



Consultation on bus stopping arrangements: proposals

April 2007

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A. Changes to bus stopping custom and practice

CONSULTATION PROPOSAL

TfL have been reviewing the current system of request and compulsory stops in London. The following outcomes are the subject of this consultation. We propose:

- 1) To remove the distinction between compulsory and request stops

This will result in a single approach to the use of all bus stops. Both passengers and drivers will be affected. The changes are as follows:

When a passenger is waiting at a stop, buses must stop at that stop. Currently, this is the current practice for compulsory stops, unless the bus is full.

When a passenger is on the bus and wants to get off at the next stop, they must ring the bell to indicate they want the bus to stop. In effect, this is already the current practice for most passengers.

Bus drivers will be instructed that they **must stop** if:

- There are people waiting

- There is a possibility that people are waiting

- Their view of the bus stop is impaired

- Someone has rung the bell

Drivers can only drive past a bus stop if:

- No one has rung the bell

- They believe **beyond reasonable doubt** that no one is waiting at the bus stop

- There are passengers waiting at the bus stop, but the bus is full

Proposed implementation date for removal of distinction between stops:
Autumn 2007

Proposed date for changes to the bus stop flag: TfL is establishing the costs and viability of covering all request stop heads with a temporary white bus stop overlay - as a short-term measure this will eliminate customer confusion. Longer term, a programme of replacement would take place as equipment became life-expired or warranted exchange for some other reason.

B. Making Hail and Ride services accessible

CONSULTATION PROPOSAL

TfL has reviewed a number of internal procedures and we are now looking to establish these as part of our policy for making Hail and Ride services accessible. As part of this review, we are seeking views on the following:

1) The proposed process being:

Informal discussions and informal site visits will take place between TfL and the highway authority to assess what might be technically feasible with regard to making the route accessible. This follows TfL's internal decision-making processes to review a route for accessibility.

TfL will write to the highway authority explaining what is proposed and on which sections of route, enabling the highway authority to brief local councillors.

Site meetings will be held, including local councillors where appropriate, following which a site meeting report and minutes will be issued.

Plans for works to the highway including hard standing to replace grass, bus boarders, new clearways or yellow lines, islands, dropped kerbs or other works will be drawn up.

Frontagers in the immediate vicinity of any works will be informed of the proposed arrangements, allowing them a 28-day response period.

Proposed implementation date: Autumn 2007

C. Informing frontagers of the installation and relocation of bus stops

CONSULTATION PROPOSAL

TfL has reviewed its processes regarding the consultation and informing of changes to bus stops and shelters. To improve its service delivery, TfL propose changes to its existing procedures as follows:

TfL will send an information letter to frontagers affected directly when any of the following apply:

- 1) Bus stops implemented on roads being served by a bus route for the first time
- 2) Bus stops implemented for the first time where the operation is changing from a Hail and Ride to fixed stop
- 3) Intended relocation of a bus stop or material change to the footprint of the existing infrastructure

For all of the above, frontagers will receive a letter informing them of the details of the planned installation or change to the bus stop or shelter. Surface Transport Customer Services will be the point of contact. They will monitor the responses to ensure they are received within the required 28-calendar day period and acknowledge the receipt of the reply from the frontager. Customer Services will manage the preparation and structured response to the queries raised.

Proposed implementation date: Autumn 2007