

GREATER MANCHESTER INTEGRATED TRANSPORT AUTHORITY**REPORT FOR RESOLUTION**

COMMITTEE: Bus Network and GMPTE Services
DATE: 7th August 2009
SUBJECT: Bus Shelter Requests
REPORT OF: Interim Bus and Rail Director, GMPTE

PURPOSE OF REPORT

To consider the provision of shelters at specific locations in line with agreed policy.

RECOMMENDATIONS

The Committee is recommended to:-

1. ratify officers' recommendations on the shelter requests resubmitted as part of the appeals process;
2. note the outcomes of the latest patronage surveys as set out in this report;
3. endorse officers' proposed actions as a result of the patronage surveys at the locations identified in this report; and
4. request a further report in due course.

BACKGROUND DOCUMENTS

Information held on file in GMPTE offices including previous reports.

CONTACT OFFICERS

Michael Renshaw
E-mail: GMPTE Tel: 0161 244 1026
michael.renshaw@gmppte.gov.uk

Howard Hartley
E-mail: GMPTE Tel: 0161 244 1660
howard.hartley@gmppte.gov.uk

Mark Robinson
E-mail: GMPTE Tel: 0161 244 1670
mark.robinson@gmppte.gov.uk

1. EXECUTIVE SUMMARY

- 1.1 The purpose of this report is to inform Members of specific cases which have been referred back to the Committee as part of the appeals process and to seek endorsement of officers' recommendations. The report also sets out the non-QBC shelter requests that have been received over the past five months and require determination by the committee.

2.1 INTRODUCTION

- 2.1 Prior to the installation of any bus shelter, the Executive undertakes an extensive consultation process. This process was reviewed and approved by Policy Committee in January 2006 and comprises the following:-
- i. The Executive's Route Development Officer, along with representatives from the local authority, Highways Agency and Police, undertake a site visit to assess the request. This initial inspection will consider the interaction between pedestrians and road vehicles and what impact the proposed shelter might have on immediate residents/owners.
 - ii. If, after this initial site visit, a decision is taken to proceed with the proposal, a consultation exercise is initiated with local ward councillors and residents in the near vicinity (25m either side and opposite the proposed site). This takes the form of a letter sent to the "owner/occupier" providing details of the proposals and allows them 28 days to respond.
 - iii. Upon expiry of the consultation period, all objections/correspondence received are passed to the Route Development Officer who assesses any issues raised prior to making a decision. The final decision is then passed on to the Executive's Service Infrastructure Department Manager for ratification.
 - iv. The process is concluded by issuing letters to all parties consulted with, informing them of the decision made and addressing any individual concerns.
 - v. The process also allows for appeals to be submitted. Once an appeal has been received, an Internal Review Panel assesses the issues raised. The Panel is comprised of the Service Infrastructure Manager, the Route Development Officer and the Street Furniture Coordinator. The Internal Review Panel will then forward its recommendations to the Bus and Rail Director for endorsement and then the final ratification will be made by members of the Committee.
- 2.2 Full details of the procedures followed in respect of the consultation process are provided under appendix 'A' of this report.

3. STOPS SUBMITTED AS PART OF THE APPEALS PROCESS

3.1 The following cases are submitted to the Committee with the recommendations of the internal review, in line with the appeals process.

3.2 Cleggs Lane, Salford – WF4047

In January 2008 request for a shelter was received from a member of the public at the above location. The site was surveyed and agreed as suitable to proceed. A patronage survey was conducted and the results recorded as 51 passengers boarding within a 12 hour period.

In July 2008 Barbara Keeley MP requested for the bus stop to be relocated due to anti-social behaviour. The site was referred to the shelter committee for ratification and in October 2008 the site was approved for a shelter installation at shelter committee. In December 2008 Barbara Keeley MP was informed the stop could not be relocated as no safe and suitable location could be identified.

In January 2009 consultation was conducted to install a shelter, with one letter of support and two objections received. The objections were concerned with potential anti-social behaviour, safety concerns and litter. All objections were addressed and the decision to install the shelter was taken by the Service Infrastructure Manager.

An appeal was received from Mr & Mrs Stockton of 26 Cleggs Lane, concerned with privacy and anti-social behaviour. Having reviewed all issues, it is the recommendation of the internal review panel that a two bay shelter be installed, in a clear polycarbonate material at this location. This recommendation is submitted for final ratification by the committee.

