



HIGHWAYS ADVISORY COMMITTEE

9 June 2015

Subject Heading:

**BUS STOP ACCESSIBILITY
Collier Row Lane
Outcome of public consultation**

CMT Lead:

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Policy context:

**Havering Local Development
Framework (2008)
Havering Local Implementation Plan
2014/15 – 2016/17 Three Year Delivery
Plan (2013)**

Financial summary:

**The estimated cost of £15,000 for
implementation (all sites) will be met
by Transport for London through the
2015/16 Local Implementation Plan
allocation for Bus Stop Accessibility.**

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

Havering will be clean and its environment will be cared for	<input checked="" type="checkbox"/>
People will be safe, in their homes and in the community	<input checked="" type="checkbox"/>
Residents will be proud to live in Havering	<input type="checkbox"/>

SUMMARY

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

The scheme is within **Mawneys** and **Pettits** wards.

RECOMMENDATIONS

1. That the Committee having considered the report and the representations made recommends to the Cabinet Member for Environment that the bus stop accessibility improvements on Collier Row Lane set out in this report and shown on the following drawings (contained within Appendix I) are implemented;
 - QN008-OF-A08-A
 - QN008-OF-A09-A10-A
 - QN008-OF-A11-A12-A
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 2015/16 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 2015.
- 1.8 Of these stops, 66% 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 Collier Row Lane as set out in the following table;

Drawing Reference	Location	Description of proposals
QN008-OF-A08-A	Outside Tesco (southbound)	Existing bus stop clearway to be extended to zig zag markings
QN008-OF-A09-A10-A	Outside the Bell & Gate Public House (southbound)	31metre bus stop clearway 140mm kerb and associated footway works provided at bus boarding area
QN008-OF-A09-A10-A	Opposite the Bell & Gate Public House (northbound)	31metre bus stop clearway 140mm kerb and associated footway works provided at bus boarding area
QN008-OF-A11-A12-A	Outside 175 – 177 (northbound)	37metre bus stop clearway 140mm kerb and associated footway works provided at bus boarding area
QN008-OF-A11-A12-A	Outside 162-168 (southbound)	37metre bus stop clearway 140mm kerb and associated footway works provided at bus boarding area

- 1.13 Approximately 35 letters were hand-delivered to those potentially affected by the scheme on 7th April 2015, with a closing date of 27th April 2015 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, 4 responses were received as set out in Appendix I to this report.

2.2 London Travelwatch supported the proposals.

2.3 2 residents objected to the proposals for the northbound stop outside 171 to 179 Collier Row Lane as shown on Drawing QN008-OF-A11-A12-A, raising the following issues;

- Clearway would make it difficult to access premises,
- Concern about buses pulling up close to premises,
- Loss of parking [2-wheel footway parking],
- Residents being penalised for living on a bus route,
- Failed to see point of scheme as few buses use stop,
- Poor driving/ behaviour from bus drivers,
- Footway not wide enough for bus stop,
- Volume of traffic makes it hard to pull onto driveway,
- Bus stop is in an unsafe location,
- Too many accidents and near misses,
- Scheme will flood property,
- Unhappy with red road across property,
- Impact on visitor parking,
- Impact on personal parking and security of vehicles if cannot be outside premises,
- Bus stop should be placed elsewhere

2.4 Cllr Frost raised concerns on behalf of residents at 171 to 179 Collier Row Lane. He stated that although residents accepted the principle of the scheme, they are concerned that raising of the footway will affect access to premises.

3.0 Staff Comments

3.1 Staff note the various issues raised which are often cited as objections to proposals to make bus stops accessible. The Committee will need to consider the various issues raised and make a recommendation based on balance.

3.2 Staff are generally reluctant to propose the relocation of a bus stop because of the impact on residents not currently affected and likely objections arising, but where accessibility and/or safety is considered better at an alternative location, such an alternative will be explored. The Committee will note that this would require a fresh consultation process to be undertaken.

3.3 The proposals for 171 to 179 do not seek to alter the vehicle crossings to the properties, merely make adjustments to the footway which is currently used for the passenger waiting area.

