



HIGHWAYS ADVISORY COMMITTEE

17 September 2013

REPORT

Subject Heading:

**BUS STOP ACCESSIBILITY
PETTITS LANE NORTH &
HAVERING ROAD (PART)
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 the length of Pettits Lane North and part of Havering Road and seeks a recommendation that the proposals to be implemented as set out in the report.

The scheme is within **Pettits, Mawneys** and **Havering Park** wards.

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;
 - QL015-OF-102A
 - QL015-OF-103A
 - QL015-OF-104A
 - QL015-OF-105A
 - QL015-OF-106B
 - QL015-OF-107A
 - QL015-OF-108A
 - QL015-OF-109A

2. With regard to the bus stop currently outside 249-255 Pettits Lane North, that having considered the representations made recommends to the Cabinet Member for Community Empowerment that **one** of the following options for accessibility improvements set out in this report and shown on the following drawings be implemented;
 - (a) QM015/OF/101A – the bus stop remains outside 249-255 Pettits Lane North with the various accessibility improvements made including the removal of the large oak tree, or
 - (b) QM015/OF/201A – the bus stop is relocated outside 247-253 with the various accessibility improvements made.

3. That it be noted that the estimated cost of £60,000 for implementation will be met by Transport for London through the 2013/14 Local Implementation Plan allocation for Bus Stop Accessibility – Pettits Lane North & Havering Road.

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. 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 February 2013.
- 1.7 Of these stops, 42% 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 Pettits Lane and part of Havering Road as set out in the following tables;

PETTITS LANE NORTH		
Drawing Reference	Location	Description of proposals
QM015/OF/101A Scheme 01	Near Pettits Boulevard	37 metre bus stop clearway. 140mm kerb and associated footway works provided at bus boarding area. Large directional traffic sign moved out of footway into verge.
QM015/OF/101A Scheme 02 Option 1 for Northbound buses	Outside 249 to 255	37 metre bus stop clearway. 140mm kerb and associated footway works provided at bus boarding area. Removal of large oak tree outside 253 and 255.
QM015/OF/201A Scheme 02 Option 2 for Northbound buses	Outside 247 to 253	25 metre bus stop clearway. 140mm kerb and associated footway works provided at bus boarding area. Removal of footway parking outside 249 and 251.
QM015/OF/102A Scheme 03	Adjacent to 2 Heather Close	25 metre bus stop clearway. 140mm kerb and associated footway works provided at bus boarding area. Lamp column moved away from bus shelter.
QM015/OF/102A	Outside	37 metre bus stop clearway.

Scheme 04	234 to 240	140mm kerb and associated footway works provided at bus boarding area. Bus shelter to be turned around.
QM015/OF/103A Scheme 05	Outside 284 to 296	37 metre bus stop clearway. 140mm kerb and associated footway works provided at bus boarding area, including refurbishment of drainage channel.
QM015/OF/109A Scheme 11 Bus stop relocated from 434 to 442 as current position cannot be made fully accessible	Between Campbell Close and Glenton Way	23 metre bus stop clearway. 140mm kerb and associated footway works provided at bus boarding area. New shelter and flag
QM015/OF/109A Scheme 12	Outside 399 to 411	55 metre bus stop clearway. 140mm kerb and associated footway works provided at bus boarding area. Lay-by entry/ exit tapers adjusted Dropped kerbs to access alleyway between 403 and 405.

HAVING ROAD		
Drawing Reference	Location	Description of proposals
QM015-OF-104A Scheme 06	Outside 237 to 249	37 metre bus stop clearway. 140mm kerb and associated footway works provided at bus boarding area.
QM015-OF-105A Scheme 07	Adjacent to Methodist Church and 6 Tweed Glen	57 metre bus stop clearway. 140mm kerb and associated footway works provided at bus boarding area. Lay-by entry/ exit tapers adjusted

