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Provision of Bus Stops and Bus Shelters in North East Lincolnshire Guidance Document

Introduction

North East Lincolnshire Council's priorities are clear:

'Stronger Economy and Sustainable Communities'

To achieve this vision we need to work in new ways with partners in the public and private sectors, the voluntary and community sector, and with individuals, families and communities. We must support and enable the achievement of improved community outcomes with creativity and innovation.

We want North East Lincolnshire to be seen as an attractive place to live, work, visit and invest. We know that we have significant and exciting opportunities for investment and growth in North East Lincolnshire.

The Council's **Stronger Economy and Sustainable Communities** priorities are underpinned by a key strategic framework comprising the following:

- health and wellbeing strategy
- economic strategy
- prevention and early intervention strategy
- financial strategy
- safeguarding

Our outcomes framework is the means by which our priorities will be translated into action and delivered, developed and achieved in conjunction with our partners across sectors. This is intended to drive a culture of evidence-based decision-making that will enable elected members to take informed key decisions, knowing the risks and the opportunities for citizens, communities, and businesses. Our commissioning plan will ensure and foster clear links between the outcomes framework and the resources available to achieve them.

The framework sets out the five high level outcomes that we and our partners aspire to achieve to ensure prosperity and wellbeing for the residents of North East Lincolnshire.

The five outcomes are that all people in North East Lincolnshire will:

- Enjoy and benefit from a strong economy
- Feel safe and are safe
- Enjoy good health and well being
- Benefit from sustainable communities
- Fulfil their potential through skills and learning

This guidance document in relation to the Provision of Bus Stops and Bus Shelters has close synergies with these outcomes framework including:

NELC outcomes framework	Contribution of bus stops and bus shelters towards the outcomes framework
Enjoy and benefit from a strong economy	Enable sustainable growth through effective transport provision.
Feel safe and are safe	Provides safe access and reduces the risk of loss, death or injury due to transport collisions or crime.
Enjoy good health and well being	Improves the health of individuals by encouraging and enabling more physically active travel.
Benefit from sustainable communities	Ensures that transport contributes environmental excellence, improved air quality, and reduced greenhouse gas emissions.
Fulfil their potential through skills and learning	Supports regeneration and employment by connecting people to education, training and jobs.

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1. Background

- 1.1 This guidance document relates to the provision of bus stops and bus shelters in North East Lincolnshire and is linked to the Local Transport Plan (LTP3). The document does not commit the local authority to any financial expenditure in the first instance. Any new bus stop and bus shelter scheme would be included in future years Local Transport Plan Capital Programme which is approved by the Portfolio Holder for Environment and Transport and Cabinet on an annual basis.
- 1.2 Currently there are over 700 bus stops in North East Lincolnshire, 103 bus stops provide a bus shelter which are owned and maintained by North East Lincolnshire Council while Clear Channel own and maintain an additional 85 bus shelters. Clear Channel bus shelters are provided, at agreed sites, as part of the Bus Shelter Advertising Contract awarded in July 2016. The contract will run for a period of 10 years, ending in 2026.
- 1.3 Bus stops need to be located so that, as far as possible, housing areas and areas of economic activity are within 400 metres of a bus stop and bus stops should be spaced out accordingly. The same principles should apply to other types of development, and for local facilities (i.e. hospitals) - the bus stop should be located as close as possible to the entrance. Bus stops also need to be located where there are good pedestrian links, good street lighting and in areas of economic activity. This is not often easy to achieve, as the siting of a bus stop is often a sensitive issue and a key role of the Council is to agree the siting of bus stops, with a variety of stakeholders. When siting new bus stops or reviewing the location of a bus stop, one of the highest priorities and key factors in the decision is Road Safety.
- 1.4 High quality, safe and comfortable passenger waiting facilities are critical to encouraging more people to travel by public transport. Bus stops are an integral part of every bus journey. They should be;
 - Easily accessible and sensibly situated,
 - Bright and welcoming,
 - Safe,
 - Passenger-friendly.
- 1.5 Schemes for the provision of new raised kerb bus stops and bus shelter improvement are normally delivered as part of the Local Transport Plan annual programme of works. The programme is approved by the Portfolio Holder and Cabinet on an annual basis (normally February or March).

