



Your accessible transport network

Our commitment to making it even easier for you to travel around London

May 2015 update

MAYOR OF LONDON



**TRANSPORT
FOR LONDON**
EVERY JOURNEY MATTERS

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Foreword



London's transport network is one of the most accessible in the world. We have accessible buses and taxis across the city and, with continued and sustained investment, we are making more London Underground and London Overground stations step-free.

We are working hard to bring improvements to as many people as we can and recognise that there is much more to do.

This is the third edition of Your Accessible Transport Network. It describes the actions we have taken to make transport more accessible in the past year. It also explains our plans for the future.

More of our stations are accessible. There are now 197 London Underground, London Overground, Docklands Light Railway (DLR) and Tramlink stations and stops with step-free access. Around 40 further stations will be made step-free in the next 10 years. When Crossrail fully opens in 2019, all 40 stations from Reading and Heathrow in the west to Shenfield and

Abbey Wood in the east will be step-free, and the whole of Tottenham Court Road and Bond Street stations will also be step-free, opening up wheelchair user access to the heart of the West End.

We first introduced manual boarding ramps at 16 stations during the London 2012 Games. They worked so well we decided to introduce them at other stations. More than 55 now have them, and we are committed to extending their use to all stations across the Tube network, where it is physically possible to deploy them, by this summer.

We have also introduced 'turn-up-and-go' on the London Overground, meaning that passengers who need help no longer have to book in advance, just like the Tube and, sadly, unlike the National Rail network.

On the bus network, we are now well on the way to meeting our target of 95 per cent of bus stops being accessible by December 2016. We are also looking at ways of achieving 100 per cent.

Of equal significance is information. Better information gives people the confidence to use the network. Last year we launched our new website with improved Journey Planner functions, and in 2015 we will build on this to provide more personalised travel information.

We are communicating better with our disabled and older customers. Our TfL Access Twitter feed has more than 13,000 followers, and 130,000 customers have registered to receive regular emails about improvement work or events which could affect their travel plans.

Working with disabled Londoners and accessibility organisations, we have developed improved training for our staff, to help them do their jobs better. Starting next year, bus drivers will be given additional accessibility awareness training. Our customer service at Tube stations is being improved with more staff visible in public areas to offer assistance.

Our extensive engagement with disabled Londoners and stakeholders continues. We ran our 'Come on Board' initiative, which involved meeting grass roots groups and community campaigners across the Capital to provide more people with information about, and confidence in, our services. In October we ran the 'Access all Areas' event at ExCeL, which brought together more than 1,500 disabled and older customers and organisations with my team and other transport operators.

This is our commitment, working with our many partners, to make the transport network even more accessible and to give all Londoners and visitors the confidence to use it. This update explains how we are going about it.

Sir Peter Hendy CBE
Transport Commissioner

Delivery in 2014

'I am very happy to hear the new ramps will make Kilburn station and others accessible to me and other wheelchair users, finally opening up parts of the Underground network for us to use. This will cut some of my journeys down by more than an hour, which can make the difference between being able to attend an event, class or job interview, or having to say no.' **Jeff Harvey, Transport for All**

We published the first edition of Your Accessible Transport Network in December 2012, shortly after London hosted the Olympic and Paralympic Games. It set out our commitment to making it easier for older and disabled people to move around London.

This third edition looks back at what has been achieved over the last year and the further improvements we will deliver.

Better transport infrastructure Step-free stations

Work to expand step-free access at stations continued, with a number of projects completed at London Overground stations, as part of the Government's Access for All programme. This saw step-free access schemes completed at Hampstead Heath, Honor Oak Park, Brockley, Kensal Rise, New Cross Gate and Queens Road Peckham. South Tottenham will be made step-free by the end of 2015.

In the next year, step-free schemes will open on the Underground network at Greenford, Tower Hill, Vauxhall and Whitechapel. To see which stations will become step-free by 2024, please see page 32.

All 40 Crossrail stations will now be step-free after we provided funds for the four London stations (Hanwell, Maryland, Manor Park and Seven Kings) and the Department for Transport (DfT) secured funding for the remaining three outside London (Langley, Iver and Taplow).

We have made rapid progress in improving platform-to-train access for wheelchair users. This has included new low-floor trains, more platform humps which raise a section of the platform to the level of the train, and more manual boarding ramps deployed by staff.

We developed, tested and introduced a new type of ramp for trains that are lower than the platform. Following



approval from the DfT and Office of Rail Regulation, the new ramps were installed on the Jubilee line at Kilburn, Stanmore and Wembley Park stations. These will be introduced at more stations, including Hammersmith and Heathrow Terminal 5, by the summer. For details of all stations where we intend to install ramps in future, please see page 34.

