



Bus Stop and Bus Shelter Policy (2004)

Minute Number: CL/DEC/3019/04

That the under mentioned recommendations (Minute Nos 2085/04, 2089/04, 2090/04 and 2093/04) made at a meeting of the Transport Committee held on 15 December 2004 be adopted.



Te Kaunihera o
MANUKAU
City Council

BUS STOP AND BUS SHELTER POLICY & GUIDELINES



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1.0 INTRODUCTION

Council's responsibility to facilitate and provide for alternative modes of travel choice, other than the car, are outlined in the Manukau City Council's District Plan – Transportation Chapter 8, Council's Strategic Plan for Passenger Transport entitled "Taking People Places" 2004-2005 and is expressed in Tomorrow's Manukau vision that, " Manukau will be a place that is easy to get around, through a transport system that provides free-flowing links to all parts of Manukau and neighbouring areas."

Whilst consistent with the above documents, the purpose of this policy is to provide guidance to members of the public and practitioners designing and implementing bus stops, bus shelters and any street furniture associated with bus transport facilities across the city. Those who make the formal decisions to locate bus stops and shelters will also need to take the policy into account.

The provision of such infrastructure is a critical component in the overall experience and image of passenger transport networks. Good design and siting of passenger stops can/will encourage and maintain patronage whereas poorly sited and maintained passenger stops will deter and limit patronage. This policy and the guidelines developed, aims to balance the needs of passengers with regard to their personal safety while at the same time ensuring the safe operation of buses.

This policy and the following guidelines will ensure that the upgrading and maintenance of bus stops:

- is consistent with Manukau City Council's policies to promote urban intensification; revitalise town centres; encourage increased public transport use; and provide better connections between bus and train services.
- Is consistent with the Traffic Regulations (1976) its amendments and the Manual of Traffic Signals and Markings.
- Is designed to maximise the level of permeability of the street network and minimise walking distances to bus stops/facilities.
- Provides for safe and quick boarding and alighting of buses by passengers.
- Provides for safe and quick bus movements in and out of stops.
- provides for a safe, comfortable and visible waiting area.
- provides an appropriate level of current customer information
- contributes to the positive marketing of public transport.

A Bus Stop check list attached to this policy has also been developed to assist practitioners in the assessment of proposed passenger transport stop locations. Components of this check list include:

- Location Choice – Placement of Stop
- Pedestrian Access
- Site Design
- Personal Safety

The following sections of this policy and its guidelines detail the criteria and issues for the implementation of bus stop and shelters across Manukau City.

2.0 POLICY STATEMENT

- Council will adhere to this policy for the implementation of bus stop and bus shelters across Manukau City.
- Community Boards will also take into account this policy in hearing objections to bus stops and/or shelters.

3.0 LOCATION OF BUS STOPS

3.1 Walking Distances

The walking distance to the bus stop will affect the attractiveness of the bus service. Walk distance is largely determined by bus route planning. However, factors such as the spacing of bus stops along a route and the location of bus stops in relation to major activity centres and pedestrian paths, are also very relevant.

In New Zealand and internationally, the standard practice for bus stop spacing is a stop every 400-500 metres along a bus route. However, the spacing of bus stops can vary considerably as they are generally located where they best meet passenger needs and safety while still maintaining good operating times.

Therefore, the exact location and spacing will depend on individual site conditions, which take account of adjacent land use activities, key route destinations (employment areas, schools and shopping centres), traffic volumes, sight distances and pedestrian links and crossings. Security is also a factor through locating bus stops in well-lit areas, e.g. close to a streetlight or an illuminated shopfront.

There is often resistance to the location of a bus stop and shelter within residential areas, due to perceptions that the presence of such facilities may attract vandalism or undesirable behaviour. However, these issues need to be balanced against the need to locate stops within the community in order to provide access to all residents.

The following criteria should be taken into account when locating new bus stops:

- Generally, the distance between bus stops along all bus routes in urban areas will be around 400-500 metres.



Photo 2 - An example of a well-located bus stop outside Manukau City Shopping Centre.

- Outside urban areas, stop location will be determined by demand generators and safe locations for buses to stop.
- Wherever possible, stops should be located to maximise the number of people within 400 metres walking distance of the stop. This will include being located close to intersections (provided they do not compromise their safe operation) and walkways or other pedestrian paths.

3.2 Good locations for locating bus stops are:

- Adjacent to an intersection, or pedestrian walkway.
- Adjacent to major trip attractors for example, a shopping centre(s) or a railway station.
- Within a commercial centre, business or industrial park.

A position close to an intersection is favoured because it maximises the patronage catchment served by a bus stop. In some circumstances bus stops may need to be incorporated into general intersection controls where they occupy space that would otherwise have "no parking" restrictions. Such locations should be favoured where intersection capacity and traffic and pedestrian safety concerns can be met.

Locating bus stops adjacent to key trip attractions or integrating bus stops into a town centre supports door to door service which often reduces the walking distance of passengers to a popular destination. The location of bus stops within commercial centres often means that passengers are protected from the weather by shop verandahs and undercover walkways.

The tendency to locate bus stops on parks/reserve frontages in order to reduce the likelihood of objections to bus stops and bus shelters is to be avoided unless these locations actually meet the criteria of being the best location for a bus stop or bus shelter as set out by this policy (Sections 3.8 and 3.9 refer). A good example of a bus stop located on the road frontage to a park is the stop on Aviemore Drive which serves the Highland Park Community Centre, Lloyd Elsmore Park, retirement village and residential community. The location of this bus stop meets the criteria for locating bus stop facilities.