2 Bus Stops and Bus Shelter Standards

- 2.1 The following section provides guidance in relation to the standards which the Council aims to deliver in relation to bus stops and bus shelters.
- 2.1 The Government and the Council recognise that bus services will be a key mode for encouraging people to move away from the private car, providing access to work, training, healthcare, leisure and shopping. To achieve this we need to ensure that bus services, bus stops and bus shelters are appropriate and of high standards to meet local need.
- 2.2 The Council, working in partnership with bus operators are committed to raising the quality and profile of bus travel for current and potential users and ensuring this is matched with high quality bus stops and bus shelters. As a minimum, this means:

- Sited in an open well-lit area, unless integral lighting is provided,
- Entrance/exit at least 1000mm wide to accommodate wheelchair users and double buggies,
- Installed with anti-vandal and anti-graffiti materials,
- In the first instance a bus stop pole complete with flag and timetable case (or the flag and timetable case should be sited on a bus shelter where possible),
- At a later stage, a raised kerb where it is possible to do so (engineering restrictions sometimes prevent the provision of a raised kerb). The majority of raised kerbs will have a 3m raised boarding area to give sufficient room for wheelchair / buggy access. As a general rule all kerbs are raised to a height of around 220mm, giving direct access to the bus,
- Where appropriate, a bus shelter will be provided with a bench, timetable case (internal to the bus shelter), a bus stop and a bus stop flag,
- A hard standing area – Any hard standing will be constructed to fit the local area. The size of the hard stand will depend on whether it is required for a bus shelter or bus stop pole and pedestrian flows and cycle lanes will also need to be considered,
- A bus stop clearway - persistent parking adjacent to bus stops frequently causes problems for bus operators and bus passengers. Bus stop clearways will be introduced (along with the necessary signage to allow enforcement) where possible and at locations highlighted by bus operators as problem sites which delay the operation of their services.
- Litter bins will be provided when possible.
- Additional lighting will be provided where required. Lighting is not normally provided where the bus stop only includes a bus stop pole, however, where there are fear of crime issues, consideration will be given to background lighting particularly where this can be provided through solar energy.

2.3 In some situations it is not possible to install hard standing and raised kerbs due to engineering restrictions, for example in some rural areas where there is no footway between private frontages and the carriageway. Also, where land is not part of the public highway, and we are not able to obtain permission to provide a bus stop.

3 The Council's commitment to the local community and bus users

3.1 The Council aims to deliver improved bus stops and bus shelters but recognises this can often lead to local concerns from residents who are directly affected by a scheme. In order to alleviate some of these concerns the Council will (where possible):

- Consider local stakeholders concerns when siting new bus shelters and bus stops and try to find solutions where possible,
- Seek to deliver a safe, clean, comfortable waiting environment,
- Keep street clutter to a minimum. Where a bus shelter is provided a separate pole will not be installed unless it is absolutely necessary and extra space for timetables is required,
- Respect the local environment and ensure that "bespoke" bus shelters and bus stop poles are installed in conservation areas, and outside listed buildings, in consultation with local parish councils and local conservation officers,
- Work with local Council Members, local bus operators, community groups and Parish Councils in agreeing locations and determining the level of infrastructure required,
- Endeavour to provide maximum protection from the elements, when bus shelters are provided,

- Inform residents within 75 metres of the proposed new bus stop or new bus shelter of the scheme and provide the opportunity to make comment,
- Work towards ensuring all bus stops are fully accessible through the installation of raised kerbs,
- Clean and maintain bus infrastructure which is in the Council's ownership,
- Maintain the bus stop and bus shelter request list and keep people updated of the process which will depend on funding availability.

4 Process

4.1 The following section sets out the processes which the Council aims to follow in relation to:

- Requests for a new bus stop,
- Informing the public,
- Reviewing an existing bus stop location,
- Local Transport Plan raised kerb bus stop programme,
- Requests for a new bus shelter,
- Reviewing the provision of an existing bus shelter.