We introduced platform humps at nine stations on the Northern line: Archway, Borough, Camden Town, Charing Cross, Colindale, East Finchley, Elephant & Castle, Mornington Crescent and Tooting Broadway.

Tactile paving is now in place at 695 of 711 platforms on the Tube network. We are continuing to overcome problems with installing it at Leytonstone and stations north of Queen's Park on the Bakerloo line.

The existing platforms at these stations undulate across their length, preventing us from installing the paving. Where we can make the platforms level, we

will provide it at these stations as part of other planned modernisation work.

Improvements at Cannon Street have now been moved to fit in with other wider station improvements and are expected to be completed by 2019. Tactile paving was installed at Paddington's Bakerloo line platforms.

New trains

In September 2013 we began introducing new 'S-stock' trains to the District line. The Wimbledon to Edgware Road branch is now fully converted, as are the Circle, Hammersmith & City and Metropolitan lines. The trains have low-floors, providing level access at many platforms, plus wide doors, a 'walk-through' design, dedicated wheelchair spaces, plus advanced audio and visual announcements. The full fleet will be in use by the end of 2016, at which point 40 per cent of the Tube network will be served by the new trains.

We will soon complete the refurbishment of Northern line trains, which will include dedicated wheelchair spaces, improved

colour contrast, low-level passenger emergency alarms and visual door closing indicators.

Bus stops

Our bus stop accessibility programme will see 95 per cent of London's 19,000 bus stops meet accessibility standards by the end of 2016. This includes a target of 99 per cent of stops on the Transport for London Road Network (TLRN) to be accessible by this time.

Being accessible means stops have a kerb that is high enough for the wheelchair ramp to deploy and for the step into the bus to be at a reasonable height for older or disabled people to board. It also means there is a protected 'clearway' so only buses can use the stop and it is free from any street furniture or clutter blocking access to the doors. We are investing £18m in our road network and the roads controlled by London's boroughs to make this happen.

As of March this year, more than 80 per cent of stops met these standards,

up from less than 30 per cent in 2008. In nine boroughs we have already met our 95 per cent target – City of London, Hackney, Hammersmith & Fulham, Harrow, Islington, Kingston upon Thames, Kensington & Chelsea, Sutton and Tower Hamlets. Across the TLRN, 95 per cent of stops are already accessible.

We are actively looking for opportunities to surpass our target, to determine where bus stops can be made accessible as part of planned development or infrastructure works.

There are a number of bus stops across London that are currently extremely difficult to make fully accessible or where the cost of doing so is prohibitive. Situations which fall into this category are where the stop is located on common land and not on a pavement, which often means there is no accessible way to get to the stop, or where there are triple kerbs, such as outside the Royal Albert Hall on Kensington Gore, which would mean significant work to the road and pavement to make the stop accessible.



We have updated our detailed bus stop accessibility guidance and ran a public consultation to help share it. We will be publishing the updated guidance this spring. This provides clear, practical assistance for those involved with the planning and design of bus stops, including the London boroughs.

Streets

We have continued our work to declutter streets to make them more pleasant and easier for disabled people to use.

We designated many of the busiest streets on our road network as 'zero tolerance' areas for advertising boards (A-boards), and in January we began

trials at Stoke Newington High Street, Kingsland Road and Tooley Street/Borough High Street to increase enforcement. This trial resulted in a 77 per cent decrease in the number of A-boards, providing a better environment for all. We have now included A-board enforcement as part of business as usual activities of our on-street enforcement teams.

Our programme of improvements to help everyone cross the road safely continued. More than 98 per cent of signalised pedestrian crossings now have tactile rotating cones and/or audible signals, and tactile paving.

Improving the customer experience

'The entire London Overground network is now 'turn-up-and-go', which has long been an issue for me. I would urge other rail companies to follow suit. So, if you're tempted to stay at home when actually you want to get out, don't. Come on board and make the most of all this great city has to offer.' **Baroness Grey-Thompson**

Pedestrian Countdown displays have now been installed at 340 sites across London, including key locations like Oxford Street and Tower Hill. These show exactly how much time is left to cross, meaning people are less likely to panic or stop in the middle of the road, ensuring everyone can cross the road safely.

In partnership with London boroughs, we also continued to improve the Capital's urban realm and make public spaces better places in which to spend time. Improvement schemes at Harlesden, Clapham Old Town, Sutton, Woodford Bridge, Bromley North Village, Wood Green and Walthamstow have been completed. These schemes improved accessibility by making pavements wider, removing unnecessary street furniture and making bus stops accessible.

More Legible London signs, which make it easier to understand and navigate the Capital's streets, were installed at town centres in Bromley and Kingston. There

are now more than 1,400 of these clear, consistent maps in 32 London boroughs.

