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Bus Stop Surveys – Briefing Note

Introduction

On 25 November 2026 RTIG hosted a webinar, Passenger Information in Enhanced Partnership Areas – Bus Stops, at which three authorities shared their experience of recent bus stop surveys: Oxfordshire County Council, Nottinghamshire County Council (now part of the East Midlands Combined Authority) and Translink in Northern Ireland.

This briefing note brings together the data fields each authority collected, to help others planning a survey understand what has been captured elsewhere and what to consider before starting. It first maps the attributes the three authorities had in common, then gives each authority's full field list.

Why stop data matters now

The Bus Services Act 2025 requires every local transport authority in England to publish a bus network accessibility plan (Bus NAP) by 1 April 2027 and review it at least every three years.
Department for Transport guidance asks authorities to describe and assess the accessibility features of their network, including stopping places, and set out further action. It suggests auditing stop accessibility across all or part of the network by a set date, repeating it at intervals and sharing the results as open data, and expects plans to align with enhanced partnership and franchising arrangements. A maintained stop inventory would provide evidence an authority is following the guidance.

What the three authorities found

- Oxfordshire surveyed more than 4,000 stops, capturing around 120 fields and photos, and used the results to prioritise around 400 stops for early improvement.
- Nottinghamshire surveyed 4,500 stops with around 30,000 photos and fed the results into a bus stop standards framework that grades stops into categories.
- Translink audited around 13,000 stops: half of Ulsterbus stops were unmarked and around 1,300 had not previously been recorded.

Lessons for others

- Plan, budget and staff the upkeep of the data before commissioning the survey – a one-off audit soon goes out of date;
- Assume existing data is worse than expected;
- Agree who owns each type of data, including accessibility data, at the outset;
- Specify measurements such as kerb height and footway width;
- Tag every photo with the stop's ATCO code;
- Plan how results will update NaPTAN and asset systems;
- Blur faces and number plates in photos.

Common Stop Attributes

Comparing the three survey lists shows a core set of stop attributes that each authority collected, although the field names and level of detail differ.

The tables below map each shared attribute to the field names each authority used.

Collected by all three authorities

Attribute	Oxfordshire	Nottinghamshire	Translink
Stop identification	Atcocode; Stop Name	Flag Stopname Match To NaPTAN; Flag Stopname Actual	Landmark; Landmark name; Indicator
Location coordinates	Eastings; Northings; Longitude; Latitude	GPS Location	Easting; Northing; Longitude; Latitude
Bus stop post / pole	Bus Stop Post; Other Post Type	Post Type	Marked (Pole / Shelter / Not marked)
Flag	Flag Type	Flag Type	Has flag?
Timetable display	TTC Quantity; Timetable Present	Timetable Case Type; Timetable Case Publicity Presence	Timetable mount type?; Paper timetables present?
Shelter presence and type	Shelter; Shelter Configuration	Shelter Type	Shelter type
Shelter reference number	Shelter Model CC; Bauer Media Reference	Clear Channel Shelter Reference Number	Shelter number
Shelter lighting / power	Power Type	Shelter Lighting	Light present?
Seating	Seating Location (multiple)	Seating; Site Seating Presence	Seating present?
Real time display	Real Time Display	Is there an RTI display; What is the RTI display type?	RTPI present/type?
Raised kerbs	Raised kerbs; Existing Kerb Height	Kerbs; Kerb Height; Raised Kerb Presence	Kassel kerbing present?
Tactile paving	Dropped Tactile; Opposite Dropped Tactile	Tactile Paving; Tactile	Tactile pavement present?

Attribute	Oxfordshire	Nottinghamshire	Translink
Bus stop road markings	Road Markings Presence; Bus Stop Cage Condition; Bus Box Length	Clearway box; Condition of clearway markings	Bus cage present?
Footway	Footway Type; Footway Width MM	Footway (type, width, continuous footpath)	Continuous footpath on both sides of the stop?
Level / wheelchair access	Bus Stop Accessible; Accessible Shelter	Footway (level access, wheelchair access)	Level access to stop; wheelchair access and boarding indications
Street lighting	Site Street Lighting Presence	Site Street Lighting Presence	Street lighting present?
Litter bin	Litterbin (within 10m)	Site Litterbin Presence	Bin present?
Cycle facilities	Cycle Parking (within 10m); Cycle Parking Type	Cycle Lane	Separate bike lane present at stop?; Bike stands present at stops?
Surveyor notes	Notes	Surveyor's Notes	Visible hazards or relevant comments

