

**5.5. Mayoral Priority Area: Improving the working of parking and loading arrangements to provide fair, reasonable and effective enforcement of regulations, recognising the needs of business for servicing and delivery as well as other road users, thus contributing to easing congestion and improving access to town centres and regeneration areas**

*MTS Policy and/or Proposals*

*Proposal 4F.21: TfL will establish a partnership by the end of 2001 to review arrangements for coach parking, facilities and terminals and to look at how to manage the negative environmental impacts of coach travel. This will build on the work of existing organisations and involve relevant interested parties, including the coach industry, the London boroughs and the police.*

*Proposal 4G.1: A London Motorcycle Working Group will be established by TfL to include user groups, the police and the boroughs. This group's work will include measures to enhance and extend the provision of parking for motorcycles and mopeds, particularly in areas of high demand. Opportunities will be explored to improve road safety and reduce emissions and noise pollution. It will also review the evidence and if appropriate consider experiments to allow motorcycles and mopeds to share bus lanes.*

*Proposal 4G.15: TfL and the boroughs will review parking and loading controls along all the TLRN, including all side roads adjoining the TLRN, including all roads designated as GLA side roads, along busy bus routes and in other key locations. The GLA will seek to ensure that appropriate lengths of the roads in the immediate vicinity of the TLRN are designated as GLA side roads. The review will build on previous work by the Traffic Director for London, TfL and the London boroughs. The aim will be to ensure that parking and loading controls protect buses and traffic whilst ensuring necessary access for local shops, community facilities and residents, particularly for disabled people. (To achieve this, all the TLRN and roads designated as GLA side roads should have appropriate parking and loading controls, with clear allocations of street space and explicit standards of enforcement by the end of 2001. These standards should be extended to cover all roads with busy bus routes by end of 2008.)*

*Proposal 4G.16: The London boroughs should review the provision and pricing of public off-street parking to ensure that this conforms with the objectives of the Transport Strategy. The London boroughs should ensure that charges for off-street car parking in town centres give priority to short term users.*

*Proposal 4G.17: Boroughs should submit Parking and Enforcement Plans as an integral part of future Local Implementation Plan. The London boroughs' Parking and Enforcement Plans must fully reflect the objectives of the Transport Strategy and, in particular: be comprehensive, including consideration of parking provision, charging regimes, on-street controls and parking standards; be co-ordinated and compatible with surrounding authorities; provide a clear strategy for effective enforcement; support the economic viability of town centres, whilst reducing the overall availability of long-stay parking; ensure that the needs of disabled people, motorcycles, buses, coaches, business and freight are taken into account, along with loading and signing issues in relation to parking; demonstrate how the provision, location, safety and security of public car parks will deliver the objectives of the Strategy.*

*Proposal 4H.2: TfL, working with Railtrack and train operating companies, in consultation with local authorities and Regional Assemblies, will review current provision of car parking at Underground and National Rail stations, bringing forward plans to upgrade and extend provision where this will result in shortening of car journeys and an overall reduction in car use within and beyond London. A high priority will be given to accessible parking for disabled motorists.*

### **Performance Indicators/Targets**

5.5.1 Guidance stipulates boroughs are to achieve improvements in compliance with parking and loading regulations from a baseline to be agreed between boroughs and TfL by December 2004. The target and the associated modal shift targets are set at the London-wide level. The Council will be responding to consultation on this topic,

### **Scheme Proposals**

5.5.2 The Council's work in developing parking policy is set out in detail in the separate Parking and Enforcement Plan.

**5.6. *Mayoral Priority Area: Improving Accessibility and social inclusion on the transport network. Plans should have regard to safety and security for women and vulnerable users***

*MTS Policy and/or Proposals*

*Strategy Proposal 3: Specific proposals for taking forward policy 3.9 including establishing pan-London social group and issue based forums to provide input to the policy development and implementation process, building on existing arrangements.*

*Proposal 4E.9: TfL will work with the SRA, the Train Operating Companies and the London boroughs to significantly improve the sense of security felt by rail passengers when using rail stations, and to raise more stations in London to the 'Secure Stations' standard.*

*Proposal 4E.13: TfL will work with the SRA, Railtrack (Network Rail), the Train Operating Companies and the London boroughs to identify and implement a London-wide programme of improved accessibility of National Rail stations, including the establishment of a core network of accessible stations.*

*Proposal 4F.11: TfL and the London boroughs will develop and implement a long-term programme so that all bus stops have appropriate passenger facilities and can be served effectively by low floor buses. (*

*Proposal 4N.5: TfL will work with the community transport sector and the London boroughs to seek closer integration of mainstream and community transport services, and take into account the outcome of the Commission for Accessible Transport pilot schemes.*

*Proposals 4O.1-14: Series of proposals relating to accessible transport.*

*Proposal 4P.5: TfL will work with the London boroughs, the British Transport Police, the Metropolitan Police, operators and trade unions to bring forward and implement initiatives for reducing transport-related crime and fear of crime. Interfaces will be managed to ensure consistent standards of safety are achieved.*

**Performance Indicators/Targets**

5.6.1. Access target: TfL and the boroughs are to achieve year on year improvements to the proportion of trips made by equality and inclusion target groups under-represented in the public transport travel market, particularly disabled people, older people and women travelling at night. This target is set at the London-wide level.

Taxicard target: Boroughs to ensure that their Taxicard scheme conforms to an agreed all-London standard in terms of eligibility assessment and entitlement by 2006. Target set at the individual borough level.

### **Schemes/Programme 2005/6 – 2010/11**

#### **Consultation on Accessibility Issues**

5.6.2. The Council has set up a Mobility Forum. A number of meetings have been held by the Forum which has representation from Council officers and representatives from elderly and disabled groups. The annual general meeting was held in February 2006. The Forum has considered issues relating to the highway network, access to rail stations and on Dial-a-Ride performance.

5.6.3. The Mobility Forum was consulted, as part of the LIP process, on the issues facing disabled drivers and particularly disabled parking provision. The key findings were the provision of disabled parking bays at major rail stations such as Tottenham Hale and Wood Green; at shopping centres such as Wood Green; Wood Green Crown Court and other public buildings such as Council offices [eg Civic Centre] and cinemas and libraries.

#### **Safety and Security**

5.6.4. The Council and its partners have long recognised local people's concerns with crime levels and projects to reduce crime and fear of crime have been a key focus of the Neighbourhood Renewal Fund programme since its inception and are a major feature of the work of neighbourhood partnerships.

5.6.5. A Crime and Disorder Reduction Partnership [CDRP] has been established as a multi-agency response to tackling crime and disorder. The CDRP has a duty to publish a 3-year Community Safety Strategy. The Haringey Safer Communities Partnership includes the Council, Metropolitan Police, Haringey PCT, London Fire Brigade, London Probation Service and the Voluntary Sector. Prior to the preparation of the Strategy a crime and drugs audit must be carried out by the Safer Communities Partnership. The latest audit covered the period April 2001 to March 2004. The audit found that, while the overall trend was down, Haringey continues to have high levels of crime relating to drug offences and a rise in violence against the person. The priority areas that have emerged as a result of the audit can be grouped as follows:

- Young people and crime
- Drug and alcohol related crime and disorder activities
- Disorder and acquisitive/violent crime reduction

- Victims and witnesses

5.6.6. The Haringey Residents' Survey for 2003/4 found that crime remains the number one concern for Haringey residents – mentioned by 50% of people. This is similar to concern about crime in London as a whole which was mentioned by 47% of people. In the Safer Communities Survey participants mentioned anti-social behaviour as the area of most concern followed by rubbish dumping, drugs and alcohol misuse, burglary, personal safety and robbery. The majority of participants felt safe during the day while the majority feel unsafe or very unsafe after dark and around 30% of respondents had been the victims of crime in the last 12 months.

5.6.7. The Haringey Safer Communities Strategy covers the period 2005 – 2008. The priorities include tackling anti-social behaviour, tackling acquisitive crime and community engagement. For Haringey the transport interchanges and major shopping areas are the focus for acquisitive crime.

5.6.8. The Council is willing to work with the Mayor on developing the Safer Travel at Night [STAN] initiative in an appropriate Haringey context. The main objective of STAN initiative is to improve the safety of people travelling late at night, particularly women. Five separate types of measures have been identified:

- Delivery of safer public transport services
- Off public transport measures
- Improved public transport information
- Improved enforcement
- Public awareness

5.6.9. The Council supported TfL's pilot Personal Safety at Transport Interchanges which included Seven Sisters station. The project included extensive street lighting improvement around the interchange, CCTV, improved lighting in the station and provision of customer service information boards and mirrors. Our street lighting programme, detailed in Section 5.9, is aimed at improving personal safety and perceptions of safety as well as encouraging more walking to local destinations. We undertake regular cutting back of vegetation overhanging public footways, both to increase practical footway width and to improve visibility. We will be supporting STAN through publicity such as promoting the use of licensed minicabs and producing localised information based on GLA materials.

5.6.10. We have promoted the use of licensed minicabs as part of an initiative over the Christmas and New Year period. We have also promoted TfL's texting service for local licensed minicab operators.

5.6.11. The DfT has carried out research in recent years on perceptions of personal security and public transport. It has been identified that measures such as staff presence, lighting and CCTV are seen as important components of transport nodes and interchanges and influential to perceptions of safety.

5.6.12. TfL Women's Action Plan focuses on the need to improve the transport environment for women. There are several factors that contribute to the reduction in women's travel choices. The key differences between men and women in relation to their lifestyles and transport requirements are as follows:

- Personal security and perception of risk
- Access to the car
- Family responsibilities
- Employment
- Women in the transport industry

5.6.13. Concerns over personal security are a particular barrier to travel for women, although statistically young men are more likely to be the victims of crime. However, the British Crime Survey indicates that women are four times more likely than men to feel unsafe when walking at night. Women aged 60 and over are by far the most likely to say they feel unsafe in these circumstances. Women reduce the risk either by making journeys that are perceived to be more secure, making journeys at selected times of the day, or choose not to travel at all.

5.6.14. The fundamental action area is to improve levels of real and perceived personal security. TfL are currently running projects aimed at improving perceptions. In terms of transport interchanges, there are several projects aimed at improving safety and security of the waiting environment. Women are likely to feel more vulnerable waiting for their bus or train to arrive than they do when they are actually on the vehicles.

5.6.15. London Underground (LU) has increased its commitment to the Secure Station Scheme, a national accreditation scheme setting independent standards of safety. This is run by the British Transport Police in partnership with the DfT and Crime Concern. LU is working with high priority boroughs first. Twenty-nine stations have achieved accreditation, and there are a further twenty in the pipeline.

