



HIGHWAYS ADVISORY COMMITTEE

8 December 2015

Subject Heading:

**BUS STOP ACCESSIBILITY
Avelon Road, Highfield Road and
Gobions Avenue
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 £20,000 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 on Avelon Road, Highfield Road and Gobions Avenue and seeks a recommendation that the proposals be implemented.

The scheme is within **Haverling Park** ward.

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 Avelon Road, Highfield Road and Gobions Avenue set out in this report and shown on the following drawings (contained within Appendix I) are implemented;
 - QO001-OF-A251-A
 - QO001-OF-A252-A (shelter to remain in existing location)
 - QO001-OF-A253-A
 - QO001-OF-A254-/2-A (Option 2)
 - QO001-OF-A255-A

2. That it be noted that the estimated cost of £20,000 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 September 2015.
- 1.8 Of these stops, 74% 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 Avelon Road, Highfield Road and Gobions Avenue as set out in the following table;

AVELON ROAD

Drawing Reference	Location	Description of proposals
QO001-OF-A251 BS35397 Avelon Road	Outside property No 3 & 5	27 metre 24 hour bus stop clearway 140mm kerb and associated footway works provided at bus boarding area
QO001-OF-A252 BP1204 Avelon Road	Flank wall of 2a Merlin Road	Bus stop flag to be relocated 3.80m south & positioned to the rear of footpath Bus shelter to be repositioned 2.60m south 25metre 24 hour bus stop clearway Lamp column to be relocated to rear of footway. 140mm kerb and associated footway works provided at bus boarding area
QO001-OF-A253 BS 35401 Highfield Road	Opposite 54	23 metre 24 hour bus stop clearway 140mm kerb and associated footway works provided at bus boarding area

HIGHFIELD ROAD

Drawing Reference	Location	Description of proposals
QO001-OF-A254/1 BS 35399 Highfield Road OPTION 1	Party wall 197/199	27 metre 24 hour bus stop clearway 140mm kerb and associated footway works provided at bus boarding area.
QO001-OF-A254/2 BS 35399 Highfield Road OPTION 2	Party wall 197/199	Bus stop to be relocated 70.70m west to outside the flats on Highfield Link Lay-by to be removed 27 metre 24 hour bus stop clearway 140mm kerb and associated footway works provided at bus boarding area

GOBIONS AVENUE

Drawing Reference	Location	Description of proposals
QO001-OF-A255 BS 35935 Gobions Avenue	Outside property No 6	37 metre 24 hour bus stop clearway New kerb alignment leading to bus stop with affected vehicles crossovers adjusted to suit. 140mm kerb and associated footway works provided at bus boarding area

- 1.13 39 letters were hand-delivered to those potentially affected by the scheme on 23rd September 2015, with a closing date of 16th October 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, 8 responses were received as set out in Appendix I to this report.
- 2.2 London Travelwatch supported the proposals, although where an option was given, no preference was stated.
- 2.3 London Buses commented on two sites. With regard to the stop on Avelon Road, by the flank wall of 2a Merlin Road (Drawing QO001-OF-A252-A), they supported the clearway, but did not consider it necessary to relocate the shelter. With regard to the options on Highfield Road (Drawings QO001-OF-A254/1A and A254/2A), London Buses preferred the option to relocate the stop (Option 2, A254/2A) as it would provide space for a shelter which it cannot provide at the current location.
- 2.4 With regard to the stop on Avelon Road, by the flank wall of 2a Merlin Road (Drawing QO001-OF-A252-A), 2 residents objected to the relocation of the bus shelter and flag. They raised the following concerns;
- Impact on driveway visibility
 - Overspilling of school children
 - Difficulties with parking opposite made worse
 - Discontent with shelter because of anti-social behaviour issues
 - Noise and vibration of buses from engines and road condition
 - Requests for traffic calming not being taken forward
 - Rubbish generation
 - Petition in support signed by 7 residents
- 2.5 In response to the proposals for the stop opposite 54 Avelon Road (Drawing QO001-A253-A), 2 residents objected. The following concerns were raised;
- Loss of parking outside house and impact on residents and visitors
 - Clearway would affect house values
 - Clearway opposite house would prevent use of parking places outside house
- 2.6 With the proposed relocation of the bus stop from outside 197/199 Highfield Road to near Highfield Line (Drawing QO001-A254/2-A), one supported the proposal and one resident objected to the proposal. The resident who supported was in favour as it would allow them to have a vehicle crossing for off-street parking. The resident who objected commented that the proposed location would lose 3 parking spaces and that the existing stop position better serves elderly people.

