



<h2 style="margin: 0;">Stratford Bus Station Risk Assessment Record</h2>
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<b>Location:</b>	Stratford Bus Station	<b>Date of risk assessment</b>	5 <sup>th</sup> December 2017
<b>Reference:</b>	STR 12/03 East	<b>Assessed By:</b>	██████████
<b>LBSL Region:</b>	North	<b>Date of previous assessment</b>	
<b>Responsible Person:</b>	██████████	<b>Local Authority</b>	Newham

Scheduled Review Date:	Actual Review Date:	Reviewed By:	Reason(s) For Review:	Comments	Amend	
					From	To
	31 August 2006	██████████	Programmed			
August 2008	4 <sup>th</sup> March 2008	██████████	Programmed	Bus station adjacent busy LUL and Network Rail interchange and the major 2012 developments		
March 2009	4 <sup>th</sup> March 2009	██████████	programmed			
March 2010	27 <sup>th</sup> July 2010	██████████	Programme			
November 2010	10 Nov 2010	██████████	Works in station	Station St closed for road works use of temporary alighting point		
November 2011	11 <sup>th</sup> June 2012	██████████	Programmed and following redevelopment	Station undergone major roadway and passenger concourse redevelopment.		
June 2013	15 <sup>th</sup> March 2013	██████████	Post Olympics and Pre Queen Elizabeth Park opening	Events / overcrowding highlighted. Olympics removed		
March 2014	14 <sup>th</sup> March 2014	██████████	Programmed	Increase in passenger usage		
March 2015	29 <sup>th</sup> March 2015	██████████	Programmed			
March 2016	26 <sup>th</sup> March 2016	██████████	Programmed			
October 2017	5 <sup>th</sup> Dec 2017	██████████	Programmed	Altered alighting point, reconfigured stand, fencing removed		

**Generic controls:** It should be noted there are a number of generic controls associated with the operation of bus stations and stands which relate to drivers and vehicles and are not included in the attached matrix. These control measures are monitored and reviewed by Bus Operators through their internal management system and by TfL through a planned audit and inspection programme.



### Bus Stand Risk Assessment - Matrix

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**LBSL Region:** North  
**Responsible Person:** ██████████

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**Assessed by:** ██████████  
**Date of Previous Assessment:** March 2016  
**Effective from date:** December 2017  
**Local Authority:** Newham

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### Summary of Key Findings

Newham have reconfigured their roadway in Station Street to provide a taxi rank due to the previous taxi rank land being sold for development. This has created a dead end street for the sole use of taxi. This arrangement is permanent. There is currently only Give Way line marking and not associated signage.

The alighting point has now been moved into the bus station which has created a long length of kerb where there used to be 3 bus stands and 2 spaces for vehicle parking. These works have also removed a barrier segregating passengers from Station Street and the bus station. All buses that serve the station alight passengers at the alighting point. A vast majority of all passengers that alight want to continue their onward travel using the rail station. Sight of this is obstructed to the unfamiliar by a large steam train "Robert" and retail kiosks "Deano". If these were moved then it would open up the front of the station to be clearly viewed. There is currently only 1 temporary Way Out sign directing passengers from the alighting point towards the rail station. Some passengers want to continue their journey by bus and some of these have been observed crossing in between buses and walking across the through lane and stand area to reach the bus station. The previous barrier used to funnel these passengers from one location, now they are spread through the alighting point.

The entrance width is such that buses can sweep into the station without needing to reduce speed and some buses maintain this speed above the designated 10mph until they stop to alight passengers. A temporary barriers and cones have been placed to reduce the entrance width and slow buses down prior to entering the station. Further development at the entrance may be required to permanently reduce the width and to slow buses down.

The island between the taxi rank and bus station is clear of street furniture other than street lighting for the bus station. For passengers walking away from the rail station via the island a raised crossing point has been installed to maintain a flat path. Other than rumble strips there is no directional signage advising passengers to use this crossing. Some passengers are walking off the end of the island across the roadway to reach their destination.

