



The voice of London transport users

# London's bus stations: a passenger's perspective





**London TravelWatch** is the independent, multi-modal body set up by Parliament to provide a voice for London's travelling public. This includes users of rail services in and around London, all Transport for London (TfL) services (bus, Tube, DLR, trams, taxis) and motorists, cyclists and pedestrians using London's strategic road network. We are funded by and accountable to the London Assembly.

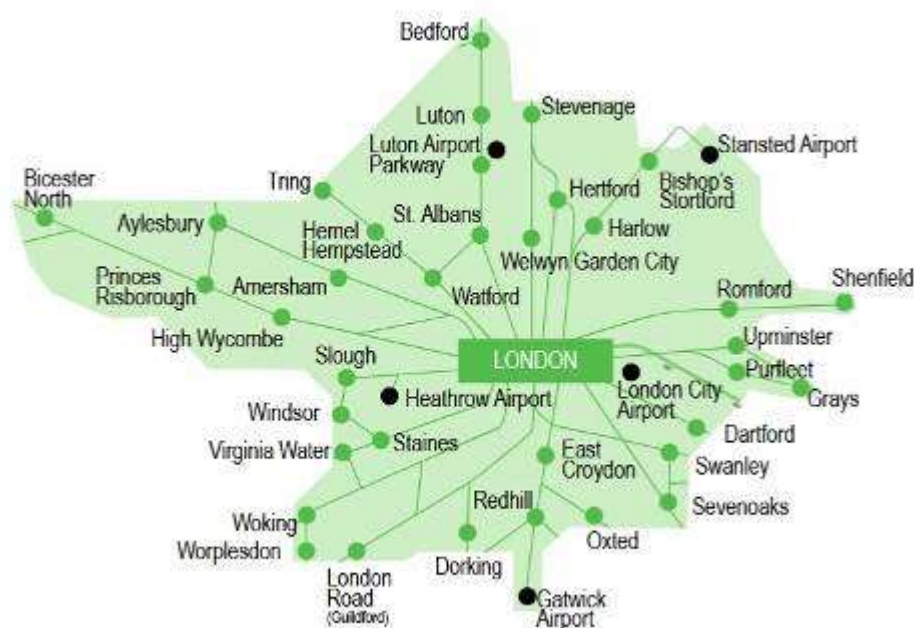
### Our approach

- We commission and carry out research, and evaluate and interpret the research carried out by others, to ensure that our work is based on the best possible evidence
- We investigate complaints that people have been unable to resolve with service providers – in 2017-18 we got more than 7,500 enquiries from transport users and took up almost 2,500 cases with the operator because the original response the complainant had received was unsatisfactory
- We monitor trends in service quality as part of our intelligence-led approach
- We regularly meet with and seek to influence the relevant parts of the transport industry on all issues which affect the travelling public
- We work with a wide range of public interest organisations, user groups and research bodies to ensure we keep up to date with passenger experiences and concerns

We speak for the travelling public in discussions with opinion formers and decision makers at all levels, including the Mayor of London, the London Assembly, the Government, Parliament and local councils.

Our experience of using London's extensive public transport network and its streets, paying for our own travel, and seeing for ourselves what transport users go through, helps ensure we remain connected and up to date.

Our aim is to press in all that we do for a better travel experience for all those living, working or visiting London and its surrounding region.



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## Foreword

Almost a million journeys a day either start or finish at one of London's bus stations. At London TravelWatch, we have been asking what bus passengers should expect from their bus stations.

We have visited many of the 60+ London bus stations and generally we have been pleased with what we have seen. All have been clean, provided shelter, information and seating for passengers. Some have real time information, staff and retail outlets, but, of course, not all.

Using our previous research investigating passenger priorities, we have produced a set of standards that bus passengers want to see at their bus stations. Much of this is provided at most of London's bus stations or there is good practice at some that could be replicated more widely.



For example, bus station Countdown screens are now installed at many London bus stations but these should be introduced to them all. Some bus stations benefit from being located alongside London Underground stations and as such are connected to the station public address systems. Passengers are able to hear service updates for the local station and more widely, what is happening across the transport network. Passengers would benefit by making this service available at all London's bus stations and we are pressing Transport for London (TfL) to change this.

There are also many other locations that are not formally bus stations, but are used by large numbers of bus passengers, for example at Elephant and Castle, Ealing Broadway and Central Middlesex Hospital. These locations could well benefit from some of the facilities available at TfL's bus stations.

So London's bus passengers are generally well served by their bus stations, but we do want to see consistency, and improvements can and should be made.

Improvements at bus stations will be vital in helping to achieve the London Mayor's Transport Strategy aim of 80% of trips to be by foot, cycle or public transport.

We hope that TfL will consider our ideas and provide an even better service for its bus station users.

**Arthur Leathley,**  
Chair

## Executive summary

Most bus journeys start or finish at roadside bus stops. However, large numbers of passengers use one of the 60+ bus stations across Greater London. These bus stations serve two purposes: they are both operational and serve customers. This report looks at the customer service provided by London's bus stations and recommends standards for them.

The research compared what we know passengers want from their bus services from previous research undertaken by London TravelWatch, our general understanding of passengers' needs and visits undertaken to the majority of London's bus stations.

