

# Access to Transport Committee 13.10.10

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## Secretariat memorandum

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Agenda item : 8  
AT029  
Drafted : 27.9.10

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### Accessible bus stops

#### 1 Purpose of report

- 1.1. To brief the Committee on London TravelWatch's media work on accessible bus stops and any responses arising from letters to local media.

#### 2 Recommendation

- 2.1. To note the report and to decide which team should take forward any casework arising from responses to the open letter.

#### 3 Background to campaign

- 3.1. London TravelWatch's Access to Transport Committee had previously raised long-standing concerns about the accessibility of bus stops. The Committee was updated on this work in [June 2010 \(AT021\)](#) . After Transport for London (TfL) had supplied its latest statistics of [accessible bus stops](#), the Committee decided to write to every London borough about the statistics (an example of a letter is included in the Annex to this report), and to follow that up by writing to local papers highlighting the problem.

#### 4 Letters to local media

- 4.1. After writing to every local London authority, we then wrote to 70 local papers, alerting them to their local borough's performance (excellent, good, bad or could do better) and pointing out the importance of making bus stops accessible. The letter also supplied contact details for any passengers with any observations on this problem.
- 4.2. The letters received very good coverage in local media as far as we are aware (we do not formally monitor media). It was printed in at least 25 papers (most likely more) across the city, and several of these papers wrote wider articles including local examples and contributions from local people or campaigners, and London TravelWatch had wider follow-up conversations after letters and articles were written with 12 journalists on the issue. The associated news release also got wide coverage in several trade magazines, as features and on the correspondence pages, including a four-page article in *Coach and Bus Weekly* and a letter in response from a bus driver on the issue in *Buses*.

## **5 Responses**

- 5.1. After seeing the letter, members of the public contacted London TravelWatch. These responses were a mixture of general observation, gratitude for bringing it up, and correspondence with specific complaints, to which we will need to respond.
- 5.2. The letters pages led to several phone calls, e-mails and letters from members of the public. Most of these didn't need any specific work, and so responses with thanks and reminders to continue to complain to TfL about any specific issues have already been sent. There are four outstanding cases with numerous specific complaints, to which the Committee is asked whether to send these through the casework team or ask the Streets and Surface Transport officer to deal with the cases directly.

## **6 Equalities and inclusion implications**

- 6.1. Access to transport services, particularly for those passengers who have mobility impairments, use wheel chairs or parents with prams is important in a highly mobile society and for social inclusion. 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.

## **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. There are no financial consequences for London TravelWatch.

## Annex

Our Ref : Brent

Your Ref :

5 July 2010

Cllr Jim Moher, Lead Member for Highways and Transportation  
London Borough of Brent  
c/o Member's Support  
Brent Town Hall  
Forty Lane  
Wembley HA9 9HD

Dear Councillor Moher

### **Accessible bus stops in Brent**

London TravelWatch is the statutory watchdog representing transport users across London, including Brent.

You will know that London is now well placed in terms of accessible buses. Every bus in London is low-floored and has a space for wheelchairs.

However, in order that the service is to be accessible to wheelchair users and the less mobile buses must be able to pull into the kerb, particularly if the bus driver is to deploy the ramp. We are therefore writing to prompt you to ensure that your borough is doing all it can on its roads to make all bus stops accessible.

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

- i) Install a yellow line adjacent to the kerb and paint a bus stop clearway on the carriageway as per the regulation drawings;
- ii) Install a time plate on the bus stop flag adjacent to the clearway signifying that the bus stop is in operation during bus operating hours or, preferably 24/7;
- iii) Ensure there are no impediments (street furniture etc.) in the way of the bus doors.
- iv) Ensure the kerb height is appropriate – this may mean highway works to raise the kerb.

London TravelWatch believes that in order for a highway authority to comply with its duties under the Disability Discrimination Act it should implement bus stop clearways, as described above, at all of its bus stops, for at least the hours that buses serve the stop to enable wheelchair users to have the same access to bus services as the able bodied.

The cost of implementation at many stops can be minimal. No traffic order is required, although London TravelWatch would consider informal consultation as best practice.

TfL has audited bus stops across London looking at accessibility and as of June this year the league table of boroughs shows Brent at 23rd out of 33 with 41.41% of stops accessible.

## BUS STOP ACCESSIBILITY

Appendix A (extract)

Totals All London - P13 2009/10

Borough	Total	Total Compliant	% Compliant	Require Time Plates	Require Kerb Height Adjustment	Require Cage	Require Impediments Move
<b>All London</b>	<b>15319</b>	<b>7419</b>	<b>48.43%</b>	<b>3476</b>	<b>4285</b>	<b>3078</b>	<b>2776</b>
Kingston upon Thames	348	296	85.06%	3	27	13	28
Sutton	303	239	78.88%	14	23	18	43
Corporation of London	100	73	73.00%	13	13	14	5
Southwark	476	343	72.06%	22	79	29	52
Wandsworth	323	224	69.35%	11	44	17	60
Tower Hamlets	327	209	63.91%	11	53	20	69
Harrow	398	252	63.32%	44	63	59	66
Islington	267	169	63.30%	4	61	8	51
Hackney	312	197	63.14%	10	77	19	39
Barking and Dagenham	349	201	57.59%	22	65	24	70
Merton	377	210	55.70%	0	72	81	81
Lewisham	441	240	54.42%	20	173	21	46
Hammersmith & Fulham	261	139	53.26%	60	33	28	58
Haringey	330	175	53.03%	52	89	0	70
Waltham Forest	495	257	51.92%	68	139	82	74
Bexley	578	297	51.38%	123	150	107	92
Ealing	642	322	50.16%	67	185	74	144
Lambeth	358	174	48.60%	31	118	37	92
Newham	508	245	48.23%	137	110	121	98
Hillingdon	717	341	47.56%	178	192	172	125
Camden	375	176	46.93%	34	114	39	108
Greenwich	639	283	44.29%	129	217	51	107
Brent	553	229	41.41%	52	192	104	139
Kensington and Chelsea	225	92	40.89%	6	62	6	51
Westminster	428	169	39.49%	103	143	112	105
Enfield	501	194	38.72%	153	183	113	102
Bromley	972	375	38.58%	395	256	346	160
Hounslow	568	211	37.15%	178	220	186	108
Redbridge	458	162	35.37%	266	113	200	104
Croydon	869	304	34.98%	348	379	280	108
Richmond	438	145	33.11%	192	130	81	75
Havering	640	203	31.72%	379	201	330	94
Barnet	743	233	31.36%	351	309	286	152

This figure is below the London average, but could be easily improved. Often it just means the installation of a time plate or the moving of a litter bin. Other stops need highways works for which you may use TfL's Local Implementation Plan allocation to your borough.

We hope you will raise this with your highways officers and ensure they are making progress on this issue and are implementing a continuing programme across Brent.

If you have any questions on this or any other transport related issues affecting Brent please don't hesitate to contact us.

Yours sincerely

Gail Engert  
Chair, Access to Transport Committee