
Report of meeting from external body

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Information Item a)
LTW 317
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Harrow Council Bus and Highway transport liaison meeting

1 Purpose of report

- 1.1 To record for information the proceedings of a meeting of an external body attended by a representative of London TravelWatch.

2 Information

- 2.1 The minutes of a meeting of the Harrow Council Bus and Highway Transport Liaison meeting held on 1 April 2009 are attached as Annex A. David Leibling represented London TravelWatch at this meeting.
- 2.2 The minutes were prepared by Harrow Council and London TravelWatch has no responsibility for their content or format.

3 Equalities and inclusion implications

- 3.1 Not applicable – report is for information only.

4 Financial implications

- 4.1 Not applicable – report is for information only

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 Recommendation

- 6.1 That the report is received for information.

Harrow Council

Minutes of the Bus & Highway Liaison Meeting held on Wednesday 1 April 2009

Present

Harrow Public Transport Users Association (HPTUA)

Anthony Wood AW Chairman

Harrow Council

Jerry Miles JM Councillor
John Nickolay JN Councillor
Susan Hall SH Councillor
Mrinal Choudhury MC Councillor
Manji Kara MK Councillor
Phillip O'Dell PO Councillor
Hanif Islam HI Transport Planner
Andrew Saffrey AS Engineer, Transportation
Helen Ennis HE Minutes

Bus Operators

Barrie Godfrey BG Arriva the Shires
Paul Giles PG London Sovereign
Colin Izzard CI Metroline

Transport for London (TfL)

Oliver Birtill OB Surface Transport

Metropolitan Police

Simon Pratt SP Hub Team

London Travelwatch

David Leibling DL

ACTION

1. WELCOME & INTRODUCTIONS

The Chairman (Anthony Wood) welcomed all.

2. APOLOGIES FOR ABSENCE

None.

3. MINUTES OF PREVIOUS MEETING: 7TH JANUARY 2009

Page 6 – Bus Usage in South Harrow and Rayners Lane
AW clarified his comments relating to route H12 usage and reiterated that his comments only apply to the South Harrow to Rayners Lane section of the route.

Minutes agreed.

4. INFRASTRUCTURE ITEMS

a) Bus Stop and Bus Stands Issues

PG reported the shortening of a bus cage in Eastcote Lane and parking permitted, making it difficult for buses to serve the bus stop. DW advised that this location is due to be resurfaced. PG to email photos of location to HI.

PG

HI reported the bus stand in Kymberley Road to be extended this financial year.

PO mentioned the bus stop outside the Samaritans on Station Road with reference to the railings recently installed. SH advised that the railings were installed to stop motorists parking on the pavement and their forecourts which were not sufficiently large. CI agreed that this is a pinch point location. Vehicles stopped on the carriageway (ie. Hears) causes delays to buses whereas previously these vehicles stopped on the forecourts. PO suggested the stop be moved, nearer to the junction with Rosslyn Crescent. CI enquired whether any provisions have been made in the planning of the mosque for vehicles visiting it. HI responded that the completed mosque will be able to accommodate a small number of vehicles but the mosque is not due to be completed for another year.

AW reported cars parking on the westbound bus stop outside no. 81 Eastcote Road. HI confirmed that this stop does not have a clearway at present but is on the programme for a clearway to be implemented this financial year. AW requested this location be given priority.

HI

CI requested an update on the Northolt Road bus stop outside South Harrow Station. HI advised that a fully marked clearway has now been installed. CI explained that minicabs are parking on the footway, in front of minicab office, which is very dangerous for pedestrians. AW suggested bollards be installed to deter pavement parking. HI agreed to report this issue to the Highway Inspectors. SP agreed to discuss with local colleagues to investigate.

HI/SP

PG reported a faulty countdown system at Kenton Station. OB to investigate.

OB

JN reported vehicles parking in the bus stop on Alexandra Avenue following the installation of double yellow lines at this location. DW and PG agreed that parking does cause some problems and requested extra enforcement. HI to forward issue to the Parking Enforcement team. HI added that the Rayners Lane station accessibility programme will also include new CCTV.

HI

b) Petts Hill

HI provided an update.

- Highway works have started on site, which are due to be completed Nov/Dec 2009.
- No road closures anticipated at present but temporary lights and one way working will be operational at various times.

- Removal of the old bridge abutments is nearing completion.
- Tree planting to commence after highway works.
- Opening ceremony being held on 21st April 2009 with the Duke of Gloucester unveiling a plaque that will eventually be fixed to the bridge.

CI commented on the good working practices shown by Birse Rail. DW agreed and hopes Enterprisemouchel will continue this theme.

c) CCTV Issues

CI reported driver's breaching the traffic orders by travelling southbound in Wealdstone High Street. Vehicles are entering the area via Gordon Road, George Gange Way and the High Street. SH advised that CCTV is operational in this area and confirmed that penalty charge notices are being issued. HI added that past experience has shown that it can take up to 18 months for the situation to stabilise after the installation of CCTV.

