

	<p style="text-align: center;"><b>ACTION TAKEN UNDER DELEGATED POWERS BY OFFICER March 2017</b></p>
<p style="text-align: right;"><b>Title</b></p>	<p><b>Bus Stop Clearway - Review of Consultation responses March 2017</b></p>
<p style="text-align: right;"><b>Report of</b></p>	<p>Commissioning Director - Environment</p>
<p style="text-align: right;"><b>Wards</b></p>	<p>East Barnet, Totteridge &amp; Oakleigh, High Barnet, Underhill, Burnt Oak &amp; Hale, and Brunswick Park</p>
<p style="text-align: right;"><b>Status</b></p>	<p>Public</p>
<p style="text-align: right;"><b>Enclosures</b></p>	<p>Appendix 1 – Summary of objections to Bus Stop Clearway markings</p>
<p style="text-align: right;"><b>Officer Contact Details</b></p>	<p>Richard Chalmers– <a href="mailto:Richard.Chalmers@capita.co.uk">Richard.Chalmers@capita.co.uk</a> Tel: 020 8359 3555</p>

## Summary

Transport for London (TfL), as part of the London Bus Stop Accessibility programme, aim to improve accessibility at bus stops and to implement Bus Stop Clearways to allow buses to pull in adjacent to the kerb and bus shelters.

Following consultation with residents objections to the implementation of the bus stop clearway markings have been received regarding No. 16 bus stops. This report outlines the details of the individual objections and the proposed action to be taken in each bus stop location.

## Decisions

1. That Officers and Ward Councillors should having given due consideration to the representation received during the consultation process, proceed with the implementation of Bus Stop Clearways at the following locations:

Stop Number	Stop Name	Site (Road) Name	WARD
9916	Friern Mount Drive	High Road, Whetstone	Totteridge & Oakleigh
9917	Walfield Avenue	High Road, Whetstone	Oakleigh
9918	Walfield Avenue	High Road, Whetstone	Oakleigh
18120	Belmont Avenue	A110 Cat Hill	East Barnet
18121	Belmont Avenue	A110 Cat Hill	East Barnet
18123	Heddon Court Avenue	A110 Cat Hill	East Barnet
1731	Park Road	A110 Cat Hill	East Barnet
BP2072	Woodside Park Station	Woodside Park Road	Totteridge
12086	Barnet General Hospital / Queens Road	Wood Street	High Barnet
12089	Manor Road	Wood Street	Underhill
33500	Edwin Road	Deansbrook Road	Burnt Oak & Hale
15422	Spencer Road	Palmers Green	Brunswick Park
17268	Brunswick Park Road	Arnos Grove / Southgate	Brunswick Park
17269	Dene Road	Southgate	Brunswick Park
16455	Glendor Gardens	Borehamwood	Hale
34435	Aldridge Avenue	Edgware Road	Hale

## 1. WHY THIS REPORT IS NEEDED

- 1.1 As part of the London Bus Stop Accessibility programme, Transport for London (TfL) aim to improve accessibility at bus stops and to implement Bus Stop Clearways to allow buses to pull in adjacent to the kerb and bus shelters.
- 1.2 Bus Stop Clearways are waiting restrictions that restrict waiting and loading to all vehicles, except buses ensuring kerbside space remains clear. At present, in certain locations, parked vehicles prevent buses pulling in close to the kerb forcing them to remain in the centre of the carriageway. As a result traffic is delayed behind the stationary bus and pedestrians are required to board and alight between parked cars. Not only does this situation cause delays but it also renders the bus stop inaccessible for mobility impaired users and those travelling with pushchairs.
- 1.3 No Statutory consultation is required to implement a Bus Stop Clearway and their implementation does not require a Traffic Management Order for the Clearway to be enforceable. However, it is recognised that in some locations this may affect parking available and each site will be investigated individually to ensure there is a balance between the benefits of allowing accessibility and reducing delays to traffic against the loss of parking. There are also locations where there are already designated parking bays, waiting restrictions or loading restrictions. If the clearway marking is likely to affect parking

arrangements a consultation would be carried out in accordance with the Council agreed process for Bus Stop Clearways before any final decision to implement the Bus Stop Clearway.

- 1.4 The agreed process is set out in the DPR 'Implementation of Bus Stop Clearways' is that the Director for Place (Now the Commissioning Director for Environment) in consultation with Ward Councillors and the Cabinet Member for Environment (now the Chair of the Environment Committee) are in favour of the proposals then the affected frontages are notified of the intention to implement the bus stop clearway. Any concerns raised by residents or locally affected frontages should be resolved by the Council in discussion with local Ward Councillors.
2. Improvements were proposed for bus stop locations across the borough. Where required (i.e. directly affected frontages - 294 locations) letters have been sent to residents and Ward Councillors advising of the Bus Stop proposals over the period January 2017 – March 2017. There was no issues raised with only one of the proposals and this location will be proceeding to the implementation with these bus stops being completed by the end of July 2017. However, concerns were raised regarding the upgrade of the following 11 locations in Table 1.