QM015-OF-106A Scheme 08	Outside 315 to 325	49 metre bus stop clearway. 140mm kerb and associated footway works provided at bus boarding area. Lay-by entry/ exit tapers adjusted Footway links to refuge outside 313 with dropped kerbs to service road outside 313 and 319.
QM015-OF-107A Scheme 09	Near Garry Way	49 metre bus stop clearway. 140mm kerb and associated footway works provided at bus boarding area. Lay-by entry/ exit tapers adjusted
QM015-OF-108A Scheme 10	Outside 363 to 373	53 metre bus stop clearway. 140mm kerb and associated footway works provided at bus boarding area. Lay-by entry/ exit tapers adjusted Footway link to service road and dropped kerbs to access alleyway between 371 and 373

1.12 78 letters were hand-delivered to those potentially affected by the scheme on or just after 5th August 2013, with a closing date of 30th August 2013 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, 9 responses were received. These responses are summarised in Appendix II of this report and copies of replies are available. Of the 9 responses, 1 was from London Buses, 1 was from Streetcare's Highways Tree Team and 7 were from residents. The responses are set out within Appendix I, together with the locations to which the responses relate to.

2.2 In addition, the bus stop currently outside 249 to 255 Havering Road was discussed at the Council's Traffic Management Liaison Group on 8th August

2013 where the Metropolitan Police Traffic Unit confirmed that it supports Option 2 (QM015/OF/201A) as it would put more space between the bus stop and the existing zebra crossing. No response was received from the London Fire Brigade.

3.0 Staff Comments

- 3.1 With regard to the two options for the northbound stop on Pettits Lane North, near the fire station, there are comments relating to both. Where it is proposed to move the stop, residents are concerned about the impact on them, local traffic and the fire station. The proposal is favoured by the police traffic unit and London Buses.
- 3.2 With the current location, there is objection to the removal of the large oak tree which is described by the Council's Highway Tree Team as having immense amenity value.
- 3.3 Staff are content with both options, but suggest the relocation would make interaction with the existing zebra crossing less of a risk to highway users and maintain the large oak tree.
- 3.4 With the proposal to relocate the stop from 434-442 Havering Road to between Campbell Close & Glenton Way, there is objection from a resident from the proposed location and support from a resident at the existing location. Staff are only able to advise that the current location cannot be made accessible because of the presence of vehicle crossings and the layby is of a substandard length.
- 3.5 For the proposals for 234 to 240 Pettits Lane North, the objector is concerned about buses stopping nearer his property and the proposed clearway. The scheme will not have buses stopping in any different position that is current and the clearway is required to make the bus stop accessible.
- 3.6 For the proposals to improve the existing site at 315-325 Havering Road, Staff can adjust the design to meet some of the objector's concerns.
- 3.7 With these sites, the Committee will need to balance the views of residents affected by the proposals and the needs of those using bus services, especially where impacted by a lack of accessibility. The remaining sites are not controversial.

IMPLICATIONS AND RISKS

Financial implications and risks:

The estimated cost of £60,000 for implementation will be met by Transport for London through the 2013/14 Local Implementation Plan allocation for Bus Stop Accessibility. The funding will need to be spent by 31st March 2014, to ensure full access to the grant.

The costs shown are an estimate of the full costs of the scheme, should it be implemented. It should be noted that further decisions are to be made by this committee when a report is received with the results of the consultation. 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.

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: QM015, Bus Stop Accessibility Pettits Lane North & Havering Road
2013/14

