

Date: 15 July 2014

Item 7: Accessibility Programme

This paper will be considered in public

1 Summary

- 1.1 The accompanying presentation provides an overview of the Accessibility Programme in Rail and Underground and Buses which was requested at the last meeting of the Panel on 19 March 2014.
- 1.2 The presentation covers:
 - (a) current accessibility;
 - (b) accessibility improvements; and
 - (c) future improvements.

2 Recommendation

- 2.1 **The Panel is asked to note this paper and presentation.**

List of Appendices to this Report:

Appendix 1: Accessibility Programme Presentation

List of Background Papers:

None

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TfL Accessibility: Where we are and where we're going

Gareth Powell
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Rail & Underground



Agenda

- **Current accessibility**
 - Rail modes
 - Buses
 - Other modes
- **Accessibility improvements**
 - **Headline recent improvements**
 - **Headline future improvements**



Current accessibility

Rail modes



- All DLR stations and Tramlink stops step-free to train / tram
- 47 per cent of London Overground stations step-free to train
- 24 per cent of Tube stations step-free to platform
 - 79 per cent of step-free stations step-free to train for some lines
 - 71 per cent are for all lines)



Current accessibility



Rail modes

- **All Tube and Overground stations staffed at all times, and customer service staff available on all DLR trains**
- **Platform tactiles installed on all Overground, DLR and Tramlink platforms, and 98 per cent of Tube platforms**
- **Wide Aisle Gates at two-thirds of Tube stations**
- **Highly accessible trains / trams on whole Overground, DLR and Tramlink networks, and much of Tube network**
- **Trains fitted with next stop audio visual systems**



Current accessibility

Buses



- **72 per cent of stops fully meet accessibility criteria**
- **All buses wheelchair accessible**
- **All buses fitted with next-stop audio and visual system (iBus)**



Current accessibility

Other modes



- All black cabs wheelchair accessible
- All piers step-free
- Emirates Air Line step-free
- Most new riverboats fully accessible
- 95 per cent of signalised pedestrian crossings accessible
- Dial-a-Ride door-to-door service available to those who can't use public transport



Accessibility improvements



- **Published 'Your Accessible Transport Network' in Dec 2012**
- **Mayoral commitment to series of accessibility improvements by 2016 and beyond**



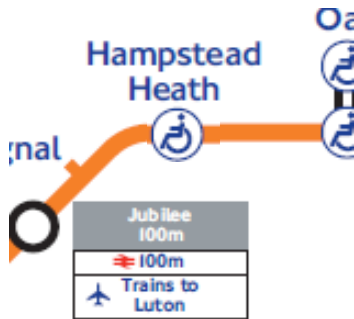
- **Update published in Feb 2014**
- **Open data made available to the App market to stimulate development**
- **Engagement through social media**



Headline recent improvements



- **‘Turn up and go’ service announced for London Overground (Apr 2014)**



- **Step-free access at Hampstead Heath (Apr 2014)**



Headline recent improvements



- Introduction of manual boarding ramps (MBRs) on Tube network (Jul 2012)
- Further roll-out (2013 / 14)
- Introduction of step-down MBRs (Jun 2014)



Headline recent improvements



- Improved staff training for bus drivers using 'All Aboard!' film (Oct 2013 onwards)



- Tube 'Centres of Excellence' training pilot (Apr 2013 – Apr 2014)



Headline recent improvements



- **Successful buses wheelchair space priority campaign (Nov 2012 onwards)**

Which type of route do you want to see?

Routes with least walking

Travelling by

Tube	<input checked="" type="checkbox"/>	Bus
Rail	<input checked="" type="checkbox"/>	DLR
River	<input checked="" type="checkbox"/>	Train
Coach	<input checked="" type="checkbox"/>	Em
London Overground	<input checked="" type="checkbox"/>	

I need step free access...

I have no mobility requirements

I can use escalators but not stairs

I can use stairs but not escalators

I need step free access to the train, bus, etc

I need step free access to the platform

- **Improved accessibility of TfL website and improved Journey Planner capability (Mar 2014)**



Headline future improvements

Future Tube and London Overground step-free stations

Tube

2015/16

- Greenford
- Tower Hill
- Vauxhall
- Whitechapel (delivered as part of Crossrail)

2016/17

- Cassiobridge (previously called Ascot Road, delivered as part of Croxley Rail link)
- Ealing Broadway (delivered as part of Crossrail)
- Tottenham Court Road
- Watford Junction (added as part of Croxley Rail link, already step-free)
- Watford Vicarage Road (previously called Watford Hospital, delivered as part of Croxley Rail link)

2017/18

- Bank (Waterloo & City only)
- Bond Street
- Bromley-by-Bow

2018/19

- Barbican (delivered as part of Crossrail via Farringdon station)
- Finsbury Park
- Moorgate (Northern line only, delivered as part of Crossrail)
- Paddington (to Bakerloo line only, delivered as part of Crossrail)
- Victoria

2019/20

- Elephant & Castle (Northern line only)

2020/21

- Battersea (delivered by the Northern line extension)
- Nine Elms (delivered by the Northern line extension)

2021/22

- Bank (Northern line only)
- Holborn

2023/24

- Camden Town

Total stations made step-free by 2023/24: 18 fully, 4 partially

London Overground

2014/15

- Brockley
- Hampstead Heath
- Honor Oak Park
- Kensal Rise
- New Cross Gate
- Queens Road Peckham
- South Tottenham

Total stations made step-free by 2014/15: 7



Headline future improvements

2014/15



- Roll-out of Tube ‘Centres of Excellence’ training
- Improved disability awareness training for London Overground and Tramlink staff
- Pan-TfL disability stakeholder engagement event (‘Access all Areas’)



Headline future improvements

2016/17



- All signalised pedestrian crossings accessible (up from 95 per cent)
- 95 per cent of bus stops accessible, including all on TfL Road Network (up from 72 per cent)
- 40 per cent of Tube network served by new and highly accessible trains