AW mentioned that CCTV at Harrow bus station is due to be improved and hopefully linked to the rail station. LUL have provided permission so long as Harrow Council fully fund the cameras.

AW advised the meeting of an invite to visit the CCTV Control Room at the Civic Centre during the next bus liaison meeting. The meeting agreed that would like to accept this invitation. AW to confirm.

AW

d) Harrow Town Centre – Access Strategy

HI tabled an outline proposal plan. Station Road between Sheepcote Road and Gayton Road will be two way for buses and cyclists. Four of the bus routes that currently use Station Rd and Greenhill Way one way arrangement will change to become two way on Station Rd.

Greenhill Way will have one or two other bus services and these will be two way on Greenhill Way.

A new bus stop will be installed on Greenhill Way and Station Road to facilitate the two way working.

Station Rd will also have an additional pair of bus stops near Burger King area to improve access to this area and reduce pressure on the existing Debenhams stop.

AW commented that the proposals are feasible if no other vehicles use Station Road (except buses, emergency vehicles and delivery vehicles). HI advised that there are no plans to change the traffic order for the road (except to allow buses in from the Sheepcote Rd junction) but designated loading areas will be installed.

CI enquired whether drivers will still abuse the entry restriction on Station Road. HI advised that CCTV is in place to deter drivers turning right into Station Road from Gayton Road but otherwise no additional technology is being adopted at this stage to deter drivers entering the area. The new layout could be a deterrent in itself as general traffic will be held up by the buses and new traffic lights and signage will be enhanced to deter

drivers from parking. DW commented that adequate space should be provided for lorries to unload.

MC enquired whether an extra lane would be required in Sheepcote Road. HI explained that it is proposed to widen the carriageway at this location to three lanes, using land from both sides of the road. One of these lanes will be a right turn only lane for buses to turn into Station Road so that no capacity is removed from general traffic use.

CI asked whether utility work would be co-ordinated. HI advised that utility works will be added to the programme and it is hoped that utilities can be installed on the pavement side to reduce disruption to the carriageway. HI confirmed that TfL are mainly funding the project but a small contribution may be required from Harrow Council.

DL enquired about the frequency of buses following the schemes implementation. HI advised that frequency should be about two buses per minute.

DL raised the issue of congestion at traffic signals from Gayton Road to Hindes Road. HI advised that all three junctions along this route would be considered as part of this project to ensure a good flow of traffic.

Routes H9 and H10 will be two way in Gayton Road. In relation to the bus station, the entrance and exit for buses to/from the station will remain the same. HI explained that these proposals are part of the Harrow Access Strategy, which considers the entire area.

Harrow Bus Station – AW advised that a meeting was held with various groups to seek feedback and suggestions. SP reported that he had been on duty at the station at peak times and did not witness and problems but accepted that a regular Police presence is necessary.

MC asked the reason for the plastic bollards near the exit of the bus stop. DW responded that the bollards were implemented due to health and safety concerns relating to the pillars. Upon inspection it has been concluded that they are only facial cracks and do not pose a serious health and safety issue.

CI to email Dave West, AW and Andy Corfield with stop realignment suggestions.

CI

e) Future Major Developments Impacting on Public Transport

None.

f) Other Highway Issues

AW highlighted the previously reported issue of problems on route H11 in Suffolk Road (western end) due to parked vehicles. SH advised that yellow lines at this location have been added to the programme for this financial year but as a traffic order is required implementation is likely to take 4-5 months.

5. HARROW ROUTE/CONTRACT CHANGES PROPOSED FROM MARCH & SEPTEMBER 2009

OB contracts that were up for tender have now been awarded and some frequency changes have been introduced early. Route H14 frequency has not been increased as costs were too high, which did not include driver allocation costs. AW conveyed his disappointment at the decision not to increase frequency on route H14. CI added that there is a lot of demand for route H14 in Hatch End. OB agreed to take comments back.

OB

AW enquired whether the new 183 vehicles are the longer version (VPLs), which provides an extra eight seats. PG to check.

PG

AW was also pleased to note that when route 140 is retendered in 2011, larger vehicles will be specified.

AW requested an update on services to the Polyclinic in South Harrow. OB advised that planners have considered the results of the questionnaire but figures suggest only 25 people use public transport per day at present to visit the Polyclinic, which is not enough to justify an increased frequency. OB agreed to keep issue on file.

OB

AW advised of his support for the extension to route 186, which will be extended to serve a new housing estate in Edgware.

OB reported that the consultation phase for routes 395 and 398 closed on the 20th March 2009.

OB mentioned the new 324 route proposed, but advised that it will not be extended to serve the RNOH as the extra cost is not beneficial. AW suggested OB contact the RNOH as they may be willing to part fund the new route.

OB reported the penalty fare for travelling on a bus without a valid ticket has been increased to £50 and job seekers can now travel for half price.

AW suggested an origin and destination survey be carried out throughout Harrow before any contracts are retendered in 2011 as AW is not aware of any new research for 12 years. OB agreed to check.

