shown on the following drawing (contained within Appendix I) be implemented;
 - QN008-OF-A58/59A
2. That it be noted that the estimated cost of £75,000 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 Hacton Lane as set out in the following table;

Drawing Reference	Location	Description of proposals
QN008-OF-A58/59A	Outside 42-60 Hacton Lane (northbound stop)	<p>Accessible bus layby and associated footway works.</p> <p>New pedestrian refuge in the vicinity of 37 with associated road widening.</p> <p>Traffic island on northern arm of mini-roundabout.</p>
QN008-OF-A58/59A	Outside 55-61 Hacton Lane (southbound stop)	<p>Accessible bus layby and associated footway works.</p> <p>New pedestrian refuge in the vicinity of 74/76 with associated road widening.</p> <p>Footway link to Kenley Gardens.</p>

1.13 Approximately 80 letters were hand-delivered to those potentially affected by the scheme on 24th November 2014, with a closing date of 8th 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, 5 responses were received as set out in Appendix I to this report.

2.2 The Metropolitan Police had no issues with the scheme.

2.3 Four residents objected to the proposals raising the following concerns;

- The road widening for the proposed pedestrian refuges is not enough for larger vehicles to pass,
- Laybys will encourage vehicles to squeeze past,
- Comments related to the operation of the mini-roundabout at the junction with Ravenscourt Grove,
- Road widening will make traffic move faster,
- Loss of highway verge,
- Pedestrians won't use refuges,
- Other laybys in the street should be used,
- Delivery vehicles and buses with engines running in laybys,
- Bus stops should be in other locations,
- Scheme will not deal with traffic congestion,

- Buses already have ramps which make them accessible,
- Comments related to matters not directly connected to proposals

3.0 Staff Comments

- 3.1 Hacton Lane has no pedestrian crossing facilities between the junction with Upminster Road and the railway. The Council has received representations from residents of William Tansley House for pedestrian crossing facilities on this section of Hacton Lane.
- 3.2 The mini-roundabout at the junction with Ravenscourt Grove was recommended for implementation by the Committee in September 2013, but without a zebra crossing which was included with the proposals (just south of the roundabout). After discussion with Transport for London, additional funding was allocated to provide a pedestrian refuge with each of the proposed bus stop improvements.
- 3.3 The layout of the current proposals place the bus stops on the exit side of the mini-roundabout and on the exit side of the proposed refuges. This arrangement keeps bus movements away from the junction and passengers alighting from buses wishing to cross at the refuges will walk facing oncoming traffic, although, people are free to cross where they wish. The road widening at the refuges has been designed to allow passing by all classes of traffic and is an entirely standard arrangement.
- 3.4 There is a loss of highway verge associated with the proposals and the committee will need to decide if that is appropriate balanced with the need to make bus services accessible and to provide pedestrian crossing facilities in the street.
- 3.5 The proposals are not designed to deal with existing congestion in the area – this is a far wider symptom of traffic demand exceeding the capacity available at the Hacton Lane/ Upminster Road/ Wingletye Lane junction.
- 3.6 Staff recommend that the proposals be implemented as consulted.

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 £75,000 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 (where required)
PC Martin Young Met. Police Roads & Transport Policing Command	QN008-OF-A58/59A	No issues with this scheme.
Resident 29 Hacton Lane	QN008-OF-A58/59A	<p>I note the roads are being widened proposing to accommodate the changes. However, this road takes very large vehicles and I believe even with the widening proposed there will not be sufficient space for the proposed traffic islands and pedestrian refuge islands.</p> <p>There is a traffic island just in Ravenscourt Grove, but this road does not take large vehicles it having a width restriction at the far end. As things stand I have seen numerous near misses on the mini roundabout as cars do not go around it but over it, and I am sure this is because the layout is awkward. Currently traffic is halted when buses stop to pick up and drop passengers.</p> <p>Giving the buses their own lay-bys I think will encourage vehicles to squeeze past which I think will increase the danger of vehicles scraping one another and still going up pavements, which they already do. I do not see that these proposals will be an improvement.</p>
Resident 33 Hacton Lane	QN008-OF-A58/59A	As a resident of Hacton Lane for 40 years, I must strongly object to the proposed changes to the relocation of the bus stops. The works carried out this year to install a mini-roundabout at the junction of Ravenscourt Grove, has been a disaster, since the installation I have witnessed three accidents at this junction one of which caused personal injury in which the emergency services attended.