Any decision to relocate a bus stop away from a current location should be made on the basis of the net benefit to the passengers and will include consultation with the following parties (where applicable):

- Passengers
- Affected bus operators
- Adjacent Property Owners
- Auckland Regional Council or its successor
- Manukau City Council - Transport/Traffic Engineers
- Manukau City Council Parks and/or Facility Managers

3.3 Where Bus Stops cannot be Located

Not all locations within the road network are legally permitted to be bus stops due to traffic safety concerns. The Traffic Regulations (1976) and its amendments identify the following criteria where bus stops are not permitted:

- near a corner, curve, hill, traffic island or intersection, if it blocks sight lines for pedestrians and vehicle drivers along the road.
- on, or closer than 6 metres to an intersection.
- on, or closer than 6 metres to the approach side of a pedestrian crossing.
- in front of, or closer than 1 metre to a vehicle entrance.
- on 'no stopping' lines - these are broken, yellow lines within 1 metre of the kerb.
- where a sign is placed to show that part of the road is reserved for classes of vehicles shown by that sign, (e.g., taxi or goods service vehicle). In many cases, this restriction is marked by a broken yellow line more than 1 metre from the kerb.
- on or closer than 0.5 metres to a fire hydrant.
- on a yellow circle on the road containing the letters "FH" (Fire Hydrant) or between the circle and the footpath.

Sites that are undesirable for bus stop location, not included in the Traffic Regulations above include:

- On a slope where a flat stretch of road is available which also meets the other criteria for bus stop location.
- On "dead-running" sections of road that generate few trips.
- Adjacent to areas that generate large amounts of short-term high turnover parking. Examples include automatic teller machines, lotto shops and video stores. This is because visitors to such locations often park illegally within bus stops.
- Adjacent to a tourist facility where this would lead to an unnecessary conflict between urban and coach/charter operations. Where there is demand for access to the tourist facility by both urban and coach/charter services, both should be provided for at separate but nearby locations.



Photo 3 – An example of a poorly located bus shelter makes it difficult for people in wheelchairs or those pushing strollers to utilise the footpath (section 4.8 refers).

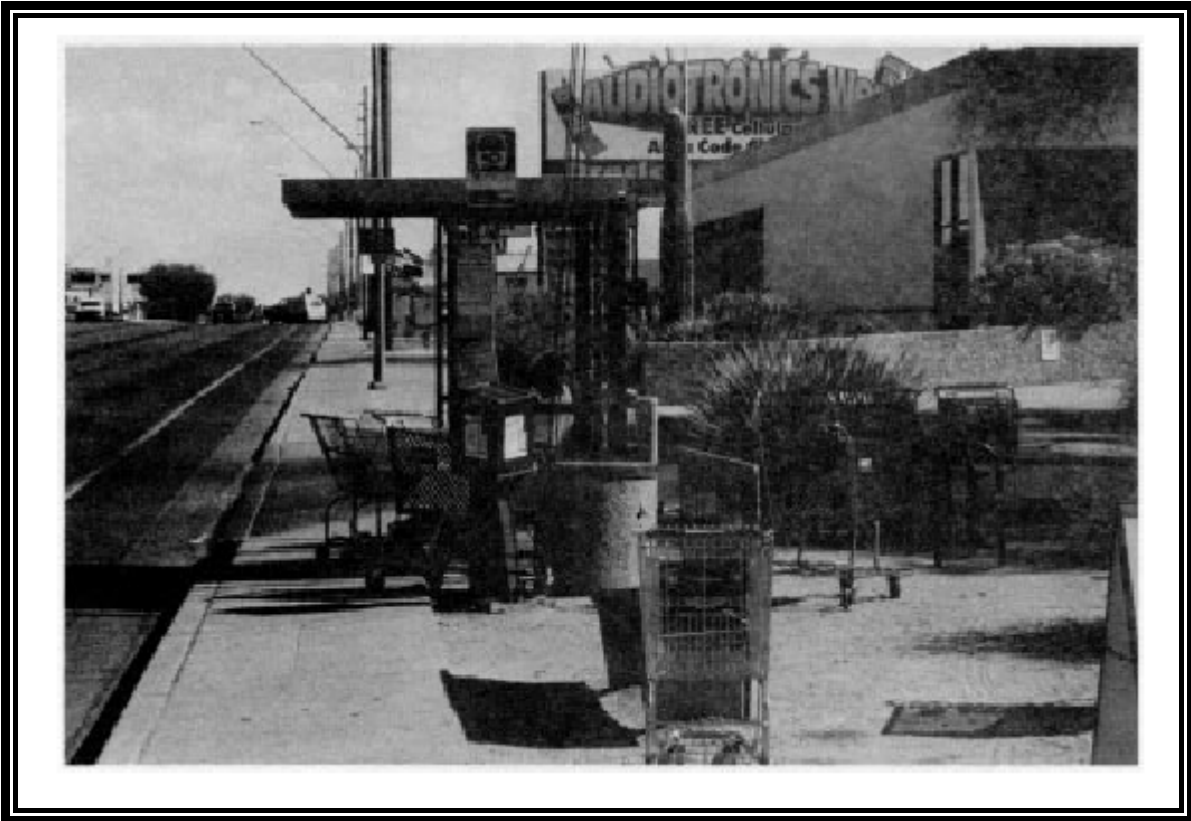


Photo 4 – Shopping Centres could install storage racks for abandoned shopping trolleys at a bus stop – improving the amenity of a stop and motorist and pedestrian safety i.e abandoned trolleys.

4.0 DESIGN ELEMENTS

The use of good urban design is crucial to improving the image of buses and the provision of more attractive facilities for customers. The good design and siting of passenger stops can/will encourage and maintain patronage, while poorly sited and maintained passenger stops will deter and limit patronage.