Traffic Management Liaison Meeting Minutes, 8th August 2013

**APPENDIX I
PHOTOGRAPH
EXISTING BUS STOP OUTSIDE 249-255 PETTITS LANE NORTH**



APPENDIX II SUMMARY OF CONSULTATION RESPONSES

Respondent	Drawing Reference & Location	Summary of Comments	Staff Comments
Matthew Moore TfL London Buses Infrastructure	All sites	Approves of proposals, subject to detailed design discussions in terms of bus infrastructure.	Staff have now reviewed bus infrastructure with TfL.
Matthew Moore TfL London Buses Infrastructure	QM015/OF/201A Scheme 02 Option 2 (247-253 Pettits Lane North)	More in favour of option 2 (relocate stop to outside 247 to 253)	
Adriana Badescu Pettits Lane North	QM015/OF/201A Scheme 02 Option 2 (247-253 Pettits Lane North)	<p>Objects to Option 2 (relocation of bus stop from outside 249-255 to 247-253)</p> <ul style="list-style-type: none"> • Concerned about impact on fire station, the A12 and Rise Park Parade access. • Concern about a lack of detail provided in the consultation. • Does not understand why a 37m clearway is required for a low frequency bus stop and the impact on parking. • Does not see the need to improve access at this location in the absence of research on who is using the stop. • The relocated stop would have a negative effect on 	<p>Staff are content that the relocated site would not have an adverse impact on the operation of the local highway network or the operations of the fire station.</p> <p>The clearway and physical works are designed to make an accessible bus stop in support of all users as set out in the report.</p> <p>Impact on residents versus bus stop accessibility from a relocated stop is a matter for the committee</p>

		<p>the value of the property, because of the behaviour of users.</p> <ul style="list-style-type: none"> • The houses at the current location are protected by vegetation. A new stop location would allow people to look into residents' premises. • If the value of the property is reduced, resident would seek legal advice. • The stop should be maintained in its current location. 	to consider.
GJ & SE Wellman Pettits Lane North	QM015/OF/101A Scheme 02 Option 1 (249-255 Pettits Lane North)	<p>Preferred option is to remove the bus stop altogether, but as this is not indicated as an option, would request removal of the oak tree.</p> <p>Do not understand why improvements have been identified as 499 is hail and ride in Pettits Lane and Crow Lane as it is doubtful these kerbs will be adjusted.</p> <p>Few people use the stop and the council money could be better spent.</p>	<p>This is the first bus stop after the A12 and is required to serve the immediate area.</p> <p>No proposals for Pettits Lane and Crow Lane have been considered.</p> <p>Funding provided by TfL specifically for bus stop accessibility works following Council's LIP allocation proposal.</p>
Laura Dean Pettits Lane North	QM015/OF/101A Scheme 02 Option 1 (249-255 Pettits Lane North)	<p>Objects to any work to bus stop or shelter outside residents' home and requests bus stop is moved.</p> <ul style="list-style-type: none"> • The current bus stop is in a dangerous location as when the bus stops it makes the pedestrian crossing extremely hazardous. Cars overtake buses and have to slam on brakes if someone is crossing. Crossing is busy as it is near Rise Park School. • The bus stops outside residents' home and allows 	<p>Staff agree that vehicles overtaking station buses on the approach to a zebra crossing is not desirable from a pedestrian risk point of view.</p> <p>The committee will need to consider the various issues connected with maintaining the</p>

		<p>passengers to look in and impacts on privacy.</p> <ul style="list-style-type: none"> • The bus often does not stop at the stop and blocks residents' driveway. • People use front wall to sit on when waiting for a bus and wall is damaged. • People use front garden to dump rubbish and resident often has to clean us rubbish. • In late June, a bus hit the oak tree which highlights concern about location. • When a bus is in the stop, the resident cannot turn onto driveway. • The bus stop is opposite a junction and causes a daily traffic build up outside property and traffic leaving junction cannot do so safely. • The bus stop is used by children from local secondary school who make disruptions, urinate and swear at residents. • Has recently contacted TfL to request the stop be moved and has contacted Cllr Tebbutt. 	<p>stop at the current or the alternative positions.</p>
<p>Streetcare Highway Tree Team</p>	<p>QM015/OF/101A Scheme 02 Option 1 (249-255 Pettits Lane North)</p>	<p>The oak tree is approximately 100 to 150 years old. Oak trees are very slow growing and this one has immense amenity value. Does not appear tree overhangs carriageway.</p> <p>Not aware of any previous problems.</p> <p>Strongly oppose removal of the tree.</p>	<p>The tree prevents the bus stop being made accessible in its current location and therefore an alternative to removing the tree has been consulted on and the committee will need to reach a judgement.</p>

