

**DERBY BUS STATION – BUILDING AND OPERATIONAL ACCESS AUDIT**

<b>BUILDING</b>			
<b>BARRIER</b>	<b>ADJUSTMENT</b>	<b>ACTION</b>	<b>PRIORITY</b>
No seating adjacent to coach bays	As requested by Councillor Poulter, seats from the bus shelters being removed on Morledge will be fitted to the bus shelters on coach bays.	Standard bus stop seats have been fitted inside shelters.	Done
Lack of armrests on seats fitted to coach bays.	As an interim measure, there are excellent waiting facilities including seats with arm rests located inside the concourse immediately adjacent to the coach bays. Due to the developer’s decision not to pursue blocks B to D at present, we would prefer coach passengers to wait inside the main building, as the current coach waiting facilities are intended to be a short term compromise.	We will pursue this and other issues relating to improved coach waiting facilities once the remaining parts of the development are commenced.	N/A

No canopy over coach waiting area	The bus station is not owned by the Council, but is leased to us by the developer of the whole Riverlights complex who is our landlord. The original intention was that there would be a canopy covering the whole coach bay area. This was going to be attached to an office block which was to be built immediately behind the coach bays. Due to the current economic conditions the developer has decided not to progress with the construction of the office block at present. It is not clear when or if this will happen. Even if a further block is built the design may have changed so that a canopy cannot be attached to it. As a result shelters were installed in place of the canopy. Passengers are being encouraged to remain inside concourse until the coach	As mentioned above, we will aim to put pressure on the developer to deliver the remaining blocks at the earliest possible date.	N/A
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	actually arrives.		
Limited concourse width towards coach bay doors between seating and building	The concourse narrows at the far end to provide sufficient space to the rear of the existing building to allow the rest of the Riverlights development to take place. This project includes several office blocks, flats and a public square. There is insufficient land to widen the concourse and provide space for this development to take place. Even if the developer was willing to provide extra land to allow the concourse to be widened it would require a major rebuilding project to take place on the bus station which the Council cannot afford.	No further action possible	N/A
No public telephones	The Council does not own the bus station it only leases the site from the developer of the whole Riverlights complex whose is our landlord. The Council did make arrangements to fit a public phone and went so far as to have	Council will approach the developer again, and ask that this is provided. However, in	Within 3 months/emergency measures available now.

	the line installed. However the developer told us that he would not give us permission to fit a phone to the wall of the concourse.	the meantime, in an emergency people can ask to use the phone in the information office.	
Inadequacy of floor wheelchair bus bay signs	Following advice from the architects and access officer the wheelchair tiles were installed. Additional signage will be provided on the window adjacent to the wheelchair user space.	Additional signage will be provided on window adjacent to wheelchair user bay	Within a couple of weeks
Lack of tactile indicators to locate specific bus bays	We are now in the process of providing clear signage on the floor, which will help people to locate specific bus bays. There is also customer assistance staff on site all the time the building is opening to help passengers if required.	Provide signage	Within one month
Warning signage relating to	The automatic doors only operate	Customer	N/A

