Age-friendly Quick Guide

Bus Stops

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Centre for Ageing Better

What are age-friendly bus stops?

Age-friendly bus stops enable people of all ages to reach services, activities, workplaces, and social spaces. In England, concessionary journeys accounted for 28% (1.0 billion) of all local bus passenger journeys in 2025. Locations with design limitations, such as some rural communities, can still provide accessible locations, information and seating.

Why do they matter?

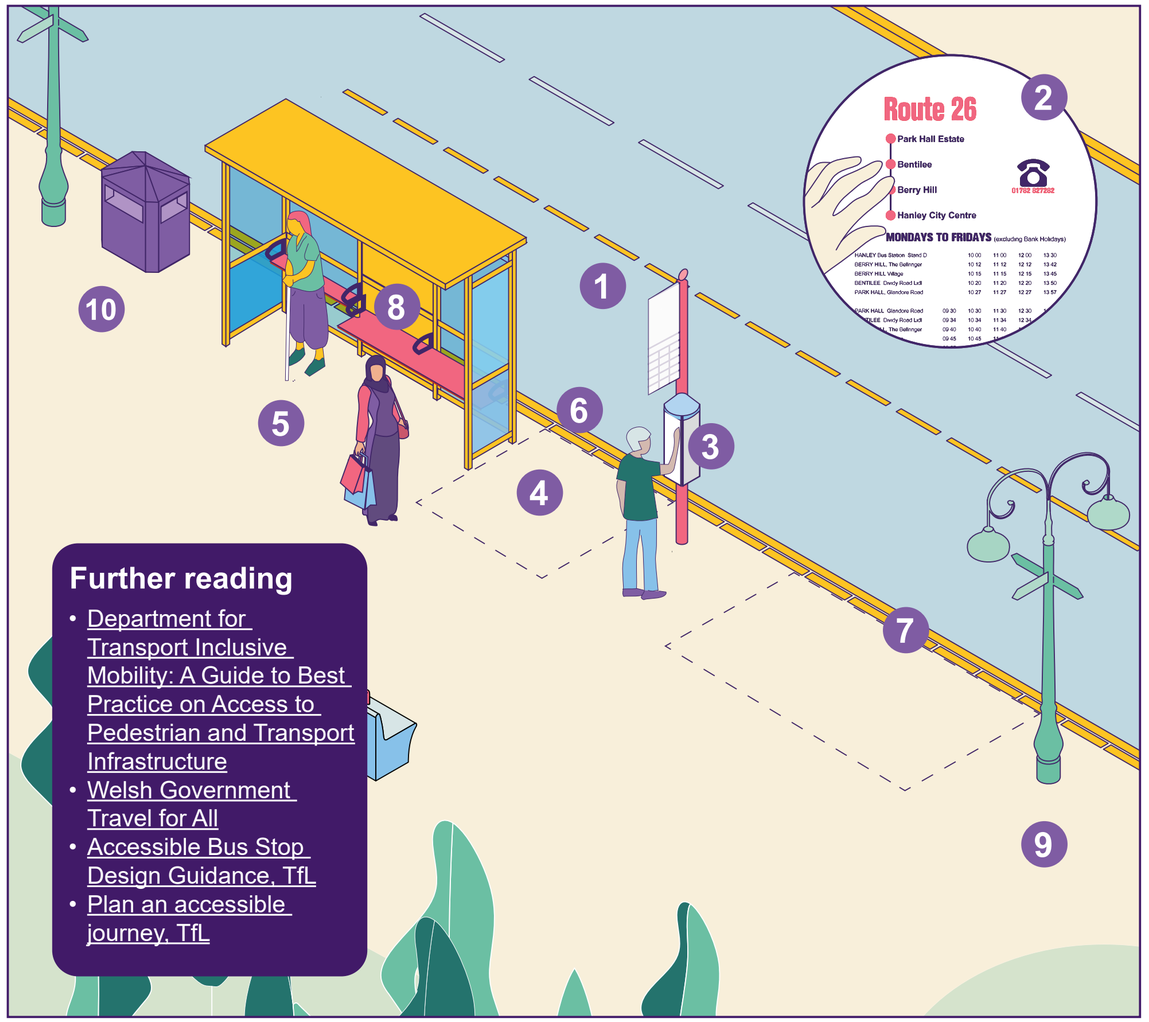
The Equality Act (2010) places a duty on both public transport operators and highway authorities to ensure no protected group is disadvantaged by inaccessible bus stop design. The design of the bus stop and the information provided are essential to help people navigate confidently throughout their journey.

Age-friendly implementation considerations

- ☐ **Listen to lived experiences** to learn what a diverse range of local residents, including older people, want and need from their bus stops. Undertake an access audit with older people / intergenerational groups.
- ☐ **Identify stakeholders** such as relevant council departments (e.g. planning, transport, community services), and relevant authorities (e.g. the Highway Authority, public transport operators).
- ☐ **Develop solutions** with residents, stakeholders, road users, pedestrians, and cyclists to ensure the bus stop is safe and usable for all. Discuss priorities and agree improvements for implementation.