3.4 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 £15,000 for implementation will be met by Transport for London through the 2015/16 Local Implementation Plan allocation for Bus Stop Accessibility. The funding will need to be spent by 31st March 2016, 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.

The provision of crossing facilities makes it easier for all sectors of the community to cross busy streets or have more confidence in crossing streets. This is especially helpful to disabled people, children (lone and accompanied), young families and older people.

BACKGROUND PAPERS

Project file: QN008, Bus Stop Accessibility

**APPENDIX I
CONSULTATION RESPONSES
SCHEME DRAWINGS**



Respondent	Drawing Reference & Location	Response and Staff Comments (where required)
Vincent Stops London TravelWatch	All sites	<p>London TravelWatch represents all transport users in London. Thank you for consulting with us and seeking our views.</p> <p>We support these works to improve the accessibility of buses.</p>
Resident 171 Collier Row Lane	QN008-OF-A11-A12-A Outside 175 – 177 (northbound)	<p>I am strongly against the proposed 37.00m long, 24 hour bus stop clearway which you are considering putting into place in Collier Row Lane. I live at no 171 which would be the start of the clearway, this would cover 5 houses all with drives, it is hard enough getting in out of our drives now with the approaching traffic, so we wont be able to stop or park on the road outside our own homes. I do not want buses pulling up close right outside my home near the kerbside the vibrations and noise is bad enough already. This bus stop is a request stop.</p> <p>There is a parking bay outside our home at the moment this would have to be removed which is used daily there is not enough parking spaces as it is, a parking bay has already been removed from outside 169.</p> <p>I have seen on London Borough of Havering website that there is quite a number of these proposed access improvements in the borough for bus stop clearways and you have listed the complaints and comments that residents have concerns about so you are fully aware the issues residents have about these proposals. 24 hour bus stop clearways is totally unfair and we are being penalised for living on a bus route.</p>
Resident 177 Collier Row Lane	QN008-OF-A11-A12-A Outside 175 – 177 (northbound)	<p>What is the point of raising the footpath when most buses don't stop there!</p> <p>Unfortunately one of the issues with not being able to lower the ramps is not the current bus stop footpath height; it is in fact that the bus stop raised area is not long</p>

		<p>enough so only the most skilled drivers manage to stop in the correct area. Unlike the diagram provided states there would only be 4.2M in which the ramp could be lowered due to the bus stop and bin. I quite often observe disabled people attempting to gain access to the bus and of the failed attempts 4/10 is from speeding buses not being able to stop in time overshooting the bus stop, 3/10 from not being able to see people waiting at the bus stop until the last minute. Sometimes disabled lady waits across my driveway as there is no room for people to get off the bus. when she is waiting in this tiny area: when the footpath is busy there would not be enough room for pedestrians to walk past her so waits the other side of the bin where she cannot always be seen. and finally 2/10 are running late and can't be bothered to in some instances stop at all and in others do not even attempt lower the ramp citing that the area on the bus is full and that they cannot fit, or using level as an excuse.</p> <p>As can be seen in the picture below buses are overshooting the bus stop picking people up over my driveway, this encourages people to stand in my driveway – this is an accident waiting to happen.</p> <p>I am in constant fear of a bus hitting me side on when pulling in and out of the driveway. Due to the huge volume of traffic and difference in levels from street to my house i have to pull up across my driveway and wait sometimes up to 10 minutes before it is clear enough to then back onto my driveway, how will I be able to do this with a 24 hour no stop bus clearway?</p> <p>I am not the only resident who does this. Otherwise I would be blindly reversing into pedestrians and onto the most dangerous road in collier row. This moves me nicely onto my next point</p> <p>SAFETY The bus stop is in an unsafe location When disabled people, people like myself with double prams stand at the bus stop there is no room for pedestrians to pass. I have witnessed schoolchildren walking in the road by the bus stop to pass prams/wheelchairs, at only 3m wide the pavement</p>
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is really too narrow for this now busy bus stop. This forces pedestrians to walk in the road or commuters to stand in driveways. This really is a ridiculous scenario and an accident waiting to happen!

Due to the increased volume and speed of the traffic down the road there has become a considerable amount of accidents in between my house and Hillfoot Avenue. This is mainly due to drivers over taking then stopped buses colliding with cars turning out of Hillfoot Avenue and cars travelling towards Romford.