3.0 Staff Comments

- 3.1 With regard to the stop on Avelon Road, by the flank wall of 2a Merlin Road (Drawing QO001-OF-A252-A), given residents' objection to the shelter and London Buses not considering the need to relocate it, Staff are content to recommend that the scheme proceed other than this aspect. London Buses is ultimately in control of bus shelters and flags. The flag position does require adjustment because of the proximity of a telegraph pole to the stopping position.
- 3.2 For the proposals opposite 54 Avelon Road (Drawing QO001-OF-A253-A), there are no proposals to remove the footway parking outside either outside the "even" numbers. The proposed bus stop clearway would commence at the end of the existing footway parking outside 61. The impact on house values is not something Staff are able to comment on.
- 3.3 With the options for the stop on Highfield Road, Staff recommend that the stop be relocated as shown on Drawing QO001-A254/2-A (Option 2). In terms of responses, a resident favoured the relocation as they would be able to have a vehicle crossing and a resident objected because of the loss of 3 parking spaces. As London Buses has indicated that the relocated position would enable a shelter to be provided, Staff consider this to be a benefit to users.

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 £20,000 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.

BACKGROUND PAPERS

Project file: QO001, Bus Stop Accessibility

**APPENDIX I
CONSULTATION RESPONSES
SCHEME DRAWINGS**



Respondent	Drawing Reference	Response and Staff Comments (where required)
Vincent Stops London Travelwatch	All sites. Highfield Road option not specified.	London TravelWatch represents all transport users in London. Thank you for consulting with us and seeking our views. We support these works to improve the accessibility of buses.
Matthew Moore London Buses Infrastructure	QO001-OF-A252-A QO001-OF-A254/2-A	BP1204 Avelon Road The addition of a clearway here would be of benefit, but in terms of cost I think it is unnecessary to relocate the shelter. 35399 Highfield Road I am in favour of option 2 to relocate the stop. I have had requests for a shelter at this location which I've refused due to the position of the stop. The proposed relocation would enable us to provide a shelter, funding dependent.
Resident 8 Avelon Road (letter and petition)	QO001-OF-A252-A	With reference to the above programme I have the following comments to make against the proposed bus stop and shelter relocation adjacent to my property: The close proximity from the proposed stop and shelter to my driveway will make reversing out onto the road more difficult and dangerous before, visibility will be very limited due to passengers standing or sitting at the front of the shelter. The local school children wait in large numbers at the shelter, spilling across my driveway, which would cause every further problems if the shelter was moved closer. There are marked bays for parking directly to the left and opposite my property causing further difficulties with visibility when reversing out onto the road.

