



HIGHWAYS ADVISORY COMMITTEE

8 December 2015

Subject Heading:

**BUS STOP ACCESSIBILITY
Straight Road (Reconsultation)
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 £10,000 for
implementation 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 re-consultation for the provision of fully accessible bus stops on Straight Road and seeks a recommendation that the proposals be implemented.

The scheme is within **Heaton** 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 Straight Road set out in this report and shown on the following drawing (contained within Appendix I) are implemented;
 - QN008-OF-A225-A227-A
2. That it be noted that the estimated cost of £10,000 for implementation of one option 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 A set of proposals for accessibility works for Straight Road was presented to HAC on 14th January 2014. Proposals to relocate the northbound stop from its current position (which cannot be made accessible because of vehicle crossings) to outside 247/249 to 219/221 (dental practice) and the southbound stop from outside 219/221 to 184/188 (so it wasn't opposite the relocated northbound stop) were rejected and the Head of Streetcare requested to review possible alternatives, notwithstanding the general lack of kerb space for alternatives. The original proposal is shown on Drawing QM016-OF-40&41-A.
- 1.13 The Committee noted concerns raised by the dental surgery about impact on vehicle access to the site, impact on deliveries and disabled patients, and the loss of footway parking outside the site. The Committee also noted concerns raised by a ward councillor on behalf of residents concerned about noise from passengers (especially being near McDonald's), proximity to traffic islands and loss of footway parking.
- 1.14 Staff have revisited the section of Straight Road for the northbound stop. The section of street has numerous vehicle crossings which are arranged so that there are no suitable sites close to the existing stop which could be made accessible. The current arrangement is 325 metres after the preceding stop and 215 metres before the following stop.
- 1.15 The first opportunity to the north is approximately 65 metres away outside Hilldene Infant School. This location would be 390 metres after the preceding stop and 150 metres before the following stop and so creating very uneven spacings.
- 1.16 The original proposal outside 219/221 (dental practice) is 75 metres away and is the first opportunity with enough kerb side to provide an accessible stop. This would provide a spacing of 255 metres to the preceding stop and 285 metres to the following stop and therefore more spacing than is available currently. Photographs of the existing and proposed locations are contained in Appendix I.
- 1.17 Further south, there are numerous vehicle crossings, a pedestrian refuge and a traffic island (carrying a speed camera), which means little opportunity to place a bus stop. Where there is some kerb space, the location becomes too close to the preceding stop.

- 1.18 northbound stop accessible is to relocate it as originally proposed. In terms of the current southbound stop, such a relocation would place the stops opposite each other. The original proposal sought to locate this stop further to the south, but some members of the Committee were still concerned that it was too close to the northbound proposal and as such, Staff have adjusted this to be slightly further south than previously proposed. The current proposal is shown on Drawing QO001-OF-40&41A.
- 1.19 33 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.
- 1.20 In addition, ward councillors, HAC members and standard consultees (London Buses, emergency services, interest groups etc) were sent a set of the consultation information.
- 1.21 Staff therefore conclude, that the only reasonable option to make the

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 TravelWatch and London Buses supported the proposals.
- 2.3 Two residents objected to the proposals, raising the following concerns;
- Interaction of bus passengers with drivers accessing dentist,
 - Impact on pedestrians, including children,
 - Bus stop will cause a blind spot for pedestrians and drivers,
 - Buses will affect driveway access,
 - Noise and rubbish from passengers,
 - Passengers using private alleyway as toilet,
 - Straight Road being a busy road.
- 2.4 The Essence Dental Clinic objected to the proposals, raising the following concerns,
- The proposal would block the forecourt which is used by patients, especially elderly and disabled people and would put the practice into difficulties with the CQC if access is not maintained,
 - Practice is busy with high turnover of patients including children and the elderly and so stopping buses would be a safety concern,
 - Impact on patient privacy from passengers looking in from upper deck,
 - Concern about noise impact on nervous patients,
 - Impact on deliveries, especially for heavy items and equipment, on the forecourt,
 - If the bus stop requires relocation it should be outside a residential property.