<p>operation of bus bay automatic doors and possible inclusion of panic button bus side</p>	<p>when a bus is in the bay. This has been done specifically to reduce the chance of people straying onto the apron area where they could potentially be run over by buses. Since the site became operational passengers have become use to how these work. Similar systems are used at a large number of bus stations elsewhere in the country.</p> <p>Experience elsewhere on the site has shown that signage is often ignored as can be seen with the signage which requests that people queue for the bus in the waiting area.</p> <p>Should a passenger become trapped on the wrong side of the door if a bus leaves without them customer assistance staff are on site to open the door and let them back in.</p>	<p>assistance staff are available on site all the time the building is open to provide help if required.</p>	
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<p>Docking arrangements for centrally located bus lifts</p>	<p>Trent Barton informed Council staff on the day the bus station opened that they were purchasing some additional new vehicles for the Red Arrow route to allow the service frequency to be increased. These vehicles come fitted with a wheelchair lift towards the centre of the vehicle. To accommodate them we have looked at extending the pedestrian piers from the bays which the Red Arrows serve so that passengers in wheelchair could reach the lift. Whilst this is possible the way the lift is configured and the distance it projects from the coach means there would be insufficient space on the pier to manoeuvre a wheelchair onto the lift platform. As a result following discussions with Trent Barton it has been agreed that passengers in</p>	<p>Passengers in wheelchairs on the new Red Arrow vehicles will need to board via the coach bays. We have asked the bus companies to take more note of the capabilities of the bus station when they purchase new vehicles in the future.</p>	<p>N/A</p>
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	<p>wheelchairs will not be able to board the Red Arrow in the normal bay. They will instead be taken by a member of Trent Barton staff to board the service from the coach bays where the piers are wider.</p> <p>We have asked Trent Barton that in future it would be a good idea if they gave us more advanced notice of vehicle purchasing proposal so we can incorporate them in our plans. We have also suggested that they look at buying vehicles with lifts which operate through the front door such as those used by National Express which can be accommodated at any of the bus bays.</p>	<p>Management representatives from Trentbarton to be invited to DPDF so that disabled people can discuss potential solutions</p>	<p>By September 2010</p>
<p>Fire evacuation procedure signage font too small and</p>	<p>This signage was provided by the developer of the site as part of</p>	<p>A larger font sign in different</p>	<p>Within a couple of weeks</p>

<p>insufficient colour contrast</p>	<p>the fit out of the building. He assures us it meets the DDA requirements. However a larger font sign in different colours will be provided.</p> <p>(Size 16 font in Arial typeface – a light background with dark print)</p>	<p>colours will be provided if required.</p>	
<p>Glare on travel information screens and some visually impaired people find the colour contrast not quite right</p>	<p>The company which provides the electronic signage has installed similar signs at a large number of sites around the country. They meet the standard set down in the relevant DfT guidance. Additional guidance was also provided by the Access Officer which was incorporated in the design.</p> <p>Should people struggle to read them Customer Assistance staff are on site all the time the bus station is open to provide help and information. Printed</p>	<p>Customer assistance staff are available on site all the time the building is open to provide help if required. Printed information on bus and coach services is also available at all of the bus bays and adjacent to</p>	<p>N/A</p>



	information on bus and coach services is also available at all of the bus bay and adjacent to the main entrances.	the main entrances.	
Prominence of signage on disabled people's toilet specifying joint use with parents	Electronic gates were introduced on the entrance to the main public toilets to reduce the level of antisocial behaviour and vandalism. Whilst this has been successful it has meant that certain groups particularly parents with small children have found it hard to access the toilets. To help overcome this problem the disabled toilet is also being used by parents with small children. Signage to advertise this has put on the door. Revised signage detailing priority use of the toilet by disabled people will be fitted.	A suitably modified disabled sign will be put on the door.	A couple of weeks
Inadequacy of disabled people's toilet signage	The signage was provided by the developer as part of the fit out of the building. He assures us it	A larger disabled sign will be	A couple of weeks

	meet DDA requirements. However a larger sign could be provided if required	provided.	
Insufficient colour contrast between disabled people's toilet rails and wall	This was provided by the developer as part of the fit out. He assures us it meets the relevant guidance however additional contrast will be provided.	We will install a high contrast vinyl panel locally on the wall behind the grab rail.	A couple of weeks
Pull cord in disabled people's toilet tied up above floor level.	The cord has been tied up by the cleaners to reduce the risk of it being operated in error.	The cleaners have been instructed not to tie the cord up in future	Done
Larger disposal bin required in disabled people's toilet for continence pads	To be provided	To be provided	Done
Gloss finish to information office sign	The signage was provided by the developer as part of the fit out of the building. He assures us it met DDA requirements.	No action proposed at present, but we will take into consideration if there is an opportunity to	N/A

