



**CAWSEY WAY, WOKING –  
PROPOSED IMPROVEMENTS TO  
BUS WAITING FACILITIES**

**LOCAL COMMITTEE FOR WOKING  
22 OCTOBER 2003**

**KEY ISSUE:**

To consider proposals to improve the operation of the bus stops in Cawsey Way and provide new and repositioned shelters.

**SUMMARY:**

The proposals provide realigned kerbs to enable buses to pull up parallel to the footway, raised kerbs to enable level entry into the buses, and new shelters giving increased waiting space and improved seating arrangements.

**CONSULTATIONS:**

The police and officers in Passenger Transport, have been consulted and support the proposals.

The appropriate County Council and Borough Council Members have been consulted and support the proposals.

Surrey Ambulance Service, Surrey Fire and Rescue, Arriva Buses, Woking Cycle Users' Group, Woking For Pedestrians and Woking Chamber of Trade and Commerce have been consulted and their views will be reported orally at the meeting.

**OFFICER RECOMMENDATIONS:**

**The Committee is asked to agree**

**that the proposals for improved waiting facilities for bus passengers in Cawsey Way, as shown on Drawing No. 11629, be approved for construction.**

## **INTRODUCTION and BACKGROUND**

- 1 Cawsey Way runs through Woking Town Centre, linking the A320 Victoria Way with High Street and Broadway, which run alongside the main Waterloo – Woking railway line. (See location plan attached at Annex A). The road slopes steeply towards Victoria Way.
- 2 Most of the bus services serving Woking Town Centre enter and leave the town centre via Cawsey Way. There are two bus stops on each side of the road, and these are probably the most heavily-used in the Woking local area. On the west side of the road there are three bus shelters serving the two stops, provided by Adshel, and equipped with Real Time Passenger Information. There is often insufficient space within the shelters to accommodate all waiting passengers. On the east side of the road is a large, purpose-built barrel-vaulted shelter, now in poor condition, erected when the Wolsey Place Shopping Centre was refurbished in the late 1980's. This shelter effectively serves one of the two bus stops on this side of the road, as the other bus stop is for setting down only.
- 3 There are bus lay-bys on each side of the road. However the kerb alignment makes it difficult for bus drivers to stop parallel with the footway, and this can make boarding the bus difficult for mobility impaired passengers or those with heavy luggage, as there is a gap between the footway and the bus boarding platform. In addition, there are no raised kerbs at the bus stops, which means that, even with "kneeling" buses, there is a level difference between the footway and the bus boarding platform. Another problem is that buses already waiting at the stops can obstruct following buses, which then wait in the main carriageway. This can make getting on and off the bus difficult and potentially dangerous for bus passengers.
- 4 A survey of passengers was carried out during August 2003 to ascertain the problems which were experienced by passengers waiting for and boarding buses. This showed that the biggest perceived problem was the quality of seating available in the bus shelters. The barrel-vaulted shelter has seats facing away from the road, making it difficult for waiting passengers to see approaching buses. The Adshels are equipped with narrow bench seats which passengers find uncomfortable to use.

## **ANALYSIS AND COMMENTARY**

- 5 The proposed changes to the bus stop layout are shown on Drawing No.11629 attached at Annex B. The scheme involves realigning the existing kerblines on both sides of the road, to improve the line of approach for buses and to assist passenger boarding movements.
- 6 Raised kerbs will be provided at the boarding points to ensure a level entry into the bus.
- 7 The existing bus shelters will be replaced. In order to ensure that there is sufficient space to accommodate waiting passengers, two shelters will be provided for each bus stop. (Because of the steepness of the gradient in Cawsey Way, it would not

be practicable to erect one long, single shelter for each bus stop). All of the shelters will be provided with seats. These will be designed to be comfortable for individual passengers, but at the same time will deter rough sleepers.

- 8 All existing information available to passengers (Real time information, details of routes and bus timetables), will be retained.
- 9 The proposed layout will make it easier for bus drivers to access the bus stops, even if one of them is already occupied. However, the new layout will not overcome the occasional problem of a third bus arriving when both bus stops on one side of the road are already occupied.

## **FINANCIAL IMPLICATIONS**

- 10 The cost of the proposals was originally estimated to be £100,000, funded from the Local Transport Plan for 2003/4 (£80,000) and 2004/5 (£20,000).

## **SUSTAINABLE DEVELOPMENT IMPLICATIONS**

- 11 The proposals will provide better facilities for passengers waiting to board buses. The realigned and raised kerbs will make entering and leaving buses safer and more convenient for all bus users. The proposals are in line with the Local Transport Plan strategy of encouraging more trips by public transport.

## **CRIME & DISORDER IMPLICATIONS**

- 12 There are no crime and disorder implications.

## **EQUALITIES IMPLICATIONS**

- 13 The proposals will provide improved access to buses for the mobility impaired.

## **CONCLUSIONS AND REASONS FOR RECOMMENDATIONS**

- 14 The current layout of the bus stops in Cawsey Way makes it difficult for bus drivers to stop close to the kerb. Waiting conditions for passengers are not ideal, with inadequate shelter capacity and inconvenient seating provision. The height of the kerbs precludes level entry into the buses. The proposals will address these issues, providing improved waiting facilities and safe, level entry into the buses at the busiest bus stop location in the Woking local area.

**Report by: Stephen Child, Local Transportation Manager, Woking**

---

**LEAD/CONTACT OFFICER: John Masson**

**TELEPHONE NUMBER: 01483 518300**

**BACKGROUND PAPERS: None**

Version No. 4      Date: 7/10/03      Initials: JM      No of annexes: 2