When leaving the rail station on to Meridian Square, the unfamiliar see the rear of a bus shelter which may indicate access to the bus station. When passengers get to the shelter some then walk across the bus deck towards the bus station. there is no signage once they leave the rail station advising onward travel. Arrangements have been made for an advertising panel to be located at the rear of the bus shelter to allow publicity to be placed directing passengers back into Meridian Square and towards the bus station / town centre.

The bus stand has been segregated from the entrance and run in lane by a solid white line. Instructions to drivers states that when entering the station they are not to cross this line and when entering the stand they are also not to cross this line. This separates the two conflicting movements at this location. Line marking needs to be increased to full Highway Code standard. A double solid white line needs to be installed between the entrance island and start of stand to stop either vehicle crossing the line. From the stand this can change to dashed white line so buses can leave the stand onto the



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running lane but buses can still not enter the stand. There is also enough space for a 50cm drivers walking route along the side of the through lane between stands and alighting point.

The stand has been reconfigured and two additional stands placed at the rear. Drivers can access these stands but are getting used to the new configuration. This sometimes results in drivers reversing to arrange themselves into the correct area.

There has been a land swap with the building of the taxi rank. The new pavement of the island now belongs to Newham. The carriageway remains TfL land. during 2018 the exit of the bus station will be reconfigured and we will gain additional land.

New years eve 2017 / 2018. TfL Rail service has been suspended due to engineering works. This will mean an increase in passengers using the bus station overnight. Rail replacement services operate from Stratford City and some enhancements to route 25 / N86 will support moving passengers

Integration meetings continue frequently with all modal operators at Stratford. . A signage review within the rail station has split directions for passengers to Stratford and Stratford City bus stations. .

Development of the Stratford Gytratory continues. Towards the end of 2018, the existing arrangement at the alighting point will change. The front half of the alighting point will become a bus stop and the rear half will continue to be the alighting point. The changes to bus services are currently at public consultation.

The design of the bus networks is such that passengers tend to alight either on Stratford Broadway or the alighting point every morning to access the rail network. Bus usage through the day is busy, but considerably lower than the evening peak. Every afternoon and evening, 7 days a week also shows that passengers use the 4 bus stops within the bus station to complete their journeys. This requires BSC's to monitor each bus stop and assist with crowd control / boarding to ensure the bus network is reliable. This does open them to an increase in some anti social behaviour by passengers. BSC's are advised to avoid conflict and not physically stop or remove passengers from accessing buses.



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### Summary Report

1. Location: Stratford Bus Station
2. Layout / Operation: Clockwork direction One way system  
 Two bus stops within station and two bus stops on the highway  
 Standing space for 12 buses on main stand and 6 opposite bus stops B and D  
 3 buildings consist of driver's facility with toilets, Bus Station Controllers office, and locker room.  
 Scheduled coach services operate from stop C throughout the day, up to 6 CPH
3. Bus Frequency

Bus Operator	Routes	Stand capacity	Buses per hour	Bus Stop
<b>Day time routes</b>				
Stagecoach	86	3	10	B
Stagecoach	104	1	6	D
Stagecoach	158	2	7.5	A
Stagecoach	238	2	6	D
Stagecoach	262	2	6	D
Stagecoach	473	2	6	D
Stagecoach	257	2	8	A
Tower Transit	25	Curtail	8	B
Tower Transit	69	Curtail	7.5	A
Tower Transit	308	Curtail	5	A
Tower Transit	425	2	5	C
Docklands	D8	2	5	C
Docklands	276	Curtail	5	D
<b>Totals</b>	<b>13</b>	<b>18</b>	<b>85</b>	

Night time routes	Route	BPH
Stagecoach	N8	3
	N86	4
Go Ahead	108	2
Tower Transit	25	12
	69	2
<b>Totals</b>	<b>5</b>	<b>23</b>



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**4. Recommendations**

The key hazards reviewed during the risk assessment are:

The following is recommended:

**4.1 Vehicle v vehicle collision:**

- Improve segregation line markings between through lane and main stand by solid white lines along entire length.
- Reduce speed of vehicles entering the bus station by reducing width of entrance
- Entrance signage shows both no entry and taxi only in close proximity. Buses have been seen entering the taxi rank. Newham to simplify signage.
- Overuse of the main stand sometimes caused buses to tail back towards stop D which stops movement within the station. Installing a line to demark limits of stand would show drivers when they are unable to enter the stand.