		replace the sign.	
Absence of tactile location information in front of information office to assist visually impaired customers – very difficult to find where the door opener is	We did ask for tactile tiles set in the floor to be included in the design which would have overcome this issue. However the developer was unwilling to pay for these tactile tiles to be installed and is unwilling to let us do it either. There is however conventional signage adjacent to the door open buttons.	We will provide a suitable floor-mounted signage solution to resolve this issue.	3 months
No induction loop at Skills reception desk	Skills are a commercial coach company. They have set up their reception desk to their own specifications at their own expense.	The Council will write and ask Skills to install an induction loop	Dependent on Skills willingness to install the induction loop
Location of computer on information office desk hazard to visually impaired people	The initial design of the information office counter including the location of the computers was discussed with the Access Officer and the council's architects. Their views	No additional work proposed	N/A

	<p>were incorporated in the final completed design. The computer needs to sit in their current position due to the need to link in with IT and power points. If the location of the computer is causing the passenger a problem they need only move to either side of it or ask the staff to provide the information verbally.</p>		
<p>Legibility of overhead travel information signs – font size too small on main displays and screens too small at bays.</p>	<p>The company which provides the electronic signage has installed similar signs at a large number of sites around the country. They meet the standard set down in the relevant DfT guidance. Additional guidance was also provided by the Access Officer which was incorporated in the design. Should people struggle to read them Customer Assistance staff are on site all the time the bus station is open to provide help and information. Printed information on bus and coach</p>	<p>Customer assistance staff are available on site all the time the building is open to provide help if required. Printed information on bus and coach services is also available at all of the bus bays</p>	<p>N/A</p>

	services is also available at all of the bus bays and adjacent to the main entrances. Large print copies and other formats are also available on request.	and adjacent to the main entrances.	
Legibility and height of end of bus bay signs	The location of the signs is a compromise and takes account of a variety of different needs. If they were any lower there is the potential that people could strike their heads on them. If they were higher they would need to be made larger so they remain legible however this would make them difficult to mount on the timetable cases.	We are now in the process of providing clear signage on the floor, which will help people to locate specific bus bays.	Within one month
Differential in lighting levels along mall	The lighting in the bus station operates automatically. The number which come on and amount of light they produce is dependent on the natural light levels detected by the light meters in particular areas of the concourse.	No additional work proposed	N/A
No assistance / help button or	Experience at other bus stations	Customer	N/A

related signage	<p>in the country has shown that help points are regularly misused. Customer assistance staff do patrol the site all the time the building is open to the public.</p> <p>(See also item regarding public phone provision)</p>	<p>assistance staff are available on site all the time the building is open to provide help if required.</p>	
Absence of seating adjacent bus station main entrance	<p>There is already additional seating adjacent to bay 1. Also as bay 1 is only used in emergencies most of the regular bay seating tends to be available for use as passengers do not wait for services there.</p>	<p>No change proposed</p>	<p>N/A</p>
Travel distance from bus station entrance to coach bays	<p>The site which the bus station sits on was agreed a considerable number of years ago. It was a compromise which allowed the developer space to build offices/flats etc and allow him to generate income for him and at the same time provide sufficient space for a bus station which</p>	<p>Proposed changes to the final design of the Morledge works will now allow blue badge parking bays near the bus station</p>	<p>N/A</p>

	<p>would accommodate all the bus and coach services which wanted to use it.</p> <p>Because bus passengers tend to use services far more frequently than coach users a decision was taken to site the bus services at the bays closest to the door.</p> <p>Should coach passenger require assistance customer assistance staff are on site to help people with their luggage etc. This can be booked in advance by contacting the information office on 711553 or 711554 minicom 256666 (telephone number on bus station leaflet). A wheelchair and a luggage trolley are also available for people who have difficulty walking some distance.</p>	<p>entrance and a taxi rank immediately outside the doors to the Morledge</p> <p>Customer assistance staff are also on site to assist if required.</p>	
<p>Sticker to inform passengers that doors will close when bus reverses</p>	<p>The automatic doors only operate when a bus is in the bay. This has been done specifically to</p>	<p>Customer assistance staff are</p>	<p>N/A</p>