4.1 Surface Treatments

Most people get to and from a bus stop by walking. The design and maintenance of urban streets, pedestrian walkways and street lighting can do much to reduce the inconvenience and danger associated with walking to and from the bus stop. Surface treatments can assist in directing a pedestrian's safety to a bus stop. Such treatments can include:

- Pram crossings: A ramped dropped kerb allowing wheelchairs, prams and strollers to get from the kerb to carriageway level without a step.
- Tactile pavers: Strips inlaid into the footpath and generally yellow in colour. These warn blind and visually impaired people of a forthcoming vehicle crossing.
- Pedestrian refuges: A refuge area protected in the middle of the road to assist pedestrians in safely crossing busy roads.

It is vital that such surface treatments reinforce the need for pedestrians to cross the road behind (and not in front of) buses.

4.2 Boarding and Alighting

Where existing stops are being relocated or new stops implemented, the new stops should meet the following guidelines:

- Appropriate signage to indicate a bus stop for boarding and alighting (in accordance with the Manual of Traffic Signals & Markings (MOTSAM)).
- All bus stops to have even and well draining non-slip surfaces.
- The location of storm water gratings should not be directly on the bus stop at points where passengers board or alight buses.
- Avoid locating the head of the bus stop adjacent to driveways.
- Bus stops should be located where road camber will not cause passengers to slip on wet steps of buses on an incline.
- There are no obstacles located where the front and rear doors of buses are positioned in relation to the statutory bus stop sign and pole at the head of the stop. An example would be a rubbish bin or tree adjacent to where the rear door of a bus opens. The rear door of a bus can open anywhere from 11 metres to 14.5 metres from the head of the bus stop, depending on the type of bus being used.
- To extend the existing pavement to the kerb line allowing for all weather access when boarding/alighting buses. In general the concrete pad will be positioned in close proximity to the front of the bus – this will also assist visually impaired and blind persons boarding..

Special attention should be paid to maximising the number of bus stops accessible to wheelchair users by:

- Locating bus stops on a level section of road if at all possible.
- Having sufficient footpath width (a minimum of 1.5 metres, preferably 2 metres or more) to enable sufficient room for wheelchair manoeuvring while retaining sufficient room for other bus customers and footpath users.
- Having a kerb height of 120 mm to ensure a near-level entry and exit from a super-low-floor bus in a kneeling position with ramp deployed.

4.3 Vehicles Parked Illegally in Bus Stops

Vehicles parking illegally at bus stops or setting down persons are a continual problem which impacts on journey times and passenger safety. Vehicles that park in bus stops reduce both passenger and driver visibility which in turn affects the safe boarding and alighting of all passenger transport users including those less mobile (elderly and disabled persons). Complaints regarding vehicles illegally parked in bus stops should be reported to Manukau City Council's Call Centre on ☎ (09) 262 5104 to be addressed by the Parking and Compliance Unit. Council will ensure that:

- Manukau City Council Parking Wardens undertake appropriate enforcement measures to keep bus stops clear. Particular attention will be paid to bus stops located at key active nodes i.e. town and shopping centres.

4.4 Signage Standards Requirements

The requirements for signage at bus stops are set out by Traffic Regulations (1976) Guidelines as follows:

- Both ends of declared bus stops shall be marked with the statutory bus stop sign (RP-5 sign) where there are other parking controls at either end of the stop or where the stop is longer than standard.
- Council will mark the outer perimeter of a bus stop with yellow pavement markings where there are high levels of patronage and bus frequencies and demand for kerbside parking.
- Council practice has been not to undertake yellow pavement markings on all road surfaces where a bus stop exists, as these stops often have lower bus frequencies and services i.e one or two per day. Under current legislation, motorists are not permitted to park within 6 metres either side of a bus stop sign. However if there is an ongoing issue with illegal parking at a bus stop Council will mark out the bus stop with yellow pavement markings.

4.5 Bus-Bay Treatments

Taking buses out of a traffic lane through the use of bus bays can be desirable for safety reasons. However, the presence of bus bays can create difficulties for buses when re-entering traffic streams. For this reason full width bus bays should, where possible, be avoided except on safety grounds, such as in 80km/h zones. Full width bus bays can be beneficial in instances where bus lanes or high occupancy vehicle lanes are implemented. These lanes do not tend to present merging problems for buses and by taking the buses out of the traffic lane other priority vehicles are not hindered.

In some cases, half-width bus bays can successfully address issues of parked buses unnecessarily obstructing traffic flows while not unduly affecting the ability of buses to get back into traffic.

Where bus stops are located out of a traffic lane on a main road, provision should be made for buses to be able to merge back into slow moving traffic through the use of appropriate measures, such as bus priority measures or acceleration taper.

The guidelines for buses exiting and re-entering main traffic streams are outlined below:

- Full width bus bays will be avoided, except where justified on safety grounds and where high occupancy vehicle/bus lanes have been implemented. Full-width bus bays may be warranted on any stretch of road with a speed limit of 80 km/h or higher.
- Where re-entry into traffic from stops is identified as a problem, Council will investigate and implement measures to assist buses moving into the traffic lane. Consideration should be given to bus boarders and half-width bus bays.
- Bus bays should be located clear of traffic queuing for a signalised or other controlled intersection to minimise problems in buses getting back into the flow of traffic.
- Bus bays should not be located after a blind corner or bend in the road as bus drivers will not have sufficient visibility to be able to pull out safely into the moving traffic lane.
- A clear zone of at least 500 mm from the kerb should be provided to take into account the sweep path of urban buses, which have a long forward overhang and a rear tail swing.

4.6 Bus Boarder Treatments

The use of a “bus boarder” in some urban environments may be a suitable alternative over a bus bay treatments. Bus boarders push the bus stop out into the traffic lane reducing the delay to buses manoeuvring in and out of bus bays. Bus boards enable buses to move closer to the kerb reducing the need for passengers to step down on to the road when boarding and alighting. The length of the bus stop can then be reduced to provide extra kerbside for functions like on-street parking. Pushing the bus stop out into the traffic lane can also provide additional footpath space and opportunities for landscaping and improving the amenity. However, the provision of a bus boarder must take into account the urban environment (speed and flow of traffic) so as to ensure that there are no adverse effects on safety.