3.3 Kingsway, Stockport - new stop

A request was received from a member of the public in June 2008 for two new stops on Kingsway close to the junction of Broadway in Stockport. A site visit was conducted and location positions identified in agreement with the Police & Highways for new stops travelling in both directions.

Consultation was conducted to install the stops in April 2009, from which two letters of support and two objections in respect of the proposed stop outside 99/101 Kingsway travelling towards Stockport were received. The objections were due to vehicle egress from driveways onto the busy road and added congestion.

It was agreed to proceed with the decision to install the stops and the resident's concerns were addressed in writing. An appeal was received on the grounds of anti-social behaviour and the low passenger numbers along this route. The resident suggested an alternative site, however following an additional site visit with police and highways this location was deemed unsuitable as it would result in an unsafe vehicle manoeuvre .

Having reviewed all the issues, it is the recommendation of the internal review panel, that the bus stop should be installed at this location. This recommendation is submitted for final ratification by the committee.

3.4 Lords Street, Salford – NF2710

In October 2008 a request was received from Greater Manchester Police (GMP) Inspector Jill Gorse to remove the passenger shelter from Lords Street, bus stop reference NF2710, due to anti-social behaviour in the area.

GMPTTE have followed the agreed policy for managing shelters with high levels of anti-social behaviour in respect of recording all reports of damage and anti-social behaviour and in an attempt to reduce the level of anti-social behaviour the seat was removed for a trial period of three months. Following the trial period, there has only been a slight decrease in the level of anti-social behaviour and Salford Local Authority and GMP have requested a removal of the shelter. Members are requested to note that in an attempt to further address this situation CCTV has also been installed within the shelter.

In April 2009 the Route Equipment Section Manager and Senior Crime Reduction Coordinator attended a further site visit at the shelter with police representatives and explained GMPTTE's policies and procedures regarding the removal of a shelter. The attending officers were asked to provide the complaints they had received from local residents, so that it could be presented to the Bus Network and GMPTTE Services Committee.

The report from the police lists the anti-social behaviour recorded during the period from 01/04/2008 – 13/05/2009. The report highlights that the majority of the anti-social behaviour is targeted at property 144 Lords Street which is a residential property.

In the majority of reports recorded by the Police at the passenger shelter there has been a report of youths playing football. The last recorded incident of anti-social behaviour at the shelter was 06/02/2009. Preventative measures have been taken by GMPTTE to help assist with the management of anti-social behaviour in the area, such as removal of the seat and installation of CCTV at the shelter. GMPTTE Senior Crime Reduction Coordinator believes that further work can be done in conjunction with the police and local residents to address this situation and that the removal of the shelter would be detrimental to the travelling public.

Having considered all issues it is the recommendation of the GMPTTE officers that the shelter is not removed, but works should continue in respect of monitoring the level of anti social behaviour. This recommendation is submitted for ratification by the members of the committee.

3.5 St Albans Avenue, Tameside - EH2061

In August 2008, residents at house number 13 St Albans Avenue, requested that the existing lamp-post, on which the bus stop plate was attached, be relocated from outside of their property. This would allow them to make use of a dropped kerb.

Tameside Local Authority installed a new lamp-post on the boundaries of properties 13/15 St Albans Avenue. As a consequence, residents at house number 15 objected verbally to the representative of the Local Council, concerning the relocation of the lamp-post and the possible movement of the bus stop. However, GMPTE, unaware of the complaint, subsequently relocated the plate onto the new lamp-post.

Following the receipt of a number of objections, numerous site visits and consultation with residents, a decision was made to leave the bus stop in its current location on the boundary of properties 13/15.

Since making this decision, further concerns have been raised by property number 15 and an appeal submitted. Due to the contentious nature of this stop, it is the recommendation of GMPTE Officers that this decision is deferred and an on-site meeting convened with Local Councillors, Tameside Officers and GMPTE.

This recommendation is submitted for ratification by the members of the committee.

4. PATRONAGE SURVEY UPDATE

4.1 Since the last Committee meeting on 27 March 2009, 7 patronage surveys have been undertaken, of which 2 have achieved the minimum passenger criteria. A breakdown per district is as detailed below.