5.6.16. The Council has commissioned consultants to develop a programme for improving personal security at interchanges. The study focused on 7 stations in the Borough and on Finsbury Park [located in LB Islington but a major access point for the public transport network for

Haringey residents]. The choice was informed by the volume of usage of each station.

- Alexandra Palace
- Bounds Green
- Haringay
- Hornsey
- Tottenham Hale
- Turnpike Lane
- Wood Green
- Finsbury Park

5.6.17. Station audits were undertaken. The audits included all approaches to the stations, lighting and CCTV coverage, traffic management, barriers to access, cleanliness, identification of 'dark areas' and vegetation.

Table 5.6.1 below illustrates improvement options at each station.

5.6.18. The table contains an overview of the measures required for each of the stations in this study. The stars identify those personal security enhancement measures that need to be implemented: with '4' stars for those that need to be prioritised immediately and '1' star over a longer term period of 2 to 5 years.

5.6.19. The station audits had informed the development of the evaluation criteria and the prioritisation of options for each of the stations.

5.6.20. The programme to improve personal security at each station is included in the programme for improving access to rail stations in Tables 5.6.3 to 5.6.13 below.

Final Local Implementation Plan  
Chapter 5 LIP Proposals: Accessibility

**Table 5.6.1 Proposed Improvements to Personal Security**

	Improvements to Personal Security at Stations and Approaches					Ranking Order	Key: Priority Rating
	Lighting	CCTV	Crossings	Customer Information	Environmental Improvements		**** Immediate - 0 to 6 months
<b>Alexandra Palace</b>	**	**	***	**	**	<b>3</b>	*** Short term - 7 to 18 months
<b>Bounds Green</b>	Nil	**	Nil	**	Nil	<b>4</b>	** Medium Term - 19 months to 30 months
<b>Harringay</b>	****	****	***	**	*	<b>2</b>	* Long term - 31 months to 5 years
<b>Hornsey</b>	****	****	Nil	**	**	<b>1</b>	
<b>Tottenham Hale</b>	*	*	Nil	Nil	Nil	<b>6</b>	
<b>Turnpike Lane</b>	Nil	***	Nil	**	Nil	<b>4</b>	
<b>Wood Green</b>	***	***	Nil	**	Nil	<b>5</b>	
<b>Finsbury Park</b>	**	**	Nil	Nil	Nil	<b>N/A</b>	

## **Door to Door Transport**

### Introduction

#### Mayor's Transport Strategy

5.6.21. "Closer working between TfL and the Community Transport sector" has been highlighted as an important aspect in the Mayor's Transport Strategy (MTS) to take forward the objectives of closer integration of mainstream and community transport services within the Borough. Therefore within the MTS, one of the Mayor's ten key priority areas is, *'More accessible transport'*.

5.6.22. The Borough is required by the MTS to seek greater integration of passenger transport services within the Borough by developing a number of coherent, integrated strategies for improved door-to-door services within its Local Implementation Plan and taking into account the outcomes of the Commission for Accessible Transport Pilot Schemes.

5.6.23. The Mayor's Transport Strategy seeks greater integration, and Boroughs have been asked to develop coherent strategies for door-to-door services within their Local Implementation Plans.

5.6.24. The encouragement for greater integration has been drawn out of four Commission for Accessible Transport (CAT) pilot schemes, which commenced in 1999. These pilots involved different combinations of services brought together in different ways. In particular, the ones in Lewisham and Newham clearly demonstrated some potential benefit from moving towards the integration of door-to-door transport services, both in terms of the quality of services to users and in terms of cost.

5.6.25. It is appropriate for the Boroughs to take a lead in greater integration of door-to-door transport, as significant elements of provision lie within their control. This is particularly true of special educational needs and social services transport; furthermore, the Boroughs have (through the ALG) responsibility for Taxicard and Freedom Pass.

## **Existing Door-to-Door Services**

### **London-Wide Door-to-Door Transport Services**

#### Mainstream Bus Services

5.6.26. Transport for London provide 40 bus routes which run wholly or partly in Haringey. Good progress has been made with converting these routes to operation with low floor buses and the entire London Bus Network will be accessible by July 2005. However, although vehicles are physically accessible, there are problems for elderly and disabled people

relating to overcrowding, driver behaviour and conflict with other users. Therefore there has been little transfer from door-to-door services to the mainstream bus network.

#### Dial-a-Ride

5.6.27. Dial-a-Ride is a London-wide door-to-door bus service for people with mobility problems who find it hard or impossible to use conventional public transport. The service can be used for journeys such as shopping, visiting friends, attending meetings, doctors and dentists. It cannot be used to attend hospital appointments or local authority Day Centres.

5.6.28. When the GLC was abolished in 1986, Dial-a-Ride funding was taken over by the government through a grant administered by London Transport. In 1991, the borough based Dial-a-Ride schemes were reorganised into six regions each covering between four and seven boroughs. Each regional Dial-a-Ride service was operated by an independent, charitable company run by a board of directors elected by the users of the service.

5.6.29. In July 2000 the Mayor, through TfL, took over responsibility for the funding of Dial-a-Ride. A review was completed in October 2001, and changes were initiated in order to improve the service to its users, the main one being that Dial-a-Ride should be operated by a single company across London. In April 2002, TfL took over the operation of the service through its operating subsidiary, London Buses Limited.

5.6.30. Dial-a-Ride owns 316 vehicles in London. Dial-a-Ride's fleet consists mainly of minibuses carrying up to 15 passengers. Dial-a-Ride also use taxis and minicabs for the service where the use of a full size minibus cannot be justified. An experiment with the use of smaller MPV type vehicles is currently underway. Haringey is served by the Dial-a-Ride depot in Palmers Green.

5.6.31. Only Dial-a-Ride members can make bookings and all journeys must be pre-booked. Users normally book one day in advance and fares are broadly equivalent to bus fares. Admission to the scheme was historically based on self-certification but has moved towards an assessment based approach.

5.6.32. Dial-a-Ride will launch a new booking and scheduling system during 2005. The new system will make it much easier for passengers to use the service and will significantly reduce the refusal rate through the more efficient allocation of resources, made possible by automated scheduling of trips. Dial-a-Ride fares are based on the length of the journey and are comparable to mainstream bus fares.

## Taxicard

5.6.33. Taxicard allows people who have difficulty using buses, tubes and trains, due to their restricted mobility, to travel in Licensed Hackney Carriage Vehicles (black cabs) at subsidised rates. Taxicard is not for people with temporary disabilities such as a broken leg.

5.6.34. The responsibility for Taxicard was transferred to individual boroughs in London after the abolition of the GLC in 1985/6. The Taxicard scheme is now administered by the Association of Local Government (ALG). However, some London Boroughs have set up their own schemes. Since November 2001, TfL has contributed funding to enable a move toward more standard conditions across London.

5.6.35. Applicants must be able to use a black cab and have access to a telephone. Taxicard users first have to register for the service with their local Council. To be eligible for the scheme, applicants must meet particular criteria.

5.6.36. Taxicard users can either book a cab by telephone, hail one in the street, or pick a taxi up at a rank. They then hand their taxicard to the driver, who enters their details into his/her computer terminal. At the end of the journey users pay a minimum charge as set by the boroughs (usually £1.50), plus any amount above the maximum trip subsidy. The Taxicard service is available 24 hours a day 365 days a year, subject to taxi availability.

5.6.37 Currently there are approximately 1400 registered Taxicard users within Haringey. They make approximately 1000 trips per month. Users in Haringey are entitled to 10 trips per calendar month (120 per year) with no rollover of any unused trips. Rollover trips can be agreed with Haringey Council upon request. Extra drivers are employed at busy periods, for example Christmas time.

5.6.38. Haringey has a limited numbers of black cabs in the borough. Taxicard has contracts with three cab companies to provide the services within Haringey, including Computer Cab, Dial-a-Cab and Data Cab. The company is also investigating the possibility of extending and expanding their service provision by using mini cabs. Since the addition of three cab companies to the service there has been a big improvement in the quality of the Taxicard service.

5.6.39. There has been a 70% increase in the number of disabled people who have taken advantage of the Taxicard scheme, with more than 900,000 trips in London using the scheme last year. Every year some 45,000 Londoners with mobility problems travel in taxicabs at a reduced cost through the Taxicard scheme.

5.6.40. Improvements are being made to the reliability of Taxicard through a contract with the provider Com Cab which came into effect on 1 October 2004. There are now more vehicles and more planned in the local area including the use of private hire vehicles to supplement licensed taxis in the area.

5.6.41. In some Boroughs Taxicard users are able to use Capital Call in addition to their Taxicard entitlement. Capital Call users are allowed to book licensed minicab trips up to a total value of £200 annually. This is particularly useful in areas where the supply of black cabs is low.

5.6.42. Dial-a-Ride and Taxicard are planning to set up a one-stop call centre in 2005 to try to combine and integrate trip making services as well as to reduce gaps and unmet demand for trips.

### **Freedom Pass**

5.6.43. The Freedom Pass entitles people who are aged over 60 or an eligible person who lives permanently in a London Borough to free travel on buses, underground trains, national rail, Docklands Light Railway, and trams in London.

5.6.44. The Freedom Pass scheme is funded by the 33 London Boroughs at a cost of £157m annually, and is managed by the Association of London Government (ALG) on behalf of all London boroughs. It is considered to be the most generous concessionary fares scheme in the country. The pass is valid as follows:

#### **Buses:**

Older people travel free on most buses between 9am and 4.30am the following morning, Monday to Friday, plus all day at weekends and on public holidays.

#### **Tube:**

Older people travel free after 9am Monday - Friday plus all day at weekends & on public holidays.

#### **National Rail:**

Free travel in Standard accommodation on local rail services between 9.30am and 4.30am the following morning, Monday to Friday, plus all day at weekends and on public holidays. On some routes, different times apply.

Disabled pass holders travel free at all times.

5.6.45. There are 5,549 registered Freedom Pass users in the London Borough of Haringey. This is around one third of those who are technically eligible.

## **Haringey Door-to-Door Transport Services**

### **Community Transport**

5.6.46. Since 1997 there has been no Community Transport Services within the Borough. 25 out of 33 London Boroughs have Community Transport.

### **Joint Passenger Transport Unit (JPTU)**

5.6.47. The JPTU was introduced in the London Borough of Haringey in May 2004. The JPTU co-ordinates transport arrangements for Education Services and Social Services. JPTU complete daily travel sheets for long term contracts and a job sheet for one off jobs. JPTU also has a job book charging spreadsheet for one of the jobs and a recharge model for long term contracts. In-house service is provided by Council staff –both driver and escorts.

