



HIGHWAYS ADVISORY COMMITTEE

6 September 2016

Subject Heading:

**BUS STOP ACCESSIBILITY
Hubbards Chase
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 £7,000 for
implementation (all sites) will be met
by Transport for London through the
2016/17 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 Hubbards Chase and seeks a recommendation that the proposals be implemented.

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

RECOMMENDATIONS

1. That the Committee having considered the report and the representations made recommends to the Cabinet Member for Environment, Regulatory Services and Community Safety that the bus stop accessibility improvements on Hubbards Chase set out in this report and shown on the following drawing (contained within Appendix I) are implemented;
 - QP006-OF-B26-A
 - QP006-OF-B27-A

2. That it be noted that the estimated cost of £7,000 for implementation (all sites) will be met by Transport for London through the 2016/17 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 696 bus stops in Havering. 668 are on borough roads, 20 are on the Transport for London Road Network and 8 are in private areas (e.g. Queen's Hospital). Data as of August 2016.
- 1.8 Of these stops, 82% 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 Environment 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 Hubbards Chase as set out in the following table;

Drawing Reference	Location	Description of proposals
QP006-OF-B26 BS36545 Hubbards Chase	Outside property number 3	Bus stop flag to be relocated 2 metres north. 27metre 24 hour bus stop clearway 140mm kerb and associated footway works provided at bus boarding area
QP006-OF-B27 BS25236 Hubbards Close	Outside property numbers 55 & 57	Bus stop to remain in the same location 27metre 24 hour bus stop clearway 140mm kerb and associated footway works provided at bus boarding area

- 1.13 11 letters were hand-delivered to those potentially affected by the scheme on 5th July 2016, with a closing date of 25th July 2016 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 In relation to the proposals outside No.3 Hubbards Chase (Drawing QP006-OF-B26), 2 residents objected, making the following comments;

- Impact on resident who has multiple cars to park and currently parks where the proposed clearway is;
- Impact on ability to park close to house for family members;
- Proposals will push parking further down the road;
- Loss of parking for visitors.

2.3 With the proposals outside Nos.55/57 Hubbards Chase (Drawing QP006-OF-B27), 2 residents objected, making the following comments;

- The proposed clearway would be a hazard for those entering or exiting the property;
- The proposed clearway would prevent stopping and loading;
- The proposed clearway would create a problem for future selling of the residents' house;
- Proposed bus stop would create an accident risk being opposite Hubbards Close which is used at a rat-run from the A127;
- Bus stop would have buses standing and blocking driveways;
- Moving flag north would reduce visibility for resident leaving driveway;
- Bus stop will create a single lane road.

3.0 Staff Comments

3.1 Notwithstanding the relocation of the bus stop flag outside Nos.55/57 Hubbards Chase by 2 metres, the two stops in the street are established within the street. Relocating the stops would inevitably create similar concerns from other groups of residents.

3.2 Staff note the comment about residents wishing to park, but as highway authority, the Council has to have regard for all users of the network. In some cases, this must mean that areas of highway are reserved for certain uses, such as providing bus stops.

3.3 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.

3.4 The Committee will need to consider the various issues raised and make a recommendation on how it sees the use of this area of highway being balanced.

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 £7,000 for implementation will be met by Transport for London through the 2016/17 Local Implementation Plan allocation for Bus Stop Accessibility. The funding will need to be spent by 31st March 2017, 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 Environment 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 Environment 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: QP006, Bus Stop Accessibility 2016/17

**APPENDIX I
CONSULTATION RESPONSES
SCHEME DRAWINGS**



Respondent	Drawing Reference	Response and Staff Comments (where required)
Resident 2B Hubbards Chase	QP006-OF-B26	<p>As we are a three car family we use the parking space on the road opposite the proposed clearway, we have regular visitors including my disabled mum who is driven by a family member due to her ill health, they need to be able to park close to my property, losing the parking areas would impact not only on the houses affected, but also the houses further down Hubbards Chase as parking would be pushed down to their properties, who also really on the parking spaces for family members to park close by. So then where do we park?</p> <p>The 193 bus service is only a small service and yes it does sometimes hold up other vehicles but it is never for very long and you generally only get 1-2 cars held up at any one time for approx 30-40 seconds.</p> <p>To make the kerb higher for accessibility is fair and needed.</p> <p>The residents further down Hubbards Chase should have had the opportunity to express their concerns as it will impact greatly in their lives as well as ours. The idling of the buses dead opposite our property can be an extreme annoyance especially in the mornings because of the loud engine noise, so we're also concerned that this would increase.</p> <p>The road is already a problem with cars racing. And what's really needed are some road humps.</p>
Resident 3 Hubbards Chase	QP006-OF-B26	<p>The proposed plan, as above, will have an adverse affect on my living in that visitors will no longer be allowed to use the parking bay outside my property. I accept I do have a driveway near to the front door but this is often occupied.</p> <p>I spoke to a lady at the Council last week and she assured me that visitors, who call</p>

