

TfA event summary

Meeting was held at TfL offices on 26 January 2015 in response to a request from TfA during the consultation for a meeting to give their members a chance to discuss their consultation comments in more depth. [REDACTED] attended and a lively discussion followed. There was not enough time for all attendees to have their questions answered so 12 additional questions were written onto the 'bus stop' and have been included below.

TfL representatives were:

- Ryan Edwards, Consultation Specialist, Chair
- David Field, Principal Strategy Planner
- George Marcar, Driver Communications Manager,
- John Gowers, Bus infrastructure
- Scott Lester, Borough Programme Manager

A summary of the main areas raised in the consultation were covered by the TfL representatives which included:

- Bus stop accessibility
- Updated Bus Stop Design Guidance
- Audio Information
- All Aboard! (Bus driver accessibility training)
- Cycling facilities
- Bus Stop Island design considerations
- Bus shelters
- Hail and Ride
- Kassel kerbs

[REDACTED] of TfA, gave a quick summary of the issues faced by their members, raising concerns about drivers not stopping in the bus cage area due to buses backing up, lack of audio provision at bus stops and concerns about cycling improvements that could require pedestrians to cross a cycleway to get to a bus stop. However he acknowledged that considerable improvements have been made through the introduction of new buses and improved information provision in the form of iBus.

Questions raised that had not been covered by comments already submitted in the consultation included:

What changes will happen to the guidance as a result of the consultation?

A summary of the changes included on Page XX of this consultation report

Cyclists need to be licenced

The Mayor has previously stated that he does not support the registration of cyclists because of the unnecessary bureaucratic effort that would result. In addition, any change to the law that would require cyclists to register their bikes, or to carry insurance, would require legislation at a national level and lies outside of the Mayor's jurisdiction.

Many have suggested that cyclists should enrol in a licensing or insurance scheme in case of third party damage or injury. In fact, road users can actually claim compensation for injury caused by an uninsured person, including cyclists.

Several thousand cyclists are members of cycling groups such as CTC (the national cycling charity) and the London Cycling Campaign (LCC). These groups offer automatic third party insurance for their members should they be involved in a collision with other road users, but there is no practical mechanism for making this compulsory in London.

This guidance is not in a suitable format for people with learning disabilities?

The guidance is primarily intended as a technical design document. We provide a range of other resources (e.g. accessible guides and maps, travel mentors) for people with learning disabilities, which advise how to use the bus network.

How are people with visual impairments expected to locate bus stops?

The flag indicates to passengers where they should wait and serves as a marker to drivers to indicate where the bus should stop.

Bus flags should be further away from the kerb for safety

The position of the flag should be considered as part of an assessment of safety issues at a bus stop. Flags should be positioned at a safe distance from the kerb but should not obstruct pedestrians.

Wheelchair users should be allowed on buses first, currently we have to wait until last by which time the space is full of buggies and we can't often get on?

Wheelchair users should be given priority at bus stops. The big red book (driver training manual) states 'You must keep the front doors closed on two-door buses. This ensures the wheelchair user is given priority access and can board in safety and comfort'

How is the proportion of accessible bus stops accessed?

TfL keep a record of accessible bus stops in each borough and this is available on request.

Why are 'loop signs' at some bus shelters? There is no sound on T-switches.

There is currently no audio bus service information provided at bus stops. This may refer to audio advertising information.

I am concerned that Countdown signs which I find really useful are disappearing in favour of 'Text to 87287' which costs 20p

Countdown bus passenger information is currently installed at over 2,500 bus stops across London. There are no plans to reduce the overall number of countdown displays.

Island bus stops are too revolutionary. A speaker mentioned that traffic lanes can be widened at stops which would be better

The preference is for bus or nearside lanes to be of sufficient width to enable cyclists to pass a stopped bus while staying within the lane. The London Cycling Design Standards, chapter 4, provides guidance on carriageway widths. The working minimum where cyclists and buses can safely pass is 4.5m.

However, drawing on successful examples of similar infrastructure in other cities in Europe, the bus stop bypass can be considered in certain scenarios. These deliver a higher level of service to cyclists whereby they are separated from other traffic on the approach to and exit from the bus stop.

The guidance incorporates potential measures to reduce risks to pedestrians and cyclists in bus stop bypasses.

Other topics included a discussion of the React system of audio provision at bus stops used in Brighton. Our response was that this could not be compared to the intensity of provision needed in the capital. A question was raised about why certain non TfL accessibility cards are not accepted by some drivers which we will look into. The need for tactile paving to encompass bus stops in their entirety was raised but unfortunately this is unaffordable across all bus stops but could be looked at on a case by case basis if warranted. It was felt that Councils don't always help by introducing clutter around bus stops. It was felt by some attendees that they had not been aware of the consultation otherwise they would have given their comments earlier. Though not about bus stop accessibility it was raised that it should be made easier for people with disabilities to complain about driver behaviour. It is important that information at bus stops such as maps, timetables and route changes is unified and accessible to all people.

Actions that came out of the meeting included:

- Some delegates from TfA would be invited to a bus garage to engage with drivers on their behaviour.
- Guide Dogs for the Blind invited TfL attendees to 'mystery shop' bus stops from a visual impairment perspective

TfA thanked us for hosting the event and given the strength of feeling and range of views expressed it is something we would like to do more of in the future and to include a wider range of stakeholders.

The following attendees requested to be sent a copy of the consultation report when it is available:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