District	Total No Surveyed	Surveys above Passenger Criteria	Surveys below Passenger Criteria
Bolton	2		2
Manchester	2	2	
Salford	1		1
Tameside	2		2

4.2 The above figures reflect that one in four sites meet the required patronage level. This differs from surveys carried out since the introduction of the revised policy in January 2006, which indicate that approximately one in three sites meets the passenger criteria, rendering it eligible to pass through to the next (public consultation) stage of the process. This is to be expected as shelters have now been provided at the most popular stops across the county. It is considered that the reason for this reduction in the number of identified sites meeting the required patronage level, is due to the fact the majority of

shelter requests now being received are at locations where the level of usage is lower.

5. SHELTERS/STOPS REQUIRING COMMITTEE DETERMINATION

5.1 At stops where the required passenger numbers have been achieved, the PTE's Service Infrastructure Manager has assessed all relevant issues and made a recommendation for endorsement by the Committee.

5.2 To enable a full appraisal to be undertaken (for those sites which are submitted for endorsement) additional information such as the number of request(s) received, the frequency of services using the stop and an indication of the surrounding location has been compiled. Full details will be available at the meeting to enable Members to factor these considerations into their deliberations.

5.3 Stops meeting Passenger Criteria

STOP REF	MAIN ROAD	TOWN	DISTRICT	RECOMMENDATION
SB1576	Yew Tree Road	Moss Side	Manchester	Approve for consultation
SB1575	Yew Tree Road	Moss Side	Manchester	Approve for consultation

5.4 Stops failing to meet Passenger Criteria

STOP REF	MAIN ROAD	TOWN	DISTRICT	RECOMMENDATION
WA0817	Green Way	Hall 'th' wood	Bolton	Do not proceed
WA0818	Green Way	Hall 'th'wood	Bolton	Do not proceed
NF2874	Peel Green Rd	Eccles	Salford	Do not proceed
EH0865	Kings Road	Higher Hurst	Tameside	Do not proceed
EH3594	Wordsworth Crescent	Taunton	Tameside	Do not proceed

6. RECOMMENDATIONS

6.1 A full set of recommendations appears at the front of this report.

Michael Renshaw
Interim Bus and Rail Director, GMPTE

APPENDIX A

Street Furniture Consultations Process

Procedure

Date Prepared:	January 2009	Document Reference no.	RE.03
Version No.	001	Prepared by:	Mark Robinson
Authorisation Level required:	DIRECTOR/EXECUTIVE GROUP		Staff Applicable to: Route Equipment Team
Authorised by:			Implementation date:
Date:			Annual review date: 1st May 2010

1. Purpose

The purpose of the consultation process is:

- to assess local views regarding proposed street furniture
- to inform residents and Ward Councillors regarding proposals
- to allow residents to comment on proposals
- to enable GMPTE officials to make informed decisions

2. Procedure

As part of the Authority's agreed bus shelter procedures policy, a period of public consultation is undertaken on both QBC and non-QBC routes for the installation or relocation of Route Equipment.

The majority of consultation takes the form of written correspondence informing residents and businesses of the proposal and inviting their comments. Letters are sent to each property within 25m (either side or opposite) of the proposed site; additionally Ward Councillors receive notification.

After a period of time (usually 28 days unless otherwise instructed) the correspondence is passed to the relevant Route Development Officer for review and recommendation. The process is set out below.

2.1 Consultation Procedure for New Street Furniture on QBC routes or similar initiatives

2.1.1 A site visit with GMPTE's Route Development Officer and representatives from the relevant local authority highways department, Greater Manchester Police and the relevant shelter contractor will be undertaken to assess the stop's current position and to see whether the stop location is physically suitable for the proposal.

