
Secretariat memorandum

Author : Keletha Barrett

Agenda item 11

TRS029

Drafted 15.02.12

Accessible bus stops

1 Purpose of report

- 1.1 To brief the Transport Services Committee on the work the Secretariat and members have been undertaking to promote bus stop accessibility in London boroughs.

2 Background

- 2.1 London has made great strides to improving the accessibility of bus services. Apart from the heritage routes that are mirrored by accessible services, all London's buses are low floor, have electrically powered ramps, and drivers who receive training and supervision. This is an important achievement as buses will continue, for many years, to be the only form of public transport in London that can be accessible to almost all – the Underground and National Rail will take much longer, some stations may never be accessible.
- 2.2 Accessible bus stops are a right. London TravelWatch takes the view that the local highway authority has a duty to ensure the disabled have the same access to buses as the able bodied.
- 2.4 However, in order that services are accessible to wheelchair users and the less mobile, the bus must be able to pull into the kerb (within 200mm), particularly if the bus driver is to deploy the ramp.

To facilitate this and allow enforcement against vehicles parking at a bus stop, the local highway authority needs to:

- i) implement a bus stop clearway - yellow line the kerb and paint markings on the carriageway as per the regulation drawings;
- ii) attach a time plate on the bus stop flag adjacent to the clearway.
- iii) allow for a kerb height of 125mm and an unimpeded kerbside.

- 2.4 London TravelWatch believes that in order for a local highway authority to comply with its duties under the Disability Discrimination Act (DDA) it should implement bus stop clearways, as described above, at all of its bus stops. The restrictions should be in force for at least the hours that buses serve the stop, to enable wheelchair users to have access to bus services in a similar manner to the able bodied. This will often mean at least 18 hours a day. There are benefits in terms of compliance if all stops are simply 24-hour clearways.

3 Update

- 3.1 Transport for London (TfL) has reported its latest statistics (Q3 2011/12) of accessible bus stops to us and the table is reproduced as Appendix A. This shows that across London 60% of stops were accessible.
- 3.2 London TravelWatch wrote to the London boroughs that were reported as having less than 40% of its stops DDA compliant. We asked if they recognised this as an issue for their borough, if they had any plans to increase the number of accessible stops, and if not why they felt this was not a priority for their borough. A copy of the letter is reproduced in Appendix B
- 3.3 The boroughs with less than 40% at the time of our enquiry were the London Boroughs of Barnet, Bromley, Enfield, Havering, Redbridge, Richmond and Westminster.
- 3.4 We received responses from London Boroughs of Bromley, Barnet, Havering, and Redbridge. The responses received are reproduced in Appendix C.
- London Borough of Bromley stated that they do not maintain a separate programme to promote bus stop accessibility, and their policy is to deal with issues on an ad-hoc basis as other schemes are designed and implemented.
 - London Borough of Barnet stated that they are aware that a high proportion of the bus stops in the borough do not meet one or more of the criteria that TfL includes in their audit. In many cases, stops that do not meet all of the criteria are in practice accessible by the range of bus passengers that wish to do so, including wheelchair users.
 - London Borough of Havering states that it has a programme of improving bus stops so that they are fully accessible, but with 670 stops in the borough, improvements to fully accessible standards will take time and considerable funding.
 - In TfL's latest statistics, London Borough of Redbridge accessible bus stops increase to 58% (this was 35% in Q2 2011/12). In their letter to London TravelWatch, the borough stated that they prescribe to the Transport for London Accessible Bus Stop Design Guidance and are fully committed to ensuring that as many stops as possible become DDA compliant.
- 3.6 We received a partial response from London Borough of Enfield, to acknowledge receipt of our letter and to advise that a copy was passed to the Director of Environment for response.
- 3.7 No acknowledgement or response was received from London Boroughs of Richmond, and Westminster. Two follow up phone calls were made to all three boroughs, but no further correspondences have been received.

4 Equalities and inclusion implications

- 4.1 If buses are accessible to all then there will be a significant improvement in the quality of life of mobility-impaired passengers, particularly wheelchair users.

5 Legal powers

- 5.1 Section 248 of the Greater London Authority Act 1999 places upon London TravelWatch (as the London Transport Users Committee) a duty to consider - and where it appears to the Committee to be desirable, to make recommendations with respect to - any matter affecting the functions of the

Greater London Authority or Transport for London, which relate to transport (other than of freight).

