

From: [REDACTED]@redbridge.gov.uk>
Sent: 02 October 2014 12:26
To: [REDACTED]@tfl.gov.uk>
Cc: [REDACTED]@redbridge.gov.uk>
Subject: Have your say on the updated Accessible Bus Stop Design Guidance

Dear TfL Consultations,

Officer Response to the TfL Accessible Bus Stop Design Guidance

The following are officer level comments from the London Borough of Redbridge on TfL's Accessible Bus Stop Design Guidance.

- Redbridge welcomes the new guidance and supports its principles as set out within the document;
- The document states that 95% of bus stops in London will be accessible by 2016. Although this is desirable, it is suggested that this target is ambitious. Redbridge cannot guarantee that the same level of bus stops within its Borough boundary will be fully accessible with all the required features of an enforceable bus cage, 24 hour time waiting plate and at least 100mm kerb height.
- The Borough supports the addition of examining the walking routes to bus stops and considering areas around bus waiting environments. This should improve the public transport experience for all users;
- The Borough welcomes the admission that, in some limited circumstances, it may be appropriate to affix the bus flag to a lamp column. This will help reduce street clutter on narrow footpaths. However, will Boroughs be able to pass onto TfL the cost for illuminating any bus flags/timetables and will the columns be wind tested for extra loading capacity?;
- The Borough does not support the installation of bollards on bus build outs as shown in figure 15, page 23. The law clearly states that if such interventions are adequately lit it does not need further safety features. Installation of bollards also goes against the Mayor of London's proposals to de clutter London's streets and Redbridge removed these bollards on its build outs some years ago;

Thank you for the opportunity to comment.

[REDACTED]
Team Leader: Transportation Policy
Highways and Cleansing Services
London Borough of Redbridge
Direct Line: [REDACTED]

Email [REDACTED]@redbridge.gov.uk]
Web: www.redbridge.gov.uk

From: [REDACTED]@tfl.gov.uk]
Sent: 22 September 2014 11:09
Subject: Have your say on the updated Accessible Bus Stop Design Guidance

Dear Sir/Madam,

Today we are launching a consultation on the contents of the updated Accessible Bus Stop Guidance.

The guidance provides advice to those designing and maintaining accessible bus stops. This supports TfL's programme to make 95% of bus stops in London accessible by the end of 2016. Building more accessible bus stops is part of TfL's ongoing work to enhance an accessible bus network and critical to achieving this goal.

The document updates the original accessibility guidance to ensure it is both relevant and reflects changes in transport policy and practice. Key additions and omissions include:

- Criteria for an accessible bus stop.
- New chapters on 'Interaction of bus stops with other street facilities' and 'Cycle facilities'.
- The removal of references to articulated buses and particular kerb types that are no longer specified.

The consultation will run for six weeks until **Friday 31 October 2014**. To complete the online survey, please visit [Accessible Bus Stop Guidance](#).

For more information please contact consultations@tfl.gov.uk

Yours Sincerely,

[REDACTED]
Consultation Specialist
Transport for London

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From: [REDACTED]@kingston.gov.uk>
Sent: 03 November 2014 15:53
To: [REDACTED]@tfl.gov.uk>
Cc: [REDACTED]@kingston.gov.uk>; [REDACTED]
[REDACTED]@kingston.gov.uk>
Subject: Changes to Bus Stop Accessibility Design Guidance - Consultation

Dear Sir/Madam,

Firstly, I'd like to apologise for missing the deadline for responding to this consultation, Friday 31st October. Please confirm that my comments will still be considered.

We have been canvassing opinions from various vulnerable user groups, as well as internal discussions, over the last few weeks. Our observations are as follows:

Great improvements have been made to the physical design and layout of bus stops in London, and indeed Kingston has the highest rate of accessible stops in London.

The updated guidance is focused entirely on physical layout of bus stops, and does not address concerns raised by representatives of the Visually Impaired (VIPs) Community in Kingston. The expansion of Countdown has not addressed access to timetable and real time travel information for VIPs.

On-bus announcements have been a big step forward (and indeed are well appreciated by all users, not just those with visual disabilities), but more needs to be done to provide better information at stops themselves. The present arrangements also lead to delays and frustration for other passengers – one of users reports that he has to flag down all buses that pass to check whether it's his bus, which of course leads to delays and frustration for all. The use of better hybrid technology has led to quieter buses, and one unintended consequence is that this makes it more difficult for VIPs.

One solution put forward is automated audio (sound) facility built into the bus flags which alerts passengers to the next bus number, approximate arrival time and destination, using the same format used for on-bus announcements. Another suggestion, recognising some of the difficulties with "on street" announcements which may not be appropriate in residential and may be hard to hear in, for example, busy town centres or major roads, suggested these announcements could be delivered using Bluetooth via Mobile Phones. The snag of course is that at the moment at least smart phones are not used by enough of the older blind to make it work for enough people.

We would request that options to address these issues are investigated and further guidance is developed.

Kind Regards



Project Engineer - Surbiton

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From: [REDACTED]@cityoflondon.gov.uk>

Sent: 28 October 2014 11:22

To: [REDACTED]@tfl.gov.uk>

Subject: Have your say on the updated Accessible Bus Stop Design Guidance - City of London Corporation

Dear Sir/Madam,

Thank you for giving the City of London Corporation the opportunity to comment on the proposed Accessible Bus Stop Design Guidance. Please find attached our comments to the draft guidance document. If you require further information, please do not hesitate to contact me.

Kind Regards,

[Redacted]

[Redacted]
Development, Transportation and Public Realm Division
City of London Corporation
Telephone: [Redacted]
Email: [Redacted] [@cityoflondon.gov.uk](mailto:[Redacted]@cityoflondon.gov.uk)

From: [Redacted] [@tfl.gov.uk](mailto:[Redacted]@tfl.gov.uk)

Sent: 22 September 2014 11:09

Subject: Have your say on the updated Accessible Bus Stop Design Guidance

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Yours Sincerely,



City of London
consultation re...



Consultation Specialist
Transport for London

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