

JOINT TRANSPORTATION BOARD

25 NOVEMBER 2008

- Subject:** Canterbury Quality Bus Partnership – Targets and Bus Stop Clearways
- Director/Head of Service:** KCC Head of Transport and Development
- Decision Issues:** These matters are within the authority of the Kent County Council
- Decision:** Non-key
- CCC Ward/KCC Division:** All
- Summary:** *The report sets the background for the Quality Bus Partnership.*
- To Recommend** That bus stop clearway markings should apply at all times on those bus stops which serve routes which operate during the hours of 7pm to 7am
- To Note** Members are requested to support the working targets of the QBP in Appendix 1
- Classification:** THIS REPORT IS OPEN TO THE PUBLIC

SUPPORTING INFORMATION

Introduction

1. The Canterbury Quality Bus Partnership between Kent County Council, Canterbury City Council and Stagecoach East Kent was signed in September 2004 with the aim of improving bus services throughout Canterbury district as an important traffic management tool to relieve congestion in the area and to improve access for everyone. A number of bus improvement measures had been carried out prior to the inception of the QBP, but the partnership set out the responsibilities and aspirations of the three partners to improve the bus quality and reliability and to provide bus priority measures and bus stop infrastructure improvements.

Targets

2. The QBP comprises of Members and officers from the City and County councils and senior officers from Stagecoach East Kent and meets quarterly to discuss progress on schemes and targets. The targets relate to the efficiency and reliability of the bus service. They are important in a number of ways and rely upon input from the 3 parties in the partnership: the more efficient the bus service is the more people are likely to be attracted to it as a viable alternative to the private car. Stagecoach East Kent invests in high quality buses, but these do not encourage a modal shift unless the service is also perceived to be reliable. Bus lanes, bus priority measures and carefully

designed bus stop infrastructure can all help to improve the reliability of the bus and remove private cars from the roads to reduce congestion. One of the targets relates to a 10% reduction in bus journey times which will be helped by the measures included in the Urban Traffic Management scheme. The working targets and progress towards these are attached in Appendix 1.

Bus Stop Clearways

- 3.1 One of the problems faced by bus drivers is the difficulty in positioning the bus parallel with and adjacent to the kerb so that the bus is easily accessible from the kerb by people with mobility impairment. The problems can be caused by the bus stop clearway being too short; the raised kerb being poorly sited in relation to the clearway; parked cars within the clearway or the bus stop being sited within a layby which the bus cannot manoeuvre into and out of properly. In the Canterbury district all of the bus stop clearways, which prohibit stopping by any other vehicle, operate between 7am and 7pm. This has caused problems in locations where on-street parking places are under pressure during the evening and overnight as legally parked vehicles in the bus stops prevent the bus being able to pull up near to the kerb. This, in turn prevents the mobility impaired boarding and alighting from buses and we should aim to provide equal access for all regardless of disability.



- 3.2 This photo illustrates the problem, although it is actually caused by a vehicle loading illegally in a clearway in St Dunstan's in the morning peak hour. A wheelchair user who wished to alight at this stop could not do so, and there is much greater chance that someone who could walk, but found high steps and slippery surfaces difficult, might sustain a fall because of the inconsiderate parking which prevents the bus accessing the kerb. Whitstable High Street suffers from a similar problem of overnight parking obstructing the bus stops.

- 3.3 The original bus stop clearway traffic order dated back to the early 1990s and has been applied to all of the streets with bus stops throughout the district. It is proposed that all of the bus stop clearways that are on routes where buses operate through the evening, overnight or in the early morning should be amended to apply for 24 hours per day, 7 days a week. This should not be particularly restrictive for residents as most of these bus stops are on lengths of street with double yellow lines. It will, however, send a clear message to motorists that bus stops are important and should not be obstructed. The Traffic Signs Regulations 2002 removed the requirement to make a new traffic order for bus stop clearways, so this amendment would only require replacement of the clearway signs. Some bus routes, particularly those in rural areas do not operate overnight and it is therefore not proposed that these should be included. Bus stop clearways in Thanet, Dover and Shepway are enforceable at all times, and in Ashford are enforceable during the times that the bus service operates.
- 3.4 All local service buses and bus stops must be compliant with the Disability Discrimination Act by 2017. Work is ongoing with Stagecoach to improve bus stops with better lead-ins and lead-outs, bus service information and other bus stop infrastructure to achieve this. Changing the clearway signs to operate at all times would be an effective and simple start to this process.

Conclusion

- 4.1 Members are requested to support the working targets of the QBP in Appendix 1;
- 4.2 Members are recommended to agree that bus stop clearway markings should apply at all times on those bus stops which serve routes which operate during the hours of 7pm to 7am.

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Attachments :

Appendix 1- Canterbury QBP Working Targets

CANTERBURY QBP WORKING TARGETS

		07-08	08-09	08-09	09-10	10-11
		ACTUAL	TARGET	ACTUAL	TARGET	TARGET
1.	% of buses operating on time	90.5	93.0	93.8%	95.0	95.0
2.	% of scheduled miles operated	99.7	99.7	99.5%	99.7	99.7
3.	% of miles operated with low-floor access buses	40%	40%	40%	50%	55%
4.	Average Fleet Age	9.1 years	10.1 years	10.1 years	9.1 years	8.5 years
5.	% of Canterbury drivers with an NVQ Level 2	39.1%	45%	40%	50%	55%
6.	Complaints	199 (in six months)	To reduce the overall number of complaints by 5% p.a.	190 (in six months)	To reduce the overall number of complaints by 5% p.a.	To reduce the overall number of complaints by 5% p.a.
7.	Passenger Journeys	3.9million (6 months)	XXXX million	4.1million (6 months)	3% growth	3% growth
8.	Investment in new/upgraded shelters	5	5		5	5
9.	Improved accessibility at stops	202	252		302	342
10.	Pick up stops with timetable information	191	259		300	350
12.	Passenger satisfaction survey					
13.	Reduction in enforcement problems by changing bus stop clearway signs to 24/7 and by improving provision of loading bays to					

alleviate congestion

	07-08	08-09	08-09	09-10	10-11
	ACTUAL	TARGET	ACTUAL	TARGET	TARGET
14. Journey Times (min)					
Whitstable – Canterbury via UKC	46	46		46	42
Herne Bay Rail Station – Canterbury via Broomfield	62	62		62	56
Bridge – Canterbury – Peak hrs	15	15		15	14