Case Study for Bus Boarders – Surrey Crescent

A bus boarder has successfully been implemented in the Surrey Crescent shopping area in Auckland City. The stop previously had a history of a high-level of short-term illegal parking combined with being heavily used by bus customers. Buses were often forced to double-park causing severe disruptions to traffic flows and operation of the adjacent signalised intersection.

A bus boarder will shorten the length needed for the bus stop as there is no need to provide additional manoeuvring space as required in bus bay designs. A bus bay boarder therefore allows more short-term parking for residents.



Photo 5: An example of a bus boarder, Grey Lynn. This example also highlights the need for access to a bus stop to be free of side walk clutter that would restrict wheelchair access or visually impaired or blind persons from safety accessing a bus stop. For controls on Signs refer to Council's Consolidated Bylaws.

4.7 Standard Bus Stop Requirements

In the Auckland Region, there is increasingly more use of longer 12.6 metre buses carrying 57 passengers as a result of increased public transport patronage. However, the increased length of these buses needs to be taken into account in standard bus stop requirements. These requirements are:

- Every bus stop should be long enough to allow a standard bus to manoeuvre in, park and manoeuvre out of a stop. For most stops room is required for only one standard bus at a time.
- Where a bus is expected to manoeuvre independently into a space between two parked vehicles, manoeuvring space plus stopping space for a bus of 12.5 metre long should ideally be 26 metres. This allows 11 metres to manoeuvre in, 11 metres for the bus to park and 4 metres for the bus to manoeuvre out of the stop. Where bus boarders are used the length of the bus stop can be halved to 13 metres as the bus does not need to manoeuvre in or out.

4.8 Placement of Street Furniture within the Road Reserve

The location of street furniture relative to the kerb can affect the ability of a vehicle to manoeuvre into a bus stop in order to get as close as possible to the kerb. A maximum kerb height is necessary to allow for the long forward overhang and rear tail swing of many urban buses. The following guidelines apply:

- A desirable maximum kerb height at bus stops is 120 mm.
- All new street furniture, fittings and verandahs shall be set back at least 500mm from the kerb.
- All other street furniture shall be set back 1 metre from the kerb. Statutory bus stop and other traffic signage must be placed to take into account the swing zones of buses.
- The location of signage poles should provide at least a 1.5 metre gap between any bus shelters and should maintain a footpath width of at least the same distance.
- Where an existing street light pole is in the vicinity of a bus stop, bus stop signage shall be attached to the pole to minimise the visual clutter from additional poles in a street.
- Passenger seating should be located as close as possible to where the front door of the bus will be when it pulls into the stop while not creating an obstacle for boarding passengers, and set back at least 1-1.5 metres (preferably 2 metres) from the kerb line.
- Bus shelters must leave at least 1.5 metres clear footpath space available (preferably 2 metres). This allows sufficient space to minimise conflict between passing pedestrians and waiting passengers while still ensuring unobstructed access for people in wheelchairs, the blind or vision impaired.

4.9 Placement of Street Furniture adjacent to Parks/Reserves

Parks and reserves have been created to provide open space for the community. Ideally stops and shelters should not be located outside them unless such locations meet the location criteria.

Where a bus shelter is to be located in front of or adjacent to park/reserves consultation with a landscape architect from Manukau City Council Parks should be undertaken. It may be suitable that a proposed bus shelter provides the opportunity of being integrated into the landscape design of the parks street frontage and still meet the criteria set out in section 4.10.

4.10 Positioning of Bus Stops and Bus Shelters

The following guidelines should be taken into account when locating a bus stop and bus shelter:

- Bus stop facilities shall not be placed where they unreasonably prevent access to any land having a frontage to the road.
- The location of seats and shelters should provide for good visibility of approaching buses, the waiting passengers and the surrounding environment.
- The location of any seats and shelters should be set back from the road and positioned near the front of the bus stop, near the front door of buses using the stop.

- The orientation of shelter seating should take into account the direction of prevailing winds e.g. angled seating.
- Sight lines between the passenger waiting area and the oncoming services should be protected when considering the installation of other street furniture, the planting of trees and the location of loading zones.
- Where appropriate shelters should not be installed within the drip line of trees. Any vegetation should be maintained by Council or by the adjoining landowner.
- Close to an intersection or walkway to maximise the 'ped shed' (the number of potential public transport users within 400-500 metres or a five-minute walk of the bus stop).
- On the departure side of intersections to minimise problems with intersection operation.
- Adjacent to key trip generators such as rest homes, shopping centres, medical facilities and educational institutions.
- On a flat stretch of road where possible.
- Not more than 450 metres from bus stops on either side.
- Ideally at least 26 metres long where parking controls exist at either end of the stop.
- If a bus shelter is to be located on the frontage of a park/reserve discussion with a landscape architect from Manukau City Council Parks is required.
- Bus stops should ideally be located in pairs opposite or nearly opposite one another. In cases of narrow streets, the stops in either direction may need to be staggered to ensure that vehicle flows are not blocked if two buses are using stops immediately opposite each other at the same time.
- The length of a bus stop should be adequate for the number of buses using the stop. It follows that bus stop lengths should be able to accommodate at least two buses on high-frequency routes and those served by numerous different routes.
- Where stops are specifically designed for wheelchair access to and from buses, this should be done for stops in both directions at the same general location.

4.11 Shelters and Seating

Manukau City Council's District Plan (Transportation Chapter) allows for seats and shelters not exceeding 4 metres in length, 2 metres in width and 2.5 metres in height as permitted activities in all zones. Larger passenger transport facilities are permitted activities within the road zone, but within all other zones are subject to the usual building and structure rules.