5.6.48. Currently, the JPTU provides transport for pupils with special needs to and from school on a daily basis during term-time only for Education Services. Furthermore, the JPTU co-ordinates transport for taking pupils swimming, deliveries of school meals, after school activities and one-off trips.

5.6.49. Within Social Services, the JPTU co-ordinates transport for people with special needs (including vulnerable adults) to Day Centres, Luncheon Clubs and Residential Homes. Transport services are also used for internal mail. Other services provided include Tour of the borough, Youth activities and sight seeing.

5.6.50. The JPTU is responsible for all contractors, escorts, planning routes and recharge of any accounts and employs 4 full-time office staff and approximately 100 escorts part-time. There are approximately 80 routes contracted out. The JPTU supply the escorts and plan all routes that it supplies.

5.6.51. There is currently a need to increase services for SEN pupils as more children require transport. JPTU has 11 contractors and provides 22 vehicles to cover services and contractors provide 95 vehicles to cover long term requirements.

### Special Education Needs (SEN)

5.6.52. The provision of door-to-door transport services for Haringey has highlighted that the current services being provided in the Borough are insufficient and that more provision is required to be effective. Each year the transport service provision is over budget by £330,000. It is considered that a more cost effective service is needed for the Borough and that internal services appear to be more cost efficient than external services.

5.6.53. The Transport Team within Education employs 26 drivers full-time, no part-time drivers, no full-time attendants, but there are 100 part-time attendants.

5.6.54. All vehicles are equipped with tail lifts and low steps. Vehicles are no older than 1995. The maintenance of the vehicles is principally carried out by the Council.

### Social Services

5.6.55. 6 full-time drivers are employed in the Social Services. There are no part-time drivers and no full-time escorts. All escorts are employed by the Education department.

5.6.56. Social Services hire vehicles from the London Hire Short Hire. Vehicles can be hired with one month's notice. 120 passengers use the Social Services facilities daily.

### Other Accessible Transport Operators

#### *Winkfield Resource Centre*

5.6.57. The Winkfield Disability Centre is a centre which caters for sensory disability, physical disability, and HIV and AIDS. It currently provides transport services for 100 clients who are 80-100% physically dependent. The centre hires two 16 seat vehicles. For five days per week the vehicles undertake three runs in the morning and three runs in the evening and then occasional other services when requested. Funding for the vehicles is provided by Social Services and the rest of the funding is derived from hiring vehicles out to other organisations and hiring out the Resource Centre for functions. There are two drivers and two carers for the vehicles. The Centre encourages people to use Dial-a-Ride and public transport.

5.6.58. Vehicles are hired to groups who cannot afford full priced door-to-door transport for their organisation.

#### *Cypriot Day Centre*

5.6.59. This day centre owns nine minibuses, used for transportation of referrals from the Council, hospitals, clinics, day care, GPs. One of the

minivans is owned by the Council, the remaining vans are owned by the day centre. There is no cost to the customer/client to use these services. It runs Monday to Friday 8:30am to 4:00pm, with over 60 people transported per day. The minivans are funded by the Council and from group contracts in Enfield.

#### *Age Concern*

5.6.60. Age Concern in Haringey also operate accessible minibuses.

### **Assessing the unmet need in Haringey**

#### **Haringey Forum for Older People**

5.6.61. Haringey Forum for Older People met in June 2004 to give their views on the range of transport services in the Borough. The discussion included Public Transport, Community Transport and Patient Transport.

#### Public Transport

Forum participants described the physical difficulties they experience using public transport, in particular:

- Drivers need to understand the needs of older and disabled passengers
- Buses are overcrowded and congested with buggies – special seats are used by others
- Theft and assaults on buses
- Buses travel too fast and are unsafe to get on and off
- Bad design of buses – the seats are too high, wheelchair ramps and adjustable platforms don't work.
- Conductors are needed to regulate passengers and ensure safety on board
- The re-organisation of routes has meant some buses are very full and routes are inconvenient

#### Community Transport

The Forum made the following points:

- Community Transport needs to be centralised and properly funded
- The Taxicard and Dial-a-Ride are not reliable and hard to book

- Community Transport for older people needs a wide range of vehicles
- Access to Community Transport should be easier – overcome language barriers, make complaints' system transparent

#### Patient Transport

- Hospital transport is not patient focused
- Hospital transport is for hospital and not community appointments
- Hospital transport is very limited.

In general the Haringey Forum for Older People wanted specialised community transport so that they can go to clubs meetings and other social activities

#### **Other Relevant Issues**

##### **Availability of Taxicard and Dial-a-Ride**

5.6.62. Currently there is a 7.9% unmet demand rate for Dial-a-Ride. There are relatively few black cabs operate in Haringey making Taxicard trips difficult and unreliable.

5.6.63. Taxicard has trip limits which restrict the number of trips that can be made per person per month which restrict people's access to services and their mobility.

##### **Taxicard and Dial-a-ride reliability**

5.6.64. In 2003/04 Dial-a-Ride provided nearly 1.3 million trips for disabled Londoners, a 4.3% increase on the previous year. This is expected to reach 1.5 million passenger journeys by 2007/08.

##### *Problems*

- Problems with new users getting access to the service for the first time;
- Problems with getting through on the phone;
- Problems with getting trips when requests were made;
- Concerns about lack of strict eligibility criteria.

5.6.65. Autumn 2003 DaRT undertook a survey of over 2,000 Dial-a-Ride and Taxicard users from all parts of London. The results indicate that there is widespread dissatisfaction with some aspects of both services.

5.6.66. 73.1% of respondents were Dial-a-Ride users. Only 39.5% had used the service during the previous year. 53% of the 60.5% who had not used the service said that they hadn't used the service because of

difficulty in getting through on the phone and difficulty in booking a ride when they did get through.

5.6.67. The Commission for Accessible Transport Newham pilot indicated that users want a single booking number, prefer simple pricing and would like a virtually guaranteed service (supporting the need for taxicard and Dial-a-Ride services to consider joint working strategies).

5.6.68. Review of documentation, first-hand experience of using the service, and discussions with interested parties, enabled a good overview and understanding of the service to be achieved. The main issues to emerge are detailed below:

### **Co-operation with Neighbouring Boroughs**

5.6.69. Some discussions have been held with other boroughs over the last five years regarding the potential to co-ordinate service planning, particularly for the transport of pupils to out-of-borough destinations. There would appear to be most scope for this in respect of long distance boarders. The way of moving this forward would be to contact schools to see where pupils originate. Contact could then be made with the appropriate boroughs to explore opportunities for joint use of a vehicle. One borough would need to take a lead on procuring the transport and liaising with the other boroughs accordingly over precise requirements (e.g. pick-up times) and cost-sharing arrangements.

### **Integration with Health Transport Providers**

5.6.70. A closer working relationship is being developed between Social Services and the health sector, particularly with regard to care services. There would be benefits in extending this to transport considerations, as health is a significant procurer of transport (Patient Transport Services).

5.6.71. The Health Act 1999 Bodies and Local Authorities Partnership Arrangements Regulation (2000) have enabled closer working relationships across a range of NHS and local authority functions. The Regulations have been used to enable an innovative partnership between Nottinghamshire County Council Social Services and the East Midlands Ambulance Service.

5.6.72. As a first step towards integration of all door-to-door transport service providers in the borough, all providers will be invited to join Haringey's Door-to-Door Transport Steering Group.

### **Lack of Flexibility**

5.6.73. Currently there is very little flexibility in the door-to-door services provided by Haringey Transport Services. The services usually run between 7am and 5pm providing services for education at particular times and social services at particular times. This leads to unmet demand for

transport services at busy times of the day and underutilised vehicles during other times of the day.

5.6.74. Combined with this there is no evening or weekend provision of door-to-door services within the Borough. This severely restricts both Social Services and Education as there are often events and meetings held in the evening at least twice a week and in the weekends.

5.6.75. This lack of flexibility of transport services in the Borough means that taxi services and minicabs are frequently used which are very expensive, particularly as these services are used often. Ideally people would be able to use Taxicard and Dial-a-Ride, However, due to the unreliable services and limits on the number of trips a person can take, these services are not often utilised.

### **Community Transport/Door-to-Door Transport Champion**

5.6.76. A Champion will be created to chair the door-to door transport steering group. The Champion would be identified by the Steering Group.

### **Lessons Learnt from the London CAT Pilot Studies**

5.6.77. In 1998 the Commission for Accessible Transport agreed to a study to investigate the integration of different methods of providing door-to-door services for people with disabilities. The purpose of the 4 pilot projects was to investigate different forms of co-ordination or integration in practice, in order to determine how these benefits could best be realised as a basis for the development of a new strategy for door-to-door services in London and to provide lessons for application elsewhere.

5.6.78. LIP Guidance requires the Borough to take cognisance of the outcomes of the CAT Pilot Studies and the TfL Door to Door Transport Strategic Review. However, the final reports of these studies have not yet been published. In formulating LIP proposals for Door to Door Transport, an attempt has been made to learn lessons from that information which has entered the public domain.

5.6.79. The first pilot scheme was in the London Borough of Newham. The scheme combined Taxicard and Dial-a-Ride into a single service branded as door-to-door to test demand side integration. The second pilot scheme was in the London Borough of Lewisham. This scheme aimed to integrate the Dial-a-Ride fleet with the borough transport fleet to test supply side integration. The Borough provides contracts for Social, Education and Health Services. The London Borough of Havering was selected for the third pilot scheme. This scheme combined its spare borough education and social services with Taxicard. Whilst the fourth pilot scheme was in the London Borough of Hackney. This scheme combined community transport and borough transport for education and social services.

5.6.80. The schemes in Hackney and Havering were successful in terms of the aims, but are considered too small and cannot be used as models for the future. The scheme in Lewisham was considered to be successful. This particular scheme demonstrated that the integration of the vehicle operations of Dial-a-Ride with those of education or social services could work. Whilst the quality and availability of door-to-door services in Newham initially increased, costs accelerated above the budgeted level. Therefore, this is not recommended as a role model for other London Boroughs to follow suit, but however, the Newham pilot scheme showed that the integration of minibuses and taxis within a single scheme is operationally feasible.

5.6.81. Integration of Door to Door Services is a complex London-wide issue. Although the Borough is interested in pursuing integration initiatives, the priority must be establish a viable Community Transport service which fills gaps in current provision.