**Table 1: Bus Stop locations with Objections**

Stop Number	Stop Name	Site (Road) Name	WARD
9916	Friern Mount Drive	High Road, Whetstone	Totteridge & Oakleigh
9917	Walfield Avenue	High Road, Whetstone	Oakleigh
18120	Belmont Avenue	A110 Cat Hill	East Barnet
18121	Belmont Avenue	A110 Cat Hill	East Barnet
18123	Heddon Court Avenue	A110 Cat Hill	East Barnet
1731	Park Road	A110 Cat Hill	East Barnet
BP2072	Woodside Park Station	Woodside Park Road	Totteridge
12086	Barnet General Hospital / Queens Road	Wood Street	High Barnet
17268	Brunswick Park Road	Arnos Grove / Southgate	Brunswick Park
15422	Spencer Road	Palmers Green	Brunswick Park

- 1.6 The concerns are set out in more detail in Appendix 1 and it recommended that the Bus Stop Clearway markings should be progressed at all of these locations as although they will result in a slight loss of parking this does not outweigh the benefits of allowing accessibility and reducing delays to traffic at these location.

## **2. REASONS FOR DECISIONS**

- 2.1 To improve accessibility at bus stops and to implement bus stop clearways to allow buses to pull in adjacent to the kerb and bus shelters.

## **3. ALTERNATIVE OPTIONS CONSIDERED AND REJECTED**

- 3.1 Alternative option would be to not implement the Bus Stop Clearway marking, however, it is considered that the benefits to mobility impaired users and those travelling with pushchairs outweighs the limited number of residents that are negatively affected.

## **4. POST DECISION IMPLEMENTATION**

- 4.1 Residents of the affected properties and Ward Councillors will be advised of the outcome of the decision and the measures will be implemented during the 17/18 financial year.

## **5. IMPLICATIONS OF DECISION**

### **5.1 Corporate Priorities and Performance**

- 5.1.1 The proposals here will particularly help to address the Corporate Plan delivery objectives of “a clean and attractive environment, with well-maintained roads and pavements, flowing traffic” and “a responsible approach to regeneration, with thousands of new homes built” by helping residents and particularly school children to feel confident moving around their local area on foot, and contribute to reduced congestion.

### **5.2 Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)**

- 5.2.1 Transport for London (TfL) provide core funding for implementation of a borough Local Implementation Plan (LIP) including a “Corridors, Neighbourhoods and Supporting Measures” programme for addressing a range of transport issues. The implementation of the Bus Stop Clearways are funded from the 2016/17 and 2017/18 Local Implementation Plan (LIP) allocation for Bus Stop Accessibility of £50,000.
- 5.2.2 TfL have also agreed to fund an additional £400,000 funding for the implementation of Bus Stop Clearway which has been included on the TfL programme of works for 2016/17.
- 5.2.2 The works will be carried out under the existing LOHAC term maintenance contractual arrangements and through the Council’s internal DLO contractor.

### **5.3 Legal and Constitutional References**

- 5.3.1 The Council’s Constitution Responsibility for Functions provides that Chief Officers can take decisions for the operational effectiveness in relation to

highways allocated to them or dealt with by them or their staff, except for matters specifically reserved to, Committees or Council.

## **5.4 Risk Management**

5.4.1 I do not consider the issues involved are likely to give rise to policy considerations as the Bus Stop Clearways would increase accessibility, reduce congestion, and improve traffic flow and pedestrian safety and the proposed changes are designed to better meet the conflicting demands in the area and effectively manage the local area. Bus Stop Clearways could encourage the use of alternative modes of transport, such as buses, thereby reducing the number of vehicles travelling through the area.

## **5.5 Equalities and Diversity**

5.5.1 Section 149 of the 2010 Equality Act outlines the provisions of the Public Sector Equalities Duty which requires Public Bodies to have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010
- advance equality of opportunity between people from different groups
- foster good relations between people from different groups.

5.5.2 The introduction of Bus Stop Clearways in order to deter obstructive parking and improve traffic flow and road safety will benefit all road users equally and are not envisaged to disadvantage any group with protected characteristics.

5.5.3 The new Bus Stop Clearway would be compliant with the Section 149 of the Equality Act 2010 and benefit mobility impaired passengers along with passengers with prams and pushchairs.

## **5.6 Consultation and Engagement**

5.6.1 A consultation has been carried and residents and Ward Councillors will be made aware of the decision to proceed to implementation at the individual sites.