It is well recognised that it is not practical to provide shelters at all stops, especially given that many stops are infrequently used or are passenger set downs only. However, where bus shelters are recommended the following guidelines will assist in site suitability and criteria.

4.11.1 BUS SHELTERS

The function of a bus shelter is to provide a comfortable waiting environment and effective shelter from the wind, rain and sun. A single design for the whole city may be inappropriate to meeting this guideline. However, all shelters should have the following features:

- Ideally at least three walls, a roof and an entrance that together provide effective shelter to waiting passengers. Enclosed four-walled shelters, while providing better weather protection, can lead to safety concerns in respect of a confined enclosure and resultant entrapment.
- A well drained/dry even floor.
- Comfortable and sheltered seating, preferably a slat design to minimise water and dirt retention.
- Good lines of sight between the seating positions, oncoming buses and the surrounding environment.
- An information panel providing current service information.
- Contact numbers for complaints and bus shelter maintenance.
- Use of vandal and graffiti resistant materials that are robust and easily maintained.
- Sufficient depth to allow passengers to walk past seated passengers within the shelter. This will also reduce the feeling of confinement (enclosure).
- Adhering to Crime Prevention through Environmental Design Principles 1 through the provision of kerb-side and street-side surveillance, day and night to improve safety. A good example would be a bus stop in sight of a retail outlet such as a dairy that is open long hours or an area with high pedestrian volumes and passing traffic.
- Siting of the shelter to prevent interference with pedestrian circulation and wheelchair access.
- Ensure that the placement of advertising panels does not block out visibility. Ideally if advertising panels are to be provided these are placed on the downward side of the bus stop.

¹ *Crime Prevention through Environmental Design* is a crime prevention strategy that focuses on reducing the opportunities for crime through design of the built environment thereby reducing the likelihood of essential crime ingredients intersecting in time and space.



Photo 6 - An example of a poorly located bus shelter and pole hinders pedestrians, wheelchair users and pushchair users alike.

- Access to the shelter by persons using mobility aids, with a good spatial connection to the ramp or lift on the bus.
- Rubbish bins should be located at highly patronised bus stops – preferably bottom-draining, easily secured, and serviced and steam or water blast cleaned. The bins must not create an obstacle to pedestrian, pushchair or wheelchair circulation.
- Shopping trolley storage racks should be provided at highly patronised bus stops where the stop serves a supermarket or other key retail location using trolleys. This would improve the amenity of the stop and motorist and pedestrian safety i.e the blind or visually impaired.
- To extend the existing pavement to the kerb line allowing for all weather access when boarding/alighting buses. In general the concrete pad will be positioned in close proximity to the front of the bus – this will also assist the vision impaired and blind persons boarding.
- If a shelter has to be located within 1 metre of the kerb, then the minimum height for the shelter must be 4.25 metres.
- The shelter must leave at least 1.5 metres clear footpath space available (preferably 2 metres). This allows sufficient space to minimise conflict between passing pedestrians and waiting passengers while still ensuring unobstructed access for people in wheelchairs, blind or vision impaired.

The use of artificial lighting in bus shelters while desirable is vulnerable to vandalism and therefore is not provided. Accordingly, Council will use all opportunities to co-ordinate the location of a bus stop or shelter with the existing street or property lighting. The provision of good natural or artificial light will encourage better perception of safety and will also enable passengers to read timetable information at night.



Photo 7: Examples of glass bus shelters that make excellent use of natural and artificial lighting from all directions.

4.11.2 Bus Shelter Seating

The principal concerns over seating design are comfort, capacity, and maintenance. The location of seats should contribute to passengers' comfort by being set back from the traffic lane while still providing good visibility to approaching buses. In particular:

- Seats to have backs for safety and comfort.
- Seats to be located to maximise waiting passengers sightlines of arriving buses.
- The sightline of approaching buses for waiting passengers seated or standing must be maintained. Objects which could block future sightlines are postal boxes, telephone booths and advertising panels. Where these are to be provided they should be located on the downside of the bus stop.



Photo 8- An example of a bus shelter at Manukau City Centre which provides poor protection from the elements. A shopping trolley storage rack would also be favourable at this location.



Photo 9 – This shopping trolley rack is situated next to a taxi and bus stop, Singapore. It improves the amenity of the stop and motorist and pedestrian safety i.e the blind or visually impaired.

- The provision of a bus service;
- Frequency of bus services;
- Total number of persons waiting per hour/weekday;
- Total number of elderly or mobility impaired persons waiting per weekday.

Table 1: Criteria for the Location of Bus Stops, Timetable Information, Bus Shelters and Seating


<p>Bus Stop Sign</p> 	<p>All bus stop locations will have a statutory bus stop sign (RP-5) as per the Manual of Traffic Signs and Markings (MOTSAM). The bus stop sign is enforceable by the red boarder. Under law motorists are not permitted to park within 6 metres either side of this bus stop side.</p>
<p>Yellow Box (Road Markings)</p>	<p>Council will mark the outer perimeter of a bus stop with yellow pavement markings along key arterial routes, where there are high levels of bus patronage and bus frequencies. Council will also mark out a bus stop where there is a high demand for kerbside parking or illegal parking problems. For example, a yellow box is likely to be applied in the following areas, Transit Centres and Park and Ride Facilities, Town/Shopping Centres and at key Medical locations.</p>
<p>Timetable Information</p>	<p>All bus stops with the exception of outbound routes only will have timetable information. Section 6.1 of this Policy provides details on the type of information board to be displayed.</p>
<p>Seat</p>	<p>The provision of a seat or bus shelter is dependent on a bus service, bus frequencies, specific use of the stop (i.e. pickup/set down or set down only stop) and the number of person waiting per hour/weekday at that stop.</p>
<p>Bus Shelter</p>	<p>Where a bus shelter is not provided Council will explore providing a seat as an alternative measure.</p>



Photo 10 - Good shelters have high visibility for passengers, no hiding spaces for undesirables and promote passive surveillance.