### **How can Haringey's needs be met?**

5.6.82. In order to develop an appropriate action plan for achieving an effective and efficient door-to-door transport system in Haringey which achieves the above objectives, six criteria were established. Using the objectives above as a guide the criteria below were identified to evaluate transport options:

1. Fit with Mayor's Transport Strategy/local policies (including social inclusion)

It is important that the door-to door transport option chosen for Haringey meets the Mayor's Transport Strategy objectives and any local policy objectives.

Large numbers of socially excluded people live in the borough and have poor access to transport services. The east of the Borough has wards which fall into the top five most deprived in London. The Mayor's Transport Strategy identifies improving the accessibility of London's Transport system so that everyone, regardless of disability, can enjoy the benefits of living in and working in and visiting London, thus improving social inclusion.

2. Ability to respond to identified local needs of users/potential users

The door-to-door transport service that will be provided for Haringey will need to be accessed by all potential transport users. These potential users may include: individuals; all types of disabled groups; Social Service clients; SEN pupils and carers.

Disabled people have a range of impairments and come from all sections of the community, so they have different needs that are not just related to

their disability. A truly accessible door-to-door transport system must meet the needs of all potential users.

### 3. Ability to Integrate with other services and providers

Partnership will be the key to producing a robust and dynamic strategy for door-to-door transport in Haringey. It will be important, therefore, to develop proposals in consultation with other Boroughs and TfL to ensure consistency across London (e.g. in determining eligibility). In parallel there could be freedom within each Borough to develop different delivery mechanisms and models for the services which are appropriate for each area and best utilize the available resources and energies of willing partner organizations.

### 4. Local Support (community, elected members, officers)

Partnership with the local community, elected members and officers is very important for member and senior management support, passenger transport user and community buy-in of the door-to-door transport scheme. This will be important for securing continued Council, business and TfL financial backing of the scheme. The door-to-door transport option would require a steering group to be formed.

### 5. Cost and long term funding availability

One of the most important criteria is assessing whether the door-to-door transport option has a sustainable funding source both now and into the future. Ideally the option would have a mixture of funding sources including the potential to secure funding from the borough.

### 6. Overall deliverability within Haringey

Realistic deliverability of a door-to-door transport scheme in Haringey which fills in the gaps and removes overlap with other passenger transport services in the borough is important.

## Preferred Options

5.6.83. Two main options exist.

**a) to set up an independent voluntary sector/charitable body providing all aspects of community transport with Council and charitable funding.**

5.6.84. A number of attempts have been made over the years to re-establish Haringey Community Transport. A requirement of a successful independent voluntary sector Community Transport organisation is a core of dedicated individuals with the necessary skills to progress the scheme. It is not clear that such a core of people currently exist in Haringey. This option is therefore rejected.

**b) That Haringey concentrate on buying in a Community Transport service. This would require officer and financial input and would have community representation in its structure.**

5.6.85. Although the capacity to set up a free standing Community Transport organization does not appear to be currently present, unmet need is clearly apparent.

5.6.86. The Director of Hackney Community Transport (who is also the Chair of the Community Transport Association) advises that if the Borough can provide a funding stream of at least £30,000-40,000 per annum, then charitable funding of around £200,000-300,000 can be generated from known charitable sources. Service could then be bought in from an outside provider.

5.6.87. It is proposed that the scheme would be overseen by a Steering Group chaired by a Project Champion of senior level and having officer representation from all concerned Departments. Representatives of the Mobility Forum and other appropriate stakeholder groups will also sit on the Steering Group. An active user forum would be established to help determine priorities

### **Finance**

Proposal 4N.5 of the Accessibility Action Plan of the Mayor's Transport Strategy states that:

*Transport for London will work with the community transport sector and the London Boroughs to seek closer integration of mainstream and community transport services.....*

5.6.88. The cost of setting up a Community Transport scheme is estimated at £100,000 per annum. If this level of funding were provided this would enable the Borough to contribute to the implementation of this element of the Mayor's Transport Strategy.

### **Action Plan**

A full action plan may be found below as Table 5.6.2

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**Table 5.6.2 Outline Action Plan for increased availability of Door to Door Transport**

Action	Details	By whom	Timescale
Set up Haringey Door-to-Door Passenger Transport Steering Group	<ul style="list-style-type: none"> <li>Elect champion Council Officer to promote door-to-door transport within the borough</li> <li>Set up regular monthly steering group meetings</li> <li>Secure Senior Council Officer Support</li> <li>Secure champion officer and member to promote door-to-door transport amongst Council members</li> <li>Establish ongoing relationship with Healthcare Service</li> <li>Secure ongoing funding source</li> </ul>	Corporate Services, Regeneration, Mobility Forum Member, Education, Social Services, Transport Planning, Dial-a-ride representative, Taxicard borough representative, Haringey Primary Trust Member, Passenger Transport Unit, in-house operator	September 2005
Agree functional structure	<ul style="list-style-type: none"> <li>Consider review of internal transport services</li> <li>Consider outcomes of Commission for Accessible Transport study</li> <li>Determine responsibilities of service planner and in-house operator</li> <li>Determine appropriate host for service planning and in-house operator functions</li> <li>Determine work load and staffing requirements</li> <li>Develop ongoing marketing and information sharing plan for door-to-door transport</li> <li>Develop Council door-to-door service strategies and objectives.</li> </ul>	Corporate Services, Education; Social Services, Transport Planning	November 2005
Clarify Budgeting & Financial Issues	<ul style="list-style-type: none"> <li>Establish funding sources and sustainable match funding sources</li> <li>Establish realistic budgets for transport with each appropriate service unit and potential external services</li> <li>Establish realistic Community Transport budgets</li> <li>Regularly review in-house and external fleet costs</li> </ul>	Corporate Services, Education; Social Services, Haringey Primary Trust Members	December 2005
Determine Service Requirements	<ul style="list-style-type: none"> <li>Establish client requirements (for example, schools, Social Services, establishments, courier, swimming, play scheme, club meetings)</li> <li>Specify requirements and standards</li> <li>Establish SLA's and agree on-going liaison arrangements</li> <li>Establish quality standards</li> <li>Agree recharge agreements</li> <li>Agree monitoring requirements</li> <li>Set out maximum journey times</li> <li>Place general advert in European Journal</li> </ul>	Corporate Services, Education; Social Services, Transport Planning, Dial-a-ride representative, Taxicard borough representative, Haringey Primary Trust Members, Passenger Transport Unit, in-house operator	February 2006

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Action	Details	By whom	Timescale
Service Planning	<ul style="list-style-type: none"> <li>Respecify all services</li> <li>Consider routing issues</li> <li>Consider vehicle size requirements</li> </ul>	Corporate Services, Education; Social Services, Transport Planning, Dial-a-ride representative, Taxicard borough representative, Haringey Primary Trust Members, Passenger Transport Unit, in-house operator	February 2006
In-house transport	<ul style="list-style-type: none"> <li>Consolidate position</li> <li>Clarify vehicle and staff costs</li> <li>Investigate flexible part-time three tier workforce to allow door-to-door services to be run from 7am until 11pm</li> </ul>	Corporate Services, Education; Social Services, Transport Planning, Haringey Primary Trust Members, Passenger Transport Unit	February 2006
External transport	<ul style="list-style-type: none"> <li>Investigate number of extra taxis and other services required per year by Haringey</li> <li>Investigate use of private hire vehicles as part of door-to-door strategy</li> <li>Investigate the need for internal door-to-door services</li> <li>Clarify vehicle and staff costs required</li> <li>Talk to dial-a-ride and Taxicard about integrating services with in-house Haringey services;</li> <li>Work out any further external services required by Haringey</li> <li>Put out to tender request for external Haringey door-to-door transport services</li> </ul>	Corporate Services, Education; Social Services, Transport Planning, Haringey Primary Trust Members	February 2006
Consultation	<ul style="list-style-type: none"> <li>Consultation with existing door-to-door passengers</li> <li>Consultation with existing transport providers in Haringey</li> <li>Consultation with TfL and neighbouring boroughs</li> <li>Consultation with Mobility Forum</li> </ul>	Corporate Services, Education; Social Services, Transport Planning, Haringey Primary Trust Members, Passenger Transport Unit, in-house operator	Ongoing
Service Procurement	<ul style="list-style-type: none"> <li>Devise specifications, with options</li> <li>Agree conditions of contract</li> <li>Seek tenders</li> <li>Assess / evaluate tenders</li> <li>Make recommendations to clients and seek agreements</li> <li>Finalise recommendations and seek approval for award</li> <li>Award external contracts</li> </ul>	Corporate Services, Education; Social Services, Transport Planning, Haringey Primary Trust Members, Passenger Transport Unit, in-house operator	May 2006

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<b>Action</b>	<b>Details</b>	<b>By whom</b>	<b>Timescale</b>
In-house	<ul style="list-style-type: none"> <li>• Assess workload</li> <li>• Establish vehicle and staffing requirements</li> <li>• Leasing arrangements for new vehicles</li> </ul>	Corporate Services, Education; Social Services, Transport Planning, Haringey Primary Trust Members,	August 2006
Introduce Services	<ul style="list-style-type: none"> <li>• Liaise with clients regarding new services</li> <li>• Market and educate clients and the public</li> <li>• New services introduced</li> <li>• Monitor / review</li> </ul>	Corporate Services, Education; Social Services, Transport Planning, Haringey Primary Trust Members, Passenger Transport Unit, in-house operator	October 2006 onwards

## Accessibility to Rail Stations

5.6.89. Work has been undertaken by consultants to develop schemes to improve access to rail stations. Each of the 11 national rail stations and interchange stations have been assessed. These are:

1. Alexandra Palace (rail)
2. Bowes Park (rail)
3. Bruce Grove (rail)
4. Harringay (rail)
5. Harringay Green Lanes (rail)
6. Hornsey (rail)
7. Northumberland Park (rail)
8. Seven Sisters (rail and underground)
9. South Tottenham (rail )
10. Tottenham Hale (rail and underground)
11. White Hart Lane (rail)

5.6.90. TfL's Business Plan for 2005/6 – 2009/10 includes a proposal for improving the multi-modal interchange at Finsbury Park. There will be an interchange gallery at Station Place and new bus station canopies. The recently completed cycle park will complement the LCN plus cycle routes at Finsbury Park. Although the station is not in Haringey, local residents will benefit from these improvements.

5.6.91. A programme to provide full access to Underground stations is set out in the London Underground document "Unlocking London for All". For Haringey Underground stations, the programme is for step free access to Seven Sisters by 2016 and to Wood Green by 2020. Tottenham Hale is fully step free to the Underground line but not to the national rail station platforms. Of the national rail stations in the Borough only Northumberland Park and Harringay Green Lanes are step free.

