



## Bristol City Council Equality Impact Assessment Form

(Please refer to the Equality Impact Assessment guidance when completing this form)

Name of proposal	Bus Shelter Replacement Project (installation stage)
Directorate and Service Area	Place, Sustainable Transport Service
Name of Lead Officer	Stephen Pick

### Step 1: What is the proposal?

Please explain your proposal in Plain English, avoiding acronyms and jargon. This section should explain how the proposal will impact service users, staff and/or the wider community.

#### 1.1 What is the proposal?

Please also see the approved EQIA forms for the Greater Bristol Bus Network Project and Bus Shelter Replacement Project (procurement stage)

Bus Shelter Replacement Project (Installation stage)

The **Shelter Replacement Project (SRP)** is a 5 year project to replace around 300 "life expired" bus shelters in Bristol with shelters of a standard comparable with those installed over the past six years through the Greater Bristol Bus Network (GBBN) Project.

The overall objective is to provide an enhanced and accessible waiting environment for bus passengers using the elements listed below:

The improvements include:

- New, larger higher specification shelters with improved seating, lighting and travel information
- Installation of a raised kerb for easier access (with safe haven paving) for level boarding and alighting - this is a requirement of the Equality Act 2010.
- New longer bus stop cage and Clearways to enable buses to align parallel with the new raised kerb
- New Real Time Information displays to enable bus passengers to see when their next bus is due to arrive.

In general terms the SRP project helps to promote equality through improvements to **physical access, information, highway safety, personal safety** and promotion of sustainable and healthier modes of transport.

The project is in its early stages, however once at full capacity bus shelters will be installed at a rate of around two per week over the 5 year period.

To manage the Shelter Replacement Project we have divided the city into three areas in-line with the current structure of the Neighbourhood Management Service (South, North, Central & East). In terms of prioritising the sites the city has been divided up into 14 Neighbourhood Partnership Areas (NPA) and we have identified the following NPA's for the first phase.

- Avonmouth & Kingsweston
- Stockwood, Hengrove and Whitchurch
- Greater Fishponds
- Cabot (City Centre), Clifton and Clifton East

A consultation meeting was held with the NPA group explaining the SRP proposals on 11<sup>th</sup> February 2015.

Each batch of replacement shelters (approx. 5-10 stops) are subject to approximately 6 weeks consultation covering the following groups:

- Internal Quality Assurance - BCC officers from various departments including road safety
- Councillors (including NPA officers and bus operators for information)
- Public consultation with local residents and businesses

## Step 2: What information do we have?

Decisions must be evidence-based, and involve people with protected characteristics that could be affected. Please use this section to demonstrate understanding of who could be affected by the proposal.

### 2.1 What data or evidence is there which tells us who is, or could be affected?

The new bus shelters will be used by everyone who uses buses in Bristol. Therefore customers would reflect the general population of Bristol as well as visitors and commuters.

	Demographics in Bristol are %
Aged 15 and under	18.40%
16-24	15.60%
65 - 74	6.50%
75 and over	6.60%
Men	49.80%
Women	50.20%
People with a disability or long term limiting illness total	16.70%
White British	77.90%
White – non-British	6.10%
Black and minority ethnic	16%
Civil partnership	0.30%
People whose main language is not English	8.50%
Lone Parent Household	12%

### 2.2 Who is missing? Are there any gaps in the data?

There are no comprehensive statistics on bus usage by equalities communities.

National research identifies that women use buses more than men. A significant proportion of **older** and **disabled people** have bus passes for free travel and therefore it is likely that a significant proportion of these groups use buses.

#### Department of Transport Passenger survey 2010

Women are more likely to use local buses than men. Women make on average 83 local bus trips per year compared with 63 among men in 2008. In terms of age, women aged in the 17-20 year group make the most trips, with those

aged over 60 also making around 100 trips per person per year in 2008. This pattern reflects patterns in driving licence holding and, for the older age group, the availability of concessionary bus fares.