Collected by two authorities

Attribute	Oxfordshire	Nottinghamshire	Translink
Bearing	Bearing; Bearing Correct	–	Bearing
Street name	Road Name	–	Street; Crossing street
Flag serves both directions	–	Both Ways Stop	Flag marked as “Serves both sides”
Service numbers on flag	Route Numbers; Route numbers shown	Service Numbers Present; Service Numbers Legible	–
Asset condition	Post, Flag and Shelter Condition	Post, Flag, Timetable Case, Poster Case and Shelter Condition	–
Shelter manufacturer	Shelter Manufacturer	Shelter Manufacturer	–

Attribute	Oxfordshire	Nottinghamshire	Translink
Shelter advertising	Advertising Shelter; Advertising Display Type	Shelter Type (advertising panel)	–
Poster cases	Poster Case; Poster Case QTY	Poster case type; Poster case Count	–
Timetable case size	TTC Visual Width; TTC Visual Depth	Case Size; Case Width	–
RTI display location	Display Location	What is the RTI unit attached to?	–
RTI display working	Display Operational	Is it working?	–
Dropped kerbs / crossings	Dropped kerbs; Dropped Crossing; Opposite dropped crossing	Crossing; Crossing type; Dropped Kerb Presence	–
Clearway restrictions	Clearway Plate Type; Start Time (p); End Time (p)	Clearway plate; Restriction length; Restriction days	–
Bus lane	–	Bus Lane	Bus lane present at stop?
Hardstanding	–	Hardstanding	Hard standing present?
Bus bay / pull-in	Bus Pull-In Access	–	Bus bay present?
Maintenance required	Shelter, Flag, Case, Post and Other Maintenance	Maintenance Required	–

Oxfordshire County Council

Stop Location & Identification
Atcocode
Stop Name
SMS Code
Bearing
Road Name
Eastings
Northings
Longitude
Latitude
Streetview
Services
Owner
Bearing Correct
Wrong Location
What 3 Words

Bus Stop Post
Bus Stop Post
Other Post Type
Post Condition

Flag
Flag Type
Flag Owner
Flag Condition
Stop Specific Flag
Destination/Towards
Route Numbers
Route numbers shown
Indicator/Roundel
Indicator Value

Timetable & Poster Case
TTC Quantity
Case Manufacturer
Other Case Manufacturer
Metal Cap
TTC Colour
TTC Visual Width
TTC Visual Depth
TTC Viewable from wheelchairs
Poster Case
Poster Case QTY
Width_pc
Height_pc
Poster Case Wheelchair Accessible
Timetable Present
Present Services

QR Code
QR Present
QR Location
QR Damage
QR Plate Removed
QR Value
QR code correct

Shelter
Shelter
Shelter Manufacturer
Other Shelter Manufacturer
Shelter Model CC
Bauer Media Reference
Advertising Shelter
Advertising Display Type
Display Sides
Shelter Size
Shelter Configuration

Shelter
Shelter Condition
Power Type
Accessible Shelter
Shelter Access Work

RTI Display
Real Time Display
RTI Display Reference Number
Display Operational
Display Location
RTI Issues

Kerbs
Raised kerbs
How many Raised kerbs
Dropped kerbs
How many Dropped kerbs
Existing Kerb Height

Crossing
Dropped Crossing
Dropped Tactile
Opposite dropped crossing
Opposite Dropped Tactile

Accessibility
Bus Stop Accessible
Accessibility Modifications
Accessibility Notes

Bus Access
Bus Pull-In Access
Bus Pull-Out
Pull-out issues
Pull-out solutions
Bus Stop Repositioning

Roadmarkings & Enforcement
Road Markings Presence
Bus Stop Cage Condition
Bus Box Length
Clearway Plate Type
Start Time (p)
End Time (p)
Can stop be marked?

Footway & Road & Environmental
Surface Material
Permanent Footway Surface
Footway Width MM
Footway Type
Seating Location (multiple)
Site Street Lighting Presence
Litterbin (within 10m)
Cycle Parking (within 10m)
Cycle Parking Type
Cycle Parking Quantity
Declutter Required
Street Decluttering
How clean is the stop?

Maintenance
Shelter Maintenance Tasks
Other Shelter Maintenance
Flag Maintenance
Case Maintenance
Post Maintenance
Other Maintenance

Survey Record
Notes
Survey Complete

Survey Record
Complete Date
Last Attempt Date
Reason for Incomplete Survey
Adjusted record

Nottinghamshire County Council

Type	Bus Stop Post	Question / guidance
Lead	Bus Stop Post	AUTO POPULATED BY DRAG & DROP
	Post Type	What is the type of post?
	Post Condition	What is the post condition?
	Post Secure	Is the post secure in the ground?
	Post Colour	What colour is the post
Photo	Post Shot	Portrait orientation
Supplementary	Post Position	Where is the post located in relation to the road
Supplementary	Post Install	What is the post installed in