<p>Mark Butterworth Pettits Lane North</p>	<p>QM015/OF/102A Scheme 04 (234 to 240 Pettits Lane North)</p>	<p>Vehemently objects to proposed plans to undertake certain changes to bus stops in area, especially near residents' premises.</p> <ul style="list-style-type: none"> • Resided in premises 1975 – 1987 and 2006 to present. The only change has been the introduction of 499 adding to 103. The staggering of the bus times means it is unusual for two buses to stop at once and cannot see need for extended pick up/ stop lanes. • Parking outside house already fraught with challenges due to Rise Park School; taking away parking spaces will make situation worse and cause even more school run drivers parking across driveway. • Already puts up with screeching of bus brakes and engine noise and moving stop closer to property would make issues worse. • Neighbour has mobility issues and proposals will make access for taxis with ramps etc more difficult. Household has frequent nurse visits which need parking. 	<p>The 37m clearway is designed to keep sufficient space clear from parked vehicles to allow a bus to pull into the stop for both loading doors to be kerbside.</p> <p>There is footway parking either side of this bus stop which is not affected by the proposals.</p> <p>Buses will stop in same position is they do now and will not be moved closer to residents' premises.</p> <p>Neighbour has footway parking outside premises and off street parking to front garden.</p>
<p>Alan Hunt Havering Road (proposed bus stop site)</p>	<p>QM015/OF/109A Scheme 11 (Bus stop relocated from 434-442 Havering Road to between Campbell Close & Glenton Way)</p>	<p>Objects to proposal to relocate bus stop.</p> <ul style="list-style-type: none"> • Map supplied states that stop would be to flank wall of property when it is the front of property. • New stop would bring noise, litter and antisocial behaviour. • Stop would affect quality of life and desirability and price of house if sold in the future. • New stop would increase risk of road accidents. • Current stop is in a layby which reduces delay. 	<p>The location description on the drawing is not correct; the bus stopping position is the flank wall of the first property in Glenton Way (which was sent consultation information).</p> <p>The committee will need to consider the various issues connected moving the stop. The</p>

		<ul style="list-style-type: none"> • Exit from Campbell Close and Glenton Way into Havering Road would have reduced visibility. Stop would cover slow sign on road and be within 50m to 100m of flashing 30mph sign. • Location is on slight bend, bad driving is common and new stop gives a potential for accidents. • Have residents of Campbell Close and Glenton Way been consulted. 	<p>current location cannot be made accessible because of vehicle crossings and substandard layby length.</p> <p>Staff content with safety of proposed location.</p> <p>Those directly impacted were consulted, not entire streets.</p>
Tony Manning Havering Road (existing bus stop site)	QM015/OF/109A Scheme 11 (Bus stop relocated from 434-442 Havering Road to between Campbell Close & Glenton Way)	<p>In support of the proposals to move the bus stop.</p> <p>Resident's wife is disabled and new location will give easier access onto buses.</p> <p>Additionally, the stop is outside resident's premises and moving it will;</p> <ul style="list-style-type: none"> • Better access to off street parking where people currently often stand waiting for buses. • Relief from dumped rubbish from school children and people boarding buses in the evening. • Stop people sitting or waiting in garden. Have been abused in the past. 	<p>The committee will need to consider the various issues connected moving the stop. The current location cannot be made accessible because of vehicle crossings and substandard layby length.</p>
Mr Homes Havering Road	QM015-OF-106A Scheme 08 (315-325 Havering Road)	<p>Resident has confirmed and evidenced that proposed location of improved pedestrian dropped kerbs coincides with historic vehicle crossing for his premises and seeks clarification if its use would be affected by the works (wall has not been removed and off street parking not</p>	<p>Existing pedestrian dropped kerb has tactile paving and was in use for pedestrians as resident has not removed wall and provided off street parking.</p>

		<p>provided).</p> <p>Resident concerned and objections that width of improved footway from bus stop to service road is much wider than is current and asks that it be narrowed.</p> <p>Resident concerned and objects that proposal is for asphalt finish to improved footway rather than concrete flag paving which prevails in the area.</p>	<p>Position of dropped kerb can be adjusted so that future use of vehicle crossing is not affected and that pedestrians cross separately.</p> <p>Connecting footway can be adjusted to be narrower (1.8m, plus edgings) and realigned to new crossing point.</p> <p>Highways favour use of asphalt finish as easier to maintain than concrete flags.</p>
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