6 Financial implications

6.1 There are no financial consequences for London TravelWatch.

Appendix B



Our Ref:
Your Ref:

17 November 2011

Doug Patterson
Civic Centre
Stockwell Close
Bromley BR1 3UH

Dear Mr Patterson,

Accessible bus stops in London Borough of Bromley

London TravelWatch is the statutory watchdog representing transport users in London.

On a quarterly basis we monitor the audit maintained by TfL of the percentage of bus stops in all of the London boroughs that are accessible, i.e they have bus stops with:

- i) a marked out clearway on the carriageway;
- ii) a sign on a nearby upright post that describes the restriction on parking on the carriageway: Buses only etc;
- iii) there are no impediments on the footway next to the carriageway;
- iv) the kerb height is 120 mm high as prescribed by TfL.

Boroughs across London have scores of between 31% and 91% accessible stops. TfL have recorded that the London Borough of Bromley has less than 40% of its stops that are Disability Discrimination Act compliant.

I am writing to ask if you recognise this as an issue for your borough; if you have any plans to increase the number of accessible stops and if not why you feel this is not a priority for your borough.

Yours faithfully

A handwritten signature in black ink, appearing to read "V Stops", with a horizontal line extending from the middle of the signature.

Vincent Stops
Streets and Surface Transport Policy Officer.

Appendix C



Havering

LONDON BOROUGH

London

- 8 DEC 2011

TravelWatch

Vincent Stops

Streets & Surface Transport Policy Officer
London Travel Watch
6 Middle Street
London EC1A 7JA

Bob Wenman
Head of StreetCare

Culture & Community

London Borough of Havering
10th Floor, Mercury House
Mercury Gardens
Romford, RM1 3DW

Please call: Mark Philpotts

Telephone: 01708 433751

Fax: 01708 433721

Email: streetcare@havering.gov.uk

My Ref: MISC/ 1127660

Your Ref:

5th December 2011

Dear Mr Stops,

ACCESSIBLE BUS STOPS IN HAVERING

Thank you for your letter of 17th November to Cheryl Coppel, which has been passed to me to respond as bus stop accessibility is a matter falling to my area of service.

Havering has, and continues to have, a programme of improving bus stops so that they are fully accessible to all members of the community.

The big challenge for Havering is that with around 670 stops in the borough, improvements to fully accessible standards will take time and considerable funding to realise.

We have established our own detailed audit of all bus stops in the borough (including those on private land and not on our network, but within the borough) and are seeking to improve compliance year on year, subject to the funding we have available to us. This is based on performance since 2003/04 when our detailed monitoring commenced.

We look to utilise Transport for London Local Implementation Plan funding for accessibility works (either as discrete schemes or as part of larger multi-modal schemes) and where the opportunity arises, work with developers to secure improvements to bus stops as part of the development process.

The following table sets out our progress in recent years. For 2010/11, the improvement appears to be above the trend, but we have for the first time counted stops over which we do not have direct control (such as within private land or on TfL's network).

Year	Number of accessible stops within borough	Percentage of accessible stops within borough
2003/04 and before	106	16%
2004/05	139	21%
2005/06	141	21%
2006/07	172	26%
2007/08	193	29%
2008/09	206	31%
2009/10	217	33%
2010/11	253	38%

Our procedures in progressing bus stop accessibility (and other highway) schemes includes public consultation and decisions taken through our Highways Advisory Committee and relevant Cabinet Member.

In some cases, our proposals can be controversial, especially if residential parking is affected. However, we do try and work to provide schemes that all are broadly content with.

If you would like your organisation to be formally consulted on scheme proposals, please provide an email address and I will update our consultees list.

I trust the foregoing gives you confidence that we take the accessibility of bus stops seriously in Havering, but if you have any questions, do not hesitate in contacting me.

Yours sincerely,



Mark Philpotts CEng MICE MCIHT AIEMA
Principal Engineer
Traffic & Engineering

cc: Cheryl Coppel, Chief Executive LBH.
Cc Lauren Stone, Chief Executive's office



Mr Stopps
Streets and Surface Transport Policy officer
London Travel Watch
6 Middle Street
London
EC1A 7JA

London Borough of

Redbridge



Highways & Cleansing Services

David Cuthell, MCIWM, Env. MCMI,
Chief Highways & Cleansing Officer

Lynton House, 255-259 High Road,
Ilford, Essex. IG1 1NY

Please ask for David Cuthell
Direct line 020 8708 5019
Fax 020 8708 3570
E-mail David.Cuthell@redbridge.gov.uk

Our ref ECS/BUSSTOPAC/001
Your ref
Date 13th December 2011

Dear Mr Stopps,

Accessible Bus Stops in Redbridge

Thank you for your letter dated 17th November concerning the number of accessible bus stops in Redbridge.

