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**Secretariat memorandum**

Author : Keletha Barrett

Agenda item 11

TRS029

Drafted 15.02.12

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**Accessible bus stops**

**1 Purpose of report**

- 1.1 To brief the Transport Services Committee on the work the Secretariat and members have been undertaking to promote bus stop accessibility in London boroughs.

**2 Background**

- 2.1 London has made great strides to improving the accessibility of bus services. Apart from the heritage routes that are mirrored by accessible services, all London's buses are low floor, have electrically powered ramps, and drivers who receive training and supervision. This is an important achievement as buses will continue, for many years, to be the only form of public transport in London that can be accessible to almost all – the Underground and National Rail will take much longer, some stations may never be accessible.
- 2.2 Accessible bus stops are a right. London TravelWatch takes the view that the local highway authority has a duty to ensure the disabled have the same access to buses as the able bodied.
- 2.4 However, in order that services are accessible to wheelchair users and the less mobile, the bus must be able to pull into the kerb (within 200mm), particularly if the bus driver is to deploy the ramp.

To facilitate this and allow enforcement against vehicles parking at a bus stop, the local highway authority needs to:

- i) implement a bus stop clearway - yellow line the kerb and paint markings on the carriageway as per the regulation drawings;
  - ii) attach a time plate on the bus stop flag adjacent to the clearway.
  - iii) allow for a kerb height of 125mm and an unimpeded kerbside.
- 2.4 London TravelWatch believes that in order for a local highway authority to comply with its duties under the Disability Discrimination Act (DDA) it should implement bus stop clearways, as described above, at all of its bus stops. The restrictions should be in force for at least the hours that buses serve the stop, to enable wheelchair users to have access to bus services in a similar manner to the able bodied. This will often mean at least 18 hours a day. There are benefits in terms of compliance if all stops are simply 24-hour clearways.

### **3 Update**

- 3.1 Transport for London (TfL) has reported its latest statistics (Q3 2011/12) of accessible bus stops to us and the table is reproduced as Appendix A. This shows that across London 60% of stops were accessible.
- 3.2 London TravelWatch wrote to the London boroughs that were reported as having less than 40% of its stops DDA compliant. We asked if they recognised this as an issue for their borough, if they had any plans to increase the number of accessible stops, and if not why they felt this was not a priority for their borough. A copy of the letter is reproduced in Appendix B
- 3.3 The boroughs with less than 40% at the time of our enquiry were the London Boroughs of Barnet, Bromley, Enfield, Havering, Redbridge, Richmond and Westminster.
- 3.4 We received responses from London Boroughs of Bromley, Barnet, Havering, and Redbridge. The responses received are reproduced in Appendix C.
- London Borough of Bromley stated that they do not maintain a separate programme to promote bus stop accessibility, and their policy is to deal with issues on an ad-hoc basis as other schemes are designed and implemented.
  - London Borough of Barnet stated that they are aware that a high proportion of the bus stops in the borough do not meet one or more of the criteria that TfL includes in their audit. In many cases, stops that do not meet all of the criteria are in practice accessible by the range of bus passengers that wish to do so, including wheelchair users.
  - London Borough of Havering states that it has a programme of improving bus stops so that they are fully accessible, but with 670 stops in the borough, improvements to fully accessible standards will take time and considerable funding.
  - In TfL's latest statistics, London Borough of Redbridge accessible bus stops increase to 58% (this was 35% in Q2 2011/12). In their letter to London TravelWatch, the borough stated that they prescribe to the Transport for London Accessible Bus Stop Design Guidance and are fully committed to ensuring that as many stops as possible become DDA compliant.
- 3.6 We received a partial response from London Borough of Enfield, to acknowledge receipt of our letter and to advise that a copy was passed to the Director of Environment for response.
- 3.7 No acknowledgement or response was received from London Boroughs of Richmond, and Westminster. Two follow up phone calls were made to all three boroughs, but no further correspondences have been received.

### **4 Equalities and inclusion implications**

- 4.1 If buses are accessible to all then there will be a significant improvement in the quality of life of mobility-impaired passengers, particularly wheelchair users.

### **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 Financial implications**

6.1 There are no financial consequences for London TravelWatch.

## Appendix B



Our Ref:  
Your Ref:

17 November 2011

Doug Patterson  
Civic Centre  
Stockwell Close  
Bromley BR1 3UH

Dear Mr Patterson,

Accessible bus stops in London Borough of Bromley

London TravelWatch is the statutory watchdog representing transport users in London.