3.11.4 The relocation of bus stops and bus shelters

On occasion Council will receive opposition from a resident or business adjacent to a bus stop objecting to its presence. Reasons cited for this opposition can include:

- Desire to have parking immediately outside their properties;
- NIMBY Syndrome – Not in my back yard mentality;
- Vandalism of bus stops and bus shelters at night;
- Perceived loitering at bus shelters, often by groups of teenagers;
- Bus shelter blocks sightlines for cars reversing out of driveways or service lanes.

It is important in considering such requests to note that bus stops are in general an established kerbside use offering access to the local community and that there is no private entitlement to use of kerb space. The relocation of a bus stop can be costly as it involves undertaking physical ground works to relocate a shelter i.e. installation of new concrete pads, seating and other associated facilities, as well as the requirement to go through an approval process. In all cases, Manukau City Council traffic engineers need to approve any new location for a relocated bus stop.

As a general guideline, Manukau City Council will only relocate an existing bus stop where:

- The existing bus stop location fails to comply with the Traffic Regulations; and/or
- The existing bus stop location creates a verifiable safety hazard; and/or
- The existing bus stop is poorly located for public transport customers and relocation would improve the penetration of the bus network.
- There are wider urban design or public objectives to consider and satisfactory alternative locations exist.

As a general guideline, Manukau City will only remove bus shelters where:

- Repairing the effects of vandalism is an ongoing significant expense and an undue call on public funds which could be better spent elsewhere and/or
- The bus shelter is outdated and is to be replaced by an improved design and standard.
- There are wider urban design or public objectives to consider and satisfactory alternative locations exist.

Manukau City Council is continually upgrading its bus shelters to a more open style design that discourages vandalism and maximises natural and artificial surveillance, subject to budget availability, on high-frequency routes on collector and arterial roads.

At other locations where the above criteria apply, the bus shelter should be replaced by a bus seat where possible, especially at high-use bus stops.

The relocation of bus stops should aim to meet the broader needs of the community, particularly public transport users, rather than the individual needs of adjacent residents or property owners unless:

- there is a proven sustained loss of amenity to adjacent residents; or
- proven significant impact on trade or business; or
- the existing bus stop location is proven to be a safety hazard; or
- the existing bus stop does not meet the needs of public transport customers and there are alternative locations available that comply with this policy and are unlikely to present similar issues.

5.0 INSTALLATION OF BUS STOPS AND SHELTERS

This section provides a policy framework and the process for location of bus stops and the installation of bus shelters.

5.1 Bus Stops

Council has the legal right to install road and parking controls (including bus stops) it deems necessary to meet regional and local transport objectives. As such there is no specific legal requirement for Council to undertake consultation. However, it is Manukau City Council's practice to consult with the affected parties. Council, under special delegated authority, has delegated the responsibility for hearing objections to a new bus stop location to the relevant Community Board for a decision. Figure 1 outlines the approval process.

5.2 Bus Shelters

For new bus shelters, Local Territorial Authorities are legally required under the Local Government Act 2002, Section 339 "Transport Shelters" to consult with adjacent land owners. Under Council's delegated authority, the relevant Community Boards currently approve the bus shelter locations.

All requests for new shelters, shelter upgrades and replacement shelters should be forwarded to Manukau City Council.

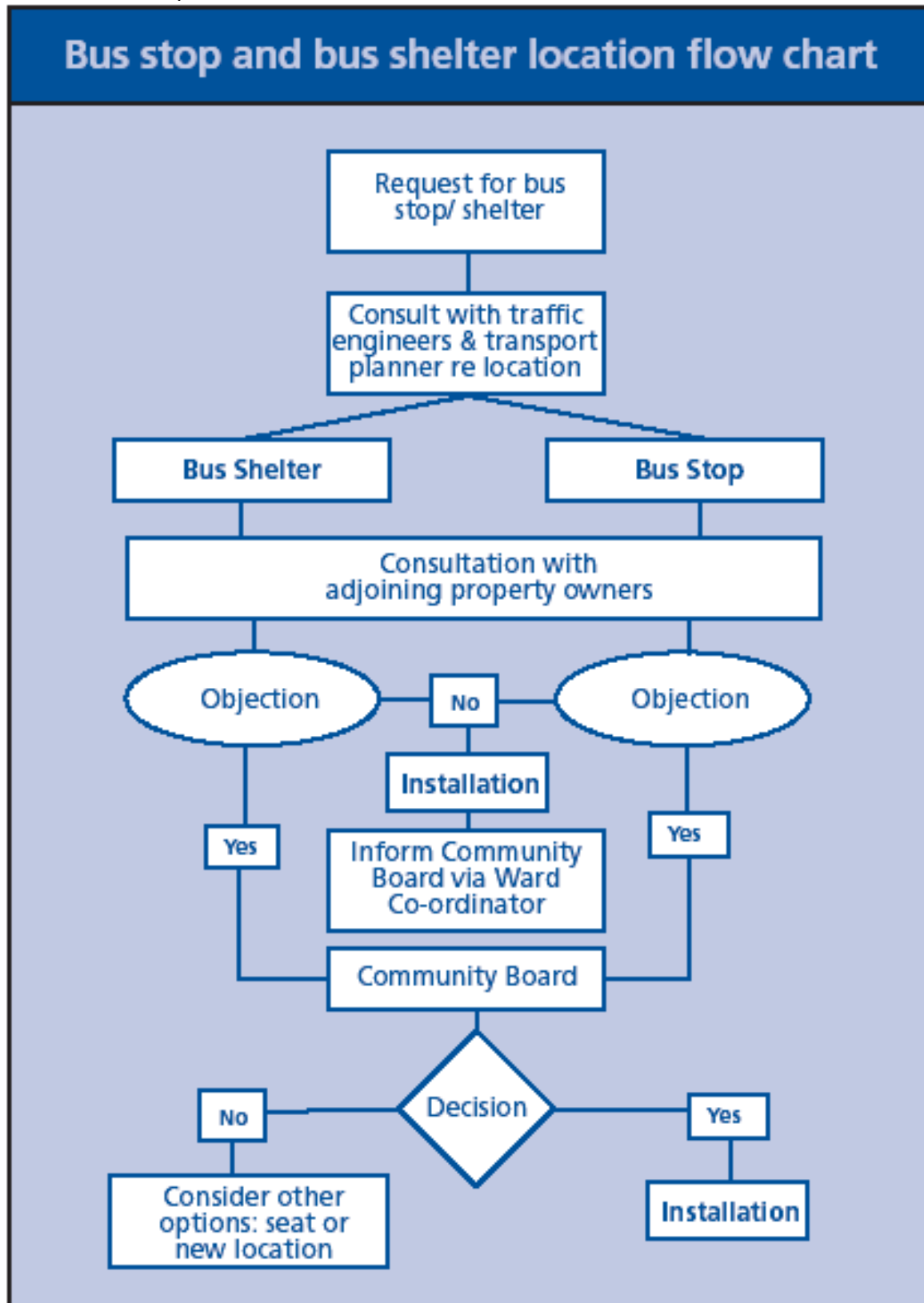
Requests to relocate a shelter should meet the criteria set in this policy and Traffic Regulations 1976 and amendments. Council's Transport and Traffic Engineers should also be consulted if it involves the relocation of a bus stop or matters where a shelter affects sightlines for roads and major activity sites in conjunction with the requirements of the Traffic Regulations 1976.