**4.2 Vehicle v Pedestrian Collision:**

- Installation of directional signage directing passengers from the alighting point towards the rail station to complete their journey.
- Installation of directional signage directing passengers from the rail station towards the bus station to complete their journey.
- Installation of a yellow line along the length of the alighting point kerb to deter pedestrians from crossing
- Move Robert and Deano to provide a clear line of sight to the Rail station.
- Install a driver's walkway between main stand and through lane.

**4.3 Slips, Trips and Falls:**

- No smoking floor decals have become worn. This creates a slip hazard when wet. Needs to be removed and replaced.

**4.4 Other Significant Hazards**

- Unscheduled closure of underground line causes large pedestrian congestion very quickly. Contingency and emergency plan circulated amongst BSC's, local Met Police and Stratford LUL. Bus Station evacuation plan has been reviewed and includes 200m and 400m SAP points depending on nature of incident.

**5. Conclusion:**

The most significant risks identified are vehicle v pedestrian and vehicle v vehicle collision



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1	<b>Collision:</b>  Bus v Bus  Bus v 3 <sup>rd</sup> Party Vehicle  Bus v Infrastructure  Bus v Overhanging Infrastructure / obstructions;	Vehicle movement  Access and egress to and from the bus station;  Use of stand areas;	Staff;  Pedestrians  Contractors  Other authorised vehicles	<ul style="list-style-type: none"> <li>Bus station operates as a one way system with separate entrance and exit.</li> <li>Access to bus station is via Station Street which with a No Entry sign to stop non Local Buses entering.</li> <li>Visibility is good for drivers entering and exiting the bus station.</li> <li>A designated stand area is provided for buses to layover;</li> <li>Boarding and alighting prohibited within stand area.</li> <li>This is a stand for 18 buses which are clearly marked</li> <li>Roadway consists of SMA which complies with LBSL skid resistance guidelines;</li> <li>No overhanging infrastructure or obstructions</li> <li>Buses in the main stand must give way to buses departing the alighting point / through lane.</li> <li>Adequate designed lighting in vehicle and passenger areas which is controlled by sensors, timers and override switch.</li> <li>Prominent advisory and directional road markings provided at key locations to minimise vehicle conflict.</li> <li>Good design and layout minimises bus and infrastructure conflict.</li> <li>Posts and barriers are installed around the bus station to protect some locations from vehicle collisions.</li> <li>Solar powered speed sign installed by exit</li> <li>Checks carried out by LBSL staff hourly, daily, weekly and monthly.</li> <li>Bus Station Controllers supervise the bus station.</li> </ul>	2	3	6	Enhance segregation line markings between entrance and start of stand to double solid white lines.  Install solid white line along length of stand area with dashed white line on stand side to allow buses to exit the stand but not allow buses to enter.  Install single dashed line between central island and exit island to show limits of stand capacity.  Reduce width of entrance to slow speed of vehicles down as soon as they enter the station.  Simplify the signage at the entrance of the bus station to avoid confusion between taxi lane and bus station.  Install drivers walkway along length of main stand beside through lane and in gap between adjoining stands.	