On a quarterly basis we monitor the audit maintained by TfL of the percentage of bus stops in all of the London boroughs that are accessible, i.e they have bus stops with:

- i) a marked out clearway on the carriageway;
- ii) a sign on a nearby upright post that describes the restriction on parking on the carriageway: Buses only etc;
- iii) there are no impediments on the footway next to the carriageway;
- iv) the kerb height is 120 mm high as prescribed by TfL.

Boroughs across London have scores of between 31% and 91% accessible stops. TfL have recorded that the London Borough of Bromley has less than 40% of its stops that are Disability Discrimination Act compliant.

I am writing to ask if you recognise this as an issue for your borough; if you have any plans to increase the number of accessible stops and if not why you feel this is not a priority for your borough.

Yours faithfully

A handwritten signature in black ink, appearing to read "V Stops".

Vincent Stops  
Streets and Surface Transport Policy Officer.

## Appendix C



# Havering

LONDON BOROUGH

London

- 8 DEC 2011

TravelWatch

### Vincent Stops

Streets & Surface Transport Policy Officer  
London Travel Watch  
6 Middle Street  
London EC1A 7JA

**Bob Wenman**  
Head of StreetCare

### Culture & Community

London Borough of Havering  
10<sup>th</sup> Floor, Mercury House  
Mercury Gardens  
Romford, RM1 3DW

**Please call: Mark Philpotts**

**Telephone: 01708 433751**

**Fax: 01708 433721**

**Email: [streetcare@havering.gov.uk](mailto:streetcare@havering.gov.uk)**

**My Ref: MISC/ 1127660**

**Your Ref:**

5<sup>th</sup> December 2011

Dear Mr Stops,

### ACCESSIBLE BUS STOPS IN HAVERING

Thank you for your letter of 17<sup>th</sup> November to Cheryl Coppel, which has been passed to me to respond as bus stop accessibility is a matter falling to my area of service.

Havering has, and continues to have, a programme of improving bus stops so that they are fully accessible to all members of the community.

The big challenge for Havering is that with around 670 stops in the borough, improvements to fully accessible standards will take time and considerable funding to realise.

We have established our own detailed audit of all bus stops in the borough (including those on private land and not on our network, but within the borough) and are seeking to improve compliance year on year, subject to the funding we have available to us. This is based on performance since 2003/04 when our detailed monitoring commenced.

We look to utilise Transport for London Local Implementation Plan funding for accessibility works (either as discrete schemes or as part of larger multi-modal schemes) and where the opportunity arises, work with developers to secure improvements to bus stops as part of the development process.

The following table sets out our progress in recent years. For 2010/11, the improvement appears to be above the trend, but we have for the first time counted stops over which we do not have direct control (such as within private land or on TfL's network).

<b>Year</b>	<b>Number of accessible stops within borough</b>	<b>Percentage of accessible stops within borough</b>
2003/04 and before	106	16%
2004/05	139	21%
2005/06	141	21%
2006/07	172	26%
2007/08	193	29%
2008/09	206	31%
2009/10	217	33%
2010/11	253	38%

Our procedures in progressing bus stop accessibility (and other highway) schemes includes public consultation and decisions taken through our Highways Advisory Committee and relevant Cabinet Member.

In some cases, our proposals can be controversial, especially if residential parking is affected. However, we do try and work to provide schemes that all are broadly content with.

If you would like your organisation to be formally consulted on scheme proposals, please provide an email address and I will update our consultees list.

I trust the foregoing gives you confidence that we take the accessibility of bus stops seriously in Havering, but if you have any questions, do not hesitate in contacting me.

Yours sincerely,



**Mark Philpotts** CEng MICE MCIHT AIEMA  
Principal Engineer  
Traffic & Engineering

cc: Cheryl Coppell, Chief Executive LBH.  
Cc Lauren Stone, Chief Executive's office



Mr Stopps  
Streets and Surface Transport Policy officer  
London Travel Watch  
6 Middle Street  
London  
EC1A 7JA



**Highways & Cleansing Services**

**David Cuthell, MCIWM, Env. MCMI,**  
Chief Highways & Cleansing Officer

Lynton House, 255-259 High Road,  
Ilford, Essex. IG1 1NY

Please ask for David Cuthell  
Direct line 020 8708 5019  
Fax 020 8708 3570  
E-mail David.Cuthell@redbridge.gov.uk

Our ref ECS/BUSSTOPAC/001  
Your ref  
Date 13<sup>th</sup> December 2011

Dear Mr Stopps,

**Accessible Bus Stops in Redbridge**

Thank you for your letter dated 17<sup>th</sup> November concerning the number of accessible bus stops in Redbridge.

