

Rail and Underground Panel

18 October 2013

Actions List

Actions from the Last Meeting

Minute No.	Description	Action By	Target Date	Status/note
15/07/13	Managing Director's Report – Rail and Underground			
	Provide an update to the Panel on the Sub-surface railway signaling upgrade.	David Waboso	October 2013	Update to be given at this meeting.
	Provide further information on wider gates at LU stations	Gareth Powell	October 2013	Completed. Information circulated on 4/10/2013. Copy attached.

There were no outstanding actions from previous meetings.

Transport for London

Rail and Underground Panel – Briefing Note

Subject: Wider Gates

Date: 4 October 2013

1 Purpose

- 1.1 At its meeting on 11 July 2013, the Rail and Underground Panel requested further details relating to the operation and location of wider gates. This note addresses that action.

2 Background

- 2.1 Wider gates have a modified configuration of a standard walkway, with larger paddles and a wider walkway. These allow customers with additional needs, for example those with mobility issues or children and buggies, additional space to independently enter and exit a station. These wider gates allow frontline staff to be more effectively deployed as they are not tied to a manual gate to assist customers.
- 2.2 The provision of wider gates across the business is a Mayoral commitment and contributes towards meeting Disability Discrimination Act obligations to provide independent access for all.

3 Location of Wider Gates in Stations

- 3.1 Historically at LU stations, the manual gate would have been located adjacent to the ticket office assistance window. This enabled customers requiring assistance on the paid side to engage with staff in the office to resolve their issue prior to being let through the manual gate if required.
- 3.2 When incorporating wider gates into existing gatelines, the throughput and capacity requirements at the station were considered. Many stations were already at capacity in regards to the number of walkways that could be fitted in the space available in the ticket hall, therefore the wider gates replaced the existing manual gates where practical.
- 3.3 Where replacing the manual gate was not practical, alternative solutions often required significant changes to the existing walkways and gatelines were remodelled with wider gates at both ends of the array. This allowed stations to manage congestion and customer flows with routes designated 'way in' and 'way out'.
- 3.4 Wider gates can be operated on a 'first come first served' mode, with the wider gate being accessible from the paid and unpaid sides of the gateline. In this mode, the throughput of the walkway is reduced.

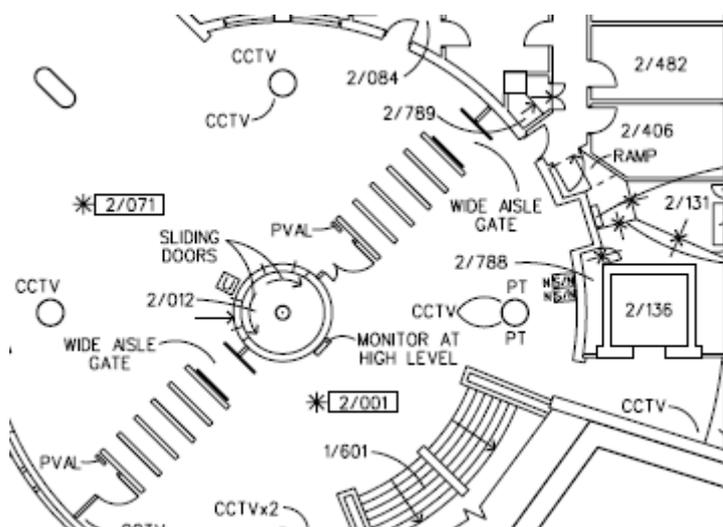
- 3.5 Wherever practical, wider gates were installed within reasonable distance of any lift that encourages a step free route, taking into consideration customer flows and how the staff operate the station.

4 Operation of Wider Gates

- 4.1 The paddles on the wider gates take slightly longer to open and close than conventional gates. This is to accommodate the customers for which the gate is intended to be used, who are often moving slower (older customers, small children etc) and additionally due to the size of the paddle within the gate. The speed that the gates currently operate went through customer testing and is kept under review, balancing the through-put considerations against safety criteria.

5 Southwark Station

- 5.1 The Panel discussed the layout of Southwark station and the position of the wider gate in relation to the customer lift. The lift in question is a unit that avoids the need for the customer to negotiate steps from street to ticket hall level as the lift from ticket hall to the east end of the Jubilee line platforms is positioned to support the orientation of the track and is already on the paid side of the gateline. On exiting the lift at ticket hall level, customers are presented with a gateline leading to the paid side and escalators.
- 5.2 As shown below, there may be other options available for the position of the wider gate which may provide easier access from the lift in position 2/136. However, the cost and benefits of making any change would need to be considered and taken into account when determining any changes to the gateline.



6 Contact

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