

# Your accessible transport network

## February 2014 update



**MAYOR OF LONDON**



**Transport  
for London**

**Easy Read booklet**



## Contents

Introduction.....	3
What we did in 2013.....	5
Better customer service.....	9
Our plans for 2014.....	19
A summary of our plans.....	28
Step-free stations .....	31
Tell us what you think.....	35

## Introduction



Sir Peter Hendy explains what we are planning to do in 2014 and beyond.

London has one of the most accessible transport systems in the world.

We have accessible buses and taxis, and the Docklands Light Railway (DLR) is completely step free.



More Tube and railway stations will be made step free over the next 10 years (see page 31 for more details)



Every day in London

- 1.3 million trips are made by disabled people
- 700,000 trips are made by people over 75 years
- 5 million trips are made by people with heavy luggage
- 1.5 million trips are made by people with small children,

So it's important for a lot of Londoners to have a transport service that's easy to use.





There are boarding ramps at **35** Tube stations.

And we're making the gap between the train and the platform smaller in many other stations.

This means the Tube network is available for many more wheelchair users.



We're working hard to have:

- More step-free stations on the London Overground
- More boarding ramps at Tube stations
- Pavements that are clear of signs and obstacles
- A new website with travel information for disabled people.



And we're continuing to work with disabled people to make transport better all around London.

## What we did in 2013



In December 2012 the booklet called “Your Accessible Transport Network” came out.

It explained how we were going to make transport in London more accessible and have:

- Better transport
- Better customer service
- Better information
- Training for staff about accessibility

In this Easy Read booklet we look at the things we did last year, are planning to do in 2014 and the next ten years.

## Better transport



In 2012 we started using boarding ramps in Tube stations for the London Olympics.

We kept the ramps at **16** stations and introduced 13 more ramps in September 2013.

## New trains



We now have new low-floor trains on the

- Metropolitan Line
- Circle Line
- Hammersmith and City Line

And we will have them on the District Line later in 2014.



By the end of 2016 these new trains, which have air conditioning, will be running on nearly half the Tube network.

And we update existing trains on the Northern Line and make them more accessible.

## Better stations



We have step-free access and new lifts at Denmark Hill and Crystal Palace stations. (a lift shaft is pictured on the left).

We will be making another **25** Tube and London Overground stations step-free over the next ten years.

In December 2013 we made Paddington Tube station step free to the Hammersmith and City Line.



We fitted 93 more wide-aisle gates (pictured on the left) at 60 stations

We fitted tactile paving on the edges of nearly all Tube stations.

There were problems doing this on 14 Bakerloo Line stations, but we hope to sort this out soon.



## Buses



Now more than **7** out of every 10 bus stops in London is accessible – they are easy to board by foot or by wheelchair.

In 2008 just **3** out of every 10 bus stops were accessible. This is a big improvement over five years.



We brought in New Routemaster Buses on Routes 9, 11, 24 and 390. They are very accessible buses because they have:

- Low floors on all three doors
- Large space for wheelchairs
- An induction loop for people who use hearing aids
- iBus information that can be seen from the wheelchair space.

## Streets



We are making the streets of London more accessible too.

Now, more than 9 out of 10 pedestrian crossings have signals that:

- Make a sound so that you know when to cross and
- Have tactile paving which you can feel when you approach the kerb.



We are fitting Pedestrian Countdown displays in **200** key places around London such as Highbury Corner and Trafalgar Square.



We have put up **1200** Legible London signs to make it easier for everyone to get around London streets.

The signs were put up in Brixton, and there are plans to put up more signs around Clapham Junction, Bromley and Kingston.



## Better customer service

In this section we look at what we've been doing to make TfL services better.

### Better staff training



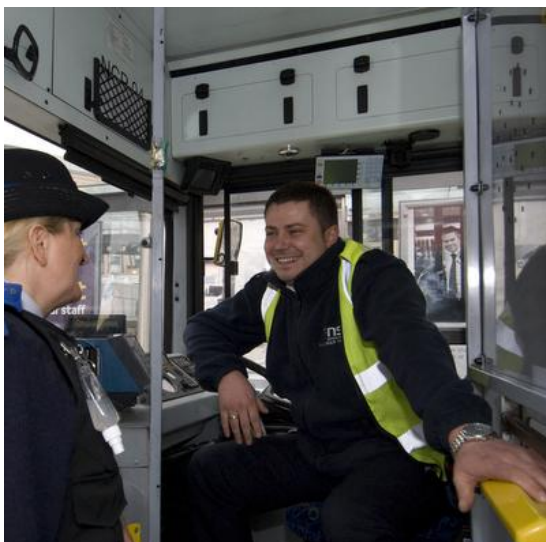
We set up five accessibility centres of excellence at our busiest step-free stations.