## **6 BACKGROUND PAPERS**

6.1 Delegated Powers Report No. – Implementation of Bus Stop Clearways

6.2 Local Implementation Plan (LIP) Annual spending submission for 2016/17

6.4 11 January 2017 Environment Committee Report – LIP 2016/17

<https://barnet.moderngov.co.uk/documents/s29444/Minutes%20of%20Previous%20Meeting.pdf>

## **7 DECISION TAKER'S STATEMENT**

*7.1 I have the required powers to make the decision documented in this report. I am responsible for the report's content and am satisfied that all relevant advice has been sought in the preparation of this report and that it is compliant with the decision making framework of the organisation which includes Constitution, Scheme of Delegation, Budget and Policy Framework and Legal issues including Equalities obligations.*

## **8 OFFICER'S DECISION**

**I authorise the following action**

**Signed**                Commissioning Director of Environment

**Date**                11 May 2017

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# Appendix 1:

**Summary of objections to Bus Stop Clearway markings.**

Stop Number	Stop Name	Site (Road) Name	WORKS REQUIRED	WARD
9916	Friern Mount Drive	High Road, Whetstone	<ul style="list-style-type: none"> <li>- Bus Cage Road Markings</li> <li>- Kerb Up-stand</li> <li>- Provide Timeplate</li> </ul>	Totteridge & Oakleigh
<p><b>Number of residents complaining:</b> 1</p> <p><b>Main Issues:</b> Road Markings</p> <p><b>Consultation period:</b> ended on 23/02/17.</p> <p><b>Summary Issues:</b> <i>The resident objected to the bus stop clearway markings as they were concerned that it would create safety issues and restrict vehicle access from their driveway.</i></p> <p><b>Consultation Response:</b></p> <p>We would like to assure you that the proposed Bus Stop Accessibility works will not affect driveway access in or out of any of the properties in the area. We will not be introducing any new or additional bus services or bus types to this stop at this time. Buses will still be stopping in the same position as before and there will therefore no new obstructions created as per your concerns.</p> <p><b>Final Official Response:</b> Regulations under the Equality Act 2010 require buses to be capable of deploying a ramp, therefore is necessary an adequate kerb height; road markings to prevent/dissuade other vehicles from parking in the stop area and allow the bus stop parallel to; and as close to the kerb as possible.</p> <p><b>Action:</b> Implement Bus Stop Clearway as proposed.</p>				



Stop Number	Stop Name	Site (Road) Name	WORKS REQUIRED	WARD
9917	Walfield Avenue	High Road, Whetstone	<ul style="list-style-type: none"> <li>- Bus Cage Road Markings</li> <li>- Kerb Up-stand</li> <li>- Provide Timeplate</li> </ul>	Oakleigh

**Number of residents complaining:** 1

**Main Issues:** Road Markings

**Consultation period:** ended on 23/02/17.

**Summary Issues:** *The resident objected to the bus stop clearway markings as they were concerned that it would create safety issues, restrict vehicle access from their driveway and would decrease the value of their property. Additionally the resident objected to the provision of a litter bin and suggested that the bus stop be relocated.*

**Consultation Response:**

We would like to assure you that the proposed Bus Stop Accessibility works will not affect driveway access in or out of any of the properties in the area. We will not be introducing any new or additional bus services or bus types to this stop at this time. Buses will still be stopping in the same position as before and there will therefore no new obstructions created as per your concerns.

**Final Official Response:** Regulations under the Equality Act 2010 require buses to be capable of deploying a ramp, therefore is necessary an adequate kerb height; road markings to prevent/dissuade other vehicles from parking in the stop area and allow the bus stop parallel to; and as close to the kerb as possible.

**Action:** Implement Bus Stop Clearway as proposed.

Stop Number	Stop Name	Site (Road) Name	WORKS REQUIRED	WARD
18120	Belmont Avenue	A110 Cat Hill	<ul style="list-style-type: none"> <li>- Raise kerb</li> <li>- Cage markings</li> <li>- Provide Timeplate</li> </ul>	East Barnet

**Number of residents complaining:** 1

**Main Issues:** Road Markings

**Consultation period:** ended on 23/02/17.

**Summary Issues:** *The resident objected to the bus stop clearway markings as they were concerned that it would create safety issues; and restrict vehicle access from their driveway. Resident requested that the length of their driveway access be increased to stop vehicles from parking outside their property.*

**Consultation Response:** We like to assure you that the proposed bus stop changes have been carefully designed while considering all safety and practical implications. The bus stop upgrades are vital to ensure that vulnerable and mobility impaired road users with disabilities also have save access to the bus services in your area.

**Final Official Response:** Regulations under the Equality Act 2010 require buses to be capable of deploying a ramp, therefore is necessary an adequate kerb height; road markings to prevent/dissuade other vehicles from parking in the stop area and allow the bus stop parallel to; and as close to the kerb as possible.

**Action:** Implement Bus Stop Clearway as proposed.

Stop Number	Stop Name	Site (Road) Name	WORKS REQUIRED	WARD
18121	Belmont Avenue	A110 Cat Hill	<ul style="list-style-type: none"> <li>- Relocate Bus Stop Flag</li> <li>- Cage Markings</li> <li>- Raise Kerb</li> <li>- Provide Timeplate</li> </ul>	East Barnet

**Number of residents complaining:** 4 + 1 Councillor

**Main Issues:** Relocation of Bus Stop and New Position, Road Markings

**Consultation period:** ended on 23/02/17.

**Summary Issues 1:** *The premises manager at East Barnet School raised their concerns regarding safety issues that would be created if the bus stop was relocated further away from the pedestrian crossing They suggested that the bus stop be moved closer to the junction of Belmont Avenue and the pedestrian crossing.*

**Consultation Response:**

Your comments have been noted and we thank you for bringing your concerns to our attention; we will inform you of any subsequent decisions in due course.