We upgraded tactile paving at crossings across 40km of the TLRN, to help visually impaired people cross the road. We will survey a further 59km in the coming year to make sure tactile paving is up to standard and safe to use.

Emirates Air Line

The Emirates Air Line cable car opened in 2012 and is fully accessible. We have modified the cabins to allow motorised scooters up to a particular size on board, improving accessibility even further.

Turn-up-and-go

Disabled people tell us one of the things they value most is the ability to travel with the same freedom as everyone else.

Last year saw a major change for London Overground, which started to match the 'turn-up-and-go' assistance service already offered by London Underground.

This means that for anyone who needs help from station staff to travel, there is no need to book in advance. Customers can simply turn up at the station and let a member of staff know what assistance they need. They can also arrange assistance at their destination and any interchanges. As with the Tube, London Overground has staff at every station whenever services are running. Last year, 10,685 people used the turn-up-and-go service.

Customers who prefer to book in advance for help on the Overground can still do so, but the vast majority are now using the turn-up-and-go service.

Better staff training

Since 2012 we have been working to involve disabled people more in our staff training. Major programmes have been developed by, and delivered with, disabled people where possible.

We have been introducing our new All Aboard! training for bus drivers, developed with Transport for All and Age UK London. It includes a film and workbook, featuring older and disabled bus users talking about their experiences. The training encourages drivers to use their initiative when serving older and disabled people and to respect all their passengers. Ninety per cent of bus drivers have now completed All Aboard! with the remainder to have taken part by September.

Helping people learn to travel

Our travel mentoring service provides more than 9,000 accompanied journeys a year and we are working to increase this provision still further.

‘Being at the forefront of travel training in London, we are delighted to be part of this initiative. Enabling progression and independence is our core purpose and learning to travel safely is a key aspect of this. It has been a great experience to work with partners at the council, Arriva, TfL and the Metropolitan Police Service to develop this opportunity for Croydon residents.’ **Noel Mulvihill, Director of Operations at Croydon Care Solutions – partner in Croydon Bus Days**

The current focus is on establishing regular borough-based ‘bus days.’ These help disabled people learn how to travel safely, using an out of service bus for the day on a specially designed training route. Bus days are a partnership between our travel mentoring service, the local Metropolitan Police Safer Transport Team, the local bus operator and the local council and/or local disability groups or care organisations. The events are usually held each month and give those attending the opportunity to learn about using bus stops, understand travel information and practice getting on and off the bus.

Mobility scooters

In 2012 we launched our Mobility Aid Recognition Scheme which enables users of suitable mobility scooters to travel on our bus service. The initiative, which is administered by our Travel Mentoring service, has issued more than 200 Mobility Aid Recognition cards since it was introduced. Information about the scheme is now also included in all bus driver training.

More accessible information

Better signage

Following the introduction of new accessible signing standards, we improved signage at 27 stations, including Acton Town, Sudbury Town and Stanmore, to make it easier for customers to find their way around and use lifts.

Customer information

March 2014 saw the launch of our new and improved tfl.gov.uk website, following an extensive beta testing phase. The new site is designed to be simpler to use and work equally well on mobile, tablet, laptop or desktop.

The website gives more personalised, live travel information, including a new ‘Nearby’ function that shows all local travel options and real-time service information. It also has improved mapping using Google maps, including Street View to help people visiting unfamiliar areas.



We worked closely with our customers and stakeholders to test the website throughout its development and it is built to a minimum of the international AA accessibility standard, with AAA achieved wherever possible.

We have worked to re-design and improve the content of the ‘Transport Accessibility’ pages of the website, based on the feedback we have received from our customers.

The area now hosts accessibility information for all types of transport in one place, making it easy for customers to find the information they are looking for.

We added details on how to get in touch with us, how to subscribe to news and information on transport accessibility, and links to our accessibility maps and guides to these pages.

We have also introduced our newly designed Bus Live arrivals service. The information we provide has been consolidated to a single page that

shows live arrivals for each bus stop, a stop-specific timetable, all the stops that the route serves and if there are any planned or real-time disruptions to the route.

We have previously committed to producing a step-free rail map for the whole of London, including the rail services run by other operators, with the Association of Train Companies (ATOC). We hoped to produce this map in summer 2014 but owing to the complex and varied information included, we are still working with ATOC to find a solution that works.

Our Twitter feed @TfLAccess is growing in popularity and now has more than 13,000 followers. The channel is an effective way of engaging with our customers. We use it to raise awareness of our accessible services, to make announcements and to receive feedback and ideas.



More than 130,000 people have registered on our customer database to receive information about accessible travel. We send more than 1.3 million emails to our customers every year, providing a range of information from step-free access at Tube stations to service alterations so that customers are informed in advance.