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				<ul style="list-style-type: none"> <li>Identified defects reported / recorded on smartworker/ defect book, reported to Asset operations and progress monitored until closed;</li> <li>A clearly marked speed limit is in force (10mph) – appropriate signage in place and visible. Use of a calibrated speed gun by BSC aids in enforcement.</li> <li>LBSL review existing signage for defects and effectiveness.</li> <li>All Bus drivers trained to PCV standards</li> <li>All authorised buses have audible reversing signals</li> <li>The bus station has a cleaner on site during most of the day and spillage clean up procedures are in place</li> <li>Quarterly meetings with operators to enhance driver awareness of the level of vehicle movement within bus station</li> <li>Operational vehicles are parking within designated areas</li> <li>LBSL staff parking personal vehicles in designated bays.</li> <li>Elcef fibre is available on site for clearing up oil spillage</li> <li>2 charging points are available for TfL Electric vehicles</li> <li>A Drivers Guide to Stratford Bus Station is displayed in the notice board in the drivers mess room and passed to garages for display.</li> <li>Separation line markings in place between vehicles entering the station and vehicles turning in stand area.</li> </ul>					



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2.	<b>Collision</b>  Bus v Pedestrian;  3rd Party Vehicle v Pedestrian	Vehicle movement  Access and egress to and from bus stand;  Use of stand area;  Boarding and alighting buses;	Staff;  Pedestrians  Contractors	<ul style="list-style-type: none"> <li>Pavements and road surfaces are maintained to a high standard;</li> <li>Design is for pedestrians to remain on concourse. Only road crossing point is on highway by vehicle exit which is controlled by traffic lights.</li> <li>High visibility clothing worn by staff and contractors whilst on the bus stand;</li> <li>Periodic safety checks are carried out by LBSL staff;</li> <li>Identified defects reported / recorded on Smartworker/ defect book, reported to Asset operations and progress monitored until closed;</li> <li>High level lighting throughout bus station bus station;</li> <li>Roadway consists of SMA which complies with LBSL skid resistance guidelines;</li> <li>Passengers are set down at designated alighting point or against the kerb at other locations within the bus station.</li> <li>Bus station cleaning and spillage procedures in place;</li> <li>Roadway has periodic oil cleans;</li> <li>Infills have been installed in barriers which deter most passengers from crossing the carriageway.</li> <li>Temporary signage installed to deter pedestrians from crossing bus deck.</li> <li>Temporary signage in place at alighting point to direct passengers towards rail station.</li> <li>Review effectiveness of crowd control measures regularly.</li> <li>Salt is spread during adverse weather on pavements and carriageway.</li> </ul>	<b>3</b>	<b>3</b>	<b>9</b>	<p><b>Passengers and pedestrians at the alighting point cannot see where they need to go. Signage needs to be installed directing them.</b></p> <p><b>Passengers and pedestrians cannot see the bus station when leaving the rail station. Signage needs to be installed directing them.</b></p> <p><b>Move / remove “Robert the engine” and “Deano” to allow the entrance of the rail station to be visible. This will reduce confusion from passengers entering the area.</b></p> <p><b>Install yellow line along length of alighting point kerb with “DO NOT CROSS” to deter passengers from walking into the carriageway.</b></p>	





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3.	<b>Overcrowding</b>  Queen Elizabeth 2 <sup>nd</sup> Park Events  Unscheduled rail closure   Westfield	Lone Working  Crowd Control  Anti Social Behaviour  Vehicle and pedestrian movement.	Staff  Passenger  Contractor	<ul style="list-style-type: none"> <li>Passengers concourse has been decluttered to allow large volumes of pedestrians</li> <li>Area is well lit.</li> <li>Bus shelter areas are spacious to allow free movement</li> <li>PA speakers situated throughout bus station with remote access via hand held units and has ability for pre-recorded announcements.</li> <li>CCTV coverage through most of the station with minimal blind spots</li> <li>LBSL operational staff present 24 hours a day with single night BSC.</li> <li>Overcrowding guide drawn up in unison with Local Met Police and circulated amongst BSC team.</li> <li>Local Met and STT Police aware of overcrowding guide</li> <li>Loud hailers on site and available for use.</li> <li>LBSL operational staff able to contact CentreComm to request assistance when lone working.</li> <li>Overcrowding guide to be reviewed periodically and following its use to ensure its effectiveness.</li> <li>Crowd control barriers stored on site to be used as required implementing queuing systems.</li> <li>Request for additional support available for scheduled events that occur in the QEOP / interchange.</li> <li>BSC manage bus stops every evening peak due to volume of passengers to ease boarding.</li> </ul>	4	1	4		



