
Secretariat memorandum

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Agenda item: 8

LTW528

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Bus station standards

1 Purpose of report

- 1.1. To outline some of the issues members may consider in their discussion regarding bus station standards.

2 Recommendation

- 2.1. That members note the report.

3 Background

- 3.1. Bus stations are important to both the operation of the bus network (they provide stands, turning and crew facilities) and to passengers' experience of their bus services.
- 3.2. In thinking about our interchange report, it became clear that whilst many bus stations are good and improving, there seemed to be no set standards that passengers could expect of a bus station.
- 3.3. Dana Skelley, TfL's Director of Asset Management, has been invited to discuss what passengers might expect from bus stations in London.

4 Discussion

- 4.1. TfL tell us there are 45 major bus stations in London, Vauxhall and Stratford bus stations being the largest, catering for 16 and 17 million passengers per annum respectively. There are 80 smaller bus stations (or groups of stands). In addition, there are numerous locations where all the activity of a bus station happens, but on-street. Elephant & Castle would be a good example of this. 10% of bus journeys use bus stations
- 4.2. Customer satisfaction for bus stations (as measured by TfL's surveying) has been steadily rising over a number of years.
- 4.3. A number of bus stations have been refurbished and developed over past years, including some in association with commercial developments that have not been ideal from a passenger perspective. There is a programme of future refurbishment and development across London's bus stations. Kingston is likely to be to be next.

4.4. Areas where standards might apply:

- Local environment, cleanliness etc;
- Safety and security;
- Information, conventional and real time;
- Signage;
- Levels of management and staffing;
- Other facilities such as seating, toilets, retail, cycle parking, shelter from the weather.

4.5. Members may also wish to consider what facilities of those listed above and others might be useful for passengers at busy on-street bus interchanges.

5 London TravelWatch priority

5.1. Tackling delays on London's roads is a key priority for London TravelWatch.

6 Equality

6.1. Bus services are the only mode that is universally accessible and covers the whole of London 24/7. It is therefore important that performance be maintained, as disabled passengers may not be able to use other modes.

7 Legal powers

7.1. 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).

8 Financial implications

8.1. No implications of this nature arise directly from this report.