

## **Bus Shelters in Exeter**

Report of the Head of Planning, Transportation and Environment

***Please note that the following recommendations are subject to consideration and determination by the Committee before taking effect.***

**Recommendation: It is recommended that the Committee notes:**

- (a) progress with pursuing the bus shelter replacement programme;**
- (b) the implementation of the recommendations of the Member Investigation, and that the Committee resolves:  
to invite representative(s) of Clear Channel to attend this Committee's meeting on 6 November 2018.**

### **1. Background/introduction**

Further to the reports to this Committee on 14 November 2016, 17 January 2017 and 4 July 2017, this report provides an update on the provision of bus shelters in Exeter, which are provided by Clear Channel under a joint agreement with Devon County Council and Exeter City Council. This report also outlines the implementation of the recommendations of the Member Investigation (CSO/18/22) as endorsed by the CIRS Scrutiny Committee on 12 June and referred to this Committee.

### **2. The Member Investigation**

The full Member Investigation report is appended to this report.

The April 2012 agreement with Clear Channel stipulates a target of all existing shelters being replaced within the first five years of the contract. Following concerns about delays in achieving this target, as part of the Member Investigation a meeting with Clear Channel was held on 10 January 2018 to highlight concerns, the reasons for delay and to seek assurances regarding outstanding works.

In summary, whilst it was acknowledged that some sites presented difficulties, particularly as a result of narrow footways in relation to modern accessibility regulations, the delay in implementation was due mostly to Clear Channel obtaining manufactured parts and meeting County Council requirements for carrying out work on the highway. Particular attention was drawn to the small number of sites currently without a shelter due to damage by vehicles in accidents.

Clearer working procedures were sought and agreed by Clear Channel and the County Council and it was anticipated that with improved communications the replacement programme would pick up as required. The aim was to complete the replacement programme over the next twelve months (i.e. by January 2019). The two annual free shelters as agreed under the contract would follow the completion of the replacement programme.

Discussions also sought to progress the matter of shared revenue from digital advertising sites.

A further progress meeting was held on 12 July 2018.

### **3. The Current Situation re the Shelter Programme**

We have to report that, in spite of County officers attending site meetings and inspections alongside Clear Channel staff and answering numerous enquiries regarding prospective works, there has as yet been no substantial progress on the replacement programme since the meeting in January 2018. Clear Channel have undergone a number of staffing changes, which at times has led to some blockage and repetition in communications. The principal issue, however, is a persistent failure on the company's part to provide detailed plans for working on the highway with the required certification and to the required standard.

However, at the meeting on 12 July 2018, Clear Channel confirmed that an engineer had been seconded to this project thereby bringing more direct and relevant experience. It was noted that approvals were pending for the first batch of renewals. A phased programme of installations was outlined, including the road traffic accident replacements, which would achieve the January 2019 objective. The New Year would then see the installation of five further developer-funded shelters and the start of the two free shelters per year.

### **4. Other Matters and the Member Investigation Recommendations**

Other matters relating to the arrangement with Clear Channel are dealt with in the following update in response to the recommendations arising from the Member Investigation.

1. Clear Channel' is not able to use EToN under DCC's license. Because of historical issues, Clear Channel will not be permitted to use EToN. However, the programme outlined at the 12 July meeting will be an opportunity to prove suitability for this.
2. Clear Channel speed up the replacement of 2 Shelters damaged by road traffic accidents that had not yet been replaced.

These were referred to at the 12 July meeting and are programmed to be installed during August and September 2018.

3. Clear Channel put a sticker on damaged shelters to advise travellers that the damage had been reported.

A request for a fault-reporting number and suitable sticker has been put to Clear Channel.

4. Clear Channel report annually on profit sharing at a date and timing to be agreed.

This refers to the sharing of revenue from digital advertising sites, whereby the County and City Councils (50/50) receive from each digital site £1,000 a year or 5% of revenues, whichever is the greater. This has been done and an up-to-date statement has been received from Clear Channel. Subject to clarification of VAT requirements, the County Council will shortly invoice the company on behalf of both authorities. Since the revenuesharing arrangement started on 4 July 2015, the net amount due to the authorities is £44,492.

5. A formal memorandum of understanding and management plan is agreed between DCC, ECC and Clear Channel to agree systems process reporting monitoring arrangements.