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4.	<b>Slips, Trips, Falls –</b>  On same or different levels	Moving around pavement and road areas;  Accessing staff facilities;	Staff;  Pedestrians  Contractors  Passengers	<ul style="list-style-type: none"> <li>• Defect reporting and inspection procedures are in place;</li> <li>• Defects are also reported by bus company staff;</li> <li>• Adequate lighting, which is controlled by sensors / timers.</li> <li>• Crossing points across exit from Station Street have dropped kerbs and tactile paving and are controlled by traffic light.</li> <li>• Regular monitoring of use of alighting points by LBS Staff ensuring passengers can be set down onto paved areas by terminating routes</li> <li>• Contrasting surface finish between paving and roadway.</li> <li>• The bus stand is swept daily and spillage clean up procedures are in place;</li> <li>• Bus stand has periodic oil cleans;</li> <li>• Daily checks are carried out by LBSL staff daily &amp; recorded via Smartworker;</li> <li>• Slip resistant uniform shoes provided for LBSL staff;</li> <li>• Pedestrian circulation areas are level;</li> <li>• Buses maintained to required standard as to reduce Spillages</li> <li>• Planned and emergency arrangements in place</li> <li>• Dedicated alighting and pick up points for passengers</li> <li>• Signage on railings prior to entrance of bus station advising drivers not to alight passengers on to roadway.</li> <li>• Ability to isolate defective areas with cones/barriers/barrier tape;</li> </ul>	2	2	4	<b>Remove “No Smoking” floor sign as it has worn smooth.</b>  <b>Install new “no smoking” floor sign.</b>	



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5.	Fumes/ noise	Statutory Nuisance  Use & / or storage of hazardous substances	Staff;  Contractors  Customers	<ul style="list-style-type: none"> <li>• Unauthorised vehicles are prohibited – signage in place;</li> <li>• Only competent contractors are chosen to work on site;</li> <li>• Notices in place advising drivers to switch off engines. Requirement enforced by LBSL staff during periodic checks;</li> <li>• Engineering Quality Monitoring programme is in place</li> <li>• Vehicles are maintained to a required standard and to meet vehicle emission standards.</li> <li>• Existing controls regularly monitored by LBSL staff for effectiveness</li> <li>• Periodic safety and security checks are carried out by LBSL staff;</li> <li>• <u>Hazardous materials</u> are not stored on site;</li> <li>• Noise level assessment has been carried out in 2015 and confirmed levels were high but not requiring additional management actions.</li> </ul>	2	1	2		



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6.	Assault / Robbery	Anti-Social Behaviour  Lone working	Staff;  Contractors	<ul style="list-style-type: none"> <li>LBSL Staff are trained in Personal Security and assault awareness, and conflict management</li> <li>Buses and bus station are fitted with CCTV which is recorded 24/7 and can be downloaded / reviewed.</li> <li>High level lighting on Lamp Columns and canopy</li> <li>Unauthorised vehicles are prohibited - signage posted advising of 'no entry – except buses'</li> <li>The design of the bus station provides few places for a potential assailant to hide</li> <li>Public address system available at the bus station</li> <li>LBSL staff do not handle cash</li> <li>Adequate lighting, which is controlled by sensors</li> <li>Buses are equipped with driver activated assault alarms</li> <li>Bus Station is located adjacent to train station so other TfL staff are located nearby.</li> <li>Emergency services can be summoned quickly via CentreComm using company issue mobile phones, airwave radio and on bus radio;</li> <li>Personal Assault alarms provided to LBSL staff;</li> <li>Incident and information reports compiled as required and raised to appropriate department.</li> <li>No public toilets on station</li> <li>Bus Station Controllers office acts as a place of refuge and door automatically locks.</li> </ul>	3	1	3		