	<p>reduce the chance of people straying onto the apron area where they could potentially be run over by buses. Similar systems are in use at a large number of other bus stations elsewhere in the country. Since the site became operational passengers have become use to how these work and our staff have been providing guidance.</p> <p>Our experience so far has shown that signage is often ignored as can be seen with the signage which requests that people queue for the bus in the waiting area.</p> <p>Should a passenger become trapped on the wrong side of the door if a bus leaves without them customer assistance staff are on site to open the door and let them back in.</p>	<p>available on site all the time the building is open to provide help if required.</p>	
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	We will continue to monitor the situation and will take further action if it is required.		Ongoing
Driver's visibility of wheelchair users waiting in wheelchair space is restricted by tinted glazing when bus bay door opens	The tinted glass was installed as part of the fit out of the site to reduce the level of glare in the building and the temperature. Removing the tinted glass would be impractical as it would increase the temperature within the building and the amount of glare. There would also be a considerable cost and the developer maybe opposed to this change to the building.	No further action planned	N/A
Cones at ends of bays can make it difficult to enter bus using a wheelchair	The cones were put in as a temporary measure to reduce the number of people who on getting	The cones will be removed shortly once	The cones will be removed shortly

	off a bus and then walking straight across the apron into the path of reversing vehicles.	the number of people walking across the apron reaches a negligible level.	
Entrance to bus station noted to have excessive contrast between light & dark areas	The lighting in the bus station operates automatically. The number which come on and amount of light they produce is dependent on the natural light levels detected by the light meters in different parts of the concourse.	No additional work proposed	N/A
Coach departure screen towards the end of the concourse needs to have a sign below saying what it is i.e. 'Coach departure screen'	The coach bay departure summary screen adjacent to the entrance to the coach bays lists all the schedule coach departures. Individual screens are also provided at the separate coach bays which list the scheduled departures from that specific bay. A sign pointing out the summary screen will be provided.	Sign to be provided	Within the next couple of weeks

<p>Type talk info /phone number for 'Traveline' needs be put next to the Traveline logo at the bottom of each of the end of bay posters</p>	<p>This will be done the next time the posters are reprinted</p>	<p>Will be done next time posters are reprinted</p>	<p>Next time posters are reprinted.</p>
<p>Column just inside entrance is a hazard to visually impaired people and needs a rail around it to prevent people walking into it</p>	<p>The column in question helps to support the roof of the concourse and the other floors of the building above the bus station and therefore cannot be moved. Placing a rail round it would require an alteration to the fabric of the building which would require the approval of the developer of the site. Previous experience with other requests has shown that he is unwilling to agree to such changes. A rail would also reduce the space available for pedestrian to pass through the entrance at site where there is already considerable congestion at certain times of the day. The rail could also become used as seat further reducing the space for</p>	<p>A guard rail is impractical &amp; could itself pose a risk of injury.</p> <p>High contrast/visibility bands will be placed on the column.</p>	<p>Can be done in a couple of weeks.</p>

	pedestrians to move through the area.		
Windows need to be clearly marked	The glass on the ground level windows already having etchings on them to make them more visible. These markings comply with Building Regulations guidance.	No further work proposed	N/A
<b>OPERATIONAL</b>			
Absence of policy to facilitate priority bus boarding by disabled people	We have in the past worked with the two main companies to try and implement a disabled passenger first policy. Unfortunately experience has shown this does not work and can often lead to conflict with other passengers which can place the bus driver in a very difficult position. To try and overcome this issue the wheelchair space was specifically placed in front of the seating area to make it easier for disabled	No further work proposed – bus operators have a duty under the DDA to manage the priority loading of disabled people as a reasonable adjustment.	N/A