#### **Bus Statistics 2014 – gov.uk**

In the year ending March 2014:

- there were an estimated 5.2 billion bus passenger journeys in Great Britain – around two-thirds of all public transport journeys, of these, 4.7 billion journeys were in England, of which half were in London
- bus passenger journeys in England increased by 2.2% compared to the previous financial year
- there were around 9.7 million older and disabled concessionary bus passes in England, with an average of 104 bus journeys per pass per year

2.3 How have we involved, or will we involve, communities and groups that could be affected?

All identified equality groups were consulted on the **GBBN bus shelters standards** EqIA screening report and a workshop held on 10<sup>th</sup> November 2010 attended by representatives from the following groups:

- Bristol Physical Access Chain
- Older People's Forum
- Disability Equality Forum
- Bristol Multi-Faith Forum
- Royal National Institute for the Blind

Comments were received from all of the above groups and responses were also received from the following groups that did not attend:

- Guide Dogs for the Blind
- Bristol Lesbian, Gay and Bisexual Forum
- Bristol CC Deaf Equality Officer

Also general consultation meetings were undertaken for each GBBN corridor.

The outcome of this large-scale consultation and BCC guidance documents such as the 'Environmental Access Standard' were used to influence the GBBN shelter design and standards, including studying the 'holistic' travelling environment. Looking at the passenger experience from planning their initial

journey through to arriving at their destination.

Consultation is now taking place under the **Shelter Replacement Project** with **local residents and businesses** for each batch of shelter upgrades including:

- A hand delivered letter explaining the changes and a plan showing the proposed location of the infrastructure
- Dedicated phone number and email address for comments
- Officer assigned to each Neighbourhood Partnership area.

Depending on the outcome of the consultation construction commences approximately 1 month later.

### **Step 3: Who might the proposal impact?**

Analysis of impacts on people with protected characteristics must be rigorous. Please demonstrate your analysis of any impacts in this section, referring to all of the equalities groups as defined in the Equality Act 2010.

#### **3.1 Does the proposal have any potentially adverse impacts on people with protected characteristics?**

Based on comments received during consultation on 'GBBN bus shelters standards' EqIA screening report, a workshop held on 10 November 2010, letters received from members of the public and advice from the Equalities team.

**Age** – availability and ease of use of public transport is a major concern for older people – long waiting times, inadequate evening and Sunday services changes and withdrawals. Weather Protection and seating is also an important factor as well as raised kerbs to allow easier access on and off the buses.

Young people also emphasise the importance of public transport for accessing educational and training establishments and to access social and sports activities.

#### **Response**

Real time information at bus stops will allow passengers to make informed

decisions around waiting times and raised kerbs will allow for easier access and improved timekeeping (beneficial for those in work/education/training). The SRP project has no control over the routes and bus services.

**Adverse impacts**

none

**Disability**

**People with learning difficulties** may need more time to adjust to any temporary changes during construction.

**Response**

Clear signage and advance notice when using temporary bus stops during construction.

**Adverse impacts**

None

**People with hearing impairments (comments supplied by BCC Deaf equality Officer)**

Visibility and signage is very important, RTI displays requested at every bus stop. Clear promotion of how to receive information by SMS.

Deaf awareness training for drivers and route maps on buses so deaf passengers can point to desired destination

Timetable and other information at stops must be well lit at night

**Response:**

SRP includes RTI at all bus shelters (where possible)

Information on SMS is provided in the new shelters on the bus timetable information.

The request for driver training will be passed to the bus operator via the relevant liaison officer in BCC.

The new bus shelters will have improved lighting

**Adverse impacts**

none

**People with visual impairments (comments supplied by RNIB and Guide dogs for the blind)**

**RNIB**

Unable to access key fobs for audio real time information system at bus stops  
Paper timetables should also be available in large print and other formats on request

Position and height of timetable cases on bus stops can also be inaccessible  
Multiple services at single stops can be a problem for blind/visually impaired

people, have to ask bus drivers which service they are and may miss the bus if there is more than one approaching the stop and the one at the back moves off or fails to stop

**Response:**

The RTI displays will have the 'next bus announcements' capability available at existing RTI displays installed across the city. Using a key fob (**available from the Bristol RNIB office**), service users will be able to interact with the display and obtain information on the bus stops name, time and next departures from the bus stop.

A number of the RTI displays recently installed do not have the next stop announcement capability. This was due to VIX, the RTI contractor being unable to obtain the required hardware. React Technologies Ltd are now the sole European licensed supplier of the REACT technology and VIX are now able to obtain the required hardware/software. All displays that do not currently have the next bus announcements will be retrofitted with the product.

Alternative timetables formats are available on request ( BCC timetables provide a phone number in Passenger Transport for people to request another language, Braille, audiotape, large print)

The SRP project includes standardised position, size and height timetable cases for the majority of people's requirements. However at some sites (for example on a hill) larger font sizes can be used to aid visibility.