**Summary Issues 2:** *Resident complained that they did not receive a consultation letter and wanted to see the consultation period extended by 28 days.*

**Consultation Response:**

We disappointment to hear that our letter that was dispatched to your address failed to reach its intended reader. The bus stop upgrades are vital to ensure that vulnerable and mobility impaired road users with disabilities also have save access to the bus services in your area.

Your comments have been noted and we thank you for bringing your concerns to our attention; we will inform you of any subsequent decisions in due course.

**Summary Issues 3:** *Same resident above submitted a detailed subsequent email in which they raised their concerns and objected with the new bus stop location outside of their property. Their concerns were that the footway was too narrow and close to existing street furniture to deliver the desired mobility impaired benefits while creating a safety issue to other road users and pedestrians. In addition they were concerned that vehicle access from their property would be restricted.*

**Consultation Response:** Thank you for your additional detailed comments and concerns they have been noted together with your original email dated 20 February 2017. We will inform you of any subsequent decisions in due course.

**Summary Issues 4:** *Resident complained that they did not receive a consultation letter and objected to the relocation of the bus stop due to safety reasons; loss of parking outside their property; and access to their driveway being restricted. Resident suggested that the bus stop be placed closer to Belmont Avenue junction or remain in its existing location.*

**Consultation Response:** We are disappointment to hear that our letter that was dispatched to your address failed to reach its intended reader. We like to assure you that the proposed bus stop changes have been carefully designed while considering all safety and practical implications. The bus stop upgrades

are vital to ensure that vulnerable and mobility impaired road users with disabilities also have save access to the bus services in your area. The reason we had to relocate the bus stop location was that the current passenger alighting zone falls directly over a vehicle cross over. It is not possible to raise the kerb levels at the vehicle cross over as you can appreciate it would make it impossible for vehicles to enter their driveway. Relocating the bus stop closer to the zebra crossing would create a safety risk for pedestrians. Westbound traffic would not be able to see pedestrians stepping out to enter the crossing due to the close proximity of the bus; and additionally the forward visibility for vehicles exiting Belmont Avenue would be severely restricted. Your additional comments have been noted and we thank you for bringing your concerns to our attention; we will inform you of any subsequent decisions in due course.

**Summary Issues 5:** *Cllr Laurie Williams stated that they received complaints from two residents that did not receive consultation letters. It was suggested that it would be better to retain the bus stop in its current location due to the unsuitability of the new proposed location. Cllr Williams also suggested that an alternative location might be closer to Belmont Avenue junction and possibly combining two stops in close proximity to make one redundant.*

**Consultation Response:** We are disappointment to hear that the letters that were dispatched to local residents failed to reach their intended readers. We like to assure you that the proposed bus stop changes have been carefully designed while considering all safety and practical implications. As you know the bus stop upgrades are vital to ensure that vulnerable and mobility impaired road users with disabilities also have save access to the bus services in your area. The reason we had to relocate the bus stop location was that the current passenger alighting zone falls directly over a vehicle cross over. It is not possible to raise the kerb levels at the vehicle cross over as you can appreciate it would make it impossible for vehicles to enter their driveway. Relocating the bus stop closer to the zebra crossing would create a safety risk for pedestrians. Westbound traffic would not be able to see pedestrians stepping out to enter the crossing due to the close proximity of the bus; and additionally the forward visibility for vehicles exiting Belmont Avenue would be severely restricted. We will however take your recommendations on board and reconsider the location of the bus stop and practicality of the improvements. Thank you for bringing your concerns to our attention; we will inform you of any subsequent decisions in due course.

**Final Official Response:**

As previous stated the bus stop upgrades are vital to ensure that vulnerable and mobility impaired road users with disabilities have save access to the bus services in your area. However, due to the layout of the road in this area including driveways, trees and a telegraph pole, this is a particularly difficult location to resolve and it was not possible to raise the kerb height at the existing location of the bus stop. Alternative locations were then investigated, and although not an ideal location the position outside you property was considered the most appropriate. However, giving consideration to your objections and those of your neighbours, together with the fact the new location would not give the maximum benefit to vulnerable and mobility impaired road users it is proposed that the bus stop will remain in its original location. In its original location it will not be possible to raise the kerb to required height, however, a bus cage will be painted on the road to ensure that the area is kept clear from parked vehicles and the buses can get as close to the kerb as possible to this stop.