Disabled trainers from Transport for All and Inclusion London worked with TfL trainers to train TfL staff.



This is the first time TfL staff have been trained by disabled trainers.

The trainers started at Stratford station then trained staff at King's Cross, Green Park, London Bridge and Westminster stations.



Then Transport for All and Age UK London gave accessibility training to London bus drivers.

The training included a film. And a book about the needs of older and disabled people when travelling on buses.



By the end of 2014 all **24,500** London bus drivers will have had this training.

## Better contact centres



Our contact centre staff advise people about accessible travel, and listen to comments from our customers.

In March 2013 our **Accessibility Champions** worked in our contact centres.

They advised people who wanted to make accessible trips, sometimes meeting them in person.



And we brought in a single, low-cost telephone number.

## Helping others to travel



Our **travel mentoring** service helps disabled people to feel comfortable travelling on public transport.

We have mentoring services in 21 out of the 33 London boroughs and we plan to set up more.



Our **Bus Days** give disabled people the chance to try out bus travel in a safe place.

And it gives bus drivers the chance to learn more about wheelchair customers.

**Whizz-kidz**  
*move a life forward*

We worked with Whizz Kids, who support young wheelchair users – on the travel section of their wheelchair skills training.



## Mobility scooters



We set up a travel mentoring scheme for mobility scooter users who want to use the Docklands Light Railway (DLR).

This will be run by our Community Ambassadors who support older and disabled people to travel independently.



We already have the Mobility Aid Recognition Scheme on buses.

Customers have a Mobility Aid Card that tells bus drivers the wheelchair or scooter is suitable for bus travel.

Click here for more information about the service

<http://www.tfl.gov.uk/gettingaround/transportaccessibility/1171.aspx>



And Mobility scooters can now travel on the Emirates Air Line cable car.



### **More accessible information**

We know that our customers need good quality, up-to-date information in different formats.

## Better signs



New signs for Tube stations will be similar to the Legible London signs that help people to get around London.



Signs for big events like the Notting Hill Carnival will look like the signs we used at the London 2012 Olympic Games.



New signs showing step free routes are a similar colour to a Blue Badge and can be seen at **19** Tube stations

The signs go on lifts and platforms. And are placed at eye level so that it is easy for wheelchair users to read them,

## Customer information



We are making it easier for everyone to find out about accessible travel in London

We set up a Twitter account @TfLAccess and it currently has 3,500 followers.



30,000 people get our email about accessibility news and information



A map showing all the step free rail and Tube stations will be out in summer 2014.



## Open data and apps



We had 194 entries in a competition to build an app for iPads, smartphone and other mobile devices, to provides live information about accessible travel.

A panel of disabled people chose the four best apps:



Best visual impairment app was **London's Nearest Bus** which helps users to find their nearest bus and when it will arrive.

Best app for accessibility was **Station Master** (pictured, left) which gives detailed information on accessibility in all Tube and Overground stations.



Best all-round app was **Tube Tracker** (pictured, left) which finds the nearest station and gives directions with live information about Tube times.



The Judges award went to **Colour Blind Tube Map** that allows people with sight problems see the Tube map in different formats.

We have added more information to the **Station Master** app, such as the size of the step and gap between the platform and the train.

## Information you can hear and see

Customers can already hear and see a lot of information on London buses, Tubes and stations, but we're making this service better:



Victoria line customers can now hear and see live information.

So customers with a hearing impairment see up-to-date information, and customers with a visual impairment hear up-to-date information.



Live information is now available on the River Bus piers on screens and by text message.



And we're putting Help Points on River Bus piers so that customers can ask for information and get urgent help.

They will look very similar to those on stations, like the one on the left.

## Better joint working



We continue to work closely with disabled and older people to find out what they think about:

- The TfL website
- Information for disabled and older people
- The accessibility of the new Crossrail stations.



We held our second “Thinking Outside the Bus” event for older and disabled customers to meet staff from London Buses and bus companies.

They talked about

- How things are going
- Training for bus drivers and
- What happens next.



We held “On The Right Track” event to talk about

- accessibility on trains and in stations
- customer service
- staff training.

Comments from both meetings helped us to write this booklet and make our plans for 2014.

Visit <https://consultations.tfl.gov.uk/> for more information about TfL public meetings.





We are setting up five mobility forums for disabled and older people living in north, south, east, west and central areas of London.



In 2013 we held the first meetings for central and south London.



We visited organisations working with people who need the Dial-A-Ride service most, such as:

- people who are over 85 years old
- people who are blind or partially sighted.

This work has helped to increase the number of people using the Dial-A-Ride service.

## Our plans for 2014



In this part of the update we look at what we're planning to do this year and up to 2024.

### Better transport

We will continue to make transport easier for disabled Londoners to use.