We were pleased with the facilities that we found at almost all of the bus stations in London. Without exception, they provide a good level of customer service. However, we do make suggestions for improvements. Many of the improvements are simply the replication of best practice. For example, the enhanced destination signage seen at some bus stations, and bus station Countdown that is found at a number of bus stations should be universally provided.

We have also made recommendations for enhanced facilities similar to those available at London Underground stations, for example public address facilities and 'help points'.

There are recommendations relating to:

- improvements to physical accessibility in and around bus stations
- well designed bus stations with intuitive layouts, comprehensive signage and information
- a good standard of shelter, seating and toilet facilities
- a high standard of management and cleanliness both within the bus station, but also in the local area surrounding the station
- improving passenger safety and personal security
- the staffing and management of bus stations
- on-street bus interchange and non-TfL bus stations
- Victoria coach station, Heathrow Central bus station and Golders Green bus station.



Our vision for London's bus stations is that they should be visible and well integrated with other transport facilities and the surrounding streets. They must be clean, well signposted and provide passengers with information for onward journeys and help during periods of disruption. They should be staffed where possible, but if not then there should be systems to provide some level of management and reassurance for passengers.

## London's bus stations



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Below are examples of bus stations in London. We want to see them provide even better services to a growing number of passengers.

The most used of London's bus stations is at Stratford, located adjacent to the National Rail station; it serves 47,000 passengers a day.



Stratford bus station has the largest number of bus passengers of London's bus stations



Chingford has the fewest passengers

One of the least used bus stations is at Chingford. Again adjacent to a National Rail station, it serves 2,000 passengers a day.



In addition, the most delightful is Turnpike Lane bus station. Turnpike Lane is a listed building in the Art Deco style, adjacent to an Underground station. It has been recently refurbished and has many of the attributes that bus passengers would want to see. Turnpike Lane bus station is used by 9,000 passengers a day.



## Developing standards for London's bus stations

This section discusses what we found during our bus station visits and how they compare with what passengers need from London's bus stations.

### Physical accessibility

Our interchange work has told us that passengers want accessible bus stations even if they themselves are not disabled. They may have friends or relatives who are, but they also recognise the benefits of accessibility when, say, they are travelling with luggage or young children.

Passengers want a good walking environment. Bus stations should have level, clear and wide footways, with tactile paving as appropriate. Almost all bus stations in London had this, except at Hounslow station where there needed to be a dropped kerb on the pedestrian desire lines.

The correct kerb height at bus stops is important along with a kerb that is parallel to the direction the bus is travelling. Bus stops that must be approached by the bus at an acute angle are unacceptable because the rear doors often open at an angle, too far from the pavement to allow the wheelchair ramp to be deployed properly and for passengers to step out onto the pavement.



Brent Cross bus station was disappointing; buses could not properly approach the kerb



This advertising board at Finsbury Park station should be removed

Almost all the bus stations we visited were clear of obstructions but there needs to be a zero tolerance approach to unnecessary obstructions within bus stations, just as on the public highway.

Improving accessibility is more than just ensuring physical access for those with mobility impairment. Other access issues are discussed below, particularly in the information section.

## Layout and information

The location of a bus station should be visible from the streets where passengers might arrive. If it is not then there should be a combination of totem signs and projecting signs<sup>1</sup>. This totem sign is well located and useful, though we saw some poor examples.



At Shepherd's Bush a station totem sign reinforces the services available



At Hounslow bus station the most appropriate sign is a projecting roundel that can be seen from along the length of the street.

At Hounslow, a bus station projecting sign is effective

<sup>1</sup> A building-mounted sign that projects from and is perpendicular to the building's fascia.



This bus stop destination signage is helpful at Turnpike Lane. Similar signage is present at many of London's new or refurbished bus stations. This should be installed at all London's bus stations.

Each stop at Turnpike Lane has a clear list of where the bus goes

At Addington Village interchange there is a good example of bus destination signage. This may be appropriate at some locations.



Addington Village interchange bus destination signage



Bus destination mapping

At some bus stations mapping of bus stops and their destinations works better than directional signage.





Passengers will want information to help them start and continue their journey. This should be available at all bus stations as it is at Underground stations. This will mean a bus spider map and local area-walking map at all bus stations.

At West Croydon bus station, a suite of 'continuing your journey' information is available

Interchanges, including bus stations, should be prioritised for Legible London wayfinding. This should be map-based and not multi-fingerposts because mapping offers passengers much more useful information.



TfL has allowed too many fingerposts in its Legible London wayfinding schemes. We want to see map-based wayfinding at bus stations because it is much more useful



Some of the larger bus stations have information kiosks, often staffed by an employee with a dual role of looking after the station generally and providing information at the kiosk. This seemed to be a reasonable way of providing for passengers during our visits. That said, it was sometimes difficult to locate the member of staff. A bell, or similar, to request the assistance of the member of staff whilst on walkabout would work better for passengers.

During our visits, we noted that audio loops were available at some of the information kiosks. These would assist hearing impaired passengers and we would hope that this facility could be universal.



The information kiosk at Shepherd's Bush is welcome, but not always staffed because the staff may be otherwise engaged

Bus station Countdown is a useful new addition to some bus stations in London. It summarises the real time, next bus, information from all of the buses serving the station and is particularly useful to passengers who want to know where their next bus leaves from if there is a choice available. These should be universally available at London's bus stations.

Bus station Countdown screens will be helpful for hearing impaired passengers and could be supplemented by audio presentation of the information for visually impaired users.