The meeting with Clear Channel on 12 July 2018 discussed working arrangements and target dates have been clearly set out. There is ongoing communication between DCC (Highways and Transport Co-ordination Service) and Clear Channel, including site

meetings and inspections. A detailed build programme has been submitted and site meetings will be held in support of this. It is intended that a further progress report will be obtained (see next point).

6. HATOC reviews the Bus shelter replacement programme annually and Clear Channel be invited to attend to give their report to that committee.

It is recommended that Clear Channel be invited to the meeting of this Committee on 6 November 2018, by which time the main current build programme should be reaching its conclusion. An update report could be prepared for that meeting and as required thereafter.

7. DCC prepare a formal budget statement and any budget surplus is available for investment in bus shelters.

This refers to the sharing of revenue from digital advertising sites outlined above. The revenue is shared 50/50 between the County and City Councils. The County Council share would normally go into general funds and would not be allocated to any specific purpose. The use of the City Council's share would be subject to their decision.

8. The agreed management plan and memorandum of understanding is reported to HATOC.

See Recommendation 5.

9. Sites for additional shelters for 2017-2018 and 2018-2019 include the Harrington's, McCarthy and Stone in Pinhoe and Mount Pleasant Surgery and HATOC to agree the additional shelter before the end of 2018. Going forward the 2 annual additional shelters are agreed with Members through HATOC.

The Harrington's shelter is developer-funded and will not require use of the free shelter clause. The McCarthy & Stone Pinhoe shelter is part of the main replacement programme, although delayed by site queries. The Mount Pleasant Surgery is not part of any other programme or funding, so would be a candidate for one of the two free shelters a year. It is recommended that, in preparation for this phase of the project, this Committee, at its November meeting, resolves on the first four priority sites for free shelters.

## **5. Options/Alternatives**

A competitive tender process was issued in 2011 for a 20 year period from May 2012. Officers engaged with the market at that time.

## **6. Consultations/Representations/Technical Data**

Not applicable.

## **7. Financial Considerations**

There is no financial consideration for DCC or ECC with the existing contract. Digital advertising revenue is over and above the original contract. Discussions regarding digital advertising in the High Street may result in additional income for both the County and City Councils.

## **8. Environmental Impact Considerations**

The Authority has a responsibility to ensure that shelters are disposed of in an environmentally friendly manner when they are dismantled.

All dismantled shelters are transported to Clearchannel's Central Depot. Materials from the dismantled shelters are then inspected and utilised in the following ways:

- The metal infrastructure of the shelter is inspected and assessed. Re-furbished shelters are produced from the salvaged materials. For every four dismantled shelters they are able to produce approximately one re-furbished shelter. Re-furbished shelters are then offered to customers at discounted prices.
- Parts are salvaged and cleaned to provide maintenance stock which is distributed nationally.
- 100% of fluorescent tubes and lamps are recycled.
- Electrical equipment is recycled where fit for purpose.
- Glass is recycled and used as aggregate.
- Metals beyond use are re-cycled.

## **9. Equality Considerations**

Wherever possible the Department for Transport's "Inclusive Mobility" guidelines are adopted. In some locations restricted pavement width may make it impossible to fully comply. Full details of the guidelines are available at:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/3695/inclusive-mobility.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/3695/inclusive-mobility.pdf)

## **10. Legal Considerations**

There are no specific legal considerations, other than those related to Control of Advertisements Regulations described in section 4.

## **11. Risk Management Considerations**

This policy/proposal has been assessed and all necessary safeguards or action have been taken/included to safeguard the Council's position.

## **12. Public Health Impact**

None.

## **13. Summary/Conclusions/Reasons for Recommendations**

It is recommended that this report be noted, the process to identify priority sites for new shelters is agreed, and discussions continue regarding the potential for digital advertising on shelters in the High Street.

Dave Black  
Head of Planning, Transportation and Environment

**Electoral Divisions: All in Exeter**

Local Government Act 1972: List of Background Papers

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Background Paper	Date	File Ref.
None		