#### Buses



By April 2014 three out of every four bus stops will be accessible.

By March 2015 all the buses on **red routes** and eight out every ten bus stops across London will be accessible.

By the end of 2016 only five out of every 100 bus stops **will not** be accessible.



The **red route** is a number of roads around London where cars cannot park or stop.



By 2016 we will have **600** New Routemaster buses in service.

## Stations and trains



There will be more step-free stations, including London Overground stations at

- Brockley
- Honor Oak Park
- Hampstead Heath
- Kensal Rise
- Queens Road Peckham
- South Tottenham.



The dates for making some stations step-free have changed. See Page 31 for more details.

Ealing Broadway will be step-free earlier. And Holborn and Camden Town stations have been added to the programme.



More Tube stations will have boarding ramps.

And we are making a new ramp for stations with a big step down from the train to the platform.





There are four times as many people travelling on the London Overground today, compared to the people who used it in 2008.

By the end of 2015 more people will be able to travel on London Overground because we are bringing in longer trains.

The trains will be less crowded which will make them easier for disabled people to travel on.



We are working with Crossrail to make sure that all new Crossrail stations are step-free.



And we are working with the Department for Transport to get Access for All funding for accessibility projects in London.

## Streets



We will continue to make pavements around London clear of obstacles.

And we are going to start giving fines to businesses that do not remove their signs from the pavement.



Our target is to make all pedestrian crossings in London accessible by 2016.

We will make nearly 40 pedestrian crossings accessible with audio signals, countdowns and tactile paving by 2014.

In 2013 we brought in technology that “sees” groups of people waiting to cross the road and gives everyone time to cross.

## Better customer service

### Turn-up-and-go service



From spring 2014 the **Turn-up-and-go** service will be available on London Overground.

Any older or disabled customer can turn up at any station and get the assistance they need to travel.

At the moment you have to book 24 hours in advance.



We are working with National Rail to make the **Turn-up-and-go** service available at some of the busier railway stations around London.

### Staff Training



We had some very good comments about the centres-of-excellence training that we did last year.

We are going to do similar training for London Overground staff.

And we are planning to train DLR, London Tramlink and Emirates Air Line staff too.

### Service quality



We have been doing a **mystery traveller** survey on accessibility for a number of years on the Tube/buses.

A **mystery traveller** uses transport as any other customer but collects information on the quality of the service.

We are going to do similar surveys at London Overground and possibly at London Rail stations too.



This will help us find out if the **Turn-up-and-go** service and staff training is making the service better.



## Buses



After comments from customers we are going to check how bus drivers stop at the bus stop.

For example, how close they stop to the kerb or to the bus stop itself.



We will continue our campaign asking buggy users to make space for wheelchair users.

And we will continue to work with companies that make buggies so that they sell the right buggies to people using public transport.

## River services

We are bringing in help points on all River Bus piers, which will look like other TfL help points.



Thames Clippers has brought in a scheme for mobility scooter using the River Bus service for the first time.

## Contact centres



We want more **Accessibility Champions** at our contact centres and we want all TfL staff to know about accessibility issues.

We have made it easier for customers to contact us by

- Setting up a separate email address that people can use if they have a question about accessibility they can email **TfLAccessibility@tfl.gov.uk**
- Making it much quicker to speak to someone on the telephone.

## More accessible information



We will provide clear, simple and personal information about accessibility. Here's what you told us:

- The information on accessibility is good but a lot of people don't know about it
- We don't provide information such as the distance between stations and the number of steps in a station.

So here's what we're going to do:

- Between February and May 2014 we will run a campaign to tell more older and disabled people about TfL's accessibility services.

And we will work with groups that don't use public transport much.





- We will put up accessibility signs in 20 stations by spring 2014.



- Our new website will be live early 2014 and it will be easy to read on all mobile devices.

You will be able to find stations that are nearby, and it will be easy to log onto.

Journey Planner will have live information about lifts and escalators later this year.



- Set up a working group this year to look at the best way to provide information such as the distance between stations and the number of steps in stations.

Later this year we will try out the group's ideas at five of our busiest stations.



- Bring in WiFi (wireless internet) at 29 Tube stations by the end of 2014.





- Work with groups such as the RNIB and Guide Dogs to help people with visual impairment to get around the transport system using technology.

### Better joint working

We will work with disabled people to make services better by:



- Holding the first mobility forums in north, east and west London.



- Support bus garages around London to work more closely with local disability groups by the end of the year.



- Holding a big event this year to talk about accessibility on **all** transport in London and how they could link up.

## A summary of our plans

In this part of the update we provide a summary of the things we're going to do over the next ten years.