Open data and apps

We make our travel information data freely available to allow web developers to produce apps that can help all our customers travel around the Capital. There are now more than 360 apps that use our open data, including Bus UK, Nearest Bus, Citymapper, Tube Tracker and Colour Blind Tube Map.

We are working with our disabled customers to review and improve the online information we already provide, such as the Step-free Tube Guide and Journey Planner, and also determine how we can use apps to provide this.

In September we released an updated London Rail Accessibility Data feed with the location of toilets available at London Underground, London Overground, DLR and bus stations.

Audio/visual systems

We have continued to develop major improvements to the way we provide customers with information on the Tube and buses.

A feature of the new Victoria, Metropolitan, Circle, District and Hammersmith & City line trains is the visual indicators on the train doors. These notify people who are hard of hearing that doors are opening and closing. Piccadilly, Central and Bakerloo line trains will also have these when the New Tube for London is introduced.

On our buses, we have been trialling a number of innovations to help our customers. These include an upper-deck seats indicator which, from April,

will be available on all buses serving route 59. This informs passengers on the lower deck how many seats are available upstairs and helps free up the wheelchair space and priority seats for customers who need them. We demonstrated this service at our Access all Areas event in October. Following initial successful results, we will be expanding this trial in the coming year.

On two route 12 buses we continue to trial passenger information screens, showing realtime route maps and next stop information using GPS.

Better engagement

One of our core commitments is to engage more with our older and disabled customers to help us develop our accessibility programme for the coming years.

Come on Board

We began the year with 'Come on Board' – a grass roots campaign reaching out to smaller groups of older and disabled people across the Capital. This provided information for people to get more out of our accessible transport services. It was also an opportunity for us to hear the issues people are having when using transport and their priorities for improvements.

We attended and hosted events for around 70 of these groups, speaking to nearly 1,500 people.

We produced a leaflet to accompany the campaign and distributed 2,500 copies, alongside our existing accessibility maps, guides and travel information.

This work has given us links with many more organisations who now work with us to improve and develop our services.



As an example, between January and June we built a database of more than 200 organisations which we were not previously in contact with.

Sub-regional Mobility Forums

In 2013 we set up pilot schemes in two of the five London sub-regions to establish effective working relationships that met disabled and older people's needs and aspirations. The sub-regions covered were South (Bromley, Croydon, Richmond upon Thames, Wandsworth, Merton, Kingston upon Thames and Sutton) and Central (Camden, City of London, Islington, Kensington & Chelsea, Lambeth, Southwark and City of Westminster). They also offered a platform for dialogue on travel and the different transport issues that affect older and disabled people across each sub-region. The pilots were a success and we are currently rolling out the forums to the remaining sub-regions (North, East and West).

Access All Areas

In October, we hosted our largest ever engagement event on transport accessibility. More than 1,500 disabled and older people and stakeholders joined us at ExCeL London in Docklands for a groundbreaking exhibition and conference involving more than 200 staff from across our organisation, our contractors and other transport providers.

The day was designed to help explain all the work we have done and the action we are taking to improve accessibility, so customers have greater confidence about using public transport. It also gave attendees the opportunity to speak directly with the people who plan and run the networks, putting their ideas forward to help shape the future of accessible transport in London. It was the first event at which we have presented the full picture of transport accessibility in this way.

The exhibition used a mix of vehicles, station and pier mock-ups, and a street environment, alongside exhibition stands. The following groups were represented:

- London Councils, which runs the Freedom Pass and Taxicard schemes
- Wheels for Wellbeing, an all-abilities cycling charity
- London TravelWatch, the Capital's transport watchdog
- Transport for All, London's main transport accessibility campaign group
- Guide Dogs
- University College London's Accessibility Research Group
- Royal College of Art's school of design, which displayed innovative technology that makes street furniture and roadwork layouts more accessible to visually-impaired people

Alongside the exhibition, there was a programme of talks, workshops and seminars. In the keynote session, attendees heard from and put their concerns to TfL Board Member Baroness Grey-Thompson alongside our managing directors of London Underground and London Rail, Surface Transport and Planning.

Other sessions brought together transport and disability organisations to discuss issues including:

- How the growth in cycling affects disabled pedestrians
- How the bus service can be made better
- The future of door-to-door transport services
- Technology and the future of navigation for visually impaired people
- The information needs of people with learning disabilities

Our plans for 2015 and beyond

‘90 per cent of attendees agreed that we are making it easier for disabled people to get around.’ **Access all Areas survey**

- What makes a good step-free station
- Taster sessions of the accessibility training we give our frontline staff

Feedback from the day was extremely positive, with attendees feeling they gained useful information, had excellent networking opportunities and felt positive about our work. The post-event survey showed that 94 per cent rated the event as ‘good’ or ‘very good’ and 92 per cent want to attend a similar event in future.