		<p>The traffic now moves faster along this road than it used to, widening Hacton Lane between the railway bridge and outside number 31 Hacton Lane with inevitably make this worse. I also have spoken to resident's who feel the loss of some of the green in front of their homes is unwelcome. We are also of the opinion that people coming up from Highfield Crescent in the alleyway between 31 and 33, who may be walking to Hornchurch, will not turn left and cross the road at the proposed refuge outside number 37 and that they may see the 193 bus waiting at the stop and run across the road to catch the bus.</p> <p>If implemented this would mean that there would be three lay-by's between the traffic lights at Upminster Road and Ravenscourt Grove, a distance of just over 200 yd's. The existing two lay bys are currently being used by commuters on the District Line, and someone selling used cars. Perhaps one of these should be considered for the fully accessible stop complete with vandalised shelter? These are both served by a footpath. Every home on both sides of Hacton Lane between Ravenscourt Grove and Upminster Road all have either off street road parking, a garage or both.</p> <p>The bus stop will encourage delivery vehicles to stop at the bus stop and buses will wait, engines running, when running too early, we also see the 193 bus come along in two's which will cause traffic to build up on the roundabout because of the close proximity to the roundabout.</p> <p>On paper you may think this would work, but I can assure you, from the experience of trying to get my car out of my drive that the average motorist will not let the bus out of the stop.</p>
<p>Resident 52 Hacton Lane</p>	<p>QN008-OF-A58/59A</p>	<p>I am writing with reference to the proposed change of bus stop positions in HActon Lane. The position of the bus stop, going towards Wingletye Lane, will be opposite out house and it will mean taking away a large portion of the grass verge outside our house, which is not very wide anyway. The nearer you get to the traffic lights at the</p>

		<p>junction with Upminster Road, the wider the grass verge becomes, it is almost three times wider as there is no slip road, so it would seem better to put the stop closer to the lights where there is much more room and would cause less disruption to residents, as you would not need to move the existing Kerb line.</p> <p>We are currently having three bungalows built at the bottom of our garden and feel you are eroding more and more of our open space.</p>
<p>Resident Address not given</p>	<p>QN008-OF-A58/59A</p>	<p>I am a resident of Hacton Lane and have been for 32yrs. In that time I have seen the volume of traffic increase considerably. I am totally aware that as much as possible should be done to relieve congestion. But I cannot see how your proposal of cutting into the green to create a layby would make any difference to the congestion which is in the morning and evening rushhour. I also agree that Public Transport should be accessible for wheelchairs, pushchairs etc. But I was under the impression that buses were able to adjust their ramps to allow easy access for this. So why go to the expense of using public money for a project such as this. It is not a busy bus stop during the day and you do not see many people waiting for a bus! I know the council must be seen to show it is making improvements to help disabled, but I don't agree with this one! I would rather you leave the green alone and spend some money planting some trees and shrubs!</p> <p>The congestion is even worse since the mini roundabout has been installed with tail backs right down Ravenscourt to the width barrier. Also the pelican lights outside the college add to this. I think the money would also be better spent putting the bus layby back outside Upminster Bridge station. The congestion this causes is horrendous since some stupid idiot took it away. As if there wasn't enough pavement for people to walk on before! I dare say my opinion/objection will make no difference as long as the Council is creating good targets even if they are not spending on the right things. If the proposal goes ahead, then I expect to see trees and shrubs to hide another empty bus shelter for jobs to wreck.</p>

