
Secretariat memorandum

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Confidential: Bus station standards

1 Purpose of report

- 1.1. To update members regarding progress in developing customer service standards for bus stations.

2 Background

- 2.1. There are 50 bus stations in London (including at Waltham Cross, just over the border). They vary in size from Chingford, which caters for 1,500 passengers a day to Stratford at 47,000 passengers. They 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. There are a further 80 locations that are effectively a group of stops and stands.
- 2.2. Following on from 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.
- 2.3. At a meeting between London TravelWatch and TfL's Managing Director, Surface Transport, the issue of bus station standards was raised by London TravelWatch's Chief Executive. It became clear that there are no explicit standards detailing what bus passengers might expect. It was agreed that London TravelWatch should meet with TfL to discuss this.
- 2.4. In July 2016, the Board discussed its ideas with Dana Skelly, TfL's Director of Asset Management.
- 2.5. The Board agreed five 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 and so on.

3 Update

- 3.1. Officers have held a number of meetings to discuss our draft proposals for station standards. A draft is attached.
- 3.2. It became clear that this was new ground for TfL. The officers we met were from the infrastructure function at TfL Buses and were charged with developing and improving bus stations, such as the new station at West Croydon. However, we have had some useful discussions and heard about, for example, work being undertaken to audit and trial passenger information requirements at bus stations. Generally, the features that we have talked about are accepted. The main area for disagreement would be on the level of staffing and the roles of staff because some staff are primarily operational and of course, staff are a big cost.
- 3.3. The Mayor's Transport Strategy was published in June 2017 and contained a commitment:

'New customer service standards will be developed for bus stations...'
- 3.4. We have asked TfL to meet for further discussion and how they intend to progress this now that there is now this commitment, but the officer that we were working with is no longer with TfL and responsibility has been moved to bus policy.
- 3.5. Members request for this update is therefore timely and Alex Phillips from the bus policy team has assumed responsibility for this.

4 London TravelWatch priority

- 4.1. There are more bus journeys in London than any other public transport modes. 5% of bus journeys either start or finish at a bus station. Improving London's bus services is a key priority for London TravelWatch.

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 Equalities and inclusion implications

- 6.1. There are no equality and inclusion implications arising from this report.

7 Financial implications

7.1. There are no financial implications

Appendix – London’s bus stations

Site	Passengers per day
Stratford (regional)	47,000
Hammersmith Upper	45,000
Vauxhall	45,000
Walthamstow	33,500
North Greenwich	31,500
Edmonton Green	30,000
Harrow	30,000
Victoria	30,000
London Bridge	23,000
Finsbury Park (Wells Terrace)	22,000
Brent Cross	20,000
Euston	20,000
Waterloo Tenison Way	20,000
Edgware	18,000
West Croydon	18,000
Canning Town	16,000
Uxbridge	16,000
Hammersmith Lower	15,000
Morden	15,000
Canada Water	14,500
Southgate	13,000
Liverpool Street	12,000
Finsbury Park (Station Place)	11,000
Kingston Cromwell Road	11,000
Hatton Cross	10,000
East Croydon	9,000
Kingston Fairfield	9,000
Turnpike Lane	9,000
Tottenham Hale	8,500
Waltham Cross	8,500
Leytonstone Plaza	8,000
Golders Green	7,500
Addington	7,000
Hounslow	6,000
Hounslow West	6,000
Putney Bridge	5,500
White City	5,000
Aldgate	4,500
Crystal Palace	4,000
Ealing Hospital	4,000
North Finchley (Tally Ho)	4,000
Orpington	4,000
Peckham	3,500

Romford Queens Hospital	3,500
Becontree Heath	3000
Crossharbour	3,000
Chingford	1,500
Eltham	1,500
Lewisham	0

London TravelWatch bus station standards

The London TravelWatch board in July 2016 discussed bus stations. We suggested five 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.

Local environment, cleanliness etc;

By local environment, we are thinking of the local environs of the station. What it looks and feels like and how easy it is to get around. Clearly, beyond TfL's boundary control will be in the gift of others, notably the highway authority. However, in the same way that we expect train operators to consider how their customers get to and from a rail station we would expect TfL buses to take an interest and seek to influence other stakeholders.

There are various standards for local environmental quality in the public realm developed as part of the Environmental Protection Act 1990 (EPA) and by Keep Britain Tidy. TfL will have its own standards for its property. We would expect a high standard for the bus station (Grade A, EPA Act) and its environs for graffiti, litter and detritus.

See:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/221087/pb11577b-cop-litter.pdf

Passengers will also want clear and level access around the station. This means ramps and dropped kerbs where necessary both inside and outside the bus station. There should be a zero tolerance approach to unlicensed obstructions such as advertising boards on the highway or similar on private land. There should be a clutter audit undertaken to ensure all the poles etc. are necessary on footways and walkways.

Safety and security;

The public transport network is a relatively low crime environment, but users can feel insecure and are affected by anti-social behaviour. The sense of insecurity can be exacerbated if the bus station or its environs are not clean and well maintained. This attribute can only be measured by surveying users. We would expect high scores to be achieved on customer satisfaction surveys.

A well-designed bus station would score well on designing out crime criteria that are set out by local planning authorities. There should be 100% CCTV coverage.

Staffing is the most reassuring intervention, but if this is not possible, customer help points similar to those found elsewhere on London's transport network should be available. It may be that at some bus stations where low scores are found then additional staff should be deployed.

Information, conventional and real time

The standard bus timetables and spider maps should be present at locations passengers would expect to see them, i.e at entrances and decision points around the station.

Long line PA should be installed and audible.

Real time information (bus countdown) should be available and located where passengers would ordinarily expect to see this information. This should be actively managed by controllers updating information for services starting at the station if they are delayed commencing their journey.

Where there are staff on duty passengers would expect knowledge of the routes and times of all bus services whether or not they are operated by TfL. Local knowledge of nearby destinations would also be expected.

Signage

There should be a comprehensive map-based Legible London system in and around the bus station. It must be map based and not multiple fingerposts that have been substituted for infoliths in some locations.

There should be Totems (prominent sign features) or other projecting signs to ensure the station is visible from all directions.

'Buses towards' signing must be used.

London Underground 'Buses towards' signs for stops beyond the station curtilage should be used. For example, the westbound buses from Stratford should be signed 'Buses towards Bow or Hackney'.

Levels of management and staffing

Passengers always want to see staff at and around stations for reassurance and occasional advice. But, there is a limit to which the staffing of bus stations can be justified. We would want to be assured all avenues have been explored to staff bus stations. Bus Stations with more than 5000 passengers a day should be staffed. Where customer satisfaction levels are low due to personal safety issues there should be consideration given to staffing to provide reassurance.

We understand that bus station staff will often perform operational duties. If there is a presence of staff at bus stations then they must also be customer facing staff.

If formal staffing is not possible then help points must be available. Other presence such as businesses should be encouraged because this will give some reassurance. At East Croydon, for example we think that the nearby station operator should have a role

to play in managing the bus station, particularly at times of disruption, because the passengers are clearly theirs as well as London buses.

Other facilities

Seating, cycle parking, shelter from the weather should all be available. The provision of weather protection has been a particular issue for TfL at Vauxhall where aesthetics led the design rather than practical protection from the rain.

Toilets should be available at all bus stations with over 10,000 passengers a day. There should be a retail offer at all bus stations with over 10,000 passengers a day.

Ticketing

Passengers will want to top up their Oyster cards and buy travel tickets at bus stations and buy tickets for non-TfL services using the bus station. For example at Uxbridge bus station that is used by Green Line coach services.