- 2.1.2 Once the scheme is ready to be implemented a site report is passed from the Route Development Officer to the relevant Street Furniture Administrator/Coordinator who sends a letter of intent to the properties within 25m (either side or opposite) of the affected stop advising them that a shelter will be installed within the next few weeks/months. This also asks them to contact GMPTE should they have any queries. The letter also includes information on GMPTE's shelter 'after care', outlining that the shelter will be cleaned once every two weeks and that all reported damage will be repaired/made safe within 48 hours. Included are a telephone number/ email address where residents can report damage.
- 2.1.3 Local Ward Councillors are written to, in order to provide them with the details of the proposal and allow them to pass comment.
- 2.1.4 The Street Furniture Administrator/Co-ordinator will allow a period of 28 days to receive representations from those written to in point 2. At the end of this period the file and objections are passed back to the Route Development Officer for review and recommendations.
- 2.1.5 These recommendations, together with the file, are passed to the Service Infrastructure Manager for a final review and decision.
- 2.1.6 The file is then passed back to the Street Furniture Administrator/Co-ordinator for confirmation letters to all those involved with written correspondence during points 2 & 3. This letter advises of the final decision in this matter and for those who have raised issues, will make reference to GMPTE's response.
- 2.2 Consultation Procedure for New Street Furniture on Non-QBC routes and ad-hoc requests**
- 2.2.1 When GMPTE receives a request for new street furniture at a location, the history of the site is examined by the Street Furniture Administrator/Co-ordinator and GMPTE's Route Equipment Inspector surveys the stop to ensure it is suitable for a shelter. The criteria for this are that the pavement should be at least 1.8 metres from kerb to back of the pavement.
- 2.2.2 Should the pavement width be sufficient and the history indicates no previous investigations/issues, a passenger survey will then be carried out by GMPTE, to establish if passenger usage warrants a shelter. The current requirement is 40 passengers in a 12 hour period (07.00 hours to 19.00 hours).
- 2.2.3 Once the results are returned to the Street Furniture Administrator/Co-ordinator they are examined and are sent to the Service Infrastructure Manager for a recommendation on whether to proceed. If the minimum criteria of 40 passengers is reached the recommendation will be to proceed; if the minimum criteria of 40 is not reached, the recommendation will be not to proceed.
- 2.2.4 The recommendation, together with details of number of requests received, number of services using the stop and frequency, are passed to the Bus Network and GMPTE Services Committee for endorsement of the Service

Infrastructure Manager's decision. For those achieving the minimum shelter criteria, this will involve them moving to the next stage of the process.

2.2.5 The endorsements of the Bus Network and GMPTE Services Committee Street Furniture are fed back to the Administrator/Co-ordinator who will either-

- write to interested parties (in the case of patronage not being achieved); or
- pass the details to the relevant Route Development Officer to arrange a site visit.

2.2.6 A site visit will then be undertaken by the relevant Route Development Officer and representatives from the Local Authority, Highways Engineer, Greater Manchester Police and shelter contractor who will assess whether the site is physically suitable for the installation of a shelter.

2.2.7 a) If the site has been approved for the installation of a shelter the consultation exercise is then instigated. GMPTE consult by letter with local residents within a 25m radius of the proposed site. This letter includes an information leaflet and a freepost envelope to allow residents to respond. The letter will also include information on GMPTE's shelter 'after care', outlining that the shelter will be cleaned once every two weeks and that all reported damage will be repaired/made safe within 48 hours. Included is a telephone number/e-mail address where residents can report damage. A poster advertising the proposal and the consultation contact details is also displayed on or near to the site.

b) If the site is not suitable for the installation of a shelter, the Street Furniture Administrator/Co-ordinator will then write to interested parties informing them of the outcomes.

2.2.8 The Street Furniture Administrator/Co-ordinator will allow a period of 28 days to receive representations from those consulted with. At the end of this period the file and objections are passed back to the Route Development Officer for review and recommendations;

2.2.9 These recommendations, together with the file, are passed the Service Infrastructure Manager for a final review and decision.

2.2.10 The file is then passed back to the Street Furniture Administrator/Co-ordinator for confirmation letters to all those involved. This letter advises of the final decision in this matter and for those who have raised issues, will make reference to GMPTE's response;

The proposal is then implemented.

2.3 Consultation Procedure for the Relocation of Street Furniture

2.3.1 The Authority has introduced a policy that does not support the relocation of existing bus stops, with the following exceptions:-

- a) On health and safety grounds as evidenced by an independent risk assessment;
- b) Where it can be clearly demonstrated that a suitable alternative site is available and the relocation of the bus stop to that site is supported by all local residents;
- c) Where it reflects a strategic decision to relocate stops as part of a QBC or similar initiative.

2.3.2 When GMPTE receives a request for a bus stop/shelter to be relocated at a location, the history of the site is examined by the Street Furniture Administrator/Coordinator.

2.3.3 If the history indicates no previous investigations/issues the Street Furniture Administrator/Coordinator passes the file to the relevant Route Development Officer.