4.2 It is possible to make public transport (request for a new bus stop, request for a bus shelter, object to a bus stop or bus shelter etc.) requests in the following ways:

- Through the Council's Call Centre,
- North East Lincolnshire Council Website (my account),
- Local Council Members,
- Parish Council's,
- Local Bus Operators,
- Through the Bus Quality Partnership (BQP).

4.3 Appendix 1 summarises the process which Highways and Transport will follow in relation to all bus shelter and bus stop requests and applies to the sections below. Generally, the Council will follow the processes set out below (other than in exceptional circumstances).

5 Request for a new bus stop

5.1 All requests for new bus stops should be submitted by following the process in 4.2. Requests for new bus stops will be assessed by Highways and Transport and will consider factors such as likely usage and the location of the request in relation to other bus stops in the local area. For a new bus stop, details of the location (provision of a map marked with the proposed bus stop) will then be sent to the Road Safety Team and any other relevant team within Highways and Transport for comment. Following the initial assessment, should the Council be unable to proceed any further, the Council will provide a detailed explanation (either in writing or via email) to the person that has made the request for the new bus stop. Should the person who requested the bus stop wish to pursue the request, a further site meeting may be held to discuss the initial Highways and Transport assessment. Following the site meeting, should the Highways and Transport advice remain the same, the person requesting the bus stop may wish to continue to pursue the bus stop request. In the event of this happening, the person requesting the bus stop should contact their Local Ward Councillors to discuss the matter. The Local Ward Councillors may contact Highways and Transport and if the matter cannot be resolved, a report may be sent to the Portfolio Holder for Environment,

and Transport for consideration (note the process diagram in Appendix 1). In order to help inform the Portfolio Holder report, the Council may seek the views of the Police (including other public sector agencies) and local residents who may be directly affected by the proposed bus stop. Should the request be approved by the Portfolio Holder, the Council will inform the public (prior to delivery of the scheme) through the process set out in 6.1.

- 5.2 An alternative method for requesting a new bus stop is to submit a petition (more than 20 signatures are needed in order to be classed as a petition). Once the petition is submitted, Transport Officers will investigate the issue and write a report for Portfolio Holder for Environment and Transport consideration. The report will include the full details in relation to the issue, evidence from the Police (and other public sector agencies) and local residents directly affected by the proposed scheme and the report will include a recommendation.
- 5.3 In the event of the Council agreeing to provide a new bus stop, this will initially be through the provision of a bus stop pole, bus stop flag, timetable case and bus stop road marking. Once the bus stop is established a raised kerb bus stop may be provided at a later date which will be subject to the process set out in 6.1. A new bus stop pole will usually be installed within six to eight weeks unless there is a requirement for hard standing and in which case the process may take at least twelve weeks.

6 Informing the public

- 6.1 Once the location of a new bus stop or bus shelter has been approved, all Local Ward Councillors will be sent a copy of the draft letter which the Council intends to send to local residents (including a copy of the scheme design) at least 45 days before the scheme is planned to start on site. Letters will be sent to all residents within 75m of the site location at least 30 working days before the scheme delivery starts on site. The letter should include a copy of the scheme design which should be easy to understand (including the identification of any bus stop road marking and all other elements associated with the scheme). The letter should include full details of the proposed scheme, a map including either the bus stop or bus shelter (or both if applicable), what the bus shelter will look like (if a bus shelter is being provided), how to respond to the letter while providing at least two weeks to respond or three weeks during holiday periods. The letter envelope should state "this is not junk mail – letter from North East Lincolnshire Council". It is important to note that letters are advisory only and not consultation letters. The Council, as the Highway Authority, is not obliged to consult in order to install bus stops or bus shelters but it is seen as best practice to invite comment. In addition to residents the Police, Fire Brigade and Ambulance services will be invited to comment upon the proposal.
- 6.2 Where a bus stop does not directly front a property or business and there are no other properties in the immediate vicinity, we will advise Local Council Members, Parish Councils etc. of the proposed bus stop improvements.