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7.	Electricity	Unauthorised access to electrical supply(s);  Damaged bus station electrics;  Damaged lamp columns	Staff;  Contractors;	<ul style="list-style-type: none"> <li>Electrical mains boards kept in locked room accessed by authorised persons only;</li> <li>Electric mains circuits and council Lamp Columns protected by fuses / RCB's;</li> <li>Only authorised persons permitted to carry out work on power supply;</li> <li>Defect reporting and PGI procedures are in place;</li> <li>LBSL Staff have access to barriers, Barrier Tape and / or cones to isolate damaged infrastructure;</li> <li>Emergency contact details available for LBSL owned equipment regarding repairs;</li> <li>Portable appliances subject to regular PAT testing;</li> <li>Electric vehicle charging points are available to TfL vehicles only and with authorised card access.</li> </ul>	3	1	3		
8.	Fire;  Explosion;  Vehicle Fire;	Terrorist / malicious activity;  Arson;  Use of ignition sources.  Use of combustable materials	Staff;  Pedestrians  Neighbours	<ul style="list-style-type: none"> <li>Fire extinguishers are available through the bus station accommodation. Testing and maintenance carried out annually.</li> <li>Vehicles maintained to a required standard and monitored by LBSL.</li> <li>Engineering Quality Monitoring programme in place</li> <li>Vehicles remain on bus stand for short layover time only;</li> <li>Drivers are trained on procedures to follow in the event of an emergency.</li> <li>Contingency plans in place to deal with emergency situation.</li> <li>Emergency services can be summoned quickly through CentreComm / i-Bus</li> <li>Buses are fitted with CCTV which is recorded 24/7.</li> </ul>	2	2	4		



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				<ul style="list-style-type: none"> <li>Defect reporting arrangements are in place</li> <li>Arrangements in place for communicating known terrorist / malicious activity to drivers and LBSL staff</li> <li>Unauthorised vehicles are prohibited – signage in place;</li> <li>The bus station is cleaned daily and spillage clean up procedures are in place;</li> <li>Only competent contractors are chosen to work on site.</li> <li>Design minimises hiding places for suspect packages</li> <li>Daily checks are carried out by LBSL staff and recorded via Griffin</li> <li>Programme of Portable Appliance Testing in place;</li> <li>Litter removed daily by cleaning contractors;</li> <li>The majority of bus stand is external;</li> </ul>					
9.	Fire	Use of ignition sources.  Use of combustable materials	Staff;  Passengers  Contractors	Fire Risk Assessment carried out on as required under the Regulatory Reform (Fire Safety) Order 2005. Details recorded in separate report.				Progress actions from RA/FIRE/24	



### Bus Stand Risk Assessment - Matrix

Location: Stratford Bus Station  
 Reference: STR 12/03  
 LBSL Region: North  
 Responsible Person: [REDACTED]

Assessment Date: 5<sup>th</sup> December 2017  
 Assessed by: [REDACTED]  
 Date of Previous Assessment: March 2016  
 Effective from date: December 2017  
 Local Authority: Newham

No.	1 Hazards	2 Activity / plant / Material	3 Persons & numbers that could be harmed	4 Existing Controls	Risk Rating			8 Proposed Actions	9 Completion Date
					5 Severity	6 Li/hood	7 Rating		

### Risk Rating Matrix

This risk assessment should be reviewed whenever a material change occurs at the bus stand or following a serious incident to ensure controls are still relevant. Otherwise it should be reviewed as indicated below.

Review Date: December 2018

		Likelihood			
		Probable 4	Reasonably Probable 3	Remote 2	Extremely Remote 1
Severity	Fatal 4	16 Intolerable	12 High	8 High	4 Medium
	Severe 3	12 High	9 High	6 Medium	3 Medium
	Major 2	8 High	6 Medium	4 Medium	2 Low
	Minor 1	4 Medium	3 Medium	2 Low	1 Low