

# Bus shelter application request

## Introduction

This document describes the process by which bus shelters can be requested, and contains answers to a number of the frequently asked questions.

Traditionally bus shelters are the responsibility of Parish and District Councils, SCC (Suffolk County Council) also has the power to erect bus shelters. The SCC Passenger Transport Infrastructure team are able to assist on the many issues surrounding the provision of a shelter, including the project management of the work and advice on the funding options available.

## Funding

Shelters can be funded by the Parish or District Councils directly, or from the budgets held by the County Councillors (Locality Budget or Quality of Life budgets).

In addition, some District or Town Councils may enter in to Partnership agreements with commercial companies (such as Clear Channel) who will provide bus shelters, and sell the advertising space within them.

Where no external funding is available, SCC may be able to contribute towards or fully fund shelters but this budget is subject to regular review and cannot be guaranteed.

## Shelter locations

There are a range of factors which need to be considered when deciding on the location of a shelter.

1. is there adequate space to locate the shelter without blocking the footpath
2. will traffic or pedestrian visibility be impaired by the shelter, especially at junctions
3. is there a suitable area of existing hard standing for the shelter or will this need to be constructed
4. are Disability Discrimination Act compliant raised kerbs already in place or will these need to be constructed, a pair of kerbs will be required for in bound and out bound travel from the site
5. is the land ownership confirmed and available for use
6. are there any ecological or conservation area restrictions
7. are the local residents supportive of the location? The Parish Council is required to consult to ensure the Parish as a whole approves of the asset

## Application process

Requests for a shelter may come from many directions; however the application needs to be channelled through the Parish/District Council as they will need to ensure there is local support for the proposal.

The application form should be filled in to initiate the proposal (see below), providing an outline of the site and requirement.

Simply fill in all the appropriate details on the application form and return it to the Infrastructure Officer, Passenger Transport Group, Suffolk County Council, Endeavour House, 8 Russell Road, Ipswich IP1 2BX (e-mail [bss@suffolk.gov.uk](mailto:bss@suffolk.gov.uk)).

Please keep a copy of anything you send to us, as this will form part of any contract or agreement for the final shelter.

The Passenger Transport Infrastructure Team can visit the site to advise on the proposal and to assist with any outstanding questions that may remain. An estimate of the cost can then be provided for use when seeking to obtain funding.

Once the location is confirmed and any restrictions or objections are resolved, and the funding is available, the Passenger Transport Infrastructure Team can place the orders for any groundwork and for the shelter. The construction of the hard standing/DDA kerbs will be scheduled in and once completed the shelter can be installed.

## Bus shelter configurations

SCC has adopted a preferred style of shelters to limit the ongoing maintenance costs. However there are a variety of configurations which will provide solutions for most locations.

Shelters are modular in design and for most roadside locations a 2 or 3 bay shelter is suitable, with either a fully enclosed or cantilever design (see examples of the shelter styles at the end of this document).

In addition to the shelter itself, there is a need to have a bracket for the bus stop flag, a timetable case and perch seating. The seating is designed to provide passengers with a place to rest without encouraging the use of the facility for those who are not passengers.

If a non SCC style shelter is required then this can be arranged, but the on going maintenance will be wholly with the Parish/District Council. If the shelter is to be built on or abutting Highway land then a licence will need to be obtained from the Highways Area Office. The Passenger Transport Infrastructure Team can advise on the steps required for a locally purchased shelter.

## Shelter maintenance

Regardless of ownership, the Parish Council will be responsible for keeping the shelter tidy, arranging for glass to be cleaned and the area kept clear of weeds.

Where SCC are to be the owners of the shelter then we will undertake to repair any damage such as broken glass or graffiti.

Shelters which are owned by Parish/District Councils, then that body will arrange for repairs should the shelter be vandalised or damaged in any other way.

## Details

Your name

Parish/District council

Your address

Location requested

Land ownership details (if known)

Is the location in a conservation area?

Yes

No

Does the proposed site already have a hard surface, e.g. pavement or hardstanding upon which the shelter could be erected?