Transport for London data shows that there are 503 bus stops in the Borough, and to date 204 are fully accessible. This is a figure of 40%.

The Borough prescribes to the Transport for London *Accessible Bus Stop Design Guidance* and is fully committed to ensuring that as many bus stops as possible become DDA compliant.

Redbridge does not have an annual target of ensuring a certain percentage of its bus stops become fully accessible, but it is committed to providing DDA compliant bus stops through its Neighbourhoods and Corridors schemes funded by the Local Implementation Plan. These projects examine key traffic corridors or town centres and seek to provide fully accessible facilities via a rolling programme of investment throughout the Borough.

Should you require any further information regarding this subject, please do not hesitate to contact me.

Yours sincerely

**If you require this information in Large Print,
Braille or Audio please contact the above person.**

For general Council enquiries please call our Customer Contact Centre on 020 8554 5000



www.redbridge.gov.uk



Environmental Services

Civic Centre, Stockwell Close, Bromley BR1 3UH

Telephone: 020-8464 3333

Direct Line: 020 8461 7595

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DX5727 Bromley

Vincent Stops
London TravelWatch
6 Middle Street
London EC1A 7JA



24th January 2012

Dear Mr Stops

Accessible bus stops in Bromley

Thank you for your letter dated 17th November 2011. I am sorry it has taken so long to reply.

There are 412 accessible bus stops out of a total of 1040 within the borough. We do not maintain a separate programme to promote bus stop accessibility; our policy is to deal with this on an ad-hoc basis as other schemes are designed and implemented. In addition, the rural nature of much of the borough means that some bus stops are in locations where it would be disproportionately expensive to attempt to provide segregated level access to stops.

Our Approved LIP contains the following points in its Delivery Plan in relation to a number of our LIP objectives:

- Improving access to bus stops in conjunction with other ongoing programmes of work.
- An ongoing review of bus stop accessibility in any schemes where stops are affected.
- Continue to improve access to bus services by ensuring that buses can approach the kerb closely enough to use their access ramps.
- Work to improve or adapt conditions in the footway, and to ensure unobstructed level access to bus stops as our work programmes progress.

I hope you find this helpful.

Yours sincerely

Iain Forbes
Head of Transport Strategy

From: Shipman, Jane [mailto:Jane.Shipman@barnet.gov.uk]
Sent: 20 December 2011 16:40
To: Vincent Stops
Cc: Wharfe, Pam
Subject: Accessible bus stops in London Borough of Barnet

Dear Mr Stops,


I refer to your letter of 17 November (received 25 November) addressed to the Chief Executive.

We are aware that a high proportion of the bus stops in the borough do not meet one or more of the criteria that TfL include in their bus stop accessibility audit. We appreciate that the reassurance provided by widespread provision to a consistent standard is of value in itself, nevertheless in many cases stops that do not meet all of the criteria are in practice accessible by the range of bus passengers that wish to do so, including wheelchair users.

Barnet endeavours to ensure that kerb heights are suitable for deployment of bus ramps when carrying out any footway relay or traffic management work at relevant locations but places a lower priority on providing formal bus stop clearways to enforce no stopping, particularly where other arrangements appropriate to local circumstances already operate effectively.

The borough has identified funding from its local implementation plan allocation specifically to address local accessibility issues, which may include bus stop accessibility improvements where appropriate. Transport for London has undertaken to provide details of high priority locations for improvements which we will then consider alongside other identified physical accessibility needs. If you have been made aware of any particular problem locations in the borough we would be pleased to consider these too.

Jane Shipman
Senior Engineer, Traffic and Development
Environment, Planning and Regeneration
London Borough of Barnet, North London Business Park, Oakleigh Road South, London N11 1NP
Tel: 020 8359 7226
Barnet Online: www.barnet.gov.uk

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Totals ALL London - 2011/2012

The following breaks down the current state of all Bus Stops *included* in the audit. A total of **17476** Bus Stops; **2157** on the TLRN and **15319** on Borough roads

This includes all Bus Stops reported as DDA compliant since the completion of the audit