7 Reviewing an existing bus stop location

- 7.1 Residents may request for an existing bus stop location to be reviewed (relocation or removal) by following the process set out in 4.2. The Council will not move a bus stop unless there is a Road Safety issue. Initially Highways and Transport will assess the request and should the assessment deem the bus stop to be safe and no further action should be taken, Highways and Transport will advise the person who requested the review of the bus stop location. If the objection to the bus stop remains, a site meeting may be held. Should the Highways and Transport original advice remain, the person

requesting for the bus stop to be reviewed may wish to take the matter further. In the event of this happening the person requesting for the bus stop to be reviewed should contact their Local Ward Councillors to discuss the matter. The Local Ward Councillors may contact Highways and Transport and if the matter cannot be resolved, a report may be sent to the Portfolio Holder for Environment and Transport for consideration (noting the process diagram in Appendix 1). The report will include the full details in relation to the request, evidence gathered from the Police (and other public sector agencies) and local residents as appropriate and a recommendation as to the relocation or removal of the bus stop. Following the Portfolio Holder meeting, if the bus stop is to be relocated or removed Highways and Transport will develop a project plan accordingly.

- 7.2 An alternative way of requesting a review of the location of an existing bus stop location is for a resident to submit a petition (the petition will need more than 20 signatures in order to be classed as a petition). Once the petition is submitted, Transport Officers will investigate the issue and write a report for Portfolio Holder consideration. The report will include the full details in relation to the request and petition, evidence gathered from the Police (and other public sector agencies) and local residents as appropriate and a recommendation as to the relocation or removal.
- 7.3 The Council aims to provide high quality bus stops and bus shelters for bus users and will honour this commitment, to the extent that unless there are highway issues that are identified and agreed within Highways and Transport, other environmental constraints identified, then bus stops will not be removed, other than in exceptional circumstances.

8 Local Transport Plan raised kerb bus stop programme

- 8.1 Funded through the Local Transport Plan, Highways and Transport deliver an annual programme of raised kerb bus stops. All Stagecoach East Midlands buses now offer low floor access in North East Lincolnshire and this has increased the need for improved kerbside access at bus stops. Unless all bus stops along a bus route are equally accessible, passengers may be unable to board or alight a bus at their desired location and the potential benefits from low floor buses will be reduced. This hinders the public transport network being fully inclusive. The Equalities Act (2010) places a duty on both public transport operators and highway authorities to provide reasonable adjustments so that disabled passengers are not disadvantaged. Providing access between a low-floor bus (fitted with ramps) and the footway, is crucial to fulfilling these duties. It is also important to consider the needs of other disabled groups such as blind or cognitive impaired bus passengers, as well as those carrying heavy luggage and pushchairs
- 8.2 The programme is prioritised based upon the frequency of bus routes and the level of patronage associated with each local bus service. The raised kerb bus stop programme is prioritised on the following basis (as of 11/03/2019);

Operator	Bus Service Number	Bus Service Frequency	Bus Service Patronage Ranking	Priority order of raised kerb bus stop programme
Stagecoach Grimsby Cleethorpes	1	30 minutes	11	7
Stagecoach Grimsby Cleethorpes	2	30 minutes	11	7
Stagecoach Grimsby Cleethorpes	3	12 minutes	1	Phase 1 complete
Stagecoach Grimsby Cleethorpes	4	12 minutes	3	Phase 1 complete
Stagecoach Grimsby Cleethorpes	5	20 minutes	4	Phase 1 complete
Stagecoach Grimsby Cleethorpes	6	15 minutes	5	Phase 1 complete
Stagecoach Grimsby Cleethorpes	7	30 minutes	6	2
Stagecoach Grimsby Cleethorpes	8	30 minutes	7	3
Stagecoach Grimsby Cleethorpes	9	15 minutes	2	1
Stagecoach Grimsby Cleethorpes	10	15 minutes	2	1
Stagecoach Grimsby Cleethorpes	12	Hourly	10	6
Stagecoach Grimsby Cleethorpes	HF	Hourly	9	5
Stagecoach Grimsby Cleethorpes	51	30 minutes	8	4
Stagecoach Grimsby Cleethorpes	53	Two Hourly	12	8

- 8.3 Prior to the delivery of the annual programme of raised kerb bus stops, the process set out in 6.1 will be followed.