Our engagement with disabled and older people has highlighted customer ‘pain points’ on accessibility. It has also emphasised important areas where we need to improve, as well as potential solutions. These include staff training and availability, making transport infrastructure accessible and enhancing services for those with hidden disabilities. This is invaluable information and will help us determine future activity.

When we first published *Your Accessible Transport Network* in December 2012, we included plans until the end of this decade. Vital feedback from customers and stakeholders has been fed into this to help us provide the greatest benefit to everyone that uses our network.

This section highlights the actions we have committed to this year, as well as new items that have been added to the programme based on our engagement and research. Firstly there is a summary, followed by our detailed plans.

Better transport infrastructure	
2015/16	<ul style="list-style-type: none"> • We take over operation of West Anglia train services out of Liverpool Street station to Cheshunt, Chingford and Enfield Town, and Abellio Greater Anglia services to Shenfield. Another seven step-free stations will also be added to London Overground • Manual boarding ramps to be introduced at all suitable stations • Ninety-nine per cent of bus stops on TLRN to be accessible • Greenford, Tower Hill, Vauxhall and Whitechapel Tube stations to become step-free
2016/17	<ul style="list-style-type: none"> • Forty per cent of the Tube network to be served by new, more accessible trains • Ninety-five per cent of London’s bus stops to be made accessible • More than 800 New Routemaster buses to go into service • Upgrades to signalised pedestrian crossings to be completed • Tottenham Court Road Tube station to become step-free

Better transport infrastructure (continued)	
2017/18	<ul style="list-style-type: none"> • Bank station to become step-free to Waterloo & City line • Bond Street Tube station to become step-free
2018/19	<ul style="list-style-type: none"> • Crossrail opens with all stations step-free • Finsbury Park and Victoria Tube stations to be made step-free
2020/21	<ul style="list-style-type: none"> • Bank station to be step-free to Northern line • A further 37 Tube stations to be made step-free • The number of taxi ranks to increase by 20 per cent across London from 2014/15
Improving the customer experience	
2015	<ul style="list-style-type: none"> • Station staff to move into ticket halls and onto gate lines and platforms to promote better face-to-face customer service
2016	<ul style="list-style-type: none"> • Bus drivers to receive additional accessibility training
More accessible information	
2015	<ul style="list-style-type: none"> • Step-free rail map to be published, including Network Rail stations • Improvements to Journey Planner with better alternative accessible route information when lifts are closed and more individualised travel advice
Better engagement	
2015/16	<ul style="list-style-type: none"> • First Accessible London Day • Second Access All Areas event

Better transport infrastructure

We are continuing to make improvements to our transport infrastructure so customers can use more of the network with greater ease. In 2015 and beyond you will see the following:

Stations and trains

- A further £76m has been committed to providing a dozen more step-free Tube and London Overground stations. This step-free access 'Partnership' fund will be used to match contributions from local councils and property developers for improvements to step-free access at a number of priority locations, unlocking large numbers of new accessible journeys. We will work with London boroughs and developers to determine which stations will receive this funding. So far agreements have been made with developers for Brent Cross and West Brompton stations to be made step-free, and work is under way to secure funding for White City and Newbury Park

- We will continue to look for stations where small investments are needed to make them step-free and will engage with customers and stakeholders to ensure their views are incorporated
- We will install manual boarding ramps at all stations where it is physically possible to deploy them by July 2015. We cannot provide them at stations where the platform is too narrow to deploy them safely or where other facilities on the platform prevent us from using them. A list of the stations that will receive the ramps is on page 34
- In September 2015 we will launch our 24-hour Night Tube service, on Friday and Saturday nights. There will be six trains an hour through central London on the Jubilee, Victoria and most of the Piccadilly, Central and Northern lines. On the Northern line, there will be eight trains an hour to meet demand at busy stations between Leicester Square and Camden Town. This will enable many more accessible journeys

'We are very encouraged by Transport for London's (TfL's) continuing programme of network improvements, many of which will directly benefit wheelchair using customers. We especially welcome the introduction of more manual boarding ramps at stations, and the commitment to roll these out more widely across the London Underground network. We hope to see more developments in the future that empower wheelchair users to travel more assuredly, safely, and – importantly – independently.' **Ruth Owen OBE, Chief Executive of disabled children's charity Whizz-Kidz**