Type	Flag	Question / guidance
	Flag Type	What is the type of flag?
	Flag Type	What is the flag size?
	Flag Condition	Is the flag damaged?
	Flag Condition	Is the flag faded?
	Flag Location	What is the flag attached to?
	Flag Visibility	What is the visibility of the flag from the approach?
	Flag Stopname Match To NaPTAN	Does the stopname upon the flag match the NaPTAN record?
	Flag Stopname Actual	Type the actual stopname present on the flag (if stopname does not match NaPTAN record)
	Service Numbers Present	Are service numbers present on the flag?
	Service Numbers Legible	Are service numbers legible on the flag?
	Both Ways Stop	Is the flag marked as 'Both Ways'
	Flag Attachment	How is the flag attached?
Photo	Flag Shot Approach	Take a full frame portrait photo of the flag, from the approach end
Photo	Flag Shot Exit	Take a full frame portrait photo of the flag, taken from the exit end
Supplementary	Height of Flag	Is the flag at a safe height, above 2.3m from the ground

Type	Timetable & Poster Case	Question / guidance
Lead	Timetable & Poster Case	AUTO POPULATED BY DRAG & DROP
	Timetable Case Type	What is the type of timetable cases?
	Timetable Case Count	How many timetable cases are present in this cluster?
	Case Size	What is the length & width of the timetable case
	Case Width	What is the (approximate) visible width of the timetable case
	Timetable Case Condition	What is the condition of the timetable cases?
	Timetable Case Publicity Presence	Does the case have a timetable or publicity present
	Production Date	
	Timetable Case Attached To	What is the timetable case attached to?
Photo	Timetable Case	Timetable Case Shot
Photo	Publicity	
Supplementary	Poster case type	What is the type of poster case?
Supplementary	Poster case Count	How many poster cases are present?
Supplementary	Case Size	What is the length & width of the poster case
Supplementary	Poster Case Condition	What is the condition of the poster case?
Supplementary	Case orientation	What orientation is the case

Type	Roadmarkings & Enforcement	Question / guidance
Lead	Roadmarkings & Enforcement	Clearway Plate Presence
	Clearway plate	Clearway Plate present
	Clearway box	Is there a clearway box present
	Restriction length	Hours of restriction
	Restriction days	Days of the week restricted
	Condition of graphics	Clearway Plate Condition
	Plate attached to	What is the plate attached to?
	Condition of clearway markings	What is the condition of the clearway markings?
	Bus Stop Clearway or Bus Stand	Do the markings say 'Bus Stop' or 'Bus Stand'

Type	Roadmarkings & Enforcement	Question / guidance
	No Loading	Are there DYL and no loading markings adjacent to the bus stop?
	Double Yellow Lines	Are there DYL adjacent to the bus stop?
	Single yellow lines	Are there SYL adjacent to the bus stop?
	Zig Zags	Are there Zig Zags adjacent to the bus stop?
	Bus Lane	Is there a bus lane adjacent to the bus stop?
	Cycle Lane	Is there a cycle lane adjacent to the bus stop?
	Condition of markings	What is the condition of the existing roadmarkings?
Photo	Clearway Plate	

Type	Shelter	Question / guidance
Lead	Shelter	AUTO POPULATED - Gives a count of how many instances of this category were found
	Shelter Manufacturer	Who is the manufacturer of the shelter?
	Clear Channel Shelter Reference Number	Enter the shelter reference number
	Shelter Type	Does this shelter have an advertising panel?
	Shelter Type	What is the footprint layout of the shelter?
	Bay Count	How many bays does the shelter have?
	Frame Material	What material makes up the shelter frame?
	Panels & Glazing	What material is the glazing made from?
	Roof type	What type of roof does the shelter have?
	Shelter Condition	What is the condition of the shelter?
	Shelter Lighting	Is there a light in the shelter?
	Shelter Lighting	How is the light powered?
	Shelter Lighting	Is the light working?
	Seating	Does the shelter have a seat?

Type	Shelter	Question / guidance
	Seating	What type of seat?
	Seating	Size of seat - number of persons?
Photo	Shelter Shot	Take a full frame landscape photo of the shelter, directly into the middle of the shelter
Photo	Shelter Shot	Take a photo from the approach end
Supplementary	No Smoking Sign	Is there a No Smoking/vaping sticker within the shelter

Type	Kerbs	Question / guidance
Lead	Kerbs	What type of kerb is at the bus stop
	Kerb Height	What is the height of the kerbs?
	Raised Kerb Length	How many raised kerbs?
	Raised Kerb Condition	What is the condition of the raised kerbs?
	Tactile Paving	Does the bus stop have tactile paving?
Photo	Kerb approach	
Photo	Kerb exit	
Supplementary	Raised Kerb Presence	Are there raised kerbs present at site?