	users to board the bus first.		
Concourse queuing problems	<p>At certain times of the day queues of passengers develop at certain bays in the bus station. In similar situations at other bus station around the country with the same type of design people tend to queue in the bay areas themselves rather than across the concourse. Unfortunately despite our customer assistance staff efforts to encourage the passengers to do the same and signage people still seem to prefer to queue across the width of the concourse. We will therefore shortly be trialling a scheme where a line is drawn down the centre of the concourse. On one side of the line people will be encouraged to queue whilst the other will be kept free for people moving up and down the concourse.</p>	<p>On an experimental basis a line will be provided down the centre of the concourse. On one side of the line people will be encouraged to queue and the other will be kept clear for people to move up and down the concourse</p>	<p>Within the next couple of weeks.</p>

<p>Absence of bus station help staff in proximity of main entrance</p>	<p>The bus station customer assistance staff patrol the whole bus station site so there can be no guarantee that they will be near the entrance at all times. However if people who require assistance contact the information office in advance (on 711553 or 711554; minicom 256666) arrangements can be made for the customer assistance staff to meet people off particular buses/coaches or from where they are being dropped in cars/taxis.</p>	<p>Customer assistance staff are available on site all the time the building is open to provide help if required. They can also be booked in advance by contacting the information office</p>	<p>N/A</p>
<p>Vehicle pick up and drop off issues</p>	<p>Short term parking spaces has been provided underneath the Cockpitt car park for people dropping off and picking up passengers at the bus station. Parking facilities here for disabled people are still under discussion. Passengers can also be dropped off/picked up near the entrance to the bus station. This facility will</p>	<p>Short term parking space provided under Cockpit car park. Cars can also drop off/pick up passengers near the main entrance to</p>	<p>N/A</p>

	also be available once the major footway/carrageway works on the Morledge are completed.	bus station.	
Travel distance to nearest taxi rank	Taxis are currently dropping passengers off at the entrance to the bus station and will be able to do so in the future when the major footway/carrageway works on the Morledge are complete. Customer assistance staff are always on site and can summon a taxi to the main entrance to pick up passengers if requested.	Customer assistance staff are available on site all the time the building is open to provide help if required  We will pursue this and other issues relating to improved coach waiting facilities once the remaining parts of the development are commenced.	N/A

<p>Request for future information sheets to have a large inset plan showing a bay layout and wheelchair space. (Ideally not on shiny paper.)</p>	<p>Drafts of the design for current information leaflet were circulated for comment to the Councils diversity and marketing officers. Their views were taken account of in the final design. When a new leaflet is produced in the future we will consider incorporating this request.</p>	<p>Consideration of incorporating this request when a new version of the leaflet is produced.</p>	<p>When a new version of the leaflet is produced in the future this request will be taken into account.</p>
<p>Lack of understanding by information office staff of operation and usage of induction loop</p>	<p>The information office staff have been provided with training on how induction loops works. However as the bus station has only been opened for just over 3 months they just require more practical experience of using the equipment.</p>	<p>Information office staff have received induction loop training they just require more practical experience of using it.</p>	<p>N/A</p>
<p>Request for background music not to be played – disrupts speech.</p>	<p>A request to introduce background music was made by the Councillors from the Highways and Transport Commission and by the Council's Chief Executive. We are</p>	<p>We are examining what can be achieved, following requests from</p>	<p>N/A</p>



	<p>therefore examining what can be achieved.</p>	<p>Councillors and the Chief Executive</p> <p>Access officer to brief members of the requirement to ensure that disabled people's needs under DDA must take priority</p>	
<p>Bus station staff receive disability equality training</p>	<p>The majority bus station staff are employed by a company called Hispec Services which are contracted to the City Council. As part of their induction training the staff at the bus station received disability training. As new staff join Hispec are ensuring they also receive training. We are also providing them with more</p>	<p>Initial staff training has already taken place; we are now commissioning further appropriate 'in house' training.</p>	<p>N/A</p>

	specialist training on areas such as the use of wheelchairs and first aid.		
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23 August 2010