OB

AW mentioned the London Mayors Question Time, question 2827 of 2008, at which the Mayor stated there would be an off peak frequency increase throughout the day on route 140 but this does not appear to be evident on the route. OB agreed to investigate.

OB

6. BUS SERVICE ISSUES

AW mentioned the incorrect bus destination description on route H13. Previously the bus blind stated St. Vincents Hospital but now states Norwich Road. PG also noticed that it had been changed and agreed to investigate. AW suggested 'Northwood Hill St. Vincents'. [Post meeting note: this has been agreed by TfL].

PG

CI informed the meeting that recent guidance received states that bus drivers should stop at all bus stops regardless of whether passengers

waiting at the stop put out their hand but passengers wanting to alight the bus must ring the bell to ensure the driver stops. CI feels passengers should be educated on this guidance.

7. BUS PRIORTIY

Honeypot Lane Bus Lane

Approximately 70% complete on site. Due to be operational in approx. 3 months. Roundabout at this location will follow.

Eastcote Lane, South Harrow

Road has been widened between Northolt Road and Rayners Lane. Resurfacing to be carried out shortly.

Kings Road

Proposals in place to widen the road by the Eastcote Arms. No funding available as yet.

Rayners Lane

Revised echelon parking proposed from Rayners Lane to Village Way East to allow buses to pass vehicles and not be delayed by cars parking. This revision will mean a loss of 10 parking spaces at this location but this will be compensated by 20 new parking spaces on Alexandra Avenue between Rayners Lane station and Walden Avenue. Funding provided for design only. Additional funding now sought for implementation.

Northolt Road junction with Shaftsbury Avenue

Proposal to slightly widen the road to create three lanes, one of which would be a designated bus lane, allowing vehicles to use the left hand lane to turn left into Shaftsbury Avenue from Northolt Road. Funding is in place but there is an issue with the Police Station as the proposals were drafted on the understanding that the Police Station was to be relocated. If the Police continue at this location the scheme will need to be revised, as the service road was included in the original plans.

JN enquired whether the bus lane outside the Police station in South Harrow is necessary. HI advised that this bus lane has been reviewed on several occasions and a benefit during peak times is evident. Signals have been adjusted to allow for other vehicles that need to get into the left hand lane. AW suggested a third lane be implemented. HI agreed to take back comments and provide feedback at next meeting.

HI

Long Elmes

HI advised of proposals to create new laybys/space for passing vehicles, which should help with congestion. Further discussions are needed with the Transportation department and tree planting team, but have been advised that young trees can be moved.

Signals in Wealdstone

TfL are currently looking at link up the signals in Wealdstone, including vehicle activated signals.

Pedestrian Crossing Outside Civic Centre

Proposals to widen the crossing outside the civic centre so that more people can cross. May need to look at Samaritan site as part of this project.

Long Elmes/High Road Roundabout

AW commented that a bus lane from Long Elmes upto Brookshill he doubts is necessary. HI advised that the bus lane would only be implemented if demand was apparent. PG, SP and BG advised that they are not aware of any problems at this location.

Traffic Signals on Wealdstone Bridge

MC commented on the 'No Right Turn' restriction (except for buses). HI advised that the main route for vehicles is via George Gange Way. Areas for improvement were discussed at length. HI to take comments on board.

Common Road, Stanmore

HI advised that Hertfordshire County Council have requested more time to carry out their own investigations. Harrow Councils proposals are currently postponed to allow TfLs signal team complete their part of the works. Funding for remainder of project to be sought.

Pinner Road/Station Road

Still on programme.

H11 Ridgeway (northbound)

AW suggested a short lay-by north of the bridge on the northbound side to widen the road. HI advised that this suggestion is not currently on the list but may be a chance to rearrange funding to accommodate it. Trial hole to be done to determine costs. While this scheme was not on this years programme it is an aspiration of Harrow Council to progress.

8. ANY OTHER BUSINESS

JN reported only two night buses operating in Harrow and enquired whether there were any plans to increase this figure, e.g. in Rayners Lane. OB advised that Pinner was looked at with a view to a night bus service but it was concluded that there was not enough demand to warrant a night service. OB to consider a night bus service in Rayners Lane and North Harrow.

OB

AW asked whether there is a dedicated night bus map. DW confirmed that such a map has not been produced.

AS commented whether double deck buses are used on routes H18/H19. Likewise single deck buses are occasionally used on route 258 when no double deck bus is available. BG advised that double deck buses are occasionally used if other vehicles are out of service to avoid disruption to passengers.

HI reported an incident on a bus involving an elderly person boarding the bus and sought advice from the bus operators on the policy for dealing with such incidents. BG and DW advised that common sense should

HI

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prevail and the driver should help the passenger and seek further assistance if necessary. SP explained that a incident report form should also be completed by the driver at the end of their shift. HI to forward details of incident to operator for response.

Future Meeting Dates (all at 2pm):

Wednesday 1st July 2009 – Committee Room 1 & 2

Wednesday 7th October 2009 – Committee Room 1 & 2

Wednesday 6th January 2010 – Committee Room 5