**Action:** Retain bus stop in current location and only provide bus stop clearway markings and Time Plate

Stop Number	Stop Name	Site (Road) Name	WORKS REQUIRED	WARD
18123	Heddon Court Avenue	A110 Cat Hill	<ul style="list-style-type: none"> <li>- Bus Stop Flag to be relocated</li> <li>- Kerb up-stand</li> <li>- Bus Cage Road Markings</li> <li>- Provide Timeplate</li> </ul>	East Barnet

**Number of residents complaining:** 1

**Main Issues:** Relocation of Bus Stop and New Position, Road Markings

**Consultation period:** ended on 23.02.17

**Summary Issues:** *Resident objected to the provision of bus stop clearway markings outside their property as they were concerned that it would restrict them from using their driveway access. Resident was also concerned with additional bus services being added and new residential development impacts on us services. Suggested that bus stop be relocated closer to new residential development.*

**Consultation Response:**

We like to assure you that the proposed bus stop changes have been carefully designed while considering all safety and practical implications. The bus stop upgrades are vital to ensure that vulnerable and mobility impaired road users with disabilities also have save access to the bus services in your area. We are not introducing the bus stop changes as a result of any new developments and we will not be introducing any new or additional bus services or bus types to this stop at this time. Buses will still be stopping in the same position as before and there will therefore no new obstructions created as per your concerns. The bus stop cage clearway markings are there to ensure that the bus has adequate room to align with the new raised kerbs. As you can appreciate buses due to their large size require ample manoeuvring room to enter and exit a bus stop and if cars are parked in the wrong locations this task becomes impossible. If the bus is unable to align with the kerb edge then it cannot deploy the powered ramp for disabled users.

**Final Official Response:** Regulations under the Equality Act 2010 require buses to be capable of deploying a ramp, therefore is necessary an adequate kerb height; road markings to prevent/dissuade other vehicles from parking in the stop area and allow the bus stop parallel to; and as close to the kerb as possible.

**Action:** Implement Bus Stop as proposed.

Stop Number	Stop Name	Site (Road) Name	WORKS REQUIRED	WARD
1731	Park Road	A110 Cat Hill	<ul style="list-style-type: none"> <li>- Bus Stop Flag to be relocated</li> <li>- Kerb up-stand</li> <li>- Bus Cage Road Markings</li> <li>- Provide Timeplate</li> </ul>	East Barnet

**Number of residents complaining:** 3

**Main Issues:** Relocation of Bus Stop and New Position, Road Markings

**Consultation period:** ended on 23.02.17

**Summary Issues 1:** *Resident raised concerns regarding location of the bus stop would create safety issues and block access from their driveway crossover. Also concerned that the bus stop clearway markings would decrease property values.*

**Consultation Response:** We disappointment to hear that our letter that was dispatched to your address failed to reach its intended reader. We like to assure you that the proposed bus stop changes have been carefully designed while considering all safety and practical implications. The bus stop upgrades are however vital to ensure that vulnerable and mobility impaired road users with disabilities also have save access to the bus services in your area. Your comments have been noted and thank you for bringing your concerns to our attention; we will inform you of any subsequent decisions in due course.

**Summary Issues 2:** *Resident object to the relocation of the bus stop on the basis that they were concerned that access to their driveway would be blocked and the location of the bus stop would result in safety issues. Resident suggested relocating bus stop to a location where there is a wider footway further down the hill.*

**Consultation Response:** We like to assure you that the proposed bus stop changes have been carefully designed while considering all safety and practical implications. The bus stop upgrades are however vital to ensure that vulnerable and mobility impaired road users with disabilities also have save access to the bus services in your area. The reason we had to relocate the bus stop location was that the current passenger boarding zone is located within a vehicle crossover. It is not possible to raise the kerb levels at the vehicle crossover as you can appreciate it would make it impossible for vehicles to enter their driveway. The bus stop upgrade works will therefore not adversely affect any of the existing vehicle crossovers. Your comments have been noted and we thank you for bringing your concerns to our attention; we will inform you of any subsequent decisions in due course.

**Summary Issues 3:** *Resident objected to the provision of bus stop clearway markings as it would result in loss of parking.*

**Consultation Response:** Thank you for your response to the consultation regarding Bus Stop 1731 – Park Road, EN4. As you are aware these bus stop upgrades are vital to ensure that vulnerable and mobility impaired road users with disabilities also have save access to the bus services in your area. The reason to relocate the bus stop is due to the existing location hasn't had adequate length for kerb to be raised to facilitate bus accessibility. Regulations under the Equality Act 2010 require buses to be capable of deploying a ramp, therefore is necessary an adequate kerb height; road markings to prevent/dissuade other vehicles from parking in the stop area and allow the bus stop parallel to; and as close to the kerb as possible. Your comments have been noted and we thank you for bringing your concerns to our attention; we will inform you of any subsequent decisions in due course.

**Final Official Response:** Although it is not possible to provide the kerb height in this location, there is no other suitable location in the vicinity that would

provide a bus stop that would be equally spaced between the two stops on either side. The road markings are to prevent/dissuade other vehicles from parking in the stop area and allow the bus stop parallel to; and as close to the kerb as possible to assist in passengers disembarking.