		<p>The shelter, in its current position encourages anti-social behaviour:</p> <ul style="list-style-type: none">• Used as a meeting place for people not waiting for buses• Drinking alcohol late into the night• Talking/ shouting loudly• A public convenience (urinating) <p>The noise of the bus stopping at its current position resonates to such an extent it can be heard even through the double glazing.</p> <p>The road has broken up by the speed and weight of the buses, so much so that our windows shake.</p> <p>I have requested speed calming measures to be installed but to no avail, which would have reduced the speed and noise of all traffic including the buses.</p> <p>Rubbish is a major concern at the bus stop and my wife and I have contacted Streetcare on more than 20 occasions this year alone to complain about the pavement rubbish and un-emptied litter bin. Unfortunately local residents use the bin for household rubbish, filling the bin and then leaving larger items on the pavement to be collected, which then promotes dropping litter by others who can not get anything in the bin, the result is litter continuously accumulating on my property. Streetcare recently advised us that they would send local residents letters advising them that these bins were not to be used for household rubbish.</p> <p>I have lived in Avelon Road for 25 years and in that time I have seen a much busier route evolve, a bus stop installed followed by the erection of a bus shelter, both without any consultation with local residents.</p> <p>I am completely against the bus stop and shelter being relocated nearer to my property, as it exasperates all the afore mentioned comments, which would make life quite intolerable and if possible would rather it be removed altogether and other</p>
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		<p>residents agree, I enclose a petition signed by them in support of my comments.</p> <p>Petition enclosed signed by Nos.4, 6, 8, 11, 11A, 15 & 17</p>
<p>Resident 15 Avelon Road</p>	<p>QO001-OF-A252-A</p>	<p>I have been recently notified by letter that the bus stop/ shelter opposite No 19/17 is to be moved further along the road opposite my bungalow No 15, virtually in front of 2 double car parking bays, which I feel is likely to create some serious problems.</p> <p>As I pay full council tax I feel the money spent on moving the bus stop/ shelter (quiet unnecessary in my view) and subsequent works involved, would be much better spent on improving the condition of the road surface as vibration cause by the bus at the stop is immense. I feel that the road surface damage is caused by the amount of bus traffic going up and down the road every 12 minutes.</p>
<p>Resident 52 Avelon Road</p>	<p>QO001-OF-A253-A</p>	<p>I would like to object to the proposed works that have been suggested for the bus stop outside my house, I have also spoken with my neighbour at number 54 Avelon Road and they have also concerns over this.</p> <p>My concerns with the proposed works is that this will remove the parking space that sits in between my house (no.52 and no.54) which limits the amount of parking spaces on our road especially after others being removed not to long ago by the council so this causes issues with our neighbours being able to park or when visitors come.</p> <p>Also taking into account the removal of the parking space and having a 24 hour no stop policy literally at the bottom of our driveway would effect the saleability of our house and potential value.</p> <p>I would please ask that this is taken into consideration as we live literally opposite the bus stop and have setup a family house at Avelon Road.</p>
<p>Resident 54 Avelon Road</p>	<p>QO001-OF-A253-A</p>	<p>I am writing in regards to planned development to bus stops along Avelon Road. We live at 54 Avelon road and are against the planned proposals to create 24 hour bus</p>

		<p>stop clear ways opposite our house which would stop us being able to use the road parking space we currently have available outside our house. We currently have a parking issue down our road and further parking restrictions would decrease the number of available parking areas for us and guests visiting to use. My father is disabled and needs to park near to our house to avoid long walks. These restrictions mean he will not be able to park along the parking spaces outside our house and would be forced to park further away (if he can find one).</p> <p>The removal of parking spaces outside our house would also devalue the price of our house, caused by lack of parking space availability.</p>
Resident 177 Highfield Road	QO001-OF-A254/2-A	<p>Please do not move the bus stop from outside 199. This is not very practical as it will do away with 3 parking spaces and we already have a problem parking. People have to drive around the block looking for a space.</p> <p>The bus stop has been outside 199 have been there for about 30 yrs. There are a lot of old people at the top of Highfield which use the stop including myself.</p>
Resident 197 Highfield Road	QO001-OF-A254/2-A	<p>As from our conversation earlier I would prefer option 2, the relocation of Highfield Road bus stop. I would prefer this option as I live and own 197 Highfield Road where the bus stop is currently bordering my neighbour and myself. Keeping the bus stop in this location with the new accessibility works would cause obstruction to my property, and we are also looking into having a dropped kerb put in due to us having our driveway done (we sent off the application a few days before the letter about the works came though).</p>