

London's bus stations



Vincent Stops

London TravelWatch

London's bus stations



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 | East Croydon | 9,000 |
| Canning Town | 16,000 | Kingston Fairfield | 9,000 |
| Uxbridge | 16,000 | Turnpike Lane | 9,000 |
| Hammersmith Lower | 15,000 | Tottenham Hale | 8,500 |
| Morden | 15,000 | Waltham Cross | 8,500 |
| Canada Water | 14,500 | Leytonstone Plaza | 8,000 |
| Southgate | 13,000 | Golders Green | 7,500 |
| Liverpool Street | 12,000 | Addington | 7,000 |
| Finsbury Park (Station Place) | 11,000 | Hounslow | 6,000 |
| Kingston Cromwell Road | 11,000 | Hounslow West | 6,000 |
| Hatton Cross | 10,000 | 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 |
| | | Beacontree Heath | 3,000 |
| | | Crossharbour | 3,000 |
| | | Chingford | 1,500 |
| | | Eltham | 1,500 |
| | | Lewisham | Closed |
| | | Streatham | |
| | | Shepherd's Bush | |
| | | Heathrow | |

The largest, Stratford



The smallest, Chingford



The nicest, West Croydon



Bus station standards



We looked for

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

Local environment, cleanliness etc.

All the bus stations visited were clean. A few could have been a little better – Stratford and Houslow were a bit grubby.

There was no evidence of graffiti, vandalism or maintenance issues.

There were litter bins at all the stations.

London's bus stations cleaner and better maintained than its national rail stations.

Accessibility



All of the bus stations visited were step free – they had appropriate dropped kerbs and tactile paving in the locations one would expect. The kerbs were always at the correct height above the carriageway.

Only Hounslow West would benefit from two additional dropped kerbs on pedestrian desire lines.

There were some signs indicating hearing loops at information kiosks, for example at West Croydon, but this was not universal.

The availability of audio information would benefit everyone.

Information



All of the bus stations visited had appropriate posters such as spider maps and timetables in the locations one would expect. Legible London posters are posted at some stations, but not all. Some poster sites were positioned at a height that wheelchair users could use, some were a little higher.

TfL's bus station Countdown is becoming widely available and is located appropriately. This is a good improvement and will be welcome. It is noted that these systems have their limitations at bus stations where buses start their journeys.

There are some information kiosks at the busier bus stations, but generally the staff member is out and about the bus station. Some kiosks are now closed (Hounslow) or the hours appear to have been cut (Kingston, Fairfield).

At a small number of bus stations the PA system is shared with the adjacent Underground station. West Croydon had a PA system playing music. It is not known what the capability of this system is.

Help points, Wi-Fi and particularly longline PA could potentially fill the gaps where staffing is not feasible and enhance the customer experience.

Signage



This was an area where there was greatest variability in terms of provision. Most bus stations were sufficiently small to have a reasonably intuitive layout and it would not take long to find ones stop.

Most bus stations had at least one totem with a London buses roundel. This is an area where there are deficiencies. For example, West Croydon could be improved with a projecting sign or similar to give a better street presence and announce the bus station.

Some bus stations had a large bus stop letter and destination served sign from the particular stop. This is useful, particularly for less confident passengers.

Legible London mapping on 'infoliths' is available at some bus stations, but not all. At Hounslow it was disappointing to see Legible London fingerposts.

At some bus stations there was directional signing to local landmarks such as to Excel from Canning Town.

Staffing



At Stratford bus station we observed a cleaner and a PCSO. There was also a retail outlet that would provide passive surveillance.

At Chingford bus station we observed a visit by a London Buses operational vehicle.

There was a member of staff at about half of the 20 bus stations visited. The smallest of which was Crystal Palace.

The model of an information kiosk with a member of staff on duty is clearly a good one. A bell, or similar, to call attention to the member of staff from a passenger at the kiosk would be a good thing for passengers.

It would be difficult to imagine there being staff at all London's bus stations, but there should be some mechanism for passengers to communicate with control staff and vice versa.

Longline PA, 'Help Points', Underground / rail staff managing bus facilities in some circumstances are suggested.

Other facilities



Seating and shelter- Every bus station visited has at least bus shelters and seats. Some were much better with seating in clean, dry, enclosed areas.

Toilets – The larger bus stations had toilet facilities, but at some, notably Stratford, these had been closed and converted to driver only facilities.

Retail – There were a good number of retail outlets which is welcome as they provide some level of reassurance. At West Croydon the café was the ‘guardian’ of the toilet facilities during the day.

Cycle parking - Although there will be limited demand for linked cycle and bus trips it would seem appropriate that where it can be provided, transport land is utilised for cycle parking facilities.

Greenery - The only bus station where any consideration had been given for landscaping, trees etc. was at Shepherd’s Bush. This is disappointing given the nature of the land ownership.

Water fountains - There were no water fountains at any bus stations. There should be.

London's bus stations

Overall London's bus stations are well managed and provide many of the facilities passengers want.

However, there is scope for bringing all up to the best and innovating new ideas. This would improve passenger experience and welcome new and less confident passengers to London's bus services.

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Longline PA systems in London's bus stations would allow bus passengers to be informed of problems on their services or further along their journey. This, along with hearing loop technology should be a priority for us.

Destination signage is useful where it is provided and would help, particularly for infrequent passengers.

Bus station Countdown should be generally installed at appropriate locations in all bus stations. Editable screens that can be updated by control staff would be really helpful.

Staffing and an information kiosk will always be welcome, but it is difficult to conceive of the service expanding. There should be strategies to address the lack of staff and information for less frequent and confident passengers at every bus station.

Retail should be encouraged wherever possible, though again it will not be universal. Similarly toilet provision should be implemented wherever possible, perhaps in partnership working with local authorities.

Greenery, proper seating, cycle parking, Wi-Fi, water fountains should form part of the basic infrastructure of London's bus stations because they are important places in their own right..

On-street bus interchange