5.6.92. TfL prepared its Interchange Plan in 2002 as a step towards the Mayor's policy focus on improving the transport interchanges of London. The Plan seeks to achieve accessibility and quality of service. It is intended to prioritise resources for development and implementation; help decide TfL's involvement; complement other Mayoral policies; provide

benchmarking for future assessment; provide guidance and to enable area and system-wide initiatives. The Interchange Plan identifies priorities by comparing the importance of interchange locations (in terms of the Mayor's Policy Objectives, set out in the Transport Strategy) with an analysis of current facilities. In terms of Haringey stations South Tottenham, Harringay Green Lanes and Bruce Grove are considered in the top 20 in London in need of improvement although the Council considers these interchanges are less important than Tottenham Hale and Seven Sisters in terms of priority for improvement.

5.6.93. To develop the programme for improving access to rail stations, station audits have been undertaken by consultants. The audit included all approaches to the stations, public transport accessibility and provision, parking provision, lighting and CCTV coverage, site and approach constraints and cycling accessibility and provision. Interviews were carried out with randomly selected passengers at each station for their perception of station accessibility.

Tables 5.6.3 to 5.6.13 comprise options for improvement measures, at each of the Haringey stations.

5.6.94. The relevant Mayor's Transport Strategy objectives have been considered when making recommendations for this project and are linked into a new set of related objectives [Haringey Rail Objectives – HRAO]. These objectives are as follows and numbered according to importance:

- HRAO1 – Promoting sustainability
- HRAO2 – Promoting safety and security
- HRAO3 – Promoting inclusion
- HRAO4 – Removing barriers to economic efficiency and employment
- HRAO5 – Improving efficiency and effectiveness of London's public transport system
- HRAO6 –Improving travel choice and quality
- HRAO7 – Complementing regeneration initiatives
- HRAO8 – Improving cycling and walking facilities

5.6.95. The tables illustrate improvement options on a station by station basis. For each station a list of measures is set out and scored against the HRAOs, in terms of priority, based on the fundamentals of the MTS. Scores are set between 1 and 5, 1 being the lowest and 5 being the highest. A total score has been established for each measure and the

optimum score is 40. Those recommended measures achieving the highest scores will meet objectives.

5.6.96. A further priority evaluation method has been devised, based upon the background research (made up of consultation and station analyses). The 'priority' column contains a rating between A and D; A being the highest and D being the lowest. These priorities correspond to timescales for implementation and are as follows:

- A – 0 to 6 months
- B – 7 to 18 months
- C – 19 to 30 months
- D – 31 months to 5 years

### **Public Transport Proposals**

5.6.97 In general the rail stations are well served by buses with the exception of Bowes Park (no bus routes), Hornsey (southbound only service – route 41), Harringay (W5), and Alexandra Palace and White Hart Lane (W3). No bus lanes are provided outside the stations except South Tottenham and Harringay Green Lanes. This is illustrated in Figure 5.6.1. Bus routes in Haringey predominantly radial with few east-west services. There are few designated dropping off and picking up points including taxi ranks apart from Seven Sisters, Hornsey, Alexandra Palace, Tottenham Hale and Harringay Green Lanes stations. It is proposed to have a rolling programme for measures to improve access for mobility disadvantaged groups, drop off/pick up points and taxi ranks.

### **Cycle Access Proposals**

5.6.98. In general, the stations have adequate cycle parking with the exception of South Tottenham, White Hart Lane, Northumberland Park, Harringay Green Lanes and Bowes Park, where there are no cycle parking facilities. Apart from the cycle lanes on Ferry Lane for Tottenham Hale Station and on approaches to Seven Sisters station, there are no cycle lanes or cycle priority measures on the approaches to the stations. It is proposed to seek provision of cycle parking at South Tottenham, White Hart Lane, Northumberland Park, Harringay Green Lanes and Bowes Park stations as well as cycle lanes or cycle priority measures at approaches to all stations, if physically feasible and appropriate, with the exception of Seven Sisters and Tottenham Hale.

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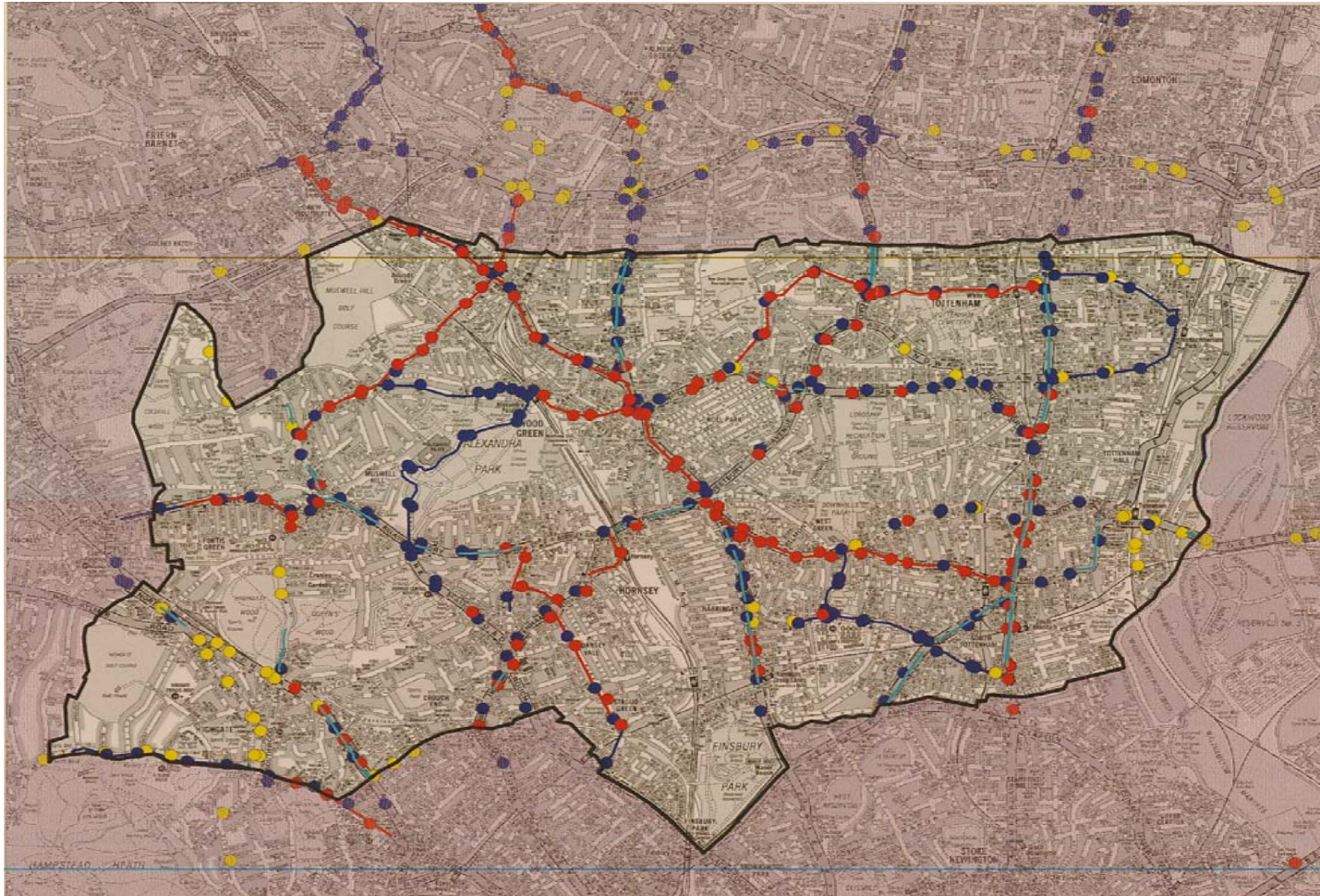


Figure 5.6.1 Bus Routes and Bus Stops in relation to Rail Stations [yellow circles]

### **Pedestrian Access Improvements**

5.6.99. Pedestrian crossing facilities are provided at many of the stations apart from Hornsey (none), Haringay (none on Quernmore Road approach), Bruce Grove (none on Moorefield Road), Alexandra Palace (none on Bedford Road approach) and White Hart Lane (none on Love Lane approach). It is proposed to have a rolling programme of pedestrian crossing improvements at these stations, linked with the programme identified in the Walking section of this Chapter. A review of waiting and loading restrictions at Alexandra Palace and Haringay stations is planned. Footways will be upgraded on the approaches to each station as appropriate.

### **Lighting and CCTV Improvements**

5.6.100. Whilst lighting and CCTV coverage are generally good in the stations, this is rarely the case outside the stations. Further consideration of security and safety issues around rail stations and interchanges is considered above in paragraphs 5.6.3 to 5.6.14.

All the above improvements are summarised in Tables 5.6.3 to 5.6.13 below.

**Table 5.6.3 Alexandra Palace Station**

Recommendations	Haringey Rail Accessibility Objectives									
	HRAO 1	HRAO 2	HRAO 3	HRAO 4	HRAO 5	HRAO 6	HRAO 7	HRAO 8		Priority
<b>Optimum Score</b>					<b>40</b>					
<b>Outside Station (including entrances)</b>										
Enforcement of parking restrictions at station entrance, Bedford Road	5	1	1	1	3	1	4	3	<b>19</b>	<b>B</b>
Pedestrian/cycle crossing at Bedford Road entrance	4	5	2	3	2	5	5	5	<b>31</b>	<b>C</b>
Cycle lanes to station entrances, on approaches	5	2	1	2	2	5	5	5	<b>27</b>	<b>C</b>
Cycle parking and facilities at both station entrances	5	4	1	2	2	5	5	5	<b>29</b>	<b>B</b>
Lighting improvements , station entrances	2	5	1	1	5	5	5	5	<b>29</b>	<b>A</b>
Improved CCTV coverage	1	5	1	1	2	5	5	5	<b>25</b>	<b>B</b>
Designated taxi rank (suggested Buckingham Road entrance)	4	5	1	1	2	5	4	2	<b>24</b>	<b>D</b>