Bus station Countdown is helpful and should be available at all of London's bus stations



Where information kiosks and staff are not present then 'help points' similar to those on National Rail and the Underground should be installed.

'Help points' are now commonplace at Underground and National Rail stations

Canning Town bus station is located adjacent to the Underground and DLR stations. As such, one can hear something of the public address system informing passengers of the status of the network generally. This is invaluable for passengers wanting assurance about their journeys and helps them when the transport system is disrupted. TfL should investigate the introduction of public address systems to bus stations where they are located adjacent to their rail stations and if possible, more widely to all bus stations.

Free Wi-Fi is now widely available on the National Rail and Underground systems. As much of TfL's communication with passengers relies on the use of the internet, free Wi-Fi should be installed at bus stations.

Technology has been developed to provide real time information to those with sensory impairments. This should be investigated to understand if it might be useful for bus passengers at bus stations.

There are also examples of station mapping that is useful to some visually impaired passengers. The RNIB promote these in their report: *Tactile images and maps*<sup>2</sup>. The utility of these should be investigated.

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<sup>2</sup> [https://www.rnib.org.uk/sites/default/files/tactile\\_images\\_and\\_maps\\_2015\\_brochure\\_low\\_res.pdf](https://www.rnib.org.uk/sites/default/files/tactile_images_and_maps_2015_brochure_low_res.pdf)



## Other facilities

Shelter from the weather and seating are basic requirements, but sometimes this has been forgotten in the pursuit of great architecture.

Form must follow function for passengers sheltering from the weather. Canopies must keep off the rain!



The shelter provided at Stratford and some other iconic bus stations can sometimes not provide the shelter passengers want



The seating available at Turnpike Lane was very good, clean, comfortable and undercover

Whilst a bus shelter with 'perch' seating is a minimum requirement, proper seating and high quality shelters should also be provided.





The toilet facilities at White City are excellent with long opening hours

Toilet and baby change facilities are particularly important to passengers. For some passengers they can make the difference between travelling or not.

It is acknowledged that this may present problems of maintenance and misuse. Nevertheless, where passenger use is high, every effort should be made to provide these facilities. These facilities could be provided in partnership with the rail industry and local authorities<sup>3</sup>.

Most bus passengers will not need cycle parking. But, as part of the transport network and given their central locations it seems appropriate to locate some public cycle parking at bus stations. Cycle hire may be appropriate within the scheme area. To encourage considerate parking of 'dockless' hire bikes an area could also be marked out where space is available.

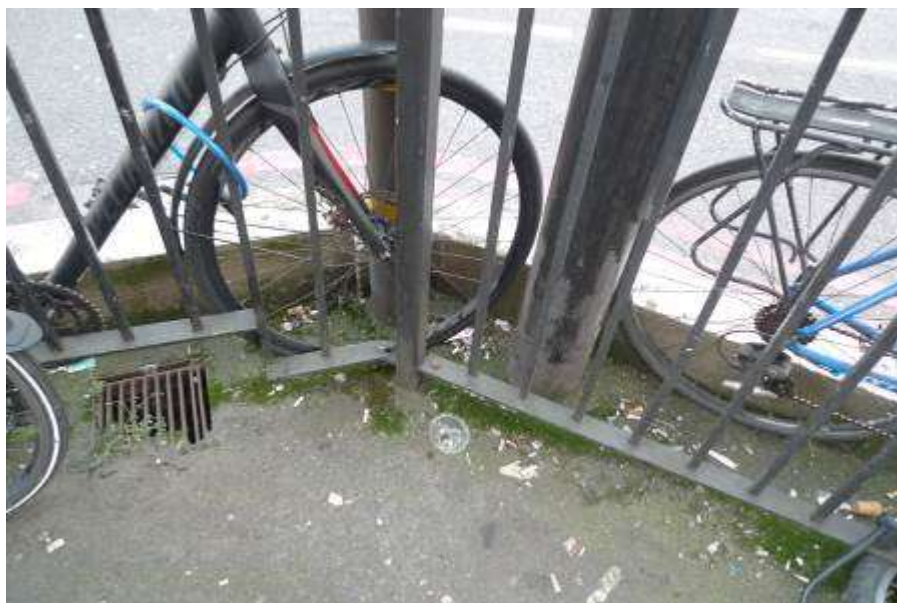
There are a number of examples of retail facilities being provided at bus stations. This is very welcome, not only as they provide a passenger facility, but also as additional passive surveillance. The café at West Croydon shares the public toilets during the day and provides welcome passive surveillance.

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<sup>3</sup> London for the continent, London TravelWatch, 2003

## The local environmental quality of the bus station and surrounding streets

A clean, litter and graffiti-free environment is fundamental to the enjoyment and sense of security of passengers at bus stations. Almost all of the bus stations we visited were free of litter and graffiti with ample litterbins. Only at Finsbury Park, where the cleaning is the responsibility of the local authority, rather than TfL, was there a litter and detritus problem.



Only Finsbury Park, Station Approach, was poorly cleaned of all the bus stations that we visited

Beyond the bus station, where the streets are managed by the highway authority, passengers want wide, clear and level pavements. Too few highway authorities in London undertake their duty to keep the pavements clear. Whilst it is recognised that this is not the responsibility of TfL, the passengers are. London TravelWatch would expect TfL to be more active in insisting local highway authorities undertake the important function of managing the public highway around their bus stations properly.