Borough	Overall			TLRN							Borough						
	Total Audited Stops	Total Compliant	% Compliant	Total	Total Compliant	% Compliant	Require Time Plates	Require Kerb Height Adjustment	Require Cage	Require Impediments Move	Total	Total Compliant	% Compliant	Require Time Plates	Require Kerb Height Adjustment	Require Cage	Require Impediments Move
All London	17476	10500	60.08%	2157	1586	73.53%	19	233	32	386	15319	8857	57.82%	2813	3307	2411	2382
Barking & Dagenham	372	219	58.87%	23	11	47.83%	7	1	1	4	349	208	59.60%	22	65	24	63
Barnet	816	274	33.58%	73	41	56.16%	0	12	1	22	743	233	31.36%	351	309	286	152
Bexley	578	297	51.38%	0	0	n/a	0	0	0	0	578	297	51.38%	123	150	107	92
Brent	584	378	64.73%	31	29	93.55%	0	1	0	1	553	349	63.11%	8	132	58	89
Bromley	1040	412	39.62%	68	37	54.41%	2	12	4	18	972	375	38.58%	395	256	346	160
Camden	452	225	49.78%	77	42	54.55%	0	16	0	20	375	183	48.80%	27	113	38	102
City of London	140	105	75.00%	40	28	70.00%	1	3	4	8	100	77	77.00%	9	9	11	5
Croydon	982	635	64.66%	113	83	73.45%	2	23	0	7	869	552	63.52%	161	216	91	66
Ealing	701	539	76.89%	59	51	86.44%	0	0	0	8	642	488	76.01%	25	68	10	90
Enfield	556	236	42.45%	55	42	76.36%	0	5	1	11	501	194	38.72%	153	183	113	102
Greenwich	699	573	81.97%	60	58	96.67%	0	0	0	2	639	515	80.59%	42	38	6	66
Hackney	420	370	88.10%	108	95	87.96%	0	3	0	10	312	275	88.14%	6	20	6	15
H&F	270	190	70.37%	9	6	66.67%	0	1	0	3	261	184	70.50%	19	9	7	58
Haringey	394	260	65.99%	64	50	78.13%	0	14	0	7	330	210	63.64%	36	86	0	50
Harrow	398	252	63.32%	0	0	n/a	0	0	0	0	398	252	63.32%	44	63	59	66
Havering	659	219	33.23%	19	16	84.21%	0	1	0	2	640	203	31.72%	379	201	330	94
Hillingdon	740	355	47.97%	23	13	56.52%	0	4	0	9	717	342	47.70%	178	192	172	124
Hounslow	657	287	43.68%	89	52	58.43%	0	24	2	18	568	235	41.37%	157	208	165	103
Islington	350	322	92.00%	83	77	92.77%	0	0	0	6	267	245	91.76%	2	3	0	17
K&C	262	201	76.72%	37	30	81.08%	0	1	0	7	225	171	76.00%	4	8	6	34
Kingston	387	373	96.38%	39	28	71.79%	0	6	2	4	372	345	92.74%	0	13	7	15
Lambeth	574	392	68.29%	216	154	71.30%	2	6	2	56	358	238	66.48%	26	35	13	84
Lewisham	598	418	69.90%	157	148	94.27%	1	1	0	7	441	270	61.22%	16	145	4	38
Merton	432	340	78.70%	55	53	96.36%	0	0	1	1	377	287	76.13%	0	49	79	58
Newham	522	257	49.23%	14	11	78.57%	1	0	2	1	508	246	48.43%	137	110	121	99
Redbridge	504	303	60.12%	46	37	80.43%	0	2	0	8	458	266	58.08%	95	64	28	104
Richmond	470	158	33.62%	32	13	40.63%	0	6	0	16	438	145	33.11%	192	130	81	75
Southwark	620	496	80.00%	144	114	79.17%	0	2	2	26	476	382	80.25%	14	42	5	46
Sutton	346	318	91.91%	43	40	93.02%	0	0	0	3	303	278	91.75%	2	11	10	14
Tower Hamlets	429	265	61.77%	102	56	54.90%	0	24	4	28	327	209	63.91%	11	53	20	69
Waltham Forest	501	264	52.69%	6	4	66.67%	0	1	0	1	495	260	52.53%	65	139	79	74
Wandsworth	502	360	71.71%	179	129	72.07%	3	17	4	42	323	231	71.52%	11	44	17	53
Westminster	521	207	39.73%	93	38	40.86%	0	47	2	30	428	169	39.49%	103	143	112	105

NB: The above figures do not include the **1489** Bus Stops that were not a part of the audit due to either being not valid Bus Stops (Dead Bus Stands, Hail and Ride etc - c1100) or inaccessible due to road works (c400)

NB: It has been assumed that any cage length will qualify for DDA compliance.