Type	Crossing	Question / guidance
Lead	Crossing	What type of kerb is at the bus stop
	Crossing	Can you see a crossing from the bus stop?
	Crossing type	What kind of crossing is present?
	Dropped Kerb Presence	Are there dropped kerbs on both sides of the road present?
	Tactile	Does the dropped kerb have tactiles?

Type	RTI Display	Question / guidance
Lead	Is there an RTI display	AUTO POPULATED - Gives a count of how many instances of this category were found
	What is the RTI unit attached to?	What is it attached to?
	Is it working?	What is the condition of the RTI unit
	What is the RTI display type?	What is the RTI display type?
Photo	Display	

Type	Footway & Road & Environmental	Question / guidance
	Footway	What is the footway type at the bus stop?
	Footway	What is the footway width in MM?
	Footway	Is there a continuous footpath leading to the bus stop?
	Footway	Is there level access to the stop?
	Footway	Can a wheelchair user access the bus stop using nearby footpaths and wheelchair ramps?
	Site Litterbin Presence	Is there a litterbin available at site?
	Site Seating Presence	Is there any non-shelter seating available at site?
	Site Street Lighting Presence	Is there street lighting nearby? (within 20m)
	Hardstanding	Is the shelter on hardstanding rather than footway?
	Hardstanding	What is the hardstanding width?
	Hardstanding	What is the hardstanding length?
	Hardstanding	What type of hardstanding
	Hardstanding	What is the condition of the hardstanding
	Cycle Lane	What type of cycleway is present?

Type	Site Questions	Question / guidance
	Maintenance Required	Is there any other maintenance to be performed at site including cutting back overgrown vegetation?
Photo	Establishing Shot - Front facing	Take a landscape photo of the site from the front of the stop from across the road.
Photo	Establishing Shot - Approach	Take a landscape photo of the site from the approach end, 15m before any infrastructure starts
Photo	Establishing Shot - Exit	Take a landscape photo of the site from the exit end, 15m after any infrastructure ends
Generic	GPS Location	Record a GPS geo-coordinate reading for the site (stand next to flag)

Type	Site Questions	Question / guidance
Generic	Surveyor's Notes	Is there anything else that needs to be communicated about this site or survey?

Translink

	NaPTAN standards	Options
1	Landmark	None, Church, Church Hall, Town Hall, Museum/Gallery, Bus/Train Station, Performance venues, School, Leisure Centre, Sporting ground, National Trust site, Hospital, University, Significant shopping area, Local significant point of interest, Orange Hall, Airport, Port or other
2	Landmark name	Only record if name is immediately available (otherwise leave blank)
3	Street	
4	Crossing street	
5	Indicator	Drop-down abbreviations: o/s (outside), opp (opposite), adj (adjacent)
6	Easting	
7	Northing	
8	Longitude	
9	Latitude	
10	Bearing	N, S, E, W (consider NE, NW, SE, SW)

	Stop attributes	Options
1	Marked	Pole / Shelter / Not marked
2	Has flag?	Yes, No
3	Flag marked as “Serves both sides”	Yes, No
4	Bus cage present?	Yes, No
5	Bus bay present?	Yes, No
6	Bin present?	Yes, No
7	Ticket vending machine present?	Yes, No
8	Ticket validators present?	Yes, No

	Shelter	Options
1	Shelter type	Insignia, Heritage, Landmark, Metropolis, Sigma or Other
2	Light present?	Yes, No
3	Seating present?	Perch, Bench, None
4	Has CCTV?	Yes, No

	Shelter	Options
5	Shelter number	

	RTPI	Options
1	RTPI present/type?	None, LED, TFT, E-Paper

	Printed display	Options
1	Timetable mount type?	Shelter, Pole, Shelter & Pole, None
2	Paper timetables present?	Yes, No

	Accessibility	Options
1	Street lighting present?	At stop, On street, None
2	Bus lane present at stop?	Yes, No
3	Separate bike lane present at stop?	Yes, No
4	Bike stands present at stops?	Yes, No
5	Continuous footpath on both sides of the stop?	Yes, No
6	Hard standing present?	Yes, No
7	Tactile pavement present?	Yes, No
8	Level access to stop, e.g. ramp	Yes, No
9	Kassel kerbing present?	Yes, No
10	Indication that a wheelchair user can access the bus stop using nearby footpaths and wheelchair ramps	Yes, No, N/A-RURAL
11	Indication that a wheelchair can board / alight	Yes, No, N/A-RURAL
12	Any visible hazards or any relevant comments for the stop (manual review)	