### Safety and personal security

London's transport network is a low crime environment. Although there is no separate category of bus station crime, generally crime associated with bus use is of the same order as other public transport services: it is higher than Docklands Light Rail, but lower than the other TfL modes. Bus stop safety was ranked 12<sup>th</sup> of 30 attributes as a priority for improvement in our 2010 survey, but there was nothing specific to bus stations.

However, though crime is low, it is important to recognise that anti-social behaviour on the transport network is problematic for passengers and something they want to see addressed.

Both actual and perceived safety and personal security are important for passengers. Assurance will be provided by a staff presence, passive surveillance, other passengers, CCTV, lighting, a means of getting help and a bus station that looks and feels like it is cared for. Apart from staffing and formal 'help points', most bus stations have these attributes and are safe.

## The staffing and management of bus stations

Passengers will always want to see staff on duty around the transport network and at bus stations. They provide information and assurance and can help disabled passengers when they need it. However, it is clear that some of London's bus stations serve too few passengers to justify staffing, certainly throughout the day.

However, we do think there should be strategies for those bus stations where staff are not available. Each bus station should have a management plan to help customers or manage disruption in the absence of a member of staff.

East Croydon bus station, for example, is busy in the peak, but generally quiet during the day and so staffing is not justified. But, the bus station can become extremely busy when there is disruption of the main line National Rail service and passenger numbers can soon grow and spill into the carriageway. Bus drivers have to negotiate very crowded streets without assistance.

At times like these, staff or other help is needed. Several strategies to manage East Croydon bus station should be explored. These may include a role for the nearby National Rail staff, use of CCTV, a public address system used by controllers elsewhere and the availability of 'help points' to passengers.

### Victoria coach station, Heathrow Central bus station and Golders Green bus station



Heathrow Central bus station is both a local bus station and an important bus / coach interchange

Victoria coach station is London's main coach station. There are two others at Heathrow Airport and Golders Green. Both of these share a site with bus services. As such, they deserve particular consideration because they are used particularly by older and disabled passengers transferring between coach and bus. These three bus stations should have a full suite of bus station information and be staffed to assist these passengers.



## On-street bus interchange and off street non-TfL 'bus stations'

London has some very busy roadside bus stops. Thousands of passengers interchange at Brixton and Elephant & Castle each day for example. But the only facilities they have are the roadside shelter and a small amount of information.



Because of the numbers of passengers, many cannot be accommodated by the shelters available.

There should be consideration of these and similar locations to provide an improved waiting and interchange environment.

The bus stops at Elephant & Castle are busier than many bus stations. Some of the facilities of bus stations should be considered here and at similar locations.



There are other locations that look and feel like bus stations although they are neither owned, nor operated by TfL. For example, the Central Middlesex hospital has an excellent and very busy 'bus station'.

Central Middlesex hospital has a 'bus station' that is very busy with passengers and buses





Adjacent to Ealing Broadway station there are a number of bus stops and stands that are used by large numbers of bus passengers to access the station.

These are on-street stops, but the location could also benefit from some of the facilities of conventional off-road bus stations.

Bus interchange at Ealing Broadway is well organised with both bus stops and stands on the public highway

None of these three examples are formally bus stations, but they serve a large number of bus passengers and so provide the opportunity to deliver a better 'offer' to passengers. For example, bus station Countdown, Legible London wayfinding and destination signage would be appropriate at Central Middlesex Hospital 'bus station' and the stops at Ealing station. At the busy Elephant and Castle bus stops, a localised public address system would help passengers continue their journey during times of disruption.

### 3. Conclusions and recommendations

London's bus stations provide a good standard of service to bus passengers. However, there must be continual improvement if more passengers are to use them, particularly those potential passengers that can choose the convenience of their private car. This report considers previous London TravelWatch research and visits made to a majority of London's bus stations to make recommendations for improvement.

Most of the recommendations for improved facilities are already best practice at some existing bus stations. For example, the excellent bus stop route signs at newer or refurbished stations. We want these to be introduced more widely. Some facilities we recommend are already provided at Underground stations, for example, 'help points'. There are also proposals for new facilities to be considered, such as tactile mapping of bus station layouts.

#### Physical accessibility

All of London's bus stations should have level access to and from the street or associated rail station to the bus stops.

Walking routes should be wide (at least 2 metres), level and kept clear of obstructions. Appropriate tactile paving must be installed.

Bus stops at bus stations must be designed to allow buses to approach the kerb easily in order that the rear doors are adjacent to the kerb so that passengers can alight easily onto the kerb and the wheelchair ramp can be deployed properly.

Bus stops must be built to the standards described in TfL's *Accessible Bus Stop Design Guidance*.

#### Layout and information

Bus stations should be visible from the street. Where they are not, either totem signs or projecting signs should be installed. Often this will mean more than one.

Signs that provide details of important intermediate destinations should be installed at each stop.

Where appropriate, either mapping or directional signage to each stop should be installed. 'Heads up' mapping<sup>4</sup> should be used.

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<sup>4</sup> Rather than having north at the top, on-street signage maps are 'heads-up', which means they're orientated to face the same way as the user is facing. This helps people understand their immediate environment more easily.

There should be a suite of 'Continuing your journey' information, including bus spider mapping, and Legible London<sup>5</sup> pedestrian mapping.