Where a new bus stop is requested consultation with the landowner is required. Where there is no opposition to a proposed bus stop location, the Manager Transportation has the delegated authority to approve the proposal. In such instances Councils road network provider will inform the Democratic Processes Co-ordinator of a new approved bus stop or shelter location who will in turn advise the relevant Community Board for information. Where there is opposition to a bus stop location, the Community Board may hear objections and, under delegated authority, make a decision approving or declining a proposal. The following flowchart in Figure 1 outlines the process for locating a bus stop and bus shelter.

There is no legal right of appeal to any Community Board or Council decision.

In hearing objections a Community Board making decisions on the location of bus stops should take account of this policy and not make decisions contrary to it.

Figure 1 - Bus Stop and Bus Shelter Locations Flowchart



The following bullet points paraphrase section 339 (Transport Shelters) of the Local Government Act 2002:

- The Council is empowered to install shelters.
- No shelter may be placed in a position that unreasonably prevents access to any land having a frontage to the road.
- The Council must advise the owners of land affected by the proposal and give ten days for the owners to object.
- If an objection is received the Council shall hold a hearing. After hearing the objections the Council may either dismiss the objection or decide not to continue with the proposal, or continue the proposal with modifications.
- Consultation with affected and adjacent landowners usually takes the form of a concept plan and a letter seeking support/opposition for/to the proposed stop.
- Council can delegate the responsibility for hearing objections under section 339 to the relevant Community Board.
- All proposals for bus shelters will be processed in accordance with section 339 of the Local Government Act. Under Council's delegated authority those proposals that receive objections from adjoining landowners are referred to the appropriate Community Board for hearing and decision.

It is important to note that while Manukau City Council controls bus stop facilities, the provision of bus services is the responsibility of the Auckland Regional Council (ARTA from 1 January 2005) and bus operators (i.e. Howick and Eastern Bus Company, Stagecoach NZ). Where new or changes to existing bus stops are identified, the following parties (where applicable) will also be consulted and informed on the outcomes:

- Public transport users;
- The Auckland Regional Council (ARTA from 1 December 2004)
- Bus operators.

Where timetable information is missing or outdated the Auckland Regional Authority (ARTA after 1 December 2004) should be informed directly on ☎ (09) 366 2155 or ☎ (09) 366 400 either by members of the public or through Council's call centre.

6.0 BUS STOP FACILITIES

Bus stop facilities include the provision of adequate seating and shelter, but can also include other facilities such as: information, natural and artificial lighting, rubbish bins² and telephone facilities.

The locations for bus shelters and other bus stop facilities will be prioritised in the following order:

1. all high use stops (trip attractors, district/activity centres) *also refer to Table 1 "Criteria for the location of shelters and seating"*;
2. all stops where transfers take place;
3. all stops along established high frequency routes;
4. local boarding stops as opposed to stops where passengers disembark.



Photo 12 – An example of a 'Hoppy' Board found in activity centres, district centres and high frequency routes.

² All matters relating to rubbish bins should be directed to Manukau City Council Clean Environment Unit.

6.1 Timetable Information

To maintain a high level of service and patronage, accurate information on bus service routes is vital. It is the responsibility of the Auckland Regional Council (ARTA after 1 December 2004) to provide, install and maintain accurate timetable information, while Manukau City Council is responsible for installing and maintaining the timetable cases. Various approaches are being taken by the Auckland Regional Council and Manukau City Council to communicate and display bus service information. Table 2 provides guidelines for the type of timetable information to be provided at bus stop locations.

Table 2: Timetable Information Provision

STOP TYPE	REASON FOR PRIORITY	TYPE OF INFORMATION CASE
Activity centres, district centres, high frequency routes	High use stops. Important as origin points for trips.	'hoopy' board and in future real time information Rideline number
Interchange and park and ride facilities	Service information will be required to reassure/inform people making connections.	'hoopy' board and in future real time information Rideline number
Local pick up.	Most bus stops. Informs passengers about arrival times of services	Standard timetable case Rideline number
Local set down	Lowest priority	No information. These stops are rarely used for boarding services.