Transport for London data shows that there are 503 bus stops in the Borough, and to date 204 are fully accessible. This is a figure of 40%.

The Borough prescribes to the Transport for London *Accessible Bus Stop Design Guidance* and is fully committed to ensuring that as many bus stops as possible become DDA compliant.

Redbridge does not have an annual target of ensuring a certain percentage of its bus stops become fully accessible, but it is committed to providing DDA compliant bus stops through its Neighbourhoods and Corridors schemes funded by the Local Implementation Plan. These projects examine key traffic corridors or town centres and seek to provide fully accessible facilities via a rolling programme of investment throughout the Borough.

Should you require any further information regarding this subject, please do not hesitate to contact me.

Yours sincerely

**If you require this information in Large Print,  
Braille or Audio please contact the above person.**

For general Council enquiries please call our Customer Contact Centre on 020 8554 5000



[www.redbridge.gov.uk](http://www.redbridge.gov.uk)





## Environmental Services

Civic Centre, Stockwell Close, Bromley BR1 3UH

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DX5727 Bromley

Vincent Stops  
London TravelWatch  
6 Middle Street  
London EC1A 7JA

24<sup>th</sup> January 2012



Dear Mr Stops

### Accessible bus stops in Bromley

Thank you for your letter dated 17<sup>th</sup> November 2011. I am sorry it has taken so long to reply.

There are 412 accessible bus stops out of a total of 1040 within the borough. We do not maintain a separate programme to promote bus stop accessibility; our policy is to deal with this on an ad-hoc basis as other schemes are designed and implemented. In addition, the rural nature of much of the borough means that some bus stops are in locations where it would be disproportionately expensive to attempt to provide segregated level access to stops.

Our Approved LIP contains the following points in its Delivery Plan in relation to a number of our LIP objectives:

- Improving access to bus stops in conjunction with other ongoing programmes of work.
- An ongoing review of bus stop accessibility in any schemes where stops are affected.
- Continue to improve access to bus services by ensuring that buses can approach the kerb closely enough to use their access ramps.
- Work to improve or adapt conditions in the footway, and to ensure unobstructed level access to bus stops as our work programmes progress.

I hope you find this helpful.

Yours sincerely

Iain Forbes  
Head of Transport Strategy



**From:** Shipman, Jane [mailto:Jane.Shipman@barnet.gov.uk]  
**Sent:** 20 December 2011 16:40  
**To:** Vincent Stops  
**Cc:** Wharfe, Pam  
**Subject:** Accessible bus stops in London Borough of Barnet

Dear Mr Stops,

I refer to your letter of 17 November (received 25 November) addressed to the Chief Executive.

We are aware that a high proportion of the bus stops in the borough do not meet one or more of the criteria that TfL include in their bus stop accessibility audit. We appreciate that the reassurance provided by widespread provision to a consistent standard is of value in itself, nevertheless in many cases stops that do not meet all of the criteria are in practice accessible by the range of bus passengers that wish to do so, including wheelchair users.

Barnet endeavours to ensure that kerb heights are suitable for deployment of bus ramps when carrying out any footway relay or traffic management work at relevant locations but places a lower priority on providing formal bus stop clearways to enforce no stopping, particularly where other arrangements appropriate to local circumstances already operate effectively.

The borough has identified funding from its local implementation plan allocation specifically to address local accessibility issues, which may include bus stop accessibility improvements where appropriate. Transport for London has undertaken to provide details of high priority locations for improvements which we will then consider alongside other identified physical accessibility needs. If you have been made aware of any particular problem locations in the borough we would be pleased to consider these too.

Jane Shipman  
Senior Engineer, Traffic and Development  
Environment, Planning and Regeneration  
London Borough of Barnet, North London Business Park, Oakleigh Road South, London N11 1NP  
Tel: 020 8359 7226  
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