**Table 5.6.4 Bowes Park Station**

Recommendations	Haringey Rail Accessibility Objectives								Priority	
	HRAO1	HRAO2	HRAO3	HRAO4	HRAO5	HRAO6	HRAO7	HRAO8		
<b>Optimum Score</b>									<b>40</b>	
<b>Outside Station</b>										
Provision of maps/signage	3	4	3	2	5	5	2	5	<b>29</b>	<b>B</b>
Replace/renew damaged paving over rail bridge	3	5	1	1	5	5	4	5	<b>29</b>	<b>A</b>
Bus shelter for stop on Bounds Green Road	5	5	2	3	5	5	5	5	<b>35</b>	<b>C</b>
Cycle parking provision	5	4	1	2	2	5	5	5	<b>29</b>	<b>C</b>
Improved lighting at station entrances and footpaths leading to station entrance	2	5	1	1	5	5	5	5	<b>29</b>	<b>A</b>
CCTV outside station entrances	1	5	1	1	2	5	5	5	<b>25</b>	<b>B</b>

**Table 5.6.5 Bruce Grove Station**

Recommendations	Haringey Rail Accessibility Objectives										
	HRAO1	HRAO2	HRAO3	HRAO4	HRAO5	HRAO6	HRAO7	HRAO8		Priority	
<b>Optimum Score</b>				40							
<b>Outside Station</b>											
Cycle lanes to station on Bruce Grove and High Road approaches	5	2	1	2	2	5	5	5	27	C	
Improved cycle parking facilities outside both station entrances	5	4	1	2	2	5	5	5	29	C	
Convert extended bus stops on High Road to bus lane	5	3	5	5	5	5	5	0	33	C	

**Table 5.6.6 Harringay Station**

Recommendations	Haringey Rail Accessibility Objectives									Priority
	HRAO1	HRAO2	HRAO3	HRAO4	HRAO5	HRAO6	HRAO7	HRAO8		
<b>Optimum Score</b>									<b>40</b>	
<b>Outside Station</b>										
Introduce parking restrictions outside Quernmore Road entrances	5	1	1	1	3	5	4	3	<b>23</b>	<b>B</b>
Improved cycle facilities outside both station entrances	5	4	1	3	2	5	5	5	<b>30</b>	<b>C</b>
Improved lighting outside Quernmore Road entrance	2	5	1	1	2	5	5	5	<b>26</b>	<b>A</b>
Improved CCTV provision outside station entrances	1	5	1	1	2	5	5	5	<b>25</b>	<b>B</b>
Designated bus stops outside Quernmore Road entrance for the W5 route	5	4	1	5	5	5	5	3	<b>33</b>	<b>B</b>

**Table 5.6.7 Harringay Green Lanes Station**

Recommendations	Haringey Rail Accessibility Objectives								Priority	
	HRAO1	HRAO2	HRAO3	HRAO4	HRAO5	HRAO6	HRAO7	HRAO8		
<b>Optimum Score</b>									<b>40</b>	
<b>Outside Station</b>										
Cycle lanes to station, on approaches	5	2	1	2	2	5	5	5	<b>27</b>	<b>C</b>
Cycle facilities outside both station entrances	5	4	1	2	2	5	5	5	<b>29</b>	<b>C</b>

**Table 5.6.8 Hornsey Station**

Recommendations	Haringey Rail Accessibility Objectives								Priority	
	HRAO1	HRAO2	HRAO3	HRAO4	HRAO5	HRAO6	HRAO7	HRAO8		
<b>Optimum Score</b>									<b>40</b>	
<b>Outside Station</b>										
Cycle lanes to station entrances, on approaches	5	2	1	3	2	5	5	5	<b>28</b>	<b>C</b>
Cycle facilities for cycle parking outside both station entrances	5	4	1	3	1	5	5	5	<b>29</b>	<b>C</b>
Improved lighting outside station entrances	2	5	1	1	2	5	5	5	<b>26</b>	<b>A</b>
Improved CCTV coverage outside station entrances	1	5	1	1	2	5	5	5	<b>25</b>	<b>B</b>
Designated Taxi Rank outside station entrance, Tottenham Lane	4	5	1	1	2	5	4	2	<b>24</b>	<b>D</b>

**Table 5.6.9 Northumberland Park Station**

Recommendations	Haringey Rail Accessibility Objectives								Priority	
	HRAO1	HRAO2	HRAO3	HRAO4	HRAO5	HRAO6	HRAO7	HRAO8		
<b>Optimum Score</b>									<b>40</b>	
<b>Outside Station</b>										
Cycle lanes to station entrances, on approaches	5	2	1	2	2	5	5	5	<b>27</b>	<b>C</b>
Cycle parking and facilities outside both station entrances	5	4	1	2	2	5	5	5	<b>29</b>	<b>C</b>
Improved lighting outside station entrances	2	5	1	1	5	5	5	5	<b>29</b>	<b>A</b>
CCTV provision outside station entrances	1	5	1	1	2	5	5	5	<b>25</b>	<b>B</b>

**Table 5.6.10 Seven Sisters Station**

Recommendations	Haringey Rail Accessibility Objectives								Priority	
	HRAO1	HRAO2	HRAO3	HRAO4	HRAO5	HRAO6	HRAO7	HRAO8		
<b>Optimum Score</b>									<b>40</b>	
<b>Outside Station (including entrances)</b>										
Increased cycle provision, improved cycle facilities	5	3	1	3	2	5	5	5	<b>29</b>	<b>C</b>
Review of level of guard railing o/s main station entrances	1	4	5	4	1	1	3	5	<b>24</b>	<b>C</b>
Signage to Minicab office (as no minicab/taxi facilities o/s Seven Sisters Station Main Entrance)	1	2	1	2	2	5	2	5	<b>20</b>	<b>C</b>

**Table 5.6.11 South Tottenham Station**

Recommendations	Haringey Rail Accessibility Objectives								Priority	
	HRAO1	HRAO2	HRAO3	HRAO4	HRAO5	HRAO6	HRAO7	HRAO8		
<b>Optimum Score</b>									<b>40</b>	
<b>Outside Station</b>										
Cycle lanes to station entrances, on approaches	5	2	1	2	2	5	5	5	<b>27</b>	<b>C</b>
Cycle parking and facilities outside station entrance	5	4	1	2	2	5	5	5	<b>29</b>	<b>C</b>
Improved lighting outside station entrances	2	5	1	1	5	5	5	5	<b>29</b>	<b>A</b>
CCTV outside station entrances	1	5	1	1	2	5	5	5	<b>25</b>	<b>B</b>

**Table 5.6.12 Tottenham Hale Station**

Recommendations	Haringey Rail Accessibility Objectives									
	HRAO 1	HRAO 2	HRAO 3	HRAO 4	HRAO 5	HRAO 6	HRAO 7	HRAO 8		Priority
<b>Optimum Score</b>									<b>40</b>	
<b>Outside Station</b>										
Additional cycle parking and facilities outside station entrance	5	4	1	2	2	5	5	5	<b>29</b>	<b>C</b>
Improved lighting outside station entrance (particularly near P&D car park)	2	5	1	1	5	5	5	5	<b>29</b>	<b>A</b>

**Table 5.6.13 White Hart Lane Station**

Recommendations	Haringey Rail Accessibility Objectives								Priority	
	HRAO1	HRAO2	HRAO3	HRAO4	HRAO5	HRAO6	HRAO7	HRAO8		
<b>Optimum Score</b>									<b>40</b>	
<b>Outside Station</b>										
Pedestrian/cycle crossing outside Love Lane entrance	4	5	2	3	2	5	5	5	<b>31</b>	<b>C</b>
Cycle lanes to station, on approaches	5	2	1	2	2	5	5	5	<b>27</b>	<b>C</b>
Improved cycle facilities outside both station entrances	5	4	1	2	2	5	5	5	<b>29</b>	<b>C</b>
Improved lighting outside station entrances	2	5	1	1	5	5	5	5	<b>29</b>	<b>A</b>
Southbound bus shelter On White Hart Lane	5	5	2	3	5	5	3	2	<b>30</b>	<b>C</b>
Designated taxi rank outside entrance (only during events)	4	5	1	1	2	5	4	1	<b>23</b>	<b>D</b>

**Table 5.6.14 Summary Programme for Access to Rail Stations**

Improvement	2005/6	2006/7	2007/8	2008/9	2009-2011
	£k	£k	£k	£k	£k (Indicative per annum)
Street lighting			400		
CCTV				300	
Cycle lanes					100
Cycle parking				20	
Bus access					50
Pedestrian access					50
Taxi rank					50
Signage			25		
<b>Total</b>	<b>0</b>	<b>0</b>	<b>425</b>	<b>320</b>	<b>250</b>

### **North London Sub Regional Partnership Scheme**

5.6.101. The BSP submission for 2006/7 for the North London Transport Forum [NLTF] sought funding for implementing station access schemes. Funding has been allocated by TfL for scheme development for 2006/7 to 2008/9. In addition funding has been allocated to develop Step 1 submission for an area-based scheme. The priorities for 2006/7 and 2007/8 for North London based on work by consultants for an interchange strategy and programme are: Wood Green, Alexandra Palace, Seven Sisters/South Tottenham, New Southgate, Enfield Town and Blackhorse Road. Full details are provided in LB Enfield's LIP as lead borough for NLTF.

### **Bus Stop Accessibility**

5.6.102. We have made progress in making bus stops in the Borough more accessible. These works have been mainly driven by Bus Stop Accessibility programme.

5.6.103. In support of further development of a programme consultants have used bus stop data set derived from the Bus Origin and Destination Survey (BODS) data, which was developed for the preparation of the North Eastern sector Medium Term Action Plan [MTAP].

5.6.104. This data geographically identifies the location of every known bus stop in the Borough and an analysis was undertaken during the MTAP process to differentiate patronage levels for each stop.

5.6.105. A number of schemes have been introduced under the BSA programme during the 2005/6 financial year. These schemes are summarised in Table 5.6.15 below.

5.6.106. There are almost 400 bus stops in Haringey. Only 24 stops have had accessibility improvements implemented. This leaves a large quantity of the bus stops that have had not been investigated for accessibility improvements. TfL has advised Boroughs not to conduct these detailed surveys for the LIP. Surveys are currently being undertaken across London by TfL to investigate the number of bus stops requiring accessibility works. The results of these surveys will be made available to Boroughs as they are produced.

### **BSA Objectives**

5.6.107. Through TfL's LBI, and more recently BSA programmes, recommended standards for bus stops have been set down. These standards should be viewed in relation to usage levels and may differ to suit the specific needs of a particular user group in a particular location. These standards follow the key areas of kerb heights, on road bus stop area, and the passenger waiting area and facilities.

### **Kerbs**

5.6.108. Bus stop improvement programmes have evolved over time from the situation where increased height "Kassel" kerbs were utilised to reduce the step between bus floor and passenger set down area to the current situation where a minimum height of 125mm is to be achieved using standard kerb units.