Where timetable information is missing or outdated the Auckland Regional Authority (ARTA after 1 December 2004) should be informed directly on ☎ (09) 366 2155 or ☎ (09) 366 400 either by members of the public or through Council's call centre.

7.0 MAINTENANCE

Manukau City Council conducts an annual audit of bus stop infrastructure to ensure that all bus stops have adequate signage and timetable information at all locations. Maintenance costs can be considerable given the ongoing vandalism of public facilities. Community resistance to shelters is based on experience of shelter vandalism and the perception that shelters attract “undesirables.” These guidelines can only address issues of maintenance and consultation as a means of changing the image of shelters and enforcing greater resolve to install more shelters. Council aims to:

- Pro-actively maintain its bus shelter stock through a programme of regular spot checks.
- Have stickers on all bus timetables with the Manukau City Council Call Centre ☎ (09)262 5104 number for reporting bus stop damage.
- Respond within 24 hours to reports of graffiti and damage, especially in the case of glass breakages where a danger is presented to the public.
- Ensure regular sweeping and street cleaning includes bus stops and bus shelters, rubbish bins³.



Photo 13 - An example where vandalism actively discourages public transport use if they perceive neglect or decay associated with the service.

³ All matters relating to Rubbish bins should be directed to Manukau City Council Clean Environment Unit.

8.0 ALTERNATIVE BUS SHELTER PROVIDERS – ADSHEL NZ LTD

Adshel NZ Ltd currently has a 23 year contract with Manukau City Council to provide and maintain 'Adshel' bus shelters. This contract provides benefits to Council in terms of the provision of high quality well maintained shelters currently along key routes. To ensure that the bus shelter works for both the advertiser (in terms of advertising exposure) and Manukau City Council's priorities for the installation of bus shelters, the selection of locations for Adshel bus shelters should also meet the criteria set down in this policy.



Photo 14 – Examples of Adshel bus shelters national and international.

9.0 CHECKLIST FOR BUS STOPS – ONSITE TOOLS
















A check list has been developed to assist practitioners in the undertaking of on-site checks at locations where a bus stop or shelter is proposed.

Components of this check list include:

- Placement of Stop, which addresses the suitability of a proposed bus stop/shelter location of the stop;
- Pedestrian Access, the ease of getting to a stop on foot or by wheelchair.
- Site Design ensuring that a bus stop/shelter provides good sightlines to view oncoming passenger services, placement of street furniture suitable to the location and the expected patronage numbers utilising that stop;
- Personal Safety – site “feels” safe, passive surveillance, use of artificial light for night time use.

10.0 CONTACT DETAILS OF PASSENGER TRANSPORT PROVIDERS

The following agencies are responsible for the provision of passenger transport services and related infrastructure in Manukau. Should you have any queries regarding the provision of bus services or/and related infrastructure (i.e. timetable information, bus stops) please direct your feedback to relevant agency/company listed below:

PROVIDES OF PASSENGER TRANSPORT AND INFRASTRUCTURE	CONTACT THE FOLLOWING PROVIDERS FOR ANY ISSUE REGARDING:	CONTACT DETAILS
AUCKLAND REGIONAL COUNCIL (ARTA AFTER 1 DECEMBER 2004)	TIMETABLE INFORMATION. REQUESTS FOR BUS SERVICES. FEEDBACK ON BUS OPERATORS AND SERVICES.	 WWW.RIDELINE.CO.NZ  INFO@ARC.GOV.T.NZ  09 366 6400
MANUKAU CITY COUNCIL	BUS STOP AND BUS SHELTER MAINTENANCE. REQUEST FOR BUS STOPS AND SHELTERS. STREET LIGHTING. RUBBISH BINS.	 WWW.MANUKAU.GOV.T.NZ  CONTACTUS@MANUKAU.GOV.T.NZ  09 262 5104
ADSHEL NZ LTD	FEEDBACK ON ADVERTISING ON ADSHEL SHELTERS.	 WWW.ADSHEL.CO.NZ  JOHN.BURT@NZOAL.CO.NZ  09 303 5417
HOWICK & EASTERN BUSES	FEEDBACK ON BUS SERVICES AND BUS MAINTENANCE ISSUES.	 WWW.HOWBUS.CO.NZ  INFO@HOWBUS.CO.NZ  09 2733660
STAGECOACH NZ	FEEDBACK ON BUS SERVICES AND BUS MAINTENANCE ISSUES.	 WWW.STAGECOACH.CO.NZ  FEEDBACK FORM ON WEBSITE  09 442 0555

REFERENCES

- Auckland City Bus Stop Guidelines*, Auckland City, August 1997.
- Bus Stop Design for Minimum Conflict*, Transition, Issue 5, The Centre for Independent Transport Research in London, October 1998.
- Bus Stop Guidelines*, VicRoads, November 2003
- Development of a Bus Stop Policy for Manukau City*, report to Manukau City Council Environmental Management Committee, 11 June 1998
- Passenger Transport Supportive Land Use Guidelines*, Auckland Regional Council, 1997
- Requirements for Bus Stops for Urban Services*, Bus & Coach Association (Auckland), 1995
- Safer by Design Evaluation*, Auckland City & NZ Police, April 2003
- Traffic Regulations*, New Zealand Government, 1976 and amendments
- Transit Stop Installation, Checklist*, BC Transit, undated.
- Waitakere City Bus Stop and Bus Shelter Location Policy*, Waitakere City Council, August 2003.
- Manukau City Council's Strategic Plan for Passenger Transport "Taking People Places"*, 2004.