- 8.4 Where there are a number of new bus stops to be installed as part of a BQP or corridor / area upgrade programme, an audit of the bus stops involving the Highway and Transport (including the engineer, a member of the Transport Team and Road Safety Team) and the primary local bus operator will take place. On these occasions, the bus operator may be asked to provide a bus to travel the route in order to identify any highway management or general issues.

9 Request for a new bus shelter

- 9.1 Bus shelters are either owned and maintained by the Council or Clear Channel in North East Lincolnshire.

- 9.2 A request for a bus shelter will be considered if the Council receives ten or more requests within one year. The request can be logged by following the process set out in 4.2. Upon meeting these criteria, requests for new bus shelters will initially be assessed by Highways & Transport including the Road Safety Team. If the team identifies an issue, (e.g. road safety issue, insufficient space on the public highway or the presence of underground services) the requested bus shelter may not be able to proceed any further and we will notify the resident or business who submitted the request. If the requested bus shelter can proceed, the bus shelter prioritisation process will be implemented if the Council is oversubscribed with requests (See appendix 2). If the requested bus shelter cannot proceed at this stage (following the initial Highways and Transport assessment) the person requesting the bus shelter may wish to pursue the bus shelter request and a site meeting may be held. Following the site meeting, should the Highways and Transport advice remain unchanged, the person requesting the bus shelter may wish to continue to pursue the bus shelter request. In the event of this happening the person requesting the bus shelter should contact their Local Ward Councillors to discuss the matter. The Local Ward Councillors may contact Highways and Transport and if the matter cannot be resolved, a report may be sent to the Portfolio Holder for Environment and Transport for consideration (noting the process diagram in Appendix 1). In order to help inform the Portfolio Holder report, the Council may seek the views of the Police (including other public sector agencies) and local residents who may be directly affected by the proposed bus shelter. Following the Portfolio Holder meeting, if the bus shelter is approved Highways and Transport will develop a project plan accordingly.

- 9.3 When the Council is in a position to proceed with a new bus shelter installation, the Council will follow the process set out in 6.1 in relation to informing the public

- 9.2 An alternative way of requesting a new bus shelter is to submit a petition (the petition will need more than 20 signatures in order to be classed as a petition). Once the petition is submitted, officers will investigate the issue and write a report for Portfolio Holder consideration. In order to help inform the Portfolio Holder report, the Council may write to the Police (including other public sector agencies), local residents who may be directly affected by the proposed bus shelter and the report will include a recommendation.

- 9.4 If a bus stop generally serves alighting passengers only, the Council will not normally provide a bus shelter. Installations will be prioritised using appendix 2 (if the Council is oversubscribed with requests) and no guarantee can be given to provide a bus shelter even if the criteria are met. Private funding will be considered for the provision of a bus shelter and if the proposed scheme meets the Council's Local Transport Plan aims and objectives. In addition, the following factors will also be considered for the provision of a bus shelter;

- Bus Quality Partnership corridors or areas selected for particular improvement

- Interchange points where passengers are encouraged to change between connecting bus services and other modes of transport
 - An evaluation of the proposed site, its exposure to inclement weather and passing vehicles, and particularly where a bus shelter is used by vulnerable passengers.
- 9.5 When the Council is able to proceed with a bus shelter installation, we will seek to install, as a minimum, a cantilever bus shelter, comprising roof and back panels with a bench style seat for extra passenger comfort and a bus stop pole with flag and a timetable case. If the footway is wide enough, a fully enclosed bus shelter will be installed which offers maximum protection against the elements and this will include full end panels and where appropriate, front panels.
- 9.6 Adverts or fly posters on any Council owned infrastructure must have prior agreement, and permission will only be granted where a poster forms part of a bus promotion organised by the Council or local Bus Operator.
- 9.7 All bus stops and bus shelters procured by the Council will be a mix of glazed bus shelters powder coated in blue, timber bus shelters and silver (galvanised steel) bus stop poles, suitable for most urban, rural and conservation areas respectively. All bus stops and bus shelters will conform to DDA standards and glazed shelters will be glazed with polycarbonate to reduce the impact of vandalism. Where required, bus shelters with glazing in vandal prone areas such as the Riverhead Exchange will be provided with hammer glass (recommended by the Police). In areas of conservation we will work with the Council Conservation Officers and English Heritage (where appropriate) to agree a bespoke designs where it can be demonstrated that our standard products would not have a detrimental impact on the local environment