- Later this year we will be taking over the operation of two suburban rail lines currently operated by Abellio Greater Anglia – the Liverpool Street to Shenfield service (that will eventually form part of Crossrail) and the Liverpool Street to Enfield Town, Chingford and Cheshunt services. All stations will be staffed while services are running, so turn-up-and-go will operate on these lines for the first time
- Step-free access schemes open at Greenford, Tower Hill, Vauxhall and Whitechapel Tube stations in 2016
- We have unveiled designs for the New Tube for London. The New Tube will be introduced first on the Piccadilly line, followed by the Bakerloo, Central and Waterloo & City lines, coming into service from the mid-2020s. It will include new accessibility features, with step-free access from the platform as well as walk-through carriages and wider doors

Buses

- We will continue with our roll-out of New Routemasters on the bus network. Twelve bus routes in London are being served by more than 400 New Routemasters, so we are on track to reach our revised target of 800 of these vehicles being in service by 2016. The bus has a step-free gangway on the lower deck from the front to the back, allowing ease of access for mobility impaired people and passengers with buggies. There is a large wheelchair bay directly opposite the ramped centre door. Passengers are alerted to the next stop by audio and visual announcements. There is also a T-Loop system which transmits announcements for passengers with hearing aids
- By 2020 there will be more than 500 extra buses on the network, including 200 additional New Routemasters than first planned, which will create capacity for an extra 2.9 million customer journeys

each week. The extra buses will be used to increase overall bus service frequencies and enable more accessible journeys

- We have received feedback from our customers that the wheelchair space on our buses is not large enough. We changed our standards 18 months ago to increase the size of the wheelchair space across the bus network for all buses entering the bus fleet. We will review our bus specifications again and look at the general layout, including the positioning of poles and bell pushes to see how space can be used more effectively to improve manoeuvrability for wheelchair users
- We have also received feedback that wheelchair users have problems using some wheelchair ramps on the network, particularly those that are shorter and steeper. While all ramps on the network meet legal requirements and standards, we will review this with an aim to standardise our specifications.

When operators refurbish their buses, wheelchair ramps will be changed to improve access, and where new vehicles are purchased better ramps will be introduced

- We will work with hearing impaired customers and stakeholders to review the effectiveness of hearing aid loops on the bus network

Streets

- We will continue to improve the Capital's urban realm and make public spaces better places to spend time in. This year will see town centre schemes begin in Twickenham and Ealing Broadway
- We will continue our work to ensure that all signalised pedestrian crossings have tactile rotating cones and/or audible signals and tactile paving. By spring 2016 all of these crossings will be accessible
- We will deploy new solutions when upgrading traffic signal installations. By changing the way we do things

and by using the latest technology, we will keep travel disruption to a minimum. We will continue applying the 'gold standard' to future pedestrian crossings as well as installing pedestrian countdown displays, right hand side pushbuttons, tactile rotating cones and/or audible signals, and tactile paving

- The next edition of our Streetscape Guidance will be published this year. This guidance defines the ambition for our streets and outlines the criteria, whether a major project or a smaller local scheme, for good design, material selection, installation and maintenance. This guidance will ensure that London's streets will be accessible, better and safer places to use, and the needs of all road users are carefully balanced
- We will consult with our customers and stakeholders on our London Pedestrian Design Guidance in the spring. This publication is based on street design principles to ensure

streets are safe, accessible, direct and attractive to use, particularly for mobility impaired people. We will publish the guidance later this year following the consultation

- We are working closely with the London Visual Impairment Forum to ensure designs for bus stop by-passes do not impede pedestrians from boarding buses safely. The first bus stop by-passes, which are installed on Cycle Superhighway 2 from Bow to Stratford, are being monitored. Our initial research shows that pedestrians and cyclists are looking out for each other to avoid incidents and there have been no recorded collisions since the by-passes were put in. We will continue our work with customers and stakeholders and consider other ways we can improve the environment for all transport users



Improving the customer experience

We will continue to help our staff improve the service we offer, with the following plans:

Tube customer service modernisation

- We have begun improvement works at stations, introducing better customer information and ticketing facilities to ensure the best possible service. This includes moving staff to the ticket halls, gate lines and platforms – where customers need them most
- Staff will be more visible and available to better serve customers and help them buy the right ticket, plan journeys and ensure they feel safe and secure as they travel. They will also be wearing new eye-catching uniforms and be equipped with the latest mobile technology, loaded with information to help customers get around, including maps, real-time service advice, Journey Planner, ticketing options and prices, and other local information. All Tube stations will continue to be staffed when services are operating
- Ticket machines are being improved this year and around 150 new ticket machines will be introduced across the network. This will allow greater flexibility by enabling staff in the ticket hall to issue new Oyster cards, give small refunds and sort out journey discrepancies on the spot
- We have worked with disabled customers and stakeholders to develop plans through our Accessibility Working Group. This group contains members of many accessibility organisations, as well as our Independent Disability Advisory Group and Valuing People Group. This offers an opportunity for members to provide ideas or feedback on planned changes to customer information, station environment and ticketing that may be incorporated into the programme in the future. Two sessions were held in 2014, and more are planned for 2015. The group visited Cannon Street station in February 2015 to see a lighting trial, which emphasises important facilities in the station,



and the new ticket machines. A full report providing the outcomes of these working group sessions will be published during 2015

