



HIGHWAYS ADVISORY COMMITTEE

11 December 2012

REPORT

Subject Heading:

**BUS STOP ACCESSIBILITY
ROUTE 248 2012/13
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 part of bus route 248.

The scheme is within **Cranham** ward.

RECOMMENDATIONS

1. That the Committee having considered the representations made recommends to the Cabinet Member for Community Empowerment that the bus stop accessibility improvements set out in this report and shown on the following drawings are implemented;
 - QL010-OF-101A
 - QL010-OF-103A
 - QL010-OF-104A
 - QL010-OF-105A
 - QL010-OF-106A
 - QL010-OF-107A
 - QL010-OF-108A
 - QL010-OF-109A
 - QL010-OF-110A
 - QL010-OF-111A
 - QL010-OF-112A
 - QL010-OF-113A

(note: there is no Drawing QL010-OF-102A)

2. That it be noted that the estimated cost of £50,000 for implementation will be met by Transport for London through the 2012/13 Local Implementation Plan allocation for Bus Stop Accessibility for R248.

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 or footways, providing short footway links to stops and (in exceptional circumstances) providing pedestrian crossing facilities can help with making bus stops fully accessible. 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 reduces the problem of accessibility by providing sufficient space for buses to pull in close to the kerb. It has become even more important with the provision of buses that are fully wheelchair accessible, because the benefits of low-floor and “kneeling” buses are considerably reduced (if not removed) if the bus cannot get 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 stop clearways with accessible footways, 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 There are 690 bus stops in Havering (October 2012). 664 are on borough roads, 20 are on the Transport for London Road Network and 6 are in private areas (e.g. Queen’s Hospital).
- 1.7 Of these stops, 38% are deemed to be fully accessible. In order for a stop to be fully accessible, it must meet the following criteria;
 - The kerb to the footway must be between 125mm and 140mm 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.
- 1.8 For Havering, funding for Bus Stop Accessibility works have mainly come from the Transport for London Local Implementation plan (LIP), but occasionally funding is secured as part of the development process.
- 1.9 Staff from StreetCare tend to 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 problems.
- 1.10 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.

- 1.11 Proposals for accessibility improvements have been developed for various existing bus stops along Route 248 as set out in the following table;

Drawing Reference	Location	Description of proposals
QL010-OF-101A	Hall Lane Outside St. Kathryn's Place	Provision of a bus stop clearway, 21 metres long
QL010-OF-103A	Hall Lane Outside 139 to 145	Provision of a bus stop clearway, 21 metres in length
QL010-OF-104A (Location 1)	Avon Road Side of 142 Hall Lane/ Outside 1 and 2 Avon Road	Installation of high kerb and associated footway works. Provision of bus stop clearway, 25 metres in length.
QL010-OF-104A (Location 2)	Avon Road Side of 140 Hall Lane/ Outside 2 Avon Road	Installation of high kerb and associated footway works. Provision of bus stop clearway, 25 metres in length.
QL010-OF-105A (Location 1)	Avon Road Outside 45 to 51	Provision of a bus stop clearway, 31 metres in length.
QL010-OF-105A (Location 2)	Avon Road Outside 44 to 54	Extension of high kerb and associated footway works, tree removed. Provision of bus stop clearway, 37 metres in length.
QL010-OF-106A (Location 1)	Avon Road Side of 2, Crouch Valley	Extension of high kerb and associated footway works. Provision of bus stop clearway, 25 metres in length.
QL010-OF-106A (Location 2)	Avon Road Outside 85 to 93	Provision of a bus stop clearway, 29 metres in length
QL010-OF-107A	Front Lane Outside 2 Brunswick Avenue/ 172 to 174 Front Lane	Installation of high kerb and associated footway works. Provision of bus stop clearway, 37 metres in length.
QL010-OF-108A	Front Lane Outside 299 to 301	Installation of high kerb and associated footway works. Provision of bus stop

		clearway, 37 metres in length.
QL010-OF-109A	Waycross Road Opposite Griffin Avenue	Installation of high kerb and associated footway works. Provision of bus stop clearway, 31 metres in length.
QL010-OF-110A	Waycross Road Outside Brunswick Court	Installation of high kerb and associated footway works. Provision of bus stop clearway, 25 metres in length.
QL010-OF-111A	Front Lane Outside 201/ St Luke's Church	Installation of high kerb and associated footway works, some footway parking removed. Provision of bus stop clearway, 27 metres in length.
QL010-OF-112A	Front Lane Outside 128 to 132	Installation of high kerb and associated footway works. Provision of bus stop clearway, 31 metres in length.
QL010-OF-113A	Front Lane Side of 2 Dorkins Way/ 36 Brookman's Close	Installation of high kerb and associated footway works. Provision of bus stop clearway, 37 metres in length.

1.12 Approximately 145 letters were hand-delivered to those potentially affected by the scheme on or just after 15th October 2012, with a closing date of 5th November 2012 for comments.