2.5 One resident supported the proposal, making the following comments,

- Proposed location is non-residential and so be of minimal inconvenience to those living nearby,
- Residents at current location have driveways which are blocked by buses,
- General public drop litter,
- Current stop is in the vicinity of Hilldene Primary School and area is congested at school travel time with current situation of adults/ children waiting at existing stop mixing with traffic of children being dropped off,
- Proposal would have less pedestrian traffic proceeding along Straight Road which would be safer.

3.0 Staff Comments

3.1 The current northbound stop cannot be made accessible in its current position and this means that there is a gap of 540 metres between the preceding and following stops. This is considered to be a significant distance for people who may have mobility impairments.

3.2 The residents objecting to the scheme raise issues of noise, disturbance and litter which Staff note; the resident writing in support of the proposal cite these problems in the current location. In terms of safety, Staff do not agree that the proposal is unsafe and it is certainly similar to the layouts of the preceding and following stops which are outside a doctor's surgery and block of flats (with a multi-vehicle access) respectively.

3.3 The dental practice cites issues with vehicle access. The site currently has a vehicle crossing serving the left hand side of the premises (looking from the footway). Staff have checked the Council's planning application records and the current arrangement was granted under P0080.09.

3.4 The provision of a widened vehicle crossing did not form part of the application and indeed, the footway parking remains in place on the right hand side of the premises so that access would have to be taken by manoeuvring within the forecourt area. In terms of making provision for disabled drivers, the practice would be at liberty to reserve spaces directly accessed from the vehicle crossing for them.

3.5 The footway parking outside the practice would be lost with the proposal. The bay is currently useable by two cars if parked appropriately and are open to anyone to use. There are other footway parking bays locally and extensive areas within the Myrtle Road area which are not restricted where patients arriving by car could park.

3.6 Staff recommend that the works proceed as proposed, but the Committee will need to consider the issues of accessibility, distance between current

accessible stops and the issues raised by residents and the dental practice in making its recommendation.

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 £10,000 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 the 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
SITE PHOTOGRAPHS
CONSULTATION RESPONSES
SCHEME DRAWINGS**



Existing Bus Stop Location (Google Streetview)



Proposed Bus Stop Location (Current Photograph)



Respondent	Response and Staff Comments (where required)
Vincent Stops London TravelWatch	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	I fully support this plan which greatly improves the accessibility at the northbound stop.
Resident 217 Straight Road	<p>I would like to lodge my objections to the proposed plan to put a bus stop and shelter outside the dentist in straight Road 219-221.</p> <p>I live at 217 and from a health & safety point of view feel this will be extremely unsuitable to all concerned. The cars are on and off the dentist driveway all day from 9am to 6pm Monday to Friday. Pedestrians standing in and around the bus stop, will be subject to moving traffic and with driveway either side this must be an extra hazard.</p> <p>From your drawing the bus stop will cause many blind spots to both pedestrians and drivers which is an accident waiting to happen. At school times you have children going to school cars trying to get into the dentist, it will be very difficult for us to get in and out of our driveway also if two buses pull up together they will be over our drive. The amount of extra traffic already in this road is really bad constant till late evening.</p> <p>As this service is 24 hours the noise from people at the bus stop is bad enough at the one over the road and you wish to put one nearly outside our property, not to mention the rubbish they leave on the pavements.</p>
Essence Dental Clinic 219-221	<p>We wish to notify the council of our objection to the above proposal for the following reason:-</p> <p>1) The bus stand blocks the forecourt which is intended as a patient car park. This causes a huge inconvenience to our patients who require the provision of a car parking facility within their NHS practice. This is of particular importance to our elderly and disabled patients who require convenient, safe and easy</p>

