
Secretariat memorandum

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Agenda item 8
AT010
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Hail and Ride services in London

1 Purpose of report

1.1 To provide members with a briefing on Hail and Ride services in London.

2 Recommendation

2.1 That members note the report.

3 Introduction

3.1 The majority of bus services in London serve conventional bus stops, most with associated clearways and shelters. However, there are a substantial number of Hail and Ride services or sections of conventional routes that operate as Hail and Ride. These types of services are often valued by passengers, particularly the ambulant elderly, who find them convenient as walking distances to and from the bus are often less.

3.2 However there are limitations to Hail and Ride :

- The bus may not be able to pull into the kerb, causing problems for the less mobile and excluding those (such as wheelchair users) who need the bus to pull into an accessible stop
- The bus may not be able to safely stop at all, for example, bus route 397 in Chingford which has led to passenger complaints
- Information usually provided on either the bus stop flag or shelter may not be available, though some routes do have information posts installed by Transport for London (TfL).

4 Transport for London's approach to Hail and Ride

4.1 TfL has four approaches to improving Hail and Ride services to overcome the limitations above. These are outlined in the TfL publication 'Accessible bus stop design guidance'.

- Option 1 – conversion to fixed stop
- Option 2 – retention of 'Hail & Ride' sections of route
- Option 2a – provision of information for passengers where 'Hail and Ride' sections are already accessible

- Option 2b – provision of accessible points along ‘Hail and Ride’ sections of route

5 London Travelwatch’s policy on Hail and Ride

- 5.1 In 2007 London TravelWatch was consulted by TfL on the future of Hail and Ride (Consultation on bus stopping arrangements <http://www.londontravelwatch.org.uk/document/3154/get>). Members agreed that :

Therefore, in principle, we would like to support the conversion of Hail and Ride to fixed stops, in order to provide more accessible boarding and alighting. Irrespective of the type of operation, roadside timetable information is vital for all passengers, and a method should be sought to allow this to be displayed on Hail and Ride sections of routes where traditional bus stops are not provided. This will also act as an advertisement for the bus service.

- 5.2 London TravelWatch is presently in correspondence with a London borough, that had been proposing to implement fixed stops on a Hail and Ride route, following complaints from passengers that the bus was not stopping. Subsequently the borough decided not to progress the scheme due to the level of objections regarding loss of kerbside parking. The bus service remains generally inaccessible to wheelchair users along large sections of its route.

6 Equalities and inclusion implications

- 6.1 This is clearly an equalities issue. Some passengers are unable to access bus services that are provided without accessible bus stops.

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 None