Bus stations, along with all of London's public transport interchanges should be prioritised for Legible London wayfinding.

Information kiosks are particularly useful, but it is recognised cannot be available at all bus stations. TfL should develop criteria for their provision that has been agreed with London TravelWatch. Where information kiosks are not available then 'help points' should be introduced. Bus station Countdown should be introduced at the entrance or entrances to all bus stations.

Public address systems should be installed at bus stations allowing controllers to alert passengers to the status of London's wider transport network and any local operational problems.

Free Wi-Fi should be available at bus stations in a similar way to that on the rail modes.

Other technology to assist those with sensory impairment should be investigated along with tactile mapping of bus stations.

### **Other facilities**

Shelter from the weather must be provided. The primary function of canopies should be to shelter passengers from the weather.

Conventional seating must be provided, not just bus shelter 'perch' seating. This seating should be sheltered from the weather.

Toilets should be provided at all interchanges including bus stations. This may well be in partnership with National Rail and the local authority.

Cycle parking should be provided as a general facility at all transport interchanges where land is available. An area should be made available for 'dockless' bike parking.

### **The local environmental quality of the bus station and surrounding streets**

TfL presently maintains its bus stations to a high standard of cleanliness, somewhat higher than the surrounding streets. There are plenty of litterbins provided and these are routinely emptied. This is welcome. TfL must do what it can to ensure that the cleanliness and maintenance condition of surrounding streets is good. The Environmental Protection Act provides standards for litter clearing in busy street environments. These standards should be achieved and maintained in and around London's bus stations.

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<sup>5</sup> Legible London is a map-based wayfinding system for the whole of London.

There are pavement condition surveys that are routinely undertaken by highways authorities. These should be undertaken and the highest standards achieved within the bus station and in the surrounding streets.

### **Safety and personal security**

CCTV must cover the entire public bus station area.

Bus stations should be well lit.

As mentioned above 'Help points' should be available at bus stations as they are on the Underground to provide information and some assurance that help can be called in an emergency.

### **The staffing and management of bus stations**

Every bus station will be different in terms of its staffing arrangements. However, they should all have a management plan that describes how passengers can get help when there are no staff available and how disruption to services is to be managed.

### **On-street bus interchange and non-TfL bus stations**

At locations such as Elephant and Castle, Ealing Broadway and Central Middlesex hospital a great number of passengers arrive, interchange and catch their bus. At these and similar locations some of the facilities that are available at London's bus stations can also help passengers. Where they can be introduced, they should be.

### **Victoria coach station, Heathrow Central bus station and Golders Green bus station**

These bus stations are particularly important because they provide accessibility and choice for many passengers, particularly older people that would struggle to cross London by the Underground. Victoria coach station is an exemplar in this regard.

These three bus stations should have a full suite of bus station information and should be staffed to assist passengers. This staffing could be provided by the coach companies to assist their passengers.



## Appendix A, London's bus station and passenger numbers<sup>6</sup>

Name	Borough	Address	Passengers per day
Addington Village Interchange	Croydon	Lodge Lane	7,100
Aldgate Bus Station	City of London	Minories	3,800
Beckton Bus Station	Newham	Woolwich Manor Way	8,900
Brent Cross Bus Station	Barnet	Prince Charles Drive	24,200
Canada Water Bus Station	Southwark	Surrey Quays Road	16,400
Canning Town Bus Station	Newham	Silvertown Way	17,800
Chingford Bus Station	Waltham Forest		2,000
Crossharbour Bus Station	Tower Hamlets	East Ferry Road	2,500
Crystal Palace Bus Station	Bromley	Crystal Palace Parade	15,100
Dagenham Dock Bus Station	Barking & Dagenham	Checkers Lane	400
Dalston Junction	Hackney	Kingsland Road	11,100
Ealing Hospital Interchange	Ealing		3,800
East Croydon Interchange	Croydon	George Street	20,400
Edgware Bus Station	Barnet	Station Road	22,900
Edmonton Green Bus Station	Enfield	The Broadway	32,100
Elmers End Interchange	Bromley	Croydon Road	1,400
Eltham Bus Station	Greenwich	Well Hall Road	3,000
Euston Bus Station	Camden	Euston Road	29,900
Feltham Station Interchange	Hounslow	New Road	4,500
Finsbury Park Interchange	Islington	Seven Sisters Road	12,400
Finsbury Park Wells Terrace	Islington	Wells Terrace	25,200

<sup>6</sup> These figures generally include street stops that are part of the interchange