Priority seating

- Customer and stakeholder feedback has prompted us to consider how we might better communicate a 'give up your seat' message and whether we should introduce a priority seat card or badge. This is a particular issue for people with hidden disabilities. We are currently carrying out research across the network to understand the issues around priority seating. We will announce the results and the steps we will take later in 2015

Training

- In November, we announced a £25m fund for additional bus driver training from 2016 to improve our customers' experience of the network. This will provide drivers with extra accessibility awareness of older and disabled people, equipping them with better customer service

skills, and more guidance on how they serve a stop to make services more accessible. We will also review our BTEC qualifications to improve the accessibility elements

- A new, comprehensive customer service training programme is under way as part of plans for modernising the Tube. This includes specific disability equality training carried out by disabled trainers, in partnership with Inclusion London and Transport for All, to help staff understand the barriers that disabled customers face and how best to overcome them
- We are working with other transport operators and the Alzheimer's Society as part of the Prime Minister's dementia challenge. Guidance for dementia-friendly transport services will be published in the spring and we will take on the recommendations. We have also built a dementia awareness exercise into our new training for Tube staff

- We are designing new Disability Equality and Customer Service training for all Dial-a-Ride frontline staff and managers, due to be launched in late 2015. Disabled people, through our work with Transport for All and Inclusion London, will be directly involved in the development of the training. The completed training package will include a video where real Dial-a-Ride customers will be able to talk about their experiences to the staff who provide their vital door-to-door transport
- We are working with Disability Croydon to provide accessibility awareness training to our tram staff. A pilot session has already taken place, and we will roll this out to all passenger-facing staff this spring

Service quality

- Our Accessibility Mystery Traveller Survey helps us monitor how well we are doing to provide an accessible

transport system. We will be reviewing the survey this year, to make sure it is effective, which will improve the customer experience for disabled passengers by removing barriers to travel

- We know there are concerns about lifts being out of order when there is low staff availability. Lifts are put out of order as a safety precaution if there is a problem at the station, such as an evacuation. Our Tube modernisation programme will ensure more staff are available to assist customers, and so when there are shortages at outer stations, we will let our customers know in real-time
- We provide our customers with alternative travel arrangements, if needed, when lifts or escalators are out of service. This may mean a taxi provided at our cost. Feedback from our disabled customers has highlighted this

policy is not always applied well, particularly the provision of taxis. We are reviewing this policy to make it simple and more effective. We will communicate any changes to ensure all staff are aware and enable them to offer it to our customers more frequently

Buses

- We will continue our campaign which asks buggy users to make space for wheelchair users on buses. This year we will refresh it to remind people of the priority space arrangements
- We are reviewing a number of aspects of the Mobility Aid Recognition Scheme, including the look and feel of the cards, in response to both customer and bus driver feedback. After putting into practice the review's recommendations, we will be promoting the scheme in late 2015 to increase take up

Trams

- We will host a 'Meet the Tram Day' in the summer, which will allow our customers to explore an out-of-service tram and its accessibility features. This will help give disabled people greater confidence to use the network

Taxi and private hire

- Following reports of some private hire passengers with assistance dogs being charged higher fares or refused, we are developing a new campaign to tackle these problems. The campaign will include engaging with private hire operators and drivers to remind them of their responsibilities and the legal requirements regarding assistance dogs. We will also liaise with assistance dog organisations and owners to encourage them to report incidents where customers are charged more

- In February 2015 we launched our Taxi Rank Action Plan. This sets out ambitious plans to expand our existing network of 500 taxi ranks by 20 per cent by 2020. Ranks are of particular importance to passengers with mobility issues as they provide a specific location for them to hail a taxi and board easily
- We will consult with older and disabled customers on how we can improve the training that taxi and private hire drivers receive

More accessible information

We will continue to provide clearer, simpler and more personal accessible transport information and advice so customers can make informed travel choices more easily.

People find much of the information we provide extremely useful, but there are improvements that can be made that would make it simpler for disabled people to plan their journeys.