		regularly to see me because of ailing health are permitted to park across the driveway providing the wheels are within the actual width – bonnet and boot may overhang. Could I have this information confirmed in writing either to the above address or email so that helpers may be reassured.
Resident 55 Hubbards Chase	QP006-OF-B26	<p>I am emailing to express our concern for the 27metre 24hour bus stop clearway to be placed outside our house, 55 Hubbards Chase. This will cover the whole frontage of our house and, consequently, will create a massive hazard for us (as well as others to enter and exit). Furthermore, this will also be a problem as stopping/loading is not even possible (as we are aware restrictions apply 24/7). This long clearway would favour bus drivers to park outside our house legitimately (they do stay for short periods occasionally). Perhaps the clearway could be shortened to stop unnecessary hazards/headaches?</p> <p>It is also a worrying fact that the long clearway markings will be a problem when we sell our house in the foreseeable future, as this would put off potential buyers.</p>
Resident 57 Hubbards Chase	QP006-OF-B26	<p>I wish to make the following comments on the proposed access improvements to the bus stop outside of 55 & 57 Hubbards Chase - drawing ref QP006-OF-B27 (BS25236).</p> <p>1- I have concerns over the 27 metres bus stop to be situated directly opposite Hubbards Close. Those not familiar with the junction may see it on a map as a small close joining a residential road, but as local residents know it can be extremely busy at this junction with traffic using Hubbards Close as a rat run in the mornings to avoid tailbacks on the westbound A127. To have such a large bus stop directly opposite the turning and reducing Hubbards Chase to effectively single alternate lane traffic provides an increased risk of accidents. The volume of traffic on Hubbards Close is already elevated in the mornings due to the local schools generating traffic (Nelmes and Campions schools). What you will potentially have is three directions of traffic (Hubbards Close eastbound, Hubbards Chase both northbound and southbound) trying to safely use / join one half of a residential road.</p>

		<p>2- The proposal includes the bus stop stretching directly across the driveways of 55, 57 and 57a Hubbards Chase. This will provide potential difficulties in allowing the residents of these properties accessing their own driveways as buses not only stop at the bus stop in question for passengers, but also frequently sit there as an unofficial bus stand to prevent a backlog of buses sitting at the next bus stop / stand on Essex Gardens. Buses standing at the stop will be potentially blocking the driveways of 55/57/57a, meaning the residents will have to also sit in Hubbards Chase whilst trying to signal to the bus driver that they need to move their bus to allow access to the driveway. This will cause even more blocking of the road and more potential accidents.</p> <p>3- By moving the bus stop flag 2 metres north, this will encourage buses to stop 2m further north and so therefore 2m closer to the driveways of 57 & 57a Hubbards Chase. This is creates an increase risk of an accident due to further reduced visibility of oncoming traffic in Hubbards Chase by the now 2m closer buses as the residents try to manoeuvre on / off their own driveways.</p> <p>4- Bus stop clearways do not allow parking or deliveries at any time. This appears unwarranted as buses do not run on this route 24 hrs a day. It will also provide potential problems with future deliveries to the residents of 55 / 57 / 57a Hubbards Chase, as well as the residents in numbers 62 / 64 / 66 opposite.</p> <p>In summary it appears we will end up with a 27 metre bus stop reducing a residential road to a single lane, right at the point where Hubbards Close (along with its rat run traffic) joins Hubbards Chase. In addition the residents of 55 / 57 / 57a Hubbards Chase will also be competing for the now limited road space to access / exit their own driveways. This appears to be an unnecessary increase in risk of accidents on this stretch of road.</p>
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