Golders Green Bus Station	Barnet	North End Road	11,500
Grove Park Bus Station	Lewisham	Baring Road	1,900
Hammersmith Bus Station Lower	Hammersmith & Fulham	Hammersmith Broadway	12,400
Hammersmith Bus Station Upper	Hammersmith & Fulham	Hammersmith Broadway	34,700
Harrow Bus Station	Harrow	College Road	43,100
Hatton Cross Bus Station	Hillingdon		14,900
Heathrow Central Bus Station	Hillingdon		13,300
Heathrow Terminal 5	Hillingdon		5,200
Hounslow Bus Station	Hounslow	London Road	11,100
Hounslow West	Hounslow	Station Approach	12,700
Kingston Cromwell Road	Kingston	Cromwell Road	17,300
Kingston Fairfield	Kingston	Fairfield North	6,700
Lewisham Bus Station	Lewisham	Loampit Vale	NA
Leytonstone Bus Station	Waltham Forest	Kirkdale Road	4,800
Leytonstone Station Plaza	Waltham Forest	Grove Green Road	10,400
Liverpool Street Bus Station	City of London	Liverpool Street	12,000
London Bridge Bus Station	Southwark	Railway Approach	23,000
Mill Hill Broadway			9,600
Morden Bus Station	Merton	London Road	25,500
Mortlake Bus Station	Richmond	North Worple Way/ Avondale Rd	1,000
Newbury Park Station	Redbridge	Eastern Avenue	4,400
North Finchley Bus Station	Barnet	Kingsway	12,700
North Greenwich Bus Station	Greenwich	Millennium Way	39,500
Orpington Bus Interchange	Bromley		4,100
Peckham Bus Station	Southwark	Peckham High Street	6,400

Prince Regent Bus Station	Newham	Connaught Road	2,600
Putney Bridge Station	Hammersmith & Fulham	Station Approach	6,300
Richmond (Wakefield Road)	Richmond		13,400
Romford Brewery	Havering		200
Romford Queens Hospital	Havering		5,100
Shepherds Bush Interchange	Hammersmith & Fulham		29,100
Southgate Bus Station	Enfield		14,500
South Harrow Bus Station			1,700
Stratford City Bus Station	Newham		10,300
Stratford International	Newham		1,000
Stratford Regional Bus Station	Newham	Great Eastern Road	66,600
Streatham Bus Interchange			6,200
Tottenham Hale Bus Station	Haringey	Station Road	11,600
Turnpike Lane Bus Station	Haringey	Green Lanes	23,300
Uxbridge Bus Station	Hillingdon	Bakers Court	19,800
Vauxhall Bus Station	Lambeth	Bondway	45,700
Victoria Bus Station	Westminster	Terminus Place	30,000
Waltham Cross	Boxbourne		6,400
Walthamstow Central Bus Station	Waltham Forest	Selborne Road	37,500
Waterloo Bus Station	Lambeth	Tenison Way	29,600
West Croydon Bus Station	Croydon	Station Road	18,000
White City Bus Station	Hammersmith & Fulham	Westfield London	8,700
<b>Total</b>			<b>990,700</b>

## Appendix B, Sample bus station visits

### Waltham Cross bus station



Waltham Cross bus station is a five-minute walk from the rail station and a minute or so away from the high street. Interestingly it is the only bus station owned by TfL that is outside the Greater London boundary.

It is served by 21 different routes, some of them operating for TfL and some commercial services. One of these is a night service to and from Trafalgar Square. TfL's spider map for Waltham Cross can be found at: <http://content.tfl.gov.uk/bus-route-maps/waltham-cross-0915.pdf>





TfL report that the bus station is used by 8,500 passengers a day.

### **Local environment, cleanliness etc.**

The area in and around the bus station was clean when we visited. A cleaner was working in the waiting room. There were no graffiti, vandalism, or obvious maintenance issues.

### **Accessibility**

All the paved areas were level and clear and so would be accessible to anyone needing step-free access. There was appropriate tactile paving leading to crossing points.

There were no additional accessibility adaptations, say, for the sensory impaired.

### **Safety and security**

The bus station is directly off a main street and so will benefit from passive surveillance. A small retail outlet provides some sense of security, but unfortunately no staff presence, though a sign said the information kiosk should be attended.

There were no help points. There was CCTV.

### **Information, conventional and real time**

There were sufficient conventional maps and timetables, etc. located in appropriate places, though one panel marked 'timetables' that was supposed to display all the TfL service timetables was unused.

The station would benefit from TfL's new bus station 'Countdown' system, longline PA announcements, free Wi-Fi and help points.

### **Signage**

The bus station has two large roundels that can be seen from the street from some distance. The bus station is small enough to have an intuitive layout with just bus routes signed at the appropriate exits. The bus stop flags are all that is necessary.

The bus station is signposted from the railway station, but would benefit from Legible London-type signage at the bus station.

### **Levels of management and staffing**

A cleaner was present when we visited and the retail outlet was open, but the information office was unattended, though there was a sign that said it should have been.

**Other facilities such as seating, toilets, retail, cycle parking, shelter from the weather.**

There is plentiful, pleasant seating in a clean and dry waiting area with a nice retail outlet. There are shelters adjacent to the bus stops.

There is no cycle parking and no public toilets. The toilets have been reallocated to staff only according to a driver.



## Chingford bus station



Chingford bus station is adjacent to the local rail station at one end of the high street.

It is served by nine different routes, eight operating for TfL and one commercial service. One of these is a night service to and from Trafalgar Square. TfL's spider map for Chingford can be found at: <http://content.tfl.gov.uk/bus-route-maps/chingford-a4-310813.pdf>

TfL report that the bus station is used by 1,500 passengers a day.



## **Local environment, cleanliness etc.**

The area in and around the bus station was clean when we visited. There were no graffiti, vandalism, or obvious maintenance issues.

## **Accessibility**

All the paved areas were level and clear and so would be accessible to anyone needing step-free access. There was appropriate tactile paving leading to crossing points.

There were no additional accessibility adaptations, say, for the sensory impaired.

## **Safety and security**

The bus station is directly off of a main street and so will benefit from passive surveillance during the day, but be a little quiet at night.