### More accessible information

2014



- New website goes live
- Journey Planner upgraded
- Interactive Tube map
- Wireless internet (Wifi) at **29** more Tube stations
- Accessibility signs at **20** more stations
- Step-free rail map, including Network Rail stations

### Better transport

2014



- New trains on Hammersmith & City and Circle line trains, some new trains on District line
- Tactile paving on Cannon Street platforms
- More people can travel on London Overground on the Highbury & Islington to Clapham Junction/West Croydon line
- Seven new London Overground stations will be step-free

2015/16



- All bus stops on the red route will be accessible
- Greenford, Tower Hill, Vauxhall and Whitechapel will be step-free
- TfL will take over the West Anglia network from Liverpool station. This will add six step-free stations to London Overground

## 2016/17



- Just under half of the Tube network will have new, more accessible carriages
- Nearly all of London's bus stops will be accessible
- More than 600 New Routemaster buses in service
- Upgrades to pedestrian crossings completed
- Tottenham Court Road will be step-free

## 2017/18



- Bank station will be step-free on the Waterloo & City line
- Bond Street Tube station will be step-free

## 2018/19



- Crossrail opens
- Finsbury Park and Victoria will be step-free

## 2020/21



- Bank station will be step-free to the Northern line
- 37 more accessible Tube stations
- It will be much quicker to make step-free journeys



## Better customer service



**2014**

- **Turn-up-and-go** service on London Overground
- **Mystery traveller** surveys on accessibility will begin on London Overground
- New help points on river piers

## Better working with our customers



**2014**

- Mobility forums for north, east and west London
- Big event to see how Tube, rail and bus travel can link up.

## Step-free stations

### Tube stations

2015/16



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

2016/17



- Cassiobridge - previously “Ascot Road”, part of Croxley Rail link
- Ealing Broadway - part of Crossrail
- Tottenham Court Road
- Watford Junction - part of Croxley Rail link, already step-free
- Watford Vicarage Road - previously “Watford Hospital”, part of Croxley Rail link

2017/18



- Bank on the Waterloo & City line only
- Bond Street
- Bromley-by-Bow

2018/19



- Barbican - part of Crossrail
- Finsbury Park
- Moorgate on the Northern line only - part of Crossrail
- Paddington on the Bakerloo line only - part of Crossrail
- Victoria

**2019/20**

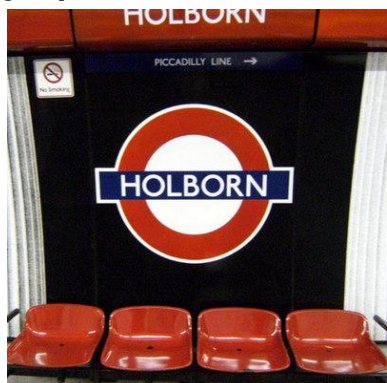


- Elephant & Castle - on the Northern line only

**2020/21**

- Battersea -on the Northern line extension
- Nine Elms – on the Northern line extension

**2021/22**



- Bank – on the Northern line only
- Holborn

**2023/24**

- Camden Town

By **March 2024** there will be **18** new step-free Tube stations and **4** partly step-free Tube stations

## London Overground stations



**2014/15**

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

By **March 2015** there will be **7** step-free London Overground stations



## National Rail stations



These stations will be step-free by 2014 thanks to Access for All funding.

- Edmonton Green
- Grove Park
- Hackbridge
- Ilford
- Limehouse
- New Eltham
- New Malden
- Putney
- Worcester Park

## Network Rail stations



We will let you know when these stations will be step free later this year.

- Blackhorse Road
- Tottenham Hale
- West Hampstead

## New Crossrail stations



Most of the Crossrail stations will be step free. We are working hard to make the rest step free too.

- Abbey Wood
- Acton Mainline
- Bond Street
- Brentwood
- Burnham
- Canary Wharf
- Chadwell Heath
- Custom House
- Ealing Broadway
- Farringdon
- Forest Gate
- Gidea Park
- Goodmayes
- Hanwell
- Harold Wood
- Hayes & Harlington
- Heathrow Airport
- Ilford
- Iver
- Langley
- Liverpool Street
- Maidenhead
- Manor Park
- Maryland
- Paddington
- Romford
- Seven Kings
- Shenfield
- Slough
- Southall
- Stratford
- Taplow
- Tottenham Court Road
- West Drayton
- West Ealing
- Whitechapel
- Woolwich

## Tell us what you think



We would like to know what you think about our work in 2013, our plans for 2014 and beyond.

Please contact us by:



**Email:** [TfLAccessibility@tfl.gov.uk](mailto:TfLAccessibility@tfl.gov.uk)



**Telephone:** 0343 222 1234



**Or write to:** Michèle Dix, Managing Director, Planning, Windsor House, 42–50 Victoria Street, London SW1H 0TL



This Easy Read booklet was...

**made with**