Sometimes they hit each other sometimes the bollards at the bottom of Hillfoot Avenue or sometimes they just swerve and crash into the bungalow at the bottom This is becoming a regular occurrence.

When we moved here the road was much quieter and there were not as many buses so there were not as many accidents. Now a week does not go past where there is not a near miss or an actual accident.

FLOODING

Raising the footpath will cause me to flood. Approximately 4/5 times per year the road floods covering the pavements if the pavement outside 177/175 were to be raised all the water would travel directly down my driveway. The new storm drain does a wonderful job however it still struggles to cope with the water diverted down Hillfoot road. When the pavement fills up it usually then runs down the driveways of 173,175,177 & 179 as I only currently receive a quarter of this overflow my front garden drainage is sufficient however If the pavement were raised this would mean that all the water would travel down my driveway causing me to flood several times a year like we did before the storm drain.

View

Do I really want a bright red road outside my living room window?? No of course I do

not I already have a disgusting bin and Bus stop with intrusive lighting both of which I had no say in!

PARKING ISSUES

With some fantastic thriving businesses across the street to us parking is very limited. We as a community have suffered significant loss of parking in recent years. With the 37m no stop zone this further penalises local businesses and residents. I would like to state that the crossing placed outside numbers 183-191 is never used! What a complete waste of taxpayers' money that was. Taking out about 5 parking spaces!

In placing the no stop zone along this side of collier row lane will also prevent my disabled mother in law from visiting us and her grandchildren. She is unable to walk very far and usually parks across my driveway or one of the nearby bays, all of which will be gone!

I usually park across my driveway when my partners van is on our drive; this means that when the van is parked at home I will not be able to park outside my house. I instead will have to 1) try to find a place across the street no chance 2)carry three toddlers across the road and shopping/baby bag. This is not something could physically do due to breaking my back in 2003. I am unable to lift heavy objects or even relatively light objects long distances. Our van is only insured on our driveway due to the expensive equipment stored inside. Thus forcing us to move home.

I do not understand the need for this new bus clearway. We have parked across our driveways and in road since the houses were built and then when the bus stop was put in place. There has never been any issue with this until the council made it their place to take out all the bays and now introduce no stop zones.

All you need to do is monitor buses speeding and find out what has happened to all the drivers which have managed to stop at the bus stop with no problems over the last 25 years.

		<p>All these problems have arisen due to the speed down our road, and the removal of parking bays! My advice is to move the bus stop to a safer area to prevent a fatality. I have raised these safety issues before however I am always told this is not Havering Council's problem and that it is down to TFL when I call TFL I am told the local council gives positions of bus stops and that I need to complain to the council which is why I previously gave up! Now you are all together</p> <p>Please can someone respond on who is responsible for when there is a fatality! There are two areas which the bus stop would be better suited where there are already no parking bays better vision and larger pathways with no driveways</p> <p>Option 1) Outside 141 Collier Row Lane There is already a double yellow line longer than 37m and a very large pavement area, No Driveways!!</p> <p>Option 2) Outside 191 Collier Row Lane There is already a double yellow line longer than 37m. Past Hillfoot Avenue junction preventing accidents. No driveways!! I have never had an issue getting on and off the bus with my double pram and bad back. There are disabled access bus stops in close proximity in either direction do we really need another one!</p>
Cllr Frost	QN008-OF-A11-A12-A Outside 175 – 177 (northbound)	<p>I would like to register the concerns of the residents of 175, 177, 179 Collier Row Lane regarding the plans to increase the height of the pavement to allow for step-free access as part of the extension of the bus stop (situated outside no. 179).</p> <p>Although the residents accept the principle of the extension, the residents are fearful that the raising of the pavement by the proposed 15cms has the potential to cause severe damage to their private vehicles when accessing and departing their driveways. This is understandably unacceptable and could, in certain circumstances, lead to legal claims for damages.</p> <p>Would it be possible to modify the proposal to allow for the pavement to remain at its</p>

		current level? If not, would it not be prudent to restrict any increase in height to something more modest in order to mitigate any potential damage to residents own vehicles?
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Photos provided by 177 Collier Row Lane