We have developed a further programme of work for 2015 and beyond, which will address some of these problems. This consists of:

- Expanding our network of bus station information signs across a number of locations. This follows a successful trial at Vauxhall
- As the network has become more accessible, our step-free information is not as complete or easy to understand as we would like it to be. Working with customers and stakeholders we will review our information this year and make improvements that help people to plan their step-free journeys better
- We have received feedback that Journey Planner does not provide customers with automatic alternative travel options when a lift is out of order. We will update it so that when a lift is out of order, an alternative accessible journey is provided

Get involved

As with our original plan, we are keen to hear your feedback on the work we have done so far and what's planned for the next year and beyond.

'I am so happy to see Wayfindr come to life, the journey from an idea that came up in a Youth Forum meeting 18 months ago, through the Youth Manifesto, to seeing a working trial on the Underground is fantastic. When I tested the app at Pimlico last week for the first time it was awesome, it made me feel free.' **Courtney Nugent, RLSB Youth Forum**

- We are looking to introduce more individual travel options to customers on Journey Planner. The new options would allow customers to provide us with details of their own needs, such as more precise options for how far they can walk, so we can provide a more individualised service
- We have been working with the Royal London Society for Blind People (RLSB) and usTwo to trial their 'Wayfindr' solution. Wayfindr is an open service that helps blind people navigate stations using smartphones and Bluetooth. The trial, which focused on the feasibility of using this technology in an underground Tube environment, took place at Pimlico Tube station in February 2015. We will be analysing the results and consider how we might progress the use of the technology for independent wayfinding in future

Better engagement

We will continue our engagement with disabled people so we continue to understand and learn from experiences and make improvements. This will involve:

- Hosting the first Accessible London Day either this year or in 2016. This will be a day where we celebrate the accessibility of London as a whole, not just the transport network. Building on our previous engagement with disabled customers, we want to highlight the facilities across the Capital that are making life better for disabled people, and the fact that an accessible transport network is vital for them. We will work with some of London's biggest organisations to put the day together, to understand better what still needs to be done to make London more accessible
- In 2016, we will host the next Access all Areas exhibition. This will be an opportunity to show people the new innovations we have developed and discuss older and disabled people's experiences of the network

Please contact us at:

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Write: TfL Customer Services, 4th Floor,
14 Pier Walk, London, SE10 0ES

* Service and Network charges apply.
See tfl.gov.uk/terms for details.

Twitter: [@TfLAccess](https://twitter.com/TfLAccess)

Sign up for customer emails about accessible travel at tfl.gov.uk/emailupdates

Appendix

Future Tube and London Overground step-free stations

Tube

2015/16:

- Greenford
- Tower Hill
- Vauxhall

- Whitechapel (delivered as part of Crossrail)

2016/17:

- Ealing Broadway (delivered as part of Crossrail)
- Tottenham Court Road (delivered as part of Crossrail)

2017/18:

- Bank (Waterloo & City only)
- Bond Street (delivered as part of Crossrail)
- Bromley-by-Bow

2018/19:

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

2019/20:

- Victoria
- Elephant & Castle (Northern line only)
- Queen's Park
- Cassiobridge (previously called Ascot road, delivered as part of the Croyley Rail link)

- Watford Junction (delivered as part of the Croyley Rail link)
- Watford Vicarage Road (previously called Watford Hospital, delivered as part of the Croyley Rail link)

2020/21:

- Battersea (delivered by the Northern Line Extension)
- Nine Elms (delivered by the Northern Line Extension)

2021/22:

- Bank (Northern line added, DLR enhanced)

2023/24:

- Camden Town
- Holborn

Total stations made step-free by 2023/24: 19 fully, four partially

London Overground

2015/16:

- South Tottenham

By 2019:

- Blackhorse Road
- Brondesbury
- Peckham Rye
- Queen's Park
- Seven Sisters

Total stations made step-free by 2019/20: Six

Stations where manual boarding ramps are due to be installed

Acton Town (Piccadilly line)	Hillingdon (Piccadilly line)
Aldgate (District line)	Kew Gardens (District line)
Ealing Broadway (District and Central lines)	Loughton (Central line)
Ealing Common (District and Piccadilly lines)	Mill Hill East (Northern line)
Edgware Road (District line)	Monument (District line)
Finchley Road (Jubilee line)	Moorgate (Northern line)
Gunnersbury (District line, National Rail)	Mornington Crescent (Northern line)
Hammersmith (Piccadilly line)	Rayners Lane (Piccadilly line)
Hampstead (Northern line)	Ruislip (Piccadilly line)
Harrow & Wealdstone (National Rail)	Sudbury Town (Piccadilly line)
Heathrow T5 (Piccadilly line)	Uxbridge (Piccadilly line)
Highbury & Islington (London Overground)	West Brompton (National Rail)
High Street Kensington (District line)	West Ham (National Rail)
	West Hampstead (Jubilee line)
	Willesden Junction (Bakerloo line)

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May 2015

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FL15_024YourAccessibleTransportNetwork_v21