1.13 In addition, ward councillors, HAC members and standard consultees (London Buses, emergency services, interest groups etc) were sent a set of consultation information.

2.0 Outcome of Public Consultation

2.1 By the close of consultation, 12 responses were received. These responses are summarised in Appendix I of this report. Of the 12 responses, 1 was from a ward councillor and 2 were from London Buses. The responses are set out within Appendix I

3.0 Staff Comments

- 3.1 There were objections and concerns raised by 7 residents about particular stops and staff have provided comments responding to these within Appendix I. One resident comment on footway works being undertaken to a footway replaced last year but Staff confirm that this footway is not proposed to be worked on again. One resident expressed support for a particular stop. The ward councillor requested a tree to be replanted or replaced in connection with one stop. London Buses expressed support for the proposals.
- 3.2 Staff recommend that in order to make the bus stops set out in this report fully accessible, that the proposals be implemented as designed.

IMPLICATIONS AND RISKS

Financial implications and risks:

The estimated cost of £50,000 for implementation will be met by Transport for London through the 2012/13 Local Implementation Plan allocation for Bus Stop Accessibility, Route 248. The funding will need to be spent by 31st March 2013, to ensure full access to the grant.

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.

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: QL010, Bus Stop Accessibility Route 248 2012/13

APPENDIX I SUMMARY OF CONSULTATION RESPONSES

Respondent	Drawing Reference & Location	Summary of Comments	Staff Comments
Alan Ford London Buses (Operations)	N/A	<ul style="list-style-type: none"> The scheme is really workable for buses and the inclusion of 37m cages where possible are of particular benefit as they provide unhindered access to the bus stop. The resiting of the bus stop and shelters in diagrams 104 and 109 should assist with pedestrian accessibility. Diagram 101 should show "Bus Stop" rather than "Bus Stand" 	With regard to Diagram 101, the road marking should indeed be "Bus Stop" rather than "Bus Stand"
Matthew Moore London Buses (Infrastructure)	N/A	<ul style="list-style-type: none"> Supports proposals Seeks confirmation on which infrastructure is proposed for adjustment (bus stop flags and shelters) 	Stop/shelter adjustment information provided.
Mr Sonn 140 Hall Lane	QL010-OF-104A Avon Road Side of 142 Hall Lane/ Outside 1 and 2 Avon Road	<p>Wishes to extend vehicle crossover if the bus stop flag and shelter is rearranged but has contacted TfL for the bus stop to be removed completely for a number of reasons.</p> <ul style="list-style-type: none"> Clearway extends over most of property so preventing stopping in close proximity to house. There are alternative bus stops in Hall Lane and in Avon Road which people could use, Issues of litter and urination cause by presence of bus stop 	<p>London Buses have confirmed that they have no plans to remove the bus stop.</p> <p>Clearway is required to ensure buses are able to access stop for both loading doors to be accessible.</p> <p>Anti-social behaviour issues are a</p>

		<ul style="list-style-type: none"> • Issues of users dropping cigarette ends • Side wall to property has been vandalised (cannot be certain if this was bus users) • Existing bus stop has been vandalised several times • Bus always seems to arrive when resident wishes to leave driveway 	<p>matter of enforcement as removing the stop would penalise ordinary users and especially those less able to walk longer distances to other stops.</p>
<p>Cllr Barrett Cranham Ward</p>	<p>QL010-OF-105A Avon Road Outside 44 to 54</p>	<p>Requests that tree to be removed is either replanted or replaced elsewhere.</p>	<p>Request can be accommodated.</p>
<p>Ms Brown 89 Avon Road</p>	<p>QL010-OF-106A Avon Road Outside 85 to 93</p>	<ul style="list-style-type: none"> • Objects to proposal • Scheme an excuse to make life easy for bus drivers • No need for 29m clearway and if this goes ahead, it should be drastically shortened • Cars should be allowed to load/ unload – what would happen if resident moved house, how would she get the furniture out • Congestion on Avon Road is caused by buses and not parked cars 	<p>Scheme is to make the bus stop fully accessible to all passengers.</p> <p>For stop access within parked cars, 37m clearway is normally required. Shorted clearway of 29m proposed because of location conditions and any shorter would prevent buses gaining kerbside access.</p> <p>Should a resident move house and need a removal vehicle, the bus stop can be suspended with prior notice to London Buses.</p> <p>Buses cannot get into the bus stops easily because of parked vehicles and often well out from</p>