Yes

No

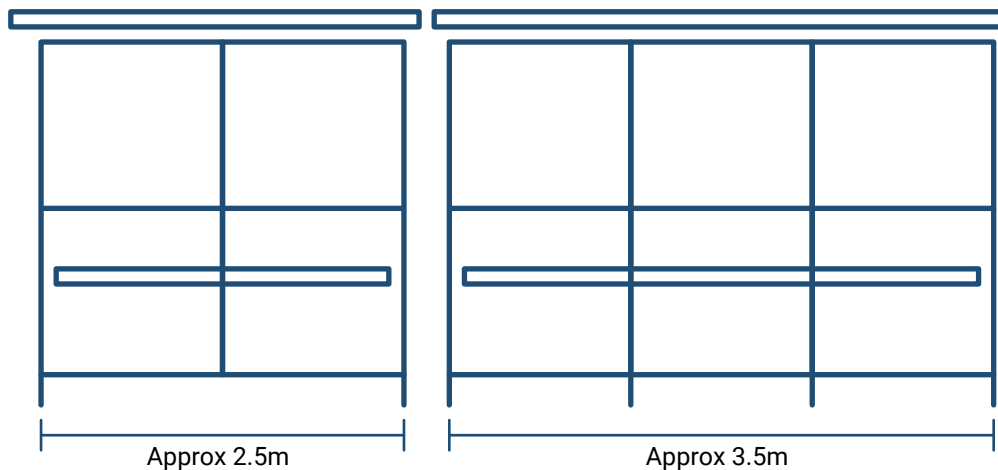
## Shelter design

Preferred shelter colour

Green

Black

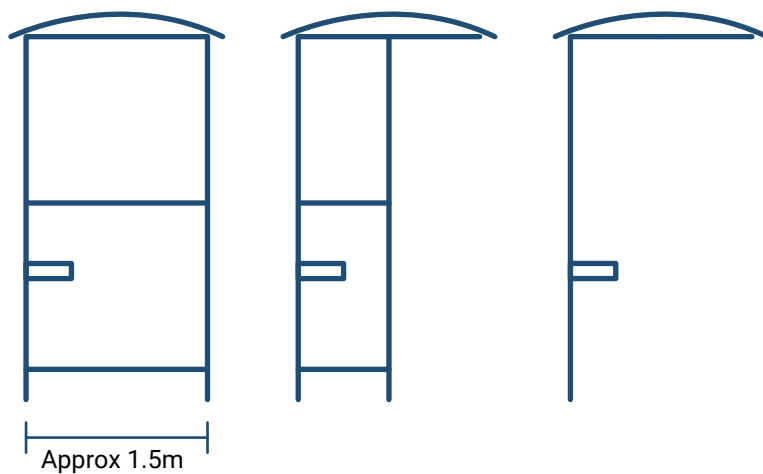
Number of bays required



Two

Three

Style of shelter



Approx 1.5m

Cantilever

Half end

No end

## Additional details

Any specific requests/other information (e.g. confirmation of any local financial contribution, acceptance of maintenance responsibilities and confirmation of local consultation)

Signature

Date



Signature of this application indicates your acceptance of the terms, as laid out in the notes to applicants. Please attach evidence of consultation carried out and a sketch map or plan of the proposed site including details of other nearby shelters.

## Terms and conditions

### **Applicable to all shelter requests:**

Please ensure that a copy of your Application form is retained along with the rest of this document. Should your application be successful, this will form part of your contract with SCC and explain the responsibilities of each party.

All applications must be submitted by the Parish/District Council responsible for the proposed shelter location. This condition applies even if the shelter will be funded by a third party, due to the ongoing maintenance responsibilities.

Prior to the submission of a request for a bus shelter, the Parish/District Council must have undertaken local consultation to ascertain demand for a shelter, agreement with local residents, and a preferred location. Evidence of consultation must be included with the application. We will not agree to the installation of a shelter without evidence that suitable consultation has taken place and that the parish is wholly supportive of the project.

SCC cannot guarantee that any application received will be successful. There are a number of factors that could lead to the application being refused. These include physical constraints at the chosen location such as unsuitable ground or accessibility issues. Safety of the site will also be considered to ensure visibility for drivers and pedestrians is maintained. Conservation or ecology issues could also contribute to a negative response.

Where SCC provides the bus shelter, it is on the basis that the Parish Council carries out a regular check on its condition. The Parish Council is also required to regularly clean the shelter, to maintain its good condition.

Please include with your application a sketch map/plan to assist with identification of site. This should cover other bus shelters in the surrounding area if appropriate.

Provision of a shelter will generally also require the construction of raised kerbs conforming to the requirements of the Disability Discrimination Act both at the stop and also opposite for returning passengers.

### **Submission of a signed application form indicates the Parish/Town Council's acceptance of the terms and conditions contained within this document.**

Where the final shelter will be owned by the Parish Council or other body:

Should the Applicant be applying for a grant towards part of the construction cost of a new shelter, confirmation should be supplied of how the remainder of the funds are being secured.

Shelters which are not ordered through SCC will need to be approved and licensed through the local Area Highways Office.

Any contribution made by SCC towards the purchase of a bus shelter is a one-off payment. SCC will not be liable for the cost of any future maintenance of the structure.

The standard SCC styles have been pre-approved, but any other designs will require further consultation with the Council's Conservation Officers and the Area Highways Office.

Where the final shelter will be owned by SCC:

Should any damage to the shelter be noted, i.e. broken glass, this should be reported to SCC as soon as possible. The SCC undertakes to carry out any required maintenance beyond regular inspections and cleansing, e.g. replacement of broken glass. Contact details for the reporting of damage to bus shelters is via the customer service help desk

Telephone: **0845 606 6171**

Email: **[customer.service@suffolk.gov.uk](mailto:customer.service@suffolk.gov.uk)**