

Your accessible transport network May 2015 update



MAYOR OF LONDON



**Transport
for London**



Easy Read booklet

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Introduction

From Sir Peter Hendy



Welcome to the third edition of 'Your Accessible Transport Network'.

On Pages 4 to 20 we tell you what we did in 2014 to make transport easier for everyone to use around London, especially:

- Older people
- Disabled people
- People with pushchairs
- People with heavy luggage.



The first 'Your Accessible Transport Network' came out in December 2012.

It explained what the Mayor was doing to make it easier for older and disabled people to travel around London up to 2020.

Your comments on our plans have helped us to make the network better.



Working with all our partners we are going to make London's transport system even more accessible for Londoners and visitors.

This plan tells you how we are going to do this.

What we did in 2014

Better stations



In 2014 we made these Overground stations **step free**

- Hampstead Heath
- Honor Oak Park
- Brockley.



We have made it easier for wheelchair users to board trains by bringing in

- trains with lower floors
- **platform humps** (pictured) that make it easier to board trains with floors that are higher than the platform
- **manual boarding ramps** that staff can use when needed.



We have built **platform humps** at nine Northern Line stations

- Archway
- Borough
- Camden Town
- Charing Cross
- Colindale
- East Finchley
- Elephant & Castle
- Mornington Crescent and
- Tooting Broadway.



We have added **tactile paving** that you can feel underfoot on nearly all tube stations.

We updated 40 km or 25 miles of **tactile paving** all over London.

And will check 60 km or 37 miles of **tactile paving** to see if it needs replacing or repairing.

New trains



In September 2013 we brought in new trains on the District Line, Circle Line, Hammersmith & City and Metropolitan Lines with:

- low floors, which offer easy access at many stations
- wide doors
- wheelchair spaces
- information you can see and hear.

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Bus stops



By the end of 2016 over 18,000 bus stops will be accessible. This means

- the bus stop has a kerb high enough for a wheelchair to board on a ramp
- it is easy for older or disabled people to board the bus
- the area around the bus stop is not cluttered.



In these nine boroughs nearly all the bus stops are accessible

- City of London
- Hackney
- Hammersmith & Fulham
- Harrow
- Islington
- Kingston upon Thames
- Kensington & Chelsea
- Sutton
- Tower Hamlets.

We want to make every bus stop in London accessible, but in some places it is difficult to do this.

Our guide about making bus stops accessible have been updated and will be out soon.



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Streets

A boards



We are making London's streets less crowded by removing **A boards** (pictured), which many shops place on pavements.

In January 2014 we removed three out of every four **A boards** on

- Stoke Newington High Street
- Kingsland Road
- Tooley Street and Borough High Street.

Our Street Enforcement Team will carry on checking for **A boards** and other street clutter.

Crossings



Now nearly every pedestrian crossings has

- signals you can hear
- **rotating cones** you can feel with your fingers
- **tactile paving** you can feel underfoot.

A **rotating cone** (pictured) is a plastic or metal cone that spins when the green man lights up.



There are now 340 Countdown displays across London.

The displays help to make roads safer because you can see how much time is left to cross.

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We're making urban spaces better by

- Making pavements wider
- Removing bins, benches and other street clutter
- Making bus stops accessible.

We have done this in:

- Bromley North Village
- Clapham Old Town
- Harlesden
- Sutton
- Walthamstow
- Woodford Bridge
- Wood Green



We put up more **Legible London** signs in Kingston and Bromley.

There are now 1400 Legible London signs all over London.

Emirates Air Lines



The Air Line cable car is easy for anyone to use. We recently changed the cabins so that some motorised scooters can get inside.

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Better customer service

No need to book on London Overground



Disabled Londoners told us they want to be free to travel around London.

Since 2014 London Overground has been offering the **turn-up-and-go** service.



Now, older or disabled customers can turn up at any Overground station and get the help they need to travel.

Before, you needed to book 24 hours in advance.

This service is also available on the Tube.

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Better staff training



Since 2012 we have been working with disabled people to create and provide training for TfL staff.

Our **All Aboard!** training was designed and provided by Transport for All and Age UK London.

Nine out of every 10 bus drivers has been on the training.



The training, includes a film and a workbook, and it supports bus drivers to think about the needs of older and disabled customers.

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Travel training



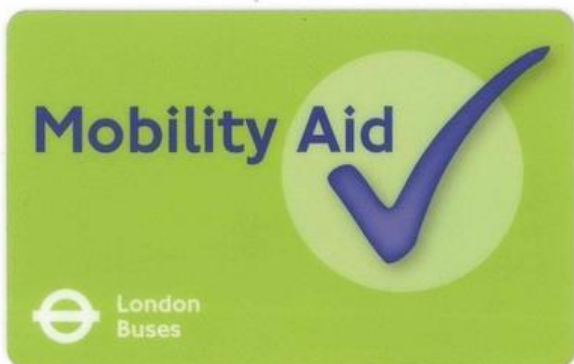
Our travel training scheme supports disabled people to travel and has completed over 9,000 supported journeys.



We are going to hold more **Bus Days** in London boroughs. The days give:

- Disabled people the chance to try out bus travel in a safe place
- Bus drivers the chance to find out more about the needs of disabled customers.

Mobility scooters



Our **Mobility Aid Recognition Scheme** started in 2012 to support people who use certain mobility scooters to travel on buses.

200 Mobility Aid Recognition cards have been issued and the scheme is included in bus driver training.

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More accessible information

Better signs



We brought in new standards for accessible signs and checked signs at 27 stations that explain how to

- get around the station
- find the nearest lift.

Customer information



Our new website at www.tfl.org.uk went live in March 2014.

It is easier to use and can be viewed on any computer, including smartphones and tablets.



The website has more local and personalised travel information.

And as it has Google Maps and Street View you can see a local map and photo of the area.

This is useful when you are going somewhere you have not been to.

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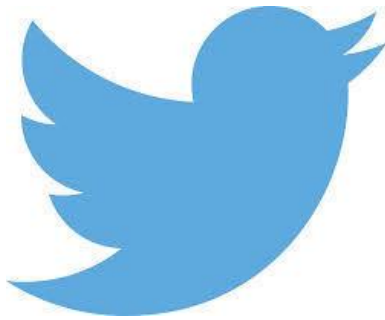


Lots of people helped us test the site before it went live. And we designed it to international website standards for disabled people.



The **step-free station** map of London did not come out in summer 2014.

We are working with the Association of Train Companies to bring the map out this year.



Our Twitter account [@TfLAccess](https://twitter.com/TfLAccess) has 12,000 followers. It is a great way to let people know about accessible services and to send us ideas.



We have 130,000 people on our customer database for accessibility.

We've sent out over one million emails about new services and bridge closures.

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Open data and apps



There are now over