**Action: Implement Bus Stop as proposed.**

Stop Number	Stop Name	Site (Road) Name	WORKS REQUIRED	WARD
BP2072	Woodside Park Station	Woodside Park Road	<ul style="list-style-type: none"><li>- Relocation of bus stand;</li><li>- Bus Cage Road Markings;</li><li>- Kerb Up-stand;</li><li>- Provide Time Plate</li></ul>	Totteridge

**Number of residents complaining:** 2

**Main Issues:** Relocation of Bus Stop and New Position, Road Markings

**Consultation period:** ended on 16.03.17

**Summary Issues 1:** *Resident was concerned with loss of blue badge parking. Resident currently uses the double yellow parking in front of bus stop to park, load and unload. Concerned with bus stop flag being located too close to residential entrance and impact it would have with access to property.*

**Consultation Response:** As you are aware these bus stop upgrades are vital to ensure that vulnerable and mobility impaired road users with disabilities also have safe access to the bus services in your area. The reason to relocate the bus stop is due to the existing location hasn't had adequate length for kerb to be raised to facilitate bus accessibility. It would not be possible to relocate the bus stop to the centre of the station court due to the busy station entrances. Regulations under the Equality Act 2010 require buses to be capable of deploying a ramp, therefore it is necessary to have an adequate kerb height; road markings to prevent/dissuade other vehicles from parking in the stop area and allow the bus stop parallel to; and as close to the kerb as possible. It is not ideal for a vehicle to be stopped between the bus stop and coffee kiosk as it restricts buses from carrying out their turning manoeuvre and this is the reason that the 'Double Yellow' no waiting restrictions are currently in place. We do however acknowledge that blue badge holders are allowed to stop on 'Double Yellow' restrictions for a period of maximum 3 hours. The current parking restrictions are approximately 9.5m in length and the new restrictions will be approximately 7.7m which would still allow sufficient room for a single vehicle. Another advantage of moving the bus stop slightly forward is that the Holden Avenue would be kept clear when the buses stop. Currently the tail end of the bus does not fit into the bus stop cage and therefore overhangs Holden Avenue junction. Your comments have been noted and we thank you for bringing your concerns to our attention; we will inform you of any subsequent decisions in due course.

**Summary Issues 2:** *Resident requested more information on location of bus stop and whether it could be relocated to another location. Concerns with bus stop flag being located closer to entrance of residential block.*

**Consultation Response:** As you are aware these bus stop upgrades are vital to ensure that vulnerable and mobility impaired road users with disabilities also have safe access to the bus services in your area. It would not be possible to relocate the bus stop any closer towards Woodside Park Station or to the centre of the station court due to the busy station entrances and there are no alternative suitable locations nearby. We are aware of the issue with Holden Avenue junction and the proposal as shown has already taken this in account. If the bus stop is moved to the new location then the junction entrance will be kept

clear. This was one of the advantages of the proposed upgrade. We can confirm that the lighting column will remain in its current location and a new bus stop flag will be installed at the back of the footway as shown on the drawing. Your comments have been noted and we thank you for bringing your concerns to our attention; we will inform you of any subsequent decisions in due course.

**Final Official Response:** Regulations under the Equality Act 2010 require buses to be capable of deploying a ramp, therefore is necessary an adequate kerb height; road markings to prevent/dissuade other vehicles from parking in the stop area and allow the bus stop parallel to; and as close to the kerb as possible.

**Action:** Implement Bus Stop as proposed.

Stop Number	Stop Name	Site (Road) Name	WORKS REQUIRED	WARD
12086	Barnet General Hospital / Queens Road	Wood Street	<ul style="list-style-type: none"> <li>- Relocate Bus Stop Flag;</li> <li>- Bus Cage Road Markings;</li> <li>- Kerb Up-stand;</li> <li>- Provide Time Plate;</li> </ul>	High Barnet

**Number of residents complaining:** 2

**Main Issues:** Relocation of Bus Stop and New Position, Road Markings

**Consultation period:** ended on 16.03.17

**Summary Issues 1:** *Resident objected to bus stop being relocated as she is concerned that it would impinge on her access to her home. Resident was also concerned with anti-social behaviour bus users littering outside her property and impact bus stop relocation might have on local traffic.*

**Consultation Response:** The LBB call centre previously received a phone call from the resident which stated that she had difficulty understanding the consultation plans that she received. Once the officer informed the resident on the upgrades required to make the bus stop DDA compliant, she objected and stated that she would later send an email to the traffic consultations team with her reasons. However, an e-mail was not received.

The proposed bus stop changes have been carefully designed while considering all safety and practical implications. The bus stop upgrades are vital to ensure that vulnerable and mobility impaired road users with disabilities also have save access to the bus services in your area. The reason we had to relocate the bus stop location was that the current passenger boarding zone is located within a vehicle crossover. It is not possible to raise the kerb levels at the vehicle crossover as you can appreciate it would make it impossible for vehicles to enter their driveway. Moving the bus stop closer to the Queens Road junction would not be an option as the bus shelter would block forward visibility for vehicles exiting the junction. The proposed location was therefore the only suitable location. Rest assured that in the new location the bus stop upgrade works will not affect any of the existing vehicle crossovers.

There is also sufficient clearance between the two opposing bus stops to allow traffic to safely pass even when buses are stopped on both sides; so it will not affect emergency services as the resident states.

**Summary Issues 2:** *Resident objected to bus stop being relocated as they were concerned with the impact it would have on traffic and access to their property and delivery vans stopping outside their property. Resident requested that bus stop be relocated closer to Queens Road and the zebra-crossing away from their property.*



**Consultation Response 1:** The standard public consultation period as set out in article 15 of the Development Management Procedure Order of The Town and Country Planning Act is 21 days. The LBB consultation period is therefore sufficient according to legislation.