10 Reviewing the provision of an existing bus shelter

- 10.1 Local residents and businesses can object to the provision of an existing bus shelter by logging their objection through the process set out in 4.2. In the first instance officers will investigate (including Highways and Transport assessment) and respond to concerns in writing. If the concerns remain, officers may offer to meet residents on site to discuss the matter further. The Council will not remove a bus shelter unless there is a Road Safety issue. Following the site visit, Highways and Transport will review the concerns and respond to the resident or business accordingly. If the resident or business still objects to the provision of the bus shelter officers will recommend they raise their objections through their Local Ward Councillor. Following the Local Ward Councillor raising the issue with Highways and Transport, should the matter remain unresolved, a report may be sent to the Portfolio Holder for consideration (this follows the process in Appendix 1). In order to help inform the Portfolio Holder report, the Council may seek the views of the Police (including other public sector agencies) and local residents who are directly affected by bus shelter.
- 10.2 An alternative way of requesting a review of the provision of an existing bus shelter is to submit a petition (the petition will need more than 20 signatures in order to be classed as a petition). Once the petition is submitted to the Council, officers will investigate the issue and write a report for Portfolio Holder consideration. The report will include the full details in relation to the request and petition, evidence gathered from the Police (and other public sector agencies) and local residents as appropriate and a recommendation.
- 10.3 The Council is committed to providing high quality bus stops and bus shelters for bus users and will honour this commitment, to the extent that unless there are highway issues that are identified and agreed within Highways and Transport, other

environmental constraints identified, the bus shelter will not be removed, other than in exceptional circumstances.

11 Clear Channel bus shelters

- 11.1 As mentioned in 9.1 Clear Channel provides and maintains bus shelters in North East Lincolnshire. In the event of Clear Channel providing a new bus shelter or moving the position of an existing bus shelter, the current Clear Channel policy (as of 11/03/2019) is to submit a planning application.
- 11.2 If a request is received to remove a bus shelter installed as part of the Clear Channel Advertising Contract, this will be referred directly to Clear Channel for their recommended course of action as owners of the infrastructure in this instance.

12 Legislation

- 12.1 Although the Council has no legal obligation to consult on the installation of bus stops and bus shelters, it is good practice to notify local communities, especially those people directly affected. As part of this notification process residents adjacent to the bus stop will be advised of the Council's proposal in writing. A number of highway management issues have to be considered prior to a bus stop or bus shelter being provided. For example, the relationship of the stop to a junction, pedestrian access around the stop and consideration of visibility where there are access points. Other issues to consider are:
- A minimum of 1.5m clear passage either behind or in front of the stop, this is to allow for wheelchair / buggy access,
 - A stop sited at the front of the footway must be positioned at least 0.5m away from the kerb edge to avoid collision with bus mirrors,
 - If a bus shelter is sited to the rear of the footway, consideration will be given to what lies behind it, for example a hedge that will need to be accessed for maintenance and as a general rule a gap of 0.5m will be maintained.
 - All bus stops and bus shelters will conform to DDA standards in relation to accessibility, site, seat, and position of timetable case.
 - A minimum of 2.1m height clearance for a bus stop flag / shelter roof on footways or a minimum of 2.3m on combined or segregated cycle paths
 - All bus stops, where it is physically possible to do so, will have a raised kerb (LTP funding constraints apply).
 - Where the road is designated a "clearway", buses stopping at a bus stop are exempt from clearway legislation if the area is bordered by a traffic sign.
- 12.2 The above requirements have a bearing on how we identify the most appropriate locations. In some locations, typically in more dense rural areas, it is not possible to adhere and in these circumstances, we are sometimes unable to provide bus infrastructure as requested. In this instance we would communicate with the relevant party and inform them of the reasons why it is not possible to provide bus infrastructure.
- 12.3 North East Lincolnshire Council has authority to place bus shelters on the highway and maintain them in S4 Local Government (Miscellaneous Provisions) Act 1953.