Age-friendly bus stops: top 10 design considerations

1. **Location of bus stops:** Are bus stops in safe, easy to access locations near key local facilities and residential areas (including where high concentrations of older people live)? Are stops close to main junctions? Do stop locations minimise walking distance between destinations? Are sufficient stops provided within a community (not just into/out of the centre)? Does the pick-up location allow wheelchair users to board?
2. **Information (pre-journey):** Is information about routes, timing, ticketing, accessibility features and assisted transport services available online and by post/phone so people can plan their journey in advance?
3. **Information (at stop):** Is clear and up to date information about bus routes, timing, and fares provided at the bus stop? Is live bus arrivals information provided where possible? Is information available in large print format and tactile/audio formats? Is local information (e.g. social and volunteering activities) shared at the stop?
4. **Free from obstructions:** Are driver and waiting passengers clearly visible to each other? Are bus stops located where there is adequate footway width? Is access to the bus free of trip hazards and barriers?
5. **Waiting area:** Are stops located where there is space for a weather protected shelter? Is seating offered at different heights with arm rests / back rests? Is a wheelchair space and a transfer seat provided?
6. **Drainage:** Is good drainage provided so water does not pool on footways or the carriageway kerbside? Are people protected from being splashed while they wait?
7. **Kerb features:** Is the kerb height at least 100mm to allow buses to deploy a ramp safely? Is appropriate tactile paving used to indicate the kerb edge at the boarding point? Are ‘Kassel’ kerbs used where needed to allow level boarding?
8. **Contrast:** Is information/signage provided with enough contrast to be read easily? Are features such as seats and bus shelters contrasting from their surrounding environment so people can easily identify them? Is the kerb contrasting from the carriageway so people can discern where the pavement ends?
9. **Lighting / perceptions of safety:** Inadequate street lighting can contribute to poor perceptions of safety. Are good levels of illumination provided at the bus stop (and journey to the bus stop)? Is the bus stop lighting uniform and even? Does the design of the bus stop allow people to be seen and offer clear exit routes?
10. **Maintenance:** Local highway authorities are responsible for maintenance of bus stop areas. Is a management plan in place to ensure street cleaning, maintenance of the footway / carriageway, vegetation clearing, and winter maintenance is performed? Can people easily report issues on and offline?



Further reading

- Department for Transport Inclusive Mobility: A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure
- Welsh Government Travel for All
- Accessible Bus Stop Design Guidance, TfL
- Plan an accessible journey, TfL

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Age-friendly Quick Guide Checklist

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No.	Design considerations	Y/N	Issues and actions notes
1	**Location of bus stops**		
1.1	Are bus stops in safe, easy to access locations near key local facilities and residential areas (including where high concentrations of older people live) and close to main junctions?		
1.2	Do stop locations minimise walking distance between destinations?		
1.3	Are sufficient bus stops provided?		
1.4	Does the pick-up location allow wheelchair users to board?		
2	**Information (pre-journey)**		
2.1	Is information about routes, timing, ticketing, accessibility features and assisted transport services available online and by post/phone?		
3	**Information (at stop)**		
3.1	Is clear, up to date information about bus routes/timing/fares provided at the stop?		
3.2	Is live bus arrivals information provided?		
3.3	Is information available in large print format and tactile/audio formats?		
3.4	Is local information (e.g. social and volunteering activities) shared at the stop?		
4	**Free from obstructions**		
4.1	Are driver and waiting passengers clearly visible to each other?		
4.2	Are bus stops located where there is adequate footway width?		
4.3	Is bus access free of hazards/barriers?		
5	**Waiting area**		
5.1	Are stops located where there is space for a weather protected shelter?		
5.2	Is seating offered at different heights with arm rests / back rests? Is a wheelchair space and a transfer seat provided?		

No.	Design considerations	Y/N	Issues and actions notes
6	**Drainage**		
6.1	Is good drainage provided so water does not pool on footways or the carriageway kerbside?		
6.2	Are people protected from being splashed while they wait?		
7	**Kerb features**		
7.1	Is the kerb height at least 100mm to allow buses to deploy a ramp safely?		
7.2	Is appropriate tactile paving used to indicate the kerb edge at boarding points?		
7.3	Are ‘Kassel’ kerbs used where needed to allow level boarding?		
8	**Contrast**		
8.1	Is information/signage provided with enough contrast to be read easily?		
8.2	Are features such as seats and bus shelters contrasting from their surrounding environment so people can easily identify them?		
8.3	Is the kerb contrasting from the carriageway so people can discern where the pavement ends?		
9	**Lighting / perceptions of safety**		
9.1	Are good levels of illumination provided at the bus stop (and journey to the stop)?		
9.2	Is the bus stop lighting uniform and even?		
9.3	Does the design of the stop allow people to be seen and offer clear exit routes?		
10	**Maintenance and care**		
10.1	Is a management plan in place to ensure street cleaning, maintenance of the footway / carriageway, vegetation clearing, and winter maintenance is performed?		
10.2	Can people easily report issues on and offline?		