



Volunteers needed for new travel support trial

Transport for London (TfL) is calling for volunteers with hidden disabilities, such as autism and learning or hearing difficulties, to take part in a trial of its new Travel Support Card.

The wallet-sized card is designed to give disabled people greater confidence to ask for help if they need it when travelling.

Showing the card will alert members of staff that the passenger may need additional support. Chris Upfold, London Underground's Accessibility

and Inclusion Manager, said: 'This new card is designed to make life easier for people who may need extra help. For instance, if a journey is disrupted for any reason, the customer can use their card to indicate to staff that they would like extra assistance or support.'

This trial is just one of the many initiatives TfL is championing to make travelling across its

network easier. Tube stations are also becoming more accessible. Currently, there are 57 step-free stations, and work is underway at Green Park and Southfields to make both step-free by 2010.

Additionally, TfL produces a range of accessibility guides and has large print and audio Tube maps available to order by calling 020 7222 1234, or online at tfl.gov.uk/accessguides

Volunteers are needed, particularly those from the Stratford, Willesden Junction and Wimbledon areas. To register your interest, email Kathryn Lyon at accessibility@tube.tfl.gov.uk or telephone 020 7027 8340

Inside • New drug-driving campaign • Wheels turn on Cycle Hire Scheme • Ambassadors at work on the DLR

More eyes and ears on the Overground

A 12-month trial has begun of 20 uniformed officers on London Overground services aimed at deterring antisocial behaviour and providing help to passengers.

The new Travel Safe Officers will, in time, have the power to issue penalty notices for graffiti, criminal damage or littering, and be able to take names and addresses of people behaving unacceptably and pass them on to the police.

The new officers will also boost the number of uniformed staff out on patrol and will work closely



with British Transport Police Neighbourhood Policing teams.

Community Ambassadors lend assistance on the DLR



Do you live within reach of the Docklands Light Railway (DLR) but don't use it?

Perhaps you use a wheelchair, buggy or scooter that you feel is too much of an obstacle, or just lack the confidence to travel on your own?

DLR Ambassadors (above) are trained to provide passengers with help and information about services. They visit community

and advice centres, and run accessibility trips for those who have not used the DLR before or want to use it but believe it might be too difficult. Their aim is to encourage the public to use the network independently.

To find out more, go to www.dlr.co.uk/ourcommunity or call the DLR Ambassador team on 020 7363 9817 for a leaflet called **Introducing your DLR Community Ambassador**

Wheels turn on the cycle revolution

Bicycle hire in the Capital moved a step closer with the confirmation that Serco has successfully won the contract to set up and operate the London Cycle Hire Scheme.

Due to launch next summer, the scheme will offer 6,000 hire bicycles throughout the nine boroughs and several Royal Parks that make up the Zone 1 travel area. It is expected to generate 40,000 extra cycle trips a day in central London. Additionally, more than a quarter of the 400 cycle docking station sites, have now received planning permission.

Mayor of London Boris Johnson, said: 'The choice of operator will be key to the success of our scheme and I am thrilled Serco have decided to saddle-up for London.'

To learn more about cycling in the Capital, visit tfl.gov.uk/cycling



Campaign highlights tough penalties for drug-drivers

The first national television advertising campaign to tackle drug-driving has been launched by the Department for Transport and TfL, following research which revealed that one in 10 young male drivers admit to driving after taking illegal drugs.

The campaign highlights that the police can, and will, detect drug-drivers, and that anyone convicted will face the same tough penalties as a drink driver –

a minimum 12-month driving ban, a criminal record and a large fine.

The police can spot the signs that someone is driving under the influence of drugs through the involuntary effects they have, particularly on the eyes.

Jeroen Weimar, TfL's Chief Operating Officer, said: 'Drug driving is clearly illegal but some Londoners still think they can get away with it. The Met Police are tackling this reckless behaviour and the new campaign reminds drivers that you can and will get



caught. Remember, your eyes will give you away.'

New Chelsea Harbour link

Artist's impression: St George



A new London Overground station at Imperial Wharf, Chelsea Harbour, opened on Sunday 27 September, offering more journey options for passengers in southwest London.

The new, step-free station has a direct link to Clapham Junction, Britain's busiest railway interchange.

A new timetable came into effect from 21 September. Plan your journey online at tfl.gov.uk/journeyplanner

Victoria Tube station upgrade takes shape

A £695m upgrade to Victoria Tube station has received planning approval following a three-month public inquiry.

Every year, more than 80 million passengers use Victoria station. As a result, severe congestion during the morning rush hour often makes it necessary to stop people entering the station for several minutes to avoid overcrowding.

The improvements will increase the size of the station by 50 per cent, provide a new ticket hall, along with lifts and more escalators to ease congestion, plus step-free access from street level to all platforms and for interchange.

Subject to the TfL board approving funding for the project this autumn, construction will start in 2010 and take seven years to complete.



New management for Southern stations

From 20 September, London Overground took over management responsibility for the following stations from Southern:

- New Cross Gate
- Brockley
- Honor Oak Park
- Forest Hill
- Sydenham
- Crystal Palace
- Penge West
- Anerley
- Norwood Junction
- West Croydon

The transfer of management responsibility was negotiated with the Department for Transport as part of the re-letting of the South Central rail franchise.

The stations will now undergo a programme of works to bring them up to London Overground standards. These include improvements to lighting, CCTV and Help points. In addition, all stations will be staffed during operating hours.

Crystal Palace will be subject to a separate improvement programme as part of more extensive works taking place at this station.

Once the East London line re-opens in 2010, passengers at these stations will have direct services to four new stations: Shoreditch High Street, Haggerston, Hoxton and Dalston Junction; as well as an easy interchange on to the rest of the London Overground network.

Tramlink's T-shirt talent

To celebrate Croydon Fashion Festival this summer, Tramlink organised a series of T-shirt screen-printing workshops for children.

Ten-year-old Latasha Hammond-White's design, which features an image of a tram, was chosen to be used on the official T-shirt for the stewards at the Croydon Summer Festival during August.



Enjoy the best travel deal with Zip

Parents are being reminded to check their children have their Zip cards with them if they're catching the bus to school to make the most of TfL's concessions.

The Zip card provides eligible children, aged 11 to 18, free travel on London's buses and trams.

Eleven to 15-year-old Oyster photocard holders can also enjoy child-rate travel on the Tube, DLR and London Overground using

the card (with a daily cap of £1 for Zone 1 to 6).

Zip Oyster photocard application forms are available from Post Offices within London. Find out more at tfl.gov.uk/zip

For more information

Further details are available from: Group Government & Stakeholder Relations, Transport for London, Windsor House, 42-50 Victoria Street, London SW1H 0TL. Telephone: 020 7126 4126, email: gsr@tfl.gov.uk

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