There were no help points. CCTV was present.

## **Information, conventional and real time**

There were sufficient conventional maps and timetables, etc. located in appropriate places.

The station would benefit from TfL's new bus station Countdown system, longline PA announcements, free Wi-Fi and help points.

## **Signage**

The bus station has a totem on the street frontage. The bus station is small enough to have an intuitive layout. The bus stop flags are all that is necessary.

The bus station would benefit from Legible London-type signage, with the rail station signed prominently.

## **Levels of management and staffing**

There were no staff other than a room for drivers, although a TfL operational vehicle visited the site whilst we were there.

## **Other facilities such as seating, toilets, retail, cycle parking, shelter from the weather.**

There is a bus stop, seating and shelters.



## Walthamstow Central bus station



Walthamstow bus station is adjacent to the local rail station, Walthamstow station that is served by both London Overground and Victoria line trains. It is a minute from Walthamstow town centre.

It is served by 27 different routes. Three of these are night services to and from central London. TfL's spider map for Walthamstow Central can be found at: <http://content.tfl.gov.uk/bus-route-maps/walthamstow-central-a4.pdf>

Tfl report that the bus station is used by 33,500 passengers a day.



## Local environment, cleanliness etc.

The area in and around the bus station was clean when we visited. There were no graffiti, vandalism, or obvious maintenance issues.

## Accessibility

All the paved areas were level and clear and so would be accessible to anyone needing step-free access. There was appropriate tactile paving leading to crossing points. Timetables and posters were at a low level to assist those in wheelchairs.

There were no additional accessibility adaptations, say, for the sensory impaired.

## Safety and security

The bus station is very busy and is staffed.

There was CCTV.

## Information, conventional and real time

There were sufficient conventional maps and timetables, etc. located in appropriate places. Walthamstow is a model for passenger information.



The station benefits from two of TfL's new bus station 'Countdown' systems. They are located in appropriate positions. Longline PA announcements, free Wi-Fi and help points should be considered as additional customer benefits.

### **Signage**

The bus station has a good street presence and its role as a bus station is reinforced by a large London Buses roundel. The bus station is larger than many, but its layout and mean it is easily understandable. The individual stops have prominent bus destination signs for each.

The bus station signage would benefit from Legible London-type signage.

### **Levels of management and staffing**

The bus station is staffed, including an information kiosk.

### **Other facilities such as seating, toilets, retail, cycle parking, shelter from the weather.**

There is a good standard of shelter from the weather and seating. There is a small retail kiosk and a toilet that was clean when we visited.





## Leytonstone bus station



Leytonstone bus station is adjacent to Leytonstone Underground station on the Central Line. This is a minute or so from the High Road. There is little in the way of facilities and it is on a one-way route. It is in fact little more than a series of stops.

It is served by six different routes. One of these is a night service to Tottenham Court Road. TfL's spider map for Leytonstone can be found at: <http://content.tfl.gov.uk/bus-route-maps/leytonstone-a4-0716.pdf>

Tfl report that the bus station is used by 8,500 passengers a day.





### **Local environment, cleanliness etc.**

The area in and around the bus station was clean when we visited. There were no graffiti, vandalism, or obvious maintenance issues.

### **Accessibility**

All the paved areas were level and clear and so would be accessible to anyone needing step-free access. There was appropriate tactile paving leading to crossing points.

There were no additional accessibility adaptations, say, for the sensory impaired.

### **Safety and security**

The bus station is adjacent to an active street and so will have passive surveillance.

There is a sign that suggests CCTV is in operation.

### **Information, conventional and real time**

There were sufficient conventional maps and timetables, etc. located in appropriate places.

The station would benefit from TfL's new bus station 'Countdown' system, longline PA announcements, Wi-Fi and help points.

### **Signage**

The bus station has a totem associated with it in a reasonable location. The bus station is small enough to have an intuitive layout. The bus stop flags are all that is necessary.



The bus station would benefit from Legible London-type signage. The Underground station is signposted prominently.

### **Levels of management and staffing**

There were no staff, but the bus station is part of the Underground site and could be managed by Underground staff.

### **Other facilities such as seating, toilets, retail, cycle parking, shelter from the weather.**

There is bus stop seating and shelters. There is a café and retail kiosk associated with the Underground station.

## Appendix C, A summary of previous research: *Bus passengers' priorities for improvements*

London TravelWatch has previously commissioned survey work with passengers to understand what they want from their bus services. This was published in 2010 and 2016, looking at bus passengers' priorities for improvement. They are available on our website<sup>7</sup>

This research was undertaken on behalf of London TravelWatch and Transport Focus, the national transport watchdog. Three local London areas were chosen to top up a national survey in the earlier of the two studies. In the second, London participants of an England-wide poll were reported on.

These surveys were similar in many ways to others insofar as bus performance always comes out top if you ask bus passengers what is important to them. But, there are passenger priorities that apply to bus stations.

Information is important to passengers. So is the provision of timetables, route mapping and destination signage. Interestingly, London passengers assigned a greater priority to real time bus information (Bus Countdown) than those outside London. It is suggested that this is because London's bus passengers have experienced this facility to a greater degree than passengers outside London and value it.

Personal security is important to passengers. Therefore, CCTV, help points with emergency call facilities and a staff presence are reassuring.