			the kerb.
Mr Ingram 85 Avon Road	QL010-OF-106A Avon Road Outside 85 to 93	<ul style="list-style-type: none"> • Objects to scheme as kerbs and footway was only relaid last year and is concerned about the disruption. Funding should be used for LED street lighting. • No objection to clearway 	<p>Proposal is only for the clearway, the relaid footway will not be worked on again.</p> <p>Funding allocated for BSA only.</p>
Mr & Mrs Plewa 301a Avon Road	QL010-OF-108A Front Lane Outside 299 to 301	<ul style="list-style-type: none"> • Objects to scheme • Current stop is not a bus stop, but a request stop • When purchased property 10 years ago would not have considering buying it is proposed stop had already been in place • Proposals will devalue property and make it harder to sell • New proposals will mean bus will stop closer to property than it currently does and will increase noise and rubbish • After recent bus fire, there has been no contact from the bus company to deal with various issues created by incident • If the proposed stop had been in existence the bus fire would have caused more damage 	<p>A request stop simply means that a bus will only stop if there is a passenger waiting to board (or alight). Compare with a compulsory stop which is used at major bus stopping points or bus stands where buses must always stop.</p> <p>The proposals do not seek to move the buses closer to properties as a lay-by is not being proposed.</p> <p>The bus fire and the issues the resident has with London Buses is not a matter for the Council.</p>
Mr & Mrs Coleman 301 Front Lane	QL010-OF-108A Front Lane Outside 299 to 301	<ul style="list-style-type: none"> • Bus stop should be moved to a safer location around 40 metres towards Avon Road as current location blocks the driveways of 3 residents, especially if the driver stops for longer to make up time or break down. With the recent fire, the 	<p>The area to the south with existing restrictions keep a multi-property access clear serving many properties.</p>

		<p>resident had to leave via a neighbour's access.</p> <ul style="list-style-type: none"> • The current bus stop has a very narrow pavement and pedestrians (especially with buggies) struggle to pass. Engayne Primary School is near this stop and the area is used by many parents. • If the stop is moved south there is a grassed area near Clyde Crescent which have more pavement space, there is space for a shelter and it would be safer for passengers waiting and pedestrians. • A relocation of the stop would not mean London Buses have to change timetables and some of the road is already marked with double yellow lines so that the clearway may not need to be so long. • As the works are being planned now, it would be more cost-effective to look at a new position before works take place. There is currently no bus stop markers on the lamp post as the bus fire destroyed it. • Have lived with bus stop for 16 years and feel it is time to move it. 	<p>The area between the current stop and Clyde Way could be used for the bus stop, but there are several properties in Cycle Way with no road frontage and so a bus stop would displace parking opportunity for those residents.</p> <p>The current location is proposed to have the footway width increased which will assist with pedestrians passing waiting passengers.</p>
<p>Mr Cook Waycross Road</p>	<p>QL010-OF-110A Waycross Road Outside Brunswick Court</p>	<ul style="list-style-type: none"> • Car parking is an issue outside Brunswick Court and the current bus stop causes a "log jam" because of other vehicles passing. • Some residents have dropped kerbs and this allows some degree of freedom for traffic. • Requests that all homes in the bus stop area are given a dropped kerb to enable off street parking as this would help with traffic flow. 	<p>Buses stop for a relatively short period of time and if made fully accessible would make their serving of the stop more efficient as buses cannot currently always access the stop.</p> <p>The bus stop is on the opposite side of the road and there is no justification for providing vehicle</p>

			<p>crossovers for no charge. Residents are able to fund a such works themselves if they so wish.</p>
<p>Mr & Ms Bannoeks 5 Waycross Road</p>	<p>QL010-OF-110A Waycross Road Outside Brunswick Court</p>	<ul style="list-style-type: none"> • Request for confirmation that scheme would not interfere with driveway • Concerned that scheme will lead to people parking across driveway • Can the Council arrange and pay for no parking signs across driveway • Is the stop necessary as there are others near by • Concerned that the scheme will cause congestion in the side road • If the work is carried out, the resident would like access to their driveway at all times • Points out that buses go fast down Waycross Road, much too fast for a built up area that has small children with families 	<p>The scheme is on the opposite side of the road to the resident and will not interfere with driveway.</p> <p>Parking across dropped kerbs can be enforced.</p> <p>A courtesy “keep clear” road making can be provided across dropped kerbs as part of the scheme.</p> <p>The stop is required for the R248 and it also serves R346 which runs on a different route.</p> <p>Buses stop for a relatively short period of time and if made fully accessible would make their serving of the stop more efficient as buses cannot currently always access the stop.</p> <p>There may be minor impact from temporary traffic management should the works proceed to</p>

			construction.
Mr Cadd 3 Waycross Road	QL010-OF-110A Waycross Road Outside Brunswick Court	<ul style="list-style-type: none"> • Does not agree with clearway • Does not have off street parking, but can currently park outside property, which is safe for residents' children to access car. • The clearway will disrupt 3 parking spaces on the other side of the road. • If scheme goes ahead, the resident is concerned about the impact on parking and where those vehicles would go and it would make unloading shopping difficult. • If the scheme goes ahead, requests that clearway is not provided. 	Unless the bus stop is kept clear of parked vehicles, then buses cannot get close to the kerb for use by all passengers.
Mrs Morgan 130 Front Lane	QL010-OF-112A Front Lane Outside 128 to 132	Resident is happy with the bus stop upgrade proposals and found Streetcare office very helpful and informative.	None.