### **Bus Stop Area**

5.6.109. The on-road bus stop area is more difficult to specifically define as it very much dependent on location and usage levels. Consideration needs to be given to the bus "cage" which should be sufficient in length for buses to approach, stop and exit the bus stop and also the environment on the approach and exit such as parking and kerb geometry which can restrict access into the cage.

A summary of bus cage dimensions for a single stop is given below:

<b>Bus Cage Minimum Lengths</b>	
<b>Location</b>	<b>Cage Length</b>
Unobstructed kerbside stop	13.0m
Kerbside stop with parking on the approach and exit	37.0m

5.6.110. The bus cage dimension can be varied between these figures depending on the level of obstruction on the approach and exit.

5.6.111. Bus boarders may also be considered where the kerb alignment is moved out into the carriageway to provide easier access for the bus into the bus cage.

5.6.112. The Council will be seeking to utilise red coloured surfacing in the bus cage to identify the limits of the bus stop to road users and support traffic orders to restrict parking and loading.

### **Passenger Facilities**

5.6.113. The facilities provided for passengers should consist of the bus stop flag as a minimum and may also consist of a bus shelter and Countdown information. In either case consideration needs to be given to the waiting area layout and environment over the full length of the stop to provide for access to low floor buses.

5.6.114. The footway area directly adjacent to the bus doors should be free of street furniture, relatively level and even in surface regularity but with enough fall to allow for drainage. The layout of the area is based on the bus stop flag as the bus aligns itself with flag on entry. The location of the flag within the bus cage length is also of critical importance as a complete package to allow optimal entry and exit from the stop.

### **Schemes/Programme 2005/6 – 2010/11**

5.6.115. Advice has been provided by the TfL that recognises the timeframe issues with developing detailed bus stop accessibility improvement programmes for the LIP and the potential for overlap with current and future TfL BSA schemes.

5.6.116. TfL's advice note recommends a common approach to producing LIP BSA programmes throughout all London Boroughs. This advice states that individual BSA programmes should be identified for those schemes over £100,000 in value or are of strategic significance. For the remainder of the bus stops in the Borough, a generic approach to BSA improvements has been adopted. This approach recognises that not all bus stops within the Borough will require BSA works. TfL BPT suggests that the BSA programme should be based on a "realistic quantity" of bus stops requiring improvement works.

5.6.117. Figure 5.6.1 above identifies bus route and bus stop patronage levels throughout the Borough. The patronage levels have been identified as follows:

- High – over 250 passengers/hour
- Medium – 100 – 249 passengers/hour

- Low – under 100 passengers/hour

5.6.118. To identify potential schemes for consideration, sections of road were identified that followed bus routes and were grouped in terms of high, medium and low patronage. These sections of road have been limited to roads following a particular route (or routes) between major junctions or location features such as railway stations. This provides a systematic approach to identifying sections of roadway to consider for bus stop accessibility measures that would be realistically achievable under one programme.

5.6.119. For each potential scheme, the number of bus stops with high, medium and low patronage levels was recorded. Also recorded was the frequency of buses operating on the section of road. The frequency was identified from timetables published by TfL Buses as identified below:

- High - over 25 buses/hour
- Medium - 15 – 24 buses/hour
- Low - under 15 passengers/hour

5.6.120. To assign a priority to each of the schemes, an assessment score was calculated for each. The assessment recognises that priority should be given to those schemes containing high patronage stops on a high frequency route.

5.6.121. The assessment assigns a score of 3 for each high patronage bus stop, 2 for medium patronage stops, and 1 for low patronage stops. These scores are added together and multiplied by the bus frequency and divided by the total number of stops as shown in the formula below:

$$\frac{[(HighPatronageStops \times 3) + (MediumPatronageStops \times 2) + (LowPatronageStops \times 1)] \times Frequency}{TotalStops}$$

5.6.122. This method of assessment provides a weighted score for each scheme based on patronage and frequency without the number of stops for each scheme influencing the score.

5.6.123. Table 5.6.17 below provides a list of schemes grouped by patronage level and assessed in accordance with the above formula. The schemes have then been ranked based on the assessment score to provide a priority for implementation of the schemes.

5.6.124. It is estimated that 60% of bus stops in the Borough do not meet accessibility requirements. TfL have provided guidance that the average cost for developing bus accessibility works is £7,000.

5.6.125. Based on the ranking criteria determined above each of the scheme budgets has been allocated to a 4 year programme [2006/7 – 2009/10]. An indicative level of funding of £250,000 is assumed for 2010/11. A funding level of approximately £300,000 has been assumed. Table 5.6.18 shows the implementation programme.

5.6.126. In consideration of the environmental benefits of the bus stop accessibility and station access proposals, there would improvements if there is move away from car use; noise and air quality would be improved if other modes than the car are used and motorised trip lengths are not increased. These issues will be considered in developing these proposals in more detail although there is no evidence that improving accessibility has an adverse environmental impact.

**Table 5.6.15 - Bus Stop Accessibility Programmes Implemented during 2005/6**

<b>Scheme Name</b>	<b>Scheme Description</b>	<b>Date Implemented</b>
Route W7 - 15167 (Wolseley Road) northbound	Improve entry/exit to bus stop. Amend parking controls, bus stop cage and clearway	September 2005
Route W7 - 15168 (Palace Road) southbound	Improve entry/exit to bus stop. Amend parking controls, bus stop cage and clearway. Raise kerblines	September 2005
Route W7 - 15165 (Hornsey General Hospital) northbound	Raise kerblines	September 2005
Route W7 - 11776 (Alexandra Palace/Victoria Stakes) northbound	Improve entry/exit to bus stop. Amend parking controls, bus stop cage and clearway. Raise kerblines	September 2005
Route W7 – BP2299 (Cecile Park) southbound	Raise kerblines	September 2005
Route W7 – 14675 (Dickenson Road) northbound	Improve entry/exit to bus stop. Amend parking controls, bus stop cage and clearway. Raise kerblines	September 2005
Route W7 - 15166 (232/234 Park Road) southbound	Improve entry/exit to bus stop. Amend parking controls, bus stop cage and clearway.	September 2005
Route W3 – 9C14 (Tottenham campus) eastbound	Bus cage	March 2006
Route W3 – 9C14 (Tottenham campus) westbound	Raise kerblines, bus cage	March 2006
Route W3 – 9E08 (Gillham Terrace) eastbound	Bus cage	March 2006

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<b>Scheme Name</b>	<b>Scheme Description</b>	<b>Date Implemented</b>
Route W3 – 9E08 (Gilham Terrace) westbound	Bus cage	March 2006
Route W3 – 9E09 (Scotswood Walk) eastbound	Raise kerblines, bus cage, parking restrictions	March 2006
Route W3 – 9E09 (Scotswood Walk) westbound	Parking restrictions, bus cage	March 2006
Route 67 – 9G06 (St Ann’s Road) westbound	Improve entry/exit to bus stop. Amend parking controls, bus stop cage and clearway	March 2006
Route W4 – BS9071 (Wood Green High Road)	Improve entry/exit to bus stop. Amend parking controls, bus stop cage and clearway, remove rutting.	March 2006

**Table 5.6.16 Bus Stop Accessibility programme for 2006/7**

<b>Location</b>	<b>Cost [£k]</b>
West Green Road between Green Lanes and Tottenham High Road	70
Wood Green High Road between borough boundary and Lordship Lane	35
Green Lanes between Turnpike Lane and Seven Sisters Road	63
Crouch End Hill/Tottenham Lane between borough boundary and Hornsey High Street	49
Colney Hatch Lane between Alexandra Park Road and Muswell Hill	21
Alexandra Park Road/Albert Road/Durnsford Road between Colney Hatch Lane and Bounds Green Road	28
<b>Total</b>	<b>266</b>

**Table 5.6.17 Bus Stop Accessibility Scheme Identification**

Item	Road Name	No of Stops on Road			Total Stops	Max Service Frequency (buses per hour)	Rationale for Selection	Scheme Proposal	Assessment Score	Rank
		Patronage								
		High	Medium	Low						
	<b>Routes Covered in the 2005/2006 BSP</b>									
	Route 149 – Tottenham High Road (TfL Flagship Route Study)						Road section being looked at under existing BSA programme for Flagship Route 149	N/A		
	Route 444							N/A		
	Route W7							N/A		
	High Patronage Routes									
4-1	Alexandra Park Road/Albert Road/Durnsford Road (between Coney Hatch Lane and Bounds Green Road)	10	4	0	14	19	Stops with high patronage level located on a high patronage route	General accessibility improvements	51.6	8
4-2	Bounds Green Road (between A406 and Wood Green High Road)	7	6	0	13	10	Stops with high patronage level located on a high patronage route	General accessibility improvements	25.4	19

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Item	Road Name	No of Stops on Road			Total Stops	Max Service Frequency (buses per hour)	Rationale for Selection	Scheme Proposal	Assessment Score	Rank
		High	Medium	Low						
		Patronage								
4-3	Fortis Green Road (between Borough boundary and Muswell Hill Road)	3	4	0	7	16	Stops with high patronage level located on a high patronage route	General accessibility improvements	38.9	14
4-4	Station Road (between Alexandra Palace Station and Wood Green High Road)	4	2	0	6	19	Stops with high patronage level located on a high patronage route	General accessibility improvements	50.7	9
4-5	Archway Road (between Muswell Hill Road and the borough boundary)	4	2	1	7	33	Stops with high patronage level located on a high frequency route	General accessibility improvements	80.1	2
4-6	Perth Road/White Hart Lane/Creighton Road (between the Lordship Lane and Tottenham High Road)	8	7	1	16	12	Stops with high patronage level located on a high patronage route	General accessibility improvements	29.3	17
4-7	Great Cambridge Road (between The Roundway and the Borough boundary)	1	1	0	2	21	Stops with high patronage level located on a high frequency route	General accessibility improvements	52.5	7
4-8	Middle Lane/Rokesly Avenue/Ferme Park Road Stapleton Hall Rd (between Hornsey High Street and Stroud Green Road)	6	4	0	10	12	Stops with high patronage level located on a high patronage route	General accessibility improvements	31.2	16