13 Cleaning and maintaining bus shelters

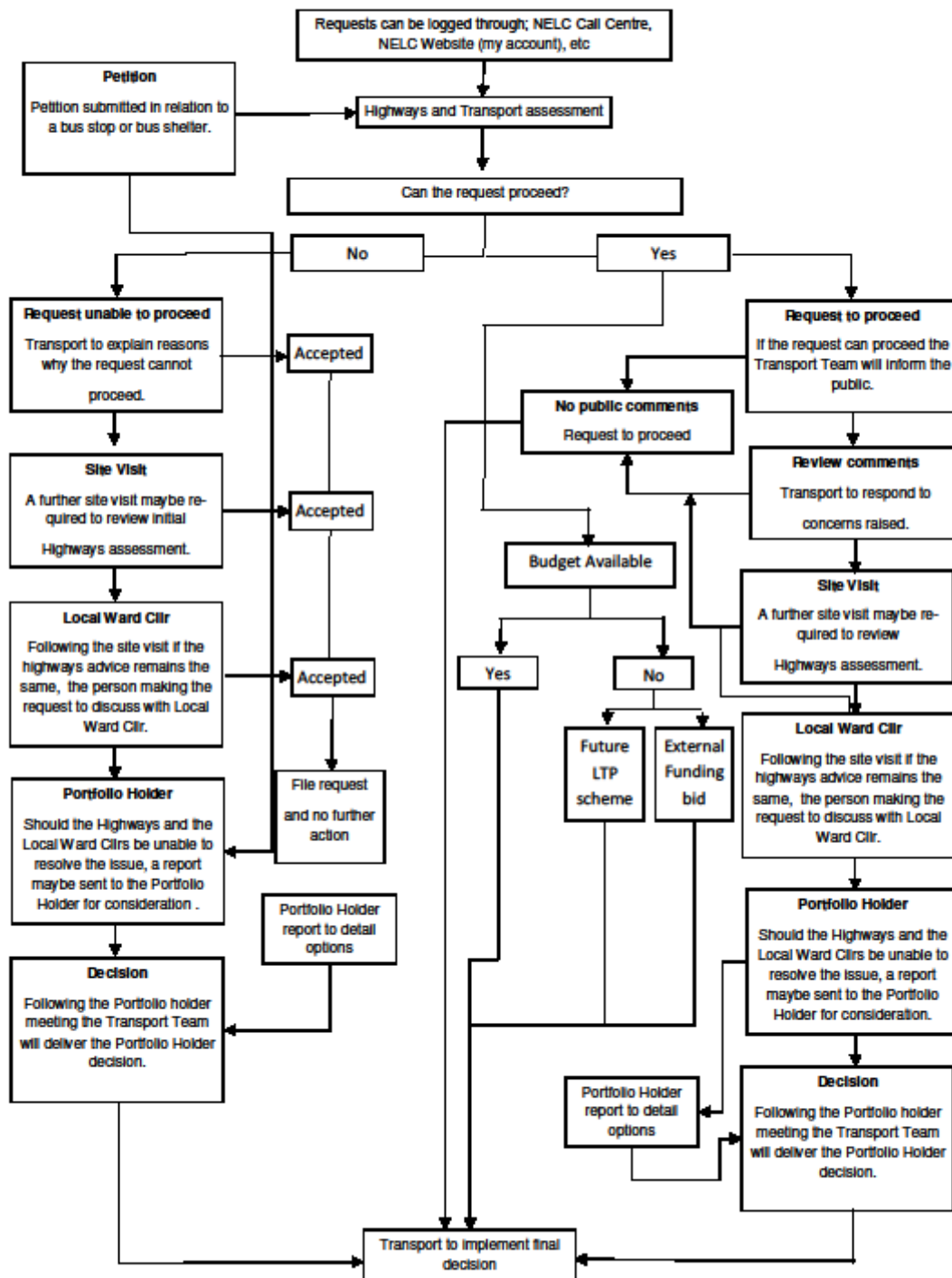
- 13.1 All Council owned bus shelters will be cleaned and maintained by Clear Channel every 60 days or for bus shelters in the Riverhead Exchange they will be cleaned every 20 days.
- 13.2 Upon being notified the Council will instruct their relevant suppliers to provide a quotation for the repair of a bus shelter. The Council will aim to repair a bus shelter within 30 days of being notified.