2.3.4 A site visit will then be undertaken by the relevant Route Development Officer and representatives from the Local Authority, Highways Engineer, and Greater Manchester Police and - where applicable - the relevant shelter contractor, who will assess the issues raised.

2.3.5 If the site has not been approved for relocation it is passed to the Street Furniture Administrator/Coordinator who will then write to interested parties, including Bus Operators, informing them of the proposal.

2.3.6 If the site has been approved for the relocation of a bus stop/shelter, the consultation exercise is then instigated. GMPTE consult by letter with local residents within 25m (either side or opposite) of the proposed site/s. This letter includes a freepost envelope to allow residents to respond and detail the exact location of the proposal.

2.3.7 The Street Furniture Administrator/Co-ordinator will allow a period of 28 days to receive representations from those written to in point 2. At the end of this period the file and objections are passed back to the District Service Manager for review and recommendations.

2.3.8 These recommendations, together with the file, are passed to the Service Infrastructure Manager for a final review and decision.

2.3.9 The file is then passed back to the Street Furniture Administrator/Co-ordinator for confirmation letters to all those involved with written correspondence during points 2.3.5 & 2.3.6. This letter advises of the final decision in this matter and for those who have raised issues, will make reference to GMPTE's response;

The proposal is then implemented/not implemented.

3. Appeals Process

- 3.1 The process for those who wish to object to decisions in respect of bus stops and/or shelters is an Internal Review Panel, comprising the Service Infrastructure Manager, the Route Development Officer and the relevant Street Furniture Administrator. The panel will assess the issues and forward its recommendation(s) to the Bus and Rail Director for endorsement and final ratification by the Bus Network and GMPTE Services Committee.
- 3.2 Once a shelter has been endorsed by the Bus and Rail Director and approved by the Bus Network and GMPTE Services Committee , the decision is binding.
- 3.3 In respect of appeals regarding stops, the Committee will forward its recommendations to the Local Highway Authority which has ultimate power to determine the locations of Street Furniture.

4. Roles and Responsibilities

The roles and responsibilities of officers within the process are as follows.

Street Furniture Administrators

Role:

To provide administrative function to the consultation process and the installation of street furniture.

Responsibilities:

To provide a link between the public, Route Development Officers and other relevant internal and external parties. This includes dealing with written communication, telephone enquiries and the administration of cases through the consultation process. They also assist in planning/implementing programmes of work in collaboration with Route Development Officers and the Service Infrastructure Manager.

Street Furniture Co-ordinator

Role:

To co-ordinate the implementation of the Authority's bus shelter procedure in line with the Street Furniture programme.

Responsibilities:

To oversee the work of Street Furniture Administrators, liaising with the relevant internal and external parties to co-ordinate the work of the team. Specifically this involves workload management, analysis and reporting functions and assisting to plan/implement programmes of work in collaboration with Route Development Officer and the Service Infrastructure Manager.

Route Development Officers

Role:

To co-ordinate, assess and advise on proposals involving sites on QBC routes

Responsibilities:

To visit sites, make recommendations as to the installation/movement of Street Furniture.

Service Infrastructure Manager

Role:

To make decisions and recommendations on proposals for new/movement of Street Furniture.

Responsibilities:

To assess proposals at stages throughout the consultation process and make decisions and recommendations.

Bus and Rail Director

Role:

To oversee the decisions and recommendations of the Street Furniture team, in relation to Street Furniture.

Responsibilities:

To oversee proposals throughout the consultation process and at the appeal stage.

Bus Network and GMPTE Services Committee

Role:

To endorse any decisions and recommendations in relation to Street Furniture.

5. Health and Safety

The Consultation process involves site visits conducted to assess the impact of street furniture on health and safety. The team also work closely with an independent risk assessment consultancy in cases of disputes regarding road/passenger safety.

6. Further Guidance

GMPTTE research the history of sites and liaise with other internal/external stakeholders to provide guidance to officers with decision making responsibilities.

7. Suggestions for Improvement

Route Equipment section to undertake tasks in a manner which promotes continuous development. Prior to making any changes to this procedure, the person responsible should consult with the Route Equipment Manager, Service Infrastructure Manager, Bus and Rail Director and the Bus Network and GMPTTE Services Committee.

8. Compliance and Monitoring

Compliance and monitoring are monitored by the Route Equipment Manager, Service Infrastructure Manager, Bus and Rail Director and the Bus Network and GMPTTE Services Committee