In addition to the audible RTI the SRP project which includes longer clearways should improve spacing issues at bus stops. If buses are queuing at a stop they should move forward to allow people to board from the front bus. This concern will be raised with bus operators so that they can confirm suitable training in relation to equalities issues.

**Guide Dogs for the Blind**

Dropped kerbs should be implemented with tactile paving

Timetables and other information should be available in alternative formats

**Address needs:**

The scope of the SRP project does not generally include signalised crossing locations and informal crossing points although where changes are made and new crossing points are installed, dropped kerbs and tactile paving will be used.

Alternative timetable/information formats are available on request (BCC timetables provide a phone number in Passenger Transport for people to request another language, Braille, audiotape, large print, easy English, BSL

video, CD Rom or plain text)

**Adverse impacts**

none

**Sexual orientation**

Safety is main concern, CCTV and good lighting at bus stops most important

**Response**

The SRP project will deliver improved lighting at bus shelters and safe haven paving. (although not part of the shelter, CCTV cameras were installed on all new First buses provided for GBBN)

**Adverse impacts**

None

**Religion or belief**

Audio announcements on buses should include places of worship

Concern that 24hr bus lanes make access to some places of worship more difficult by car

**Response**

The scope of the SRP project does not cover audio announcements on buses or bus lane operations.

**Adverse impacts:**

None

**Gender Reassignment**

A Government Equalities Office 2011 survey on the experiences of transgender people identified that respondents feared most for their safety on the streets and using public transport.

**Response**

The SRP project will deliver improved lighting at bus shelters and safe haven paving. (although not part of the shelter, CCTV cameras were installed on all new First buses provided for GBBN)

**Adverse impacts**

None

**Marriage & Civil partnerships**

Relationship status has no relevance for public transport usage. No adverse impact



### **Pregnancy & Maternity**

Pregnant women will benefit from using seating on the new bus stops, but may have to request other people to stand up (some people are hesitant to offer a seat in case the woman is not pregnant and takes offence). Good publicity for pregnant women can help to alleviate concerns. For example some travel websites recommend women use a 'Baby on Board' badge to indicate they are pregnant. Also signage on buses can request people give up their seats for disabled, elderly and pregnant passengers.

### **Response**

The SRP project will improve access for people with buggies because the bus stop will align with the bus to allow easy access. The SRP bus routes are served by low-floor, wheelchair-accessible buses, designed to provide easy access and on-board space for wheelchair users and pushchairs. People travelling with a buggy, are able to board any low-floor bus, unless the driver thinks that it is too crowded for safe travel. If a wheelchair user wants to board the bus, the driver may ask the person with the buggy to share the space, move the buggy to another part of the bus, or, if necessary, fold it. Wheelchair users have priority over anyone else in this area as it is the only place they can travel safely. Travel websites and signage on buses and at the new SRP stops can assist greatly in ensuring shared spaces are managed well.

### **Adverse impacts**

None

### **Gender**

#### **A Transport for London survey in 2011 reviewed barriers for public transport by gender**

Barriers to using public transport more often (prompted)(2011)	Men	Women
Base	(416)	(584)
Overcrowded services	59	61
<u>Cost of tickets</u>	<u>41</u>	<u>48</u>
Unreliable services	43	44
Slow journey times	42	43
Concern about anti-social behaviour	39	42
<u>Dirty environment on the bus/train</u>	<u>20</u>	<u>31</u>
Concern about knife crime	22	34
<u>Fear of crime on the bus/train</u>	<u>24</u>	<u>33</u>
<u>Fear of crime getting to the bus/train</u>	<u>24</u>	<u>35</u>
<u>Dirty environment getting to the bus/train</u>	<u>16</u>	<u>21</u>
Fear of terrorist attacks	9	16
Lack of info on how to use public transport	11	12
Risk of accidents	7	11
Graffiti	7	10
Don't understand how to buy bus tickets	5	5
None of these	15	12

Women make different types of journeys from men e.g. more fragmented journeys combining part-time working with childcare. Women are more likely to be travelling with bulky shopping and buggies than men and women are also keen to see an improvement in the accessibility of all forms of public transport

**Response**

The SRP project will deliver improved lighting at bus shelters and safe haven paving. Real time information at bus stops will allow women to make informed decisions around waiting times and raised kerbs will allow for easier access

**Adverse impacts**

None

**Ethnicity**

The Transport for London 2013 survey of bus users identified that Black and Minority Ethnic groups express broadly the same public transport needs as the rest of the London population. These needs relate to safety, reliability, respect, customer service and access to information. More BME bus users highlighted concerns about safety after dark and cost than white users although both groups shared concerns.