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Item	Road Name	No of Stops on Road			Total Stops	Max Service Frequency (buses per hour)	Rationale for Selection	Scheme Proposal	Assessment	Rank
		High	Medium	Low						
		Patronage								
4-9	Tottenham Lane (Hornsey Station approach) (between Church Road and Turnpike Lane)	1	0	0	1	15	High patronage stop located at a key transport interchange link with National Rail services	General accessibility improvements	45.0	11
4-10	West Green Road (between Green Lanes and Tottenham High Road)	11	4	1	16	31	Stops with high patronage level located on a high frequency route	General accessibility improvements	81.4	1
4-11	Crouch End High Road/Tottenham Lane (between the Borough boundary and High Street Hornsey)	5	6	0	11	25	Stops with high patronage level located on a high frequency route	General accessibility improvements	61.4	5
4-12	Green Lanes (between Turnpike Lane and Seven Sisters Road)	5	8	2	15	33	Stops with high patronage level located on a high frequency route	General accessibility improvements	72.6	4
	<b>Medium Patronage Routes</b>									
4-13	Colney Hatch Lane (between Alexandra Park Road and Muswell Hill)	1	3	1	5	30	Stops with medium patronage level located on a Busy Bus Route	General accessibility improvements	60.0	6
4-14	Wood Green High Road (between the Borough boundary and Lordship Lane)	2	7	0	9	33	Stops with medium patronage level located on a high frequency route	General accessibility improvements	73.3	3
4-15	Westbury Avenue/Lordship Lane/Bruce Grove (between Green Lanes and Tottenham High Road)	6	12	0	18	21	Stops with medium patronage level located on a medium frequency route	General accessibility improvements	49.0	10

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Item	Road Name	No of Stops on Road			Total Stops	Max Service Frequency (buses per hour)	Rationale for Selection	Scheme Proposal	Assessment	Rank
		High	Medium	Low						
		Patronage								
4-16	Phillip Lane (between West Green Road and Tottenham High Road)	1	5	1	7	11	Stops with medium patronage level located on a low frequency route	General accessibility improvements	22.0	22
4-17	Hampstead Lane (between the Borough boundary and Hornsey Lane)	2	6	3	11	23	Stops with medium patronage level located on a medium frequency route	General accessibility improvements	43.9	12
4-18	Alexandra Palace Way (between Priory Road and Alexandra Palace Railway Station)	0	9	0	9	12	Stops with medium patronage level located on a low frequency route	General accessibility improvements	24.0	20
4-19	Alexandra Park Road/Palace Gates Road (between Albert Road and Alexandra Palace Railway Station)	0	7	0	7	7	Stops with medium patronage level located on a low frequency route	General accessibility improvements	14.0	25
4-20	Northumberland Park/Shelbourne Road/Lansdowne Road (loops around Tottenham Road)	0	7	4	11	12	Stops with medium patronage level located on a low frequency route	General accessibility improvements	19.6	23
4-21	St Ann's Road (between Green Lanes and Tottenham High Road)	1	11	3	15	6	Stops with medium patronage level located on a low frequency route	General accessibility improvements	11.2	26
4-22	Black Boy Lane (between West Green Road and St Ann's Road)	0	3	0	3	12	Stops with medium patronage level located on a low frequency route	General accessibility improvements	24.0	20

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Item	Road Name	No of Stops on Road			Total Stops	Max Service Frequency (buses per hour)	Rationale for Selection	Scheme Proposal	Assessment	Rank
		High	Medium	Low						
		Patronage								
4-23	Seven Sisters Road (between Amhurst Park and Tottenham High Road)	0	5	0	5	17	Stops with medium patronage level located on a medium frequency route	General accessibility improvements	34.0	15
4-24										
4-25	<b>Low Patronage Routes</b>									
4-26	Coppetts Road/Pages Lane (between Trott Road and Fortis Green Road)	0	0	2	2	6	Stops with low patronage level located on a low frequency route	General accessibility improvements	6.0	28
4-27	Muswell Hill Road (between Fortis Green Road and Archway Road)	1	1	2	4	24	Stops with low patronage level located on a medium frequency route	General accessibility improvements	42.0	13
4-28	Great North Road/Archway Road (between the borough boundary to Muswell Hill Road)	0	1	5	6	22	Stops with low patronage level located on a medium frequency route	General accessibility improvements	25.7	18
4-29	Hornsey Lane/Stanhope Road/Shepherd's Hill/Wolseley Road (between Highgate Hill and Park Road)	0	0	3	3	5		General accessibility improvements	5.0	30
4-30	North Hill Road (between Archway Road and Hampstead Lane)	0	0	7	7	7	Stops with low patronage level located on a low frequency route	General accessibility improvements	7.0	27

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Item	Road Name	No of Stops on Road			Total Stops	Max Service Frequency (buses per hour)	Rationale for Selection	Scheme Proposal	Assessment	Rank
		High	Medium	Low						
		Patronage								
4-31	Ferry Lane (between Broad Lane and the Borough boundary)	0	1	2	3	14	Stops with low patronage level located on a low frequency route	General accessibility improvements	18.7	24
4-32	The Roundway (between Great Cambridge Road and Lordship Lane)	0	0	2	2	2	Stops with low patronage level located on a low frequency route	General accessibility improvements	2.0	31
4-33	Willoughby Road/Leeside Lane (between Northumberland Park and Watermead Way)	0	0	2	2	6	Stops with low patronage level located on a low frequency route	General accessibility improvements	6.0	28

Note: Sections located on the TLRN

**Table 5.6.18 Bus Stop Accessibility Implementation Programme**

Scheme or Programme Reference	Location	Total Stops	Stops to be improved	Cost per stop £K	Total Cost for Location £K	Scheme Priority	Yearly breakdown of Costs £k				
							2005/6	2006/07	2007/08	2008/09	2009-11
	Routes W7, W3, W4 and 67		15				87				
4-10	West Green Road (between Green Lanes and Tottenham High Road)	16	10	7	70	1		70			
4-5	Archway Road (between Muswell Hill Road and the borough boundary)	7	4	7	28	2		28			
4-14	Wood Green High Road (between the Borough boundary and Lordship Lane)	9	5	7	35	3		35			
4-12	Green Lanes (between Turnpike Lane and Seven Sisters Road)	15	9	7	63	4		63			
4-11	Crouch End High Road/Tottenham Lane (between the Borough boundary and High Street Hornsey)	11	7	7	49	5		49			

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Scheme or Programme Reference	Location	Total Stops	Stops to be improved	Cost per stop £K	Total Cost for Location £K	Scheme Priority	Yearly breakdown of Costs £k				
							2005/6	2006/07	2007/08	2008/09	2009-11
4-13	Colney Hatch Lane (between Alexandra Park Road and Muswell Hill)	5	3	7	21	6		21			
4-7	Great Cambridge Road (between The Roundway and the Borough boundary)	2	1	7	7	7		7			
4-1	Alexandra Park Road/Albert Road/Durnsford Road (between Coney Hatch Lane and Bounds Green Road)	14	8	7	56	8		28	28		
4-4	Station Road (between Alexandra Palace Station and Wood Green High Road)	6	4	7	28	9			28		
4-15	Westbury Avenue/Lordship Lane/Bruce Grove (between Green Lanes and Tottenham High Road)	18	11	7	77	10			77		
4-9	Tottenham Lane (Hornsey Station approach) (between Church Road and Turnpike Lane)	1	1	7	7	11			7		

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Scheme or Programme Reference	Location	Total Stops	Stops to be improved	Cost per stop £K	Total Cost for Location £K	Scheme Priority	Yearly breakdown of Costs £k				
							2005/6	2006/07	2007/08	2008/09	2009-11
4-17	Hampstead Lane (between the Borough boundary and Hornsey Lane)	11	7	7	49	12			49		
4-25	Muswell Hill Road (between Fortis Green Road and Archway Road)	4	2	7	14	13			14		
4-3	Fortis Green Road (between Borough boundary and Muswell Hill Road)	7	4	7	28	14			28		
4-23	Seven Sisters Road (between Amhurst Park and Tottenham High Road)	5	3	7	21	15			21		
4-8	Middle Lane/Rokesly Avenue/Ferme Park Road Stapleton Hall Rd (between Hornsey High Street and Stroud Green Road)	10	6	7	42	16			42		
4-6	Perth Road/White Hart Lane/Creighton Road (between the Lordship Lane and Tottenham High Road)	16	10	7	70	17				70	

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Scheme or Programme Reference	Location	Total Stops	Stops to be improved	Cost per stop £K	Total Cost for Location £K	Scheme Priority	Yearly breakdown of Costs £k				
							2005/6	2006/07	2007/08	2008/09	2009-11
4-26	Great North Road/Archway Road (between the borough boundary to Muswell Hill Road)	6	4	7	28	18				28	
4-2	Bounds Green Road (between A406 and Wood Green High Road)	13	8	7	56	19				56	
4-18	Alexandra Palace Way (between Priory Road and Alexandra Palace Railway Station)	9	5	7	35	20				35	
4-22	Black Boy Lane (between West Green Road and St Ann's Road)	3	2	7	14	20				14	
4-16	Phillip Lane (between West Green Road and Tottenham High Road)	7	4	7	28	22				28	
4-20	Northumberland Park/Shelbourne Road/Lansdowne Road (loops around Tottenham Road)	11	7	7	49	23					49
4-29	Ferry Lane (between Broad Lane and the Borough boundary)	3	2	7	14	24					14

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Scheme or Programme Reference	Location	Total Stops	Stops to be improved	Cost per stop £K	Total Cost for Location £K	Scheme Priority	Yearly breakdown of Costs £k				
							2005/6	2006/07	2007/08	2008/09	2009-11
4-19	Alexandra Park Road/Palace Gates Road (between Albert Road and Alexandra Palace Railway Station)	7	4	7	28	25					28
4-21	St Ann's Road (between Green Lanes and Tottenham High Road)	15	9	7	63	26					63
4-28	North Hill Road (between Archway Road and Hampstead Lane)	7	4	7	28	27					28
4-24	Coppetts Road/Tetherdown (between Trott Road and Fortis Green Road)	2	1	7	7	28					7
4-31	Willoughby Road/Leeside Lane (between Northumberland Park and Watermead Way)	2	1	7	7	28					7
4-27	Hornsey Lane (between Highgate Hill and Crouch End Hill)	3	2	7	14	30					14

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Scheme or Programme Reference	Location	Total Stops	Stops to be improved	Cost per stop £K	Total Cost for Location £K	Scheme Priority	Yearly breakdown of Costs £k				
							2005/6	2006/07	2007/08	2008/09	2009-11
4-30	The Roundway (between Great Cambridge Road and Lordship Lane)	2	1	7	7	31					7
<b>Yearly Totals</b>							<b>87</b>	<b>301</b>	<b>294</b>	<b>231</b>	<b>217</b>

Note: Sections located on the TLRN