dj180718exh  
sc/cr/bus shelters in exeter  
02 200718

## Exeter Bus Shelter Request List

Route	Address	St Vw Link or Post Code	Footway Width (M)	Comment
<b>Main route stops without shelters (some may not be feasible)</b>				
<b>Service K - stops not on main roads</b>				
<b>Pinhoe - Countess Wear</b>				
K				
K	Parkers Cross Lane/Main Road		2.77	
K	Parkers Cross Lane/Orchard Close		1.91	Narrow
<b>Countess Wear - Pinhoe</b>				
K/J	Lakeside Avenue/Glasshouse Lane, Topsham direction		1.98	Grass Behind Close to Countess Wear Primary School Shelter. Demand may be low.
K/J	Lakeside Avenue/Higher Wear Rd		1.81	
	None			
<b>Pinhoe - City Centre</b>				
J K T	Pinhoe Road/Jubilee Rd		1.88	Too Narrow
J K T	Blackboy Road/Exeter Trust House		2.35	
<b>City Centre - Pinhoe</b>				
J K T	Blackboy Road/Alexandra Terrace		2.10	
J K T	Pinhoe Road/Opp Jubilee Rd		1.95	Too Narrow
J K T	Pinhoe Road/St Marks Church		3.20	
J K T	Pinhoe Road/Tarbet Avenue		3.00	
J K T	Pinhoe Road/Thackeray Road		4.45	
J K T	Pinhoe Road/Whipton Village Road		3.00	
J K T	Pinhoe Road/Fairfield Avenue		4.65	
J K T	Pinhoe Road/Exhibition Way		3.90	2 property gateways close to site
J K T	Pinhoe Road/Bakers Way		1.80	Too Narrow
J K T	Pinhoe Road/Pinbridge Mews		2.30	Large grass area behind
J K T	Main Road/Oak Close		4.40	Large area but underground services are prominent
<b>Topsham to City Centre</b>				
T	Bridge Hill/Elm Grove Road (Too narrow?)		1.40	Too Narrow
T	Station Road (Too narrow?)		0.94	Too Narrow
T	Exeter Road/Hamilton Road		1.45	Too Narrow
T	Exeter Road/The Retreat Drive		2.40	
<b>City Centre to Topsham</b>				
J K T	Topsham Road/Rivermead Road (Opp Rivermead?)		1.89	Too Narrow
J K T	Topsham Road/Burnhouse Lane		2.53	
J K T	Topsham Road/Countess Wear Roundabout		1.60	Too Narrow
J K T	Countess Wear roundabout/Topsham side		2.20	
<b>Cowley Bridge - City Centre</b>				
H	West Garth Road outside no. 23 (DCC? Triangular Grass Section)	EX4 5AJ	3.0 plus	
D	New North Road/Kilbarran Rise		1.85	Pavement is 1.95m / At an angle on corner up to 2.9m
D	New North Road/Opposite Imperial (Too narrow?)		2.30	
Various	Hele Road, Exeter College - towards City Centre		2.85	
<b>City Centre - Cowley Bridge</b>				
D/H	Queen St outbound outside Guildhall		2.20	Turning lorries may be an issue (2 poles knocked down) but a very busy stop
Various	New North Road/Central Station rear entrance		2.80	2.60cm + (Lots of signage there though)
D	New North Road/Imperial (Too narrow?)		2.15	
H	Cowley Bridge Road/ Opp Lower Argyll Road		3.00	
H	Cowley Bridge Road/Apparelmaster		2.85	
H	Cowley Bridge Road/Opp West Garth Road		2.40	
H	Cowley Bridge Road/Cowley Bridge (Too narrow?)			
<b>Service D</b>				
D	Russell Way		1.96	Grass Area behind shared footway. Also near Tesco Shelter
D	Pynes Hill Oracle		1.81	Too Narrow
D	Pynes Hill / Hawkins House		1.73	Too Narrow
D	Pynes Hill / Rosemoor Ct		1.77	Too Narrow
D	Pynes Hill / Aspen House (Towards Tesco)		1.74	Too Narrow
D	Pynes Hill/Parkland Drive		1.79	Too Narrow
D	Parkland Drive / Burnet Ct		1.80	Too Narrow
D	Parkland Drive / Opp Burnet Ct		1.95	Too Narrow
D	Parkland Drive/Campion Gardens		1.80	Too Narrow
D	Grecian Way/Glave Saunders Avenue		1.84	Too Narrow
D	Grecian Way/ Opp Glave Saunders Avenue		1.84	Too Narrow
D	Quarry Lane/St Peters School		2.80	
D	Quarry Lane/St Peters Opp School		2.75	
D	Quarry Lane/Quarry Park Road (Too close to junction - possible visibility issue)		2.80	
D	Quarry Park Road/Farm Close		2.70	
D	Quarry Park Road/Opp Farm Close		2.75	
D	Quarry Park Road/Opp Spinney Close		2.75	
D	Quarry Park Road/Gilbert Ave		2.70	
D	Woodwater Lane/Heath Road (No space between drives)		1.49	Too Narrow
D	Woodwater Lane/ Opp Heath Road		2.73	

