



Our ref: MH/BSA/0608

18 June 2008

Dear Stakeholder

Stakeholder Engagement  
Surface Transport Communications  
Transport for London

11th Floor, Zone B2, Palestra  
197 Blackfriars Road  
London SE1 8NJ

[STEngagement@tfl.gov.uk](mailto:STEngagement@tfl.gov.uk)

## **Consultation on bus stopping arrangements**

We consulted stakeholders in April 2007 about proposed changes to three key elements of bus stopping arrangements. Having considered the responses received, I am writing to tell you what we now propose to do.

The changes proposed were:

### **1. Changes to bus stopping custom and practice**

The proposal was to remove the distinction between compulsory and request stops. Bus drivers would be instructed to stop for boarding or alighting passengers unless it was clear that no-one wanted to get on or off. This essentially formalises what has evolved in practice.

81% of respondents were in favour. We propose to implement this change during Summer 2008. In due course the existing compulsory stop sign will become standard at all stops. This sign shows a red TfL roundel on a white background with the words 'Bus Stop' underneath.

### **2. Making hail & ride more accessible**

Our proposal recognised that all service providers have a duty to make services accessible. We will review each Hail & Ride service, and based on the findings will either:-

convert Hail & Ride to fixed stops

or

make the service fully accessible whilst maintaining Hail & Ride operation. This might involve measures such as replacing sections of grass with surfaced pavement for passengers, installing bus boarders, or implementing sections of yellow line so that buses can get close to the kerb

Making either of these changes will improve accessibility, better meet equality and inclusion objectives, and reduce confusion for passengers.

88% of respondents were in favour of this proposal. We aim to start the review process during Summer 2008. We will initially prioritise routes with sections of

hail and ride on three or fewer roads. We will work closely with local councils, with the level of consultation for each scheme being in accordance with London Buses Consultation Guidelines.

### **3. Informing frontagers when we install, remove or move a bus stop**

We will send an information letter to affected frontagers when:

- we are installing, removing or moving a bus stop
- making a material change to the footprint of the existing infrastructure (for example installing a larger shelter)

In some cases, for example where the change is part of a highway scheme, we may agree with the local council that they, rather than TfL, will write to frontagers.

97% of respondents were in favour of this change, and we propose to implement this shortly. We will write again once a date has been set.

I attach a summary of answers to questions received during the consultation, and I trust that you will find this informative.

I would like to thank you for contributing to the consultation. Please do contact me if you have any more questions.

Yours sincerely

**Peter Bradley**  
**Head of Stakeholder Engagement**  
TfL Surface Transport  
STEngagement@tfl.gov.uk

## **Answers to questions received during consultation**

### **Formalisation of bus stopping custom and practice**

<b>How will the new arrangements be publicised?</b>	Bus drivers will be instructed to stop for boarding or alighting passengers unless it is clear that no-one wants to get on or off. This essentially formalises what has evolved in practice.
<b>Will drivers stop if a verbal request is made?</b>	Yes. Passengers may ring the bell or ask the driver to stop as they approach their stop.
<b>Can passengers ask to be told when they reach their stop?</b>	Yes, but bus drivers have much to consider and may not always remember. iBus will cover the whole network by April 2009 and will give audio and visual announcements as the bus approaches each stop. It will also announce the start of hail and ride sections of route.
<b>What will be the process for introducing the new bus stop flags?</b>	We will change the flags as they become due for replacement.
<b>What will be the colour scheme for the new flags and will they take into account the requirements of those with disabilities?</b>	We will be using flags with a red roundel on a white background for all stops as they are easier to see. This is also better aligned to the corporate image across Transport for London. We also have 3000 illuminated bus stops.
<b>What impact will the new arrangements have on LIP targets?</b>	We do not expect them to have any bearing on LIP targets.
<b>Could the existing distinction between compulsory and request stops not just be better publicised in order to address confusion?</b>	We believe that having the same criteria for all bus stops will be simpler and will be the most effective way of reducing confusion.
<b>Why not make all stops request stops?</b>	Compulsory stops are more socially inclusive. Not all passengers can hail the bus, some may find it difficult to see the bus number in time, and some may not be aware that a bus is approaching.
<b>What will happen at stop where the driver's view of waiting passengers may be obscured on approaching the stop?</b>	Drivers will be instructed to stop on all occasions if their view of the bus stop is impaired.

## **Making hail & ride more accessible**

**Will we consult passengers and the wider community when making changes to services?**

We will assess the scale and likely impact of individual changes and consult on an appropriate scale, as described in London Buses Consultation Guidelines.

**Will individual bus routes be reviewed before decisions on hail and ride sections are made?**

Yes - each route will be reviewed in order of priority and changes made accordingly.

**Will Hail & Ride routes be withdrawn if it proves difficult to install accessible bus stops along the line of route?**

No. We have no plans to withdraw any services as part of this scheme.

**Will TfL inform frontagers if information posts are to be installed along sections of Hail & Ride routes?**

Information posts are not bus stops so we do not plan to inform residents. Local authorities may choose to consult on other accessibility improvements such as surfaced pavements or parking restrictions.

**How will TfL enforce parking restrictions around bus stops?**

Enforcement of parking restrictions is the responsibility of the local highway authority. We will continue to work closely with councils in order to ensure that buses are able to pull in to the kerb at bus stops. Bus cages are designed to allow buses to easily pull up to the kerb.

**Have accessibility groups been consulted?**

We have written to 44 disabled groups across Greater London as part of this consultation.

## **Informing frontagers when we install, remove or move a bus stop**

**Why are we informing rather than consulting?**

TfL has a duty to provide a bus service and ensure that as many people as possible can easily access the bus network, so we have to provide bus stops. Stop locations are determined using the criteria outlined in TfL's Accessible Bus Stop Guidelines. Often there will only be one possible location for a bus stop. We only consult when there is an opportunity to change proposals. We will continue to consult on bus shelter installation.

**Why inform residents when this could lead to objections and unnecessary problems?**

If people object to a stop location they are likely to contact us eventually. Informing residents gives them advance notice, and will allow us to answer questions before work begins. It may also alert us to factors that we were not aware of.

**How will we deal with responses from frontagers?**

Although we will be informing residents on bus stops rather than consulting them, we will take comments into account wherever possible.

**Will Local Authorities be consulted rather than notified?**

We will continue to consult local authorities about any proposed changes to bus stops. Wherever possible we attempt to agree stop locations with local authorities and the police at a site meeting.

**How will you decide the boundaries of residential consultations?**

Nearby residents will be included with boundaries being decided on a case-by-case basis.

**Which organisations will be invited to site visits and how much notice will be given?**

We will generally invite council officers and the police to site visits. Other organisations will be invited where appropriate. Bus stop location is in accordance with TfL's Accessible Bus Stop Guidelines - a wide range of stakeholders including accessibility groups had input to these. We attempt to arrange site meetings at times to suit all invited parties.

**Will residents be informed about temporary stops?**

It would not be practical to undertake this process for every short-term change.

**Will letters include information about timescales, bus routes, highway works etc?**

Letters will include as much of this information as possible. We will also provide contact details in case people want to know more.

**How can people obtain copies of letters and publicity in languages other than English?**

Anyone requiring TfL publicity material in languages other than English can call 0800 2983009.

**Will route tests take place before bus stop locations are decided?**

TfL's comprehensive Accessible Bus Stop Guidelines mean that it is not usually necessary to test proposed stops with vehicles, although this could be considered for individual stops if requested.

**Is there an appeal process?**

Yes - members of the public objecting to stop locations can approach the Local Government Ombudsman.