<http://www.legislation.gov.uk/uksi/2015/595/article/15/made>. We like to assure you that the proposed bus stop changes have been carefully designed while considering all safety and practical implications. The bus stop upgrades are however vital to ensure that vulnerable and mobility impaired road users with disabilities also have safe access to the bus services in your area. The reason we had to relocate the bus stop location was that the current passenger boarding zone is located within a vehicle crossover. It is not possible to raise the kerb levels at the vehicle crossover as you can appreciate it would make it impossible for vehicles to enter their driveway. Moving the bus stop closer to the Queens Road junction would not be an option as the bus shelter would block forward visibility for vehicles exiting the junction. The proposed location was therefore the only suitable location. Rest assured that in the new location the bus stop upgrade works will not affect any of the existing vehicle crossovers. Delivery drivers are not currently legally allowed to stop in the location where the 'Double Yellow' restrictions are proposed; the reason for this is that no vehicles except for buses are allowed to stop in a bus stop clearways. By replacing the bus clearway markings with 'Double Yellow' lines it would allow delivery drivers to make short stops and deliver goods.

**Consultation Response 2:**

Please note that the length of kerb that is to be raised is approximately 10.4m in length as shown on the consultation drawing. It is the bus stop cage or clear markings that are 19m in length. Both lengths are required to ensure that the bus can pull into a straight line next to the newly raised kerb.

As previously mentioned the bus stop cannot be moved any closer to the Queens Road junction or pedestrian crossing as this would lead to severe loss of forward visibility and accidents. Please feel free to write us any additional comments and concerns you might have but please be aware that we will not be able to provide you with any additional information until the consultation close on the 23rd of March and a subsequent decision is made.

**Final Official Response:** Regulations under the Equality Act 2010 require buses to be capable of deploying a ramp, therefore is necessary an adequate kerb height; road markings to prevent/dissuade other vehicles from parking in the stop area and allow the bus stop parallel to; and as close to the kerb as possible.

**Action:** Implement Bus Stop as proposed.

Stop Number	Stop Name	Site (Road) Name	WORKS REQUIRED	WARD
15422	Spencer Road	Palmers Green	<ul style="list-style-type: none"> <li>- Bus Cage Road Markings;</li> <li>- Kerb Up-stand;</li> <li>- Provide Time Plate;</li> <li>- Bus Cage Road Markings;</li> </ul>	Brunswick Park

**Number of residents complaining:** 1

**Main Issues:** Bus Clearway Road Markings

**Consultation period:** ended on 23.03.17

**Summary Issues 1:** *Resident enquired about the length of bus stop clearway markings and complained that it would result in a loss of parking spaces. Resident is 90 years old and requires vehicles to stop outside his property. Requested that an allowance be made for a 10 minute dropping period for him.*

**Consultation Response:** As you are aware the bus stop upgrades are vital to ensure that vulnerable and mobility impaired road users with disabilities also have save access to the bus services in your area. The bus stop cage clearway markings are there to ensure that the bus has adequate room to align with the new raised kerbs. As you can appreciate buses due to their large size require ample manoeuvring room to enter and exit a bus stop and if cars are parked in the wrong locations this task becomes impossible. This is the reason for the long bus stop cage. If the busses are unable to align with the kerb edge then it cannot deploy the powered ramp for disabled users.

**Final Official Response:** It is not possible to allow any vehicles to stop in a bus clearway marking. Regulations under the Equality Act 2010 require buses to be capable of deploying a ramp, therefore is necessary an adequate kerb height; road markings to prevent/dissuade other vehicles from parking in the stop area and allow the bus stop parallel to; and as close to the kerb as possible.

**Action:** Implement Bus Stop as proposed.

Stop Number	Stop Name	Site (Road) Name	WORKS REQUIRED	WARD
17268	Brunswick Park Road	Arnos Grove, Southgate	<ul style="list-style-type: none"> <li>- Relocation of bus stand;</li> <li>- Bus Cage Road Markings;</li> <li>- Provide Time Plate</li> </ul>	Brunswick Park

**Number of residents complaining:** 2

**Main Issues:** Relocation of Bus Stop and New Position, Road Markings

**Consultation period:** ended on 23.03.17

**Summary Issues 1:** *Resident objected to the relocation of the bus stop flag outside their and their neighbour's properties as they were seeking permission to install a vehicle crossover and dropped kerb outside their property. Resident complained that the bus stop cage would make it impossible to stop directly outside their property.*

**Consultation Response 1:** Applications to install vehicle crossovers outside No. --- or --- Brunswick Park Road were only received on 07 March 2017. As you are aware the bus stop upgrades to the existing bus stop are vital to ensure that vulnerable and mobility impaired road users with disabilities also have save access to the bus services in your area. The bus stop cage clearway markings are necessary to ensure that the bus has adequate room to align with the existing raised kerbs over the boarding and alighting zones. The raised kerbs in turn are required to allow the deployment and docking of the powered ramp for disabled users. If the kerb heights were to be lowered to provide vehicle access then it would no longer be possible for mobility impaired users to have access to bus services in this location. Your comments have been noted and we thank you for bringing your concerns to our attention; we will inform you of any subsequent decisions in due course.