Seating and shelter from the weather is important along with a clean, graffiti-free local environment that gives the impression that the bus station is well managed.

In the second Bus Passenger's Priorities report (2016), most of the themes were repeated. However, Wi-Fi, having become more widely available, particularly for younger passengers, was ranked as the 12<sup>th</sup> most important attribute.

<sup>7</sup> [http://www.londontravelwatch.org.uk/documents/get\\_lob?id=2157&field=file](http://www.londontravelwatch.org.uk/documents/get_lob?id=2157&field=file) and [http://www.londontravelwatch.org.uk/documents/get\\_lob?id=4174&field=file](http://www.londontravelwatch.org.uk/documents/get_lob?id=4174&field=file)

## Appendix D, A summary of previous research: *Interchange matters: passenger priorities for improvement*

London TravelWatch has published research highlighting passenger priorities for improvement at interchanges - Interchange matters: [http://www.londontravelwatch.org.uk/documents/get\\_lob?id=4040&field=file](http://www.londontravelwatch.org.uk/documents/get_lob?id=4040&field=file) . This report looked at what passengers wanted from interchanges.

The report drew from London TravelWatch's understanding of the issues of transport interchange, supplemented by focus group work undertaken by AECOM Ltd. It reported on:

- Accessibility
- Layout and information
- Facilities
- The quality of the surrounding area and streets
- Local travelling environment
- Onward journey information
- Walkable interchanges
- Travelling to and from London's airports
- Ticket sales
- Help and advice
- Passenger safety
- The management of interchanges
- Planned and unplanned service disruption



## Appendix E, TfL's customer satisfaction surveys

For a number of years TfL surveyed passengers as part of its customer satisfaction surveys. This survey included questions regarding bus stations. This aspect of the survey is no longer undertaken, but the historic survey (last undertaken in 2014/15) results provide an interesting insight.

The overall bus station measure is always noticeably lower than other attributes surveyed, i.e. the bus service itself and the bus stop/shelter. The most recent summary of the survey that we have is reproduced below.

2011/2012				2012/2013				2013/14				2014/15				Bus Stations Network Results
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
72	74	74	75	74	76	77	76	78	77	78	76	76	82	76	79	Overall bus station evaluation
75	77	76	77	78	78	79	78	79	78	79	79	78	84	80	80	Bus station average
78	80	79	81	80	80	82	82	82	81	82	83	81	86	84	84	Safety & security at station
70	70	71	72	72	75	76	75	75	74	76	74	74	80	76	76	Reliability of buses
80	86	81	89	90	85	84	84	75	82	88	86	82	87	76	96	Staff helpfulness & attitude at Assistance Kiosk/TIC*
73	75	72	75	76	76	77	75	77	75	76	76	75	81	76	78	Information - average score
75	77	74	75	77	77	78	75	77	76	75	76	76	80	74	78	Information about bus services
63	65	61	64	66	67	68	67	67	68	69	68	64	75	67	70	Information about disruptions/delays
76	77	75	78	79	78	79	76	79	76	78	80	77	83	79	79	Condition of bus maps/timetables
79	80	78	80	80	82	82	82	82	79	80	81	81	87	83	83	Ease of finding right bus
81	80	80	87	89	73	85	87	89	80	84	84	80	86	85	94	Information provided at Assistance Kiosk/TIC
78	78	79	79	79	80	81	80	80	80	81	82	79	85	83	84	Cleanliness - average score
76	77	78	79	77	79	80	78	80	79	78	80	76	83	81	82	Freedom from litter
80	80	81	80	80	82	83	83	81	81	83	84	83	87	85	85	Cleanliness and freedom from graffiti
64	51	55	73	73	50	70	67	70	75	62	66	61	100	84	84	Cleanliness of toilets (if used)*
78	78	76	77	79	77	79	79	79	77	81	81	78	86	79	81	Condition - average score
79	79	77	79	80	79	80	81	80	79	81	82	80	85	80	83	Condition of station
67	63	53	80	78	47	72	79	76	74	68	68	77	100	83	86	Condition of toilets (if used)*
79	76	70	67	78	75	75	73	71	72	80	76	76	88	73	74	External appearance of café/take-away (if at station)**
77	79	77	75	77	77	77	76	79	72	81	78	74	85	78	80	External appearance of shops/retail facilities (if at station)**
75	79	77	77	79	80	80	79	80	79	80	80	80	85	81	81	Service - average score
75	81	76	79	80	82	80	78	81	81	82	81	81	87	81	81	Adequacy of shelter
73	78	76	75	78	80	82	79	80	77	79	80	80	84	79	80	Availability of seating
75	78	77	76	76	79	79	76	77	78	79	79	79	83	79	81	Level of crowding
78	79	80	79	81	84	83	83	82	81	82	82	83	88	85	85	Ease of getting to/from buses
75	77	76	78	77	76	78	80	78	76	78	81	77	82	79	79	Level of vehicle fumes
82	79	90	91	93	80	79	91	84	83	86	96	84	92	62	88	Service provided at café/take-away (if used)*
84	79	87	83	82	82	80	80	85	76	91	84	81	89	85	83	Service provided at shops/retail outlets (if used)*

From this historic data, it can be noted that overall satisfaction has improved over time, passengers find staff helpful and that cleanliness has improved.

More recently, we only have the overall bus station score. That continues to be somewhat below the overall satisfaction score.

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