14 New developments

- 14.1 Under Section 106 Agreements, developers could be required to provide new bus stops and bus shelters as part of the planning condition (when required). This can refer to either the upgrade of existing infrastructure or the provision of brand new facilities. The level of funding is dependent upon agreement by the relevant budget holder in these instances. For major developments the Council will seek the provision of a package of high-quality bus stops and bus shelters.
- 14.2 In the case of a new development, the Council is normally consulted and invited to meet developers to discuss requirements. In all instances we will seek to negotiate the best possible location with minimum visual impact. We will endeavour to ensure that any agreement to the provision and positioning of new bus stops and bus shelters is completed in consultation and with minimum inconvenience. If the land does not become adopted highway, then the terms and conditions relating to the installation of bus infrastructure, will need the prior agreement of the land owner.

Appendix 1 – Process diagram

Public Transport — Bus shelter and bus stop related requests



Appendix 2 – Bus Shelter prioritisation – criteria and process

Stage 1 - Initial Criteria

Each request is assessed against the following criteria.

1. Relative exposure of the bus stop site,
2. Distance from nearest sheltered bus stop,
3. Most popular in terms of numbers of requests received.

Score each site on a range of 1 to 5 for each of the above three attributes (see below for more detail on scoring). Total the scores for each site and the highest-scoring sites would be assessed for feasibility.

Scoring Detail for Initial Criteria

Criterion 1- Relative exposure of the bus stop site

- 1 - Point for sites well-protected by other structures – e.g. an integral shop canopy
- 2 - Points for below average exposure – e.g. high buildings on low-lying street
- 3 - Points for average exposure – e.g. residential street with houses on both sides
- 4 - Points would be for relatively high exposure – e.g. no buildings on one side of the street or near the coast or on top of a hill
- 5 - Points would be for very high exposure – e.g. on top of a hill with no surrounding buildings.

Criterion 2 - Distance from nearest sheltered bus stop

For each site requested, distance from nearest shelter would be measured. Points would then be awarded according to distance, with 5 being locations which are the greatest distance from a bus stop with a shelter.

Criterion 3 - Most popular in terms of numbers of requests received

Each request received would be counted. Points would then be awarded according to numbers of requests received, with 5 being locations with the most requests.

Note 1 - A petition shall be counted as one request regardless of the number of signatures.

Note 2 - Concern has been about the treatment of social media campaigns as for example a twitter feed or a Facebook page may refer to several requests from identified individuals in a local community. Officers will have discretion to add up to 2 points to allow extra weight to the request, “likes” will be disregarded.

Stage 2 – Further Feasibility Assessment

At that stage feasible sites at the top of the list - but with the same score - would be prioritised according to:

- a) numbers of users observed boarding at the bus stop and
- b) location characteristics.

- See below for more detail on scoring

Feasibility site visits would be conducted by a Public Transport Officer from North East Lincolnshire Council (who manage bus stop infrastructure and have knowledge of all locations). Where relevant, a representative of any contracted bus operator would also be invited (i.e. to sites on supported bus routes).

Feasibility assessments would be conducted - and an installation programme produced – on an annual basis. Section 106-funded sites would automatically be fulfilled but could be added to the installation programme.

Further feasibility assessment scoring

a) Each site would be observed during a one hour morning and afternoon/evening peak and one hour morning and afternoon/ evening off-peak period, and numbers of users counted. They would then be prioritised in order of popularity in conjunction with the bus stop usage figures supplied by the bus operators”.

b) Sites near essential services (e.g. community building, medical centre or hospital), or near sheltered housing or other building with a potentially high concentration of mobility-impaired users, would be given an additional point for each type (i.e. maximum 2 points).

c) Locations with high demographic numbers of elderly, vulnerable people or infirm people, would be given an additional point

The Council will continue to exercise its discretion to identify whether there are other factors, in addition to those set out above, which may apply to a particular request that may need to be taken into account.