**Consultation Response 2:** Thank you for your additional comments and suggestions they have been noted together with your original email dated 06 March 2017. Please feel free to write us any additional comments and concerns you might have but please be aware that we will not be able to provide you with any additional information until the consultation close on the 23rd of March and a subsequent decision is made.

**Summary Issues 1:** *Resident objected to the relocation of the bus stop flag outside of their property as they had submitted a planning application after the consultation letter was dispatched to seek permission to install a vehicle crossover and dropped kerb outside their property. Resident complained that the bus stop cage would make it impossible to stop directly outside their property and that they were concerned with anti-social behaviour of bus users.*

**Consultation Response:** Applications to install vehicle crossovers outside No. --- or --- Brunswick Park Road were only received on 07 March 2017.

As you are aware the bus stop upgrades to the existing bus stop are vital to ensure that vulnerable and mobility impaired road users with disabilities also have save access to the bus services in your area. The bus stop cage clearway markings are necessary to ensure that the bus has adequate room to align with the existing raised kerbs over the boarding and alighting zones. The raised kerbs in turn are required to allow the deployment and docking of the powered ramp for disabled users. If the kerb heights were to be lowered to provide vehicle access then it would no longer be possible for mobility impaired users to have access to bus services in this location. The regulations under the Equality Act 2010 require buses to be capable of deploying a ramp. Your comments have been noted and we thank you for bringing your concerns to our attention; we will inform you of any subsequent decisions in due course.

**Final Official Response:** Regulations under the Equality Act 2010 require buses to be capable of deploying a ramp, therefore is necessary an adequate kerb height; road markings to prevent/dissuade other vehicles from parking in the stop area and allow the bus stop parallel to; and as close to the kerb as possible.

**Action:** Implement Bus Stop as proposed.

Stop Number	Stop Name	Site (Road) Name	WORKS REQUIRED	WARD
15422	Spencer Road	Palmers Green	<ul style="list-style-type: none"><li>- Bus Stop Flag to be relocated;</li><li>- Kerb height to be raised;</li><li>- Footway to be re-profiled;</li><li>- Bus Cage Road Markings;</li><li>- Provide Time Plate.</li></ul>	Brunswick Park

**Number of residents complaining:** 2

**Main Issues:** Relocation of Bus Stop and New Position, Road Markings

**Consultation period:** ended on 23.03.17

**Summary Issues 1:** Resident objected to the relocation of the bus stop flag outside their and their neighbour's properties as they were seeking permission to install a vehicle crossover and dropped kerb outside their property. Resident complained that the bus stop cage would make it impossible to stop directly outside their property.

**Consultation Response 1:** Thank you for your prompt and supportive response to the consultation regarding Bus Stop 15422 – Spence Road, N11.

As you are aware the bus stop upgrades are vital to ensure that vulnerable and mobility impaired road users with disabilities also have save access to the bus services in your area. The bus stop cage clearway markings are there to ensure that the bus has adequate room to align with the new raised kerbs. As you can appreciate buses due to their large size require ample manoeuvring room to enter and exit a bus stop and if cars are parked in the wrong locations this task becomes impossible. This is the reason for the long bus stop cage. If the busses are unable to align with the kerb edge then it cannot deploy the powered ramp for disabled users. Your comments have been noted and we thank you for bringing your concerns to our attention; we will inform you of any subsequent decisions in due course.

**Summary Issues 2:** Resident wrote on behalf of his 90 year old mother and was concerned that bus stop clearway would restrict access to an existing vehicle driveway and that on street parking outside the resident's property would no longer be possible.

**Consultation Response:** Consultation Response: As you are aware these bus stop upgrades are vital to ensure that vulnerable and mobility impaired road users with disabilities also have save access to the bus services in your area. The bus stop flag is only being relocated by 2m to ensure there is sufficient room between the bus shelter and flag for passengers to enter the bus unobstructed. Regulations under the Equality Act 2010 require buses to be capable of deploying an access ramp. Bus clearway road markings are therefore necessary to prevent vehicles from parking in the bus stop area to allow the bus to stop parallel and as near as to the kerb as possible. Please rest assured that we will not be closing or removing any of the existing vehicles crossovers that are already in place as part of the works; only the kerb heights between the vehicle crossovers will be raised. The vehicle access to your mother's driveway and

any of the other existing vehicle crossovers will therefore not be affected. Your comments have been noted and we thank you for bringing your concerns to our attention; we will inform you of any subsequent decisions in due course.

**Final Official Response:** Regulations under the Equality Act 2010 require buses to be capable of deploying a ramp, therefore is necessary an adequate kerb height; road markings to prevent/dissuade other vehicles from parking in the stop area and allow the bus stop parallel to; and as close to the kerb as possible.

**Action:** Implement Bus Stop as proposed.