D	Chantry Meadow 0229 – replacement to have seat.			All new replacement shelters have seats as far as I know
D	Barrack Road RDE outbound – shelter too small			4 Bay 5.5M width currently. Are we taking P+R size?
	<b>Service P</b>			
P	Stoke Valley Road/California Cl/Opp Florida Drive	1.76	Too Narrow	
P	Stoke Valley Road/Next Stop on from California	1.76	Too Narrow	
P	Rosebank Crescent/Aldrin Drive	2.46	Entrance to property conflicts with potential shelter. (opp Aldrin 2.46m footay)	
P	Queensland Shelter	1.87	Too Narrow	
P	Collins Road/ Rolleston	2.78		
P	Rosebarn Lane/Collins Rd	2.25		
P	Rosebarn Lane/Opp Newfoundland	1.78	Too Narrow	
P	Rosebarn Lane/Opp Rosebank	1.49	Too Narrow	
P	Stoke Arms	3.68	1.89m Footway behind in addition. Very Close to Shelter in Prince Charles Road	
P	Mount Pleasant Health Centre	2.36		
P	Mount Pleasant Health Centre (Opposite)	2.06	2.06m Build out with 1.76 Footway behind	
	<b>Honiton Road/Heavitree Road to City</b>			
4	Honiton Road Vospers Garage	5.00	5-6m Recess	
4	Honiton Road/Wilton Way	2.70		
4	Honiton Road/Sidmouth Road	2.48		
Various	East Wonford Hill/Riford Road	1.75	From road to grass slope	
Various	East Wonford Hill/St Loyes Road	n/a	Not possible - would obstruct access to number 32	
Various	Heavitree Road/Grendon Road	2.35		
Various	St Lukes - Heavitree Road/College Road	2.05		
	<b>Heavitree Road/Honiton Road outbound</b>			
Various	East Wonford Hill/Victor Lane	2.45		
Various	Honiton Road/The Bartons	2.90	390cm - 290cm Tapered footway width	
Various	Honiton Road/Lower Hill Barton Road	1.90	Too Narrow	
4	Honiton Road/Wilton Way	1.65	Too Narrow	
4	Honiton Road/Vospers (Too narrow)	1.45	Up to grass bank	
	<b>Sidmouth Road to City</b>			
Various	Sidmouth Road/Apple Lane	1.80	Too Narrow	
	<b>Sidmouth Road outbound</b>			
Various	Sidmouth Road/Broadfields Road	3.10		
Various	Sidmouth Road/Badger Close	1.76	Too Narrow	
Various	Middlemoor 1st Entrance	2.90		
Various	Middlemoor 2nd Entrance	2.77	Shared Cycle Path	
Various	Sowton Park & Ride (top entrance)	2.05		
	<b>Service A - stops not on main roads</b>			
A	Bramley Avenue	1.84	Too Narrow	
A	Thornpark Rise / Thornberry Ave Junc	1.50	Grass behind, although there is a slope. There is also a shelter near Blacktorn Crescent	
A	Sweetbrier Lane / Whipton Lane	3.08		
A	Sweetbrier Lane / Opp Carlyon Gardens	3.20		
A	Hamlin Lane / Opp Hanover Road	2.54		
A	Chantry Meadows/Deacon Close	1.77	Large open area directly behind	
A	Smithfield Road (Too narrow) Entrance	1.75		
A	Smithfield Road/Lackaborough Court	1.66	Grass Slope Behind	
A	Smithfield Road/Ashleigh	1.78	Too Narrow	
A	Fathings, Shillingford Road Opp Fairfield Road	1.97	Too Narrow	
A	Ide Lane Hall (Too narrow)	1.87	Too Narrow	
A	Church Road (Too narrow)		Too Narrow	
A	Cowick Lane/Franklyn Drive	Inbound 2.37	Plus Small Border	
A	Cowick Lane/Franklyn Drive	Outbound 2.27		
A	Cowick Lane/Coleridge Road	Inbound 2.25	Plus depth of bus boarder (buildout) which is quite narrow	
8/366	Sainsbury's Alphington Road, outbound (removed and not replaced?)			Low Demand - only 8 journeys per day pass the stop
Green	Haven Road/Shooting Marsh Stile (Malt House bus stop) - Green Route			Check once new route is confirmed
Green	Exton Road inbound opposite recycling centre/ ECC's Oakwood House			Check once new route is confirmed