	<p>access to the practice.</p> <p>2) We treat a large number of elderly and disabled patients. These patients require unrestricted and suitable access to the practice which is also a requirement of the CQC. Blocking our car park with a bus stand prohibits us from providing patients with the facilities they legally require and demand.</p> <p>3) We are a very busy practice with a high turnover of patients in a day. This includes the elderly and school children. Buses stopping at such close proximity to the practice, which is in constant use by patients, is a major safety concern. Our forecourt is also in constant use.</p> <p>4) The privacy of our patients will be infringed by placing a bus stand immediately outside the practice. The front of the practice houses a reception/ waiting area and a fourth surgery. Patients require treatment in a private and tranquil environment. Waiting bus users will naturally look in from the stand and from the upper deck of buses.</p> <p>6) There is also a deep concern about the level of noise that will be generated. This will only distress nervous patients furthermore deterring them from seeking the help that they need. A bus stand will simply cause unreasonable and unnecessary disturbance to patients.</p> <p>5) As a dental surgery we expect frequent deliveries of a large amount of stock; dental materials and large pieces of dental equipment. Vans used for delivery require direct access to the practice in order to load and unload such large and heavy pieces of dental equipment. This operation can only be carried out safely in the practice forecourt.</p> <p>We would strongly advise the council to revise their plans. Taking away the use of our forecourt will impair the functioning of our practice which is intended to serve the local community. We would suggest that if the relocation of the bus stand is indeed a necessity then it should be relocated outside a residential property where it may be considered a convenience.</p> <p>We hope that the council revises its proposals given the unsuitability of the current location.</p>
Resident	You are proposing to put a bus stop outside Dentist 221 and I'm not in favour. My Right away will be in line

225 Straight Road	<p>with Bus shelter so they can get into alley and it will end up a toilet, it will mean there is only one way in and same way out waiting for a Crunch the most horrible I think is all the children who come over Road morning, evening to School, Since the last proposals one little Boy has been hurt, I don't want children killed for a stop, I have lived in my house 50 yrs an 24 yrs as Single person, and the Bus stop has always been where it is, why move it.</p>
Resident 245 Straight Road	<p>Firstly, your invitation stated that comments should reach you by Monday 16 October 2015. The date is inaccurate so I am presuming that you meant Monday 19 October 2015 when you should receive this submission.</p> <p>My comments refer to your drawing reference QO001-OF-40&41A, i.e. the relocation of the bus stop to outside 213 to 225 Straight Road from the current location outside 247/249 Straight Road.</p> <p>I am resident at 245 Straight Road, and I am the house owner and my family have lived at this address since January 1973, some 42 years. Being situated so very close to the current location of the bus stop I would welcome the change of location to that designated.</p> <p>The new location is non-residential and therefore there will be minimal inconvenience for those living close to the bus stop compared to the inconveniences we have had for over 40 years. Those living at the addresses at or close to the current location all have driveways and, unfortunately, bus drivers are not always considerate when we are leaving or arriving at our addresses, often blocking our access when for some consideration they could stop a few meters further on or before.</p> <p>Also, the general public are not always considerate about dropping litter, often from fast food outlets, even though a litter bin is provided at the bus stop. I am the only local resident at this location who has always acted to clear such litter, sometimes including broken glass, to make our environment cleaner and safer. I have a high degree of community awareness to respect our environment.</p> <p>Another factor is that the current location of the bus stop is in the immediate vicinity of Hilldene Primary School, where I am a school governor, and therefore the twice daily "school run" often causes much congestion with adults and children waiting at the bus stop directly in the flow of other adults and children coming either to or away from the school. Also to mention those adults either dropping off or collecting their</p>

children by car who park all along this same stretch of road. It is a dangerous situation when adults and sometimes several siblings with them are playing/waiting at the bus stop next to such a busy main road.

With many adults and children crossing Straight Road at the crossing point (road bollards and "keep left" sign) to Myrtle Road which is just past the bus stop, there will be at least 50% less pavement traffic proceeding further down Straight Road to where the new location for the bus stop is sighted. A far safer situation for all concerned.

I trust you accept these comments in the good faith in which I provide them. I overwhelmingly approve the suggestion of the bus stop being relocated as stated in your plans.