**Response**

The SRP project will deliver improved lighting at bus shelters and safe haven paving. (although not part of the shelter, CCTV cameras were installed on all new First buses provided for GBBN)

**Adverse impacts**

None

**Other comments made at GBBN EqIA workshop**

New buses provide better access but internal seat/knee space restricted, downstairs seats limited and used by younger people and or people with bags and poor information promoting fares and ticket types

Poor public transport access to some major venues eg. Bristol City FC

**Response:**

These comments are outside the scope of the SRP project.

3.2 Can these impacts be mitigated or justified? If so, how?

No adverse impacts

3.3 Does the proposal create any benefits for people with protected characteristics?

For all protected characteristics it is considered the SRP project will provide benefits including improvements to **physical access, information, highway safety, personal safety** and promotion of sustainable and healthier modes of transport.

Improvements to the bus stop environment:

- **New high-specification bus shelter** – increased weather protection with more waiting space and improved lighting and seating
- **Travel information** – improved timetable information within shelter including an electronic Real Time Information display
- **Raised kerb** – to allow easier access for boarding and alighting – assisting wheelchair users, older people and people using pushchairs and shoppers.
- **Longer bus stop cage and Clearways** to enable buses to align parallel with the new raised kerb and several buses to pull in at the same time
- **Save Haven paving** to clearly 'mark out' the bus stop waiting environment

3.4 Can they be maximised? If so, how?

Yes, through communications, marketing and targeting the relevant groups and organisations.

#### Step 4: So what?

The Equality Impact Assessment must be able to influence the proposal and decision. This section asks how your understanding of impacts on people with

protected characteristics has influenced your proposal, and how the findings of your Equality Impact Assessment can be measured going forward.

**4.1 How has the equality impact assessment informed or changed the proposal?**

Section 3.1 summarises the comments received during consultation on 'GBBN bus shelters standards' EqIA screening report, a workshop held on 10 November 2010, letters received from members of the public and advice from the Equalities team.

The SRP project will be delivering over 300 bus shelters to this specification across Bristol in the next 5 years. These comments will be used to inform future discussions around the SRP project.

The EqIA has highlighted the needs of the equalities groups; these are particularly relevant during the construction stage of the project and times of change.

**Temporary stops**

Under the SRP project we will always look to place a temporary stop in an optimum location for bus passengers to wait. Periods where there is a loss of weather protection (in terms of a bus shelter) or on occasions a raised kerb, will be kept to a minimum.

During the interim period, where there is a temporary stop, the following will apply:

- **Raised kerbs** - The majority of bus operators carry ramps to allow wheel chair users to board the buses, although discussions need to take place with the bus operators about the bus drivers operating these.
- **Timetable information** – bus travel information will be supplied where possible including the promotion of the bus checker app for real time information.
- **Stop change information** (for SRP in the City centre area) will be available via the TravelWest website (which is suitable for audio reader equipment) passenger notices on bus stops with directional signposting boards as well as hard copy leaflets handed out by bus inspectors


When temporary stops are in place for longer periods we will look to install more permanent timetable information.

4.2 What actions have been identified going forward?

1. During construction, standards will be maintained at temporary bus stops and any removal of raised kerbs, timetable information and shelter protection will be kept to a minimum.
2. Information about bus stop changes will be clear and accessible to all groups.
3. All RTI displays that do not currently have the next bus announcements will be retrofitted with the next bus announcement capability. Audio Key fobs are available from the RNIB.
4. Concerns will be raised with bus operators so that they can confirm suitable training in relation to equalities issues
5. This equalities impact assessment needs to feed into the wider MetroBus equalities impact assessment and, possibly the Legible City way-finding project.
6. A post implementation review to be carried out with appropriate recommendations identified for future rollout

4.3 How will the impact of your proposal and actions be measured moving forward?

As 6) above and also through regular contact with equalities organisations such as the RNIB and letters received from elderly members of the public.

Service Director Sign-Off: 	Equalities Officer Sign Off: Anne James Equality and Community Cohesion Team Leader
Date: 4 <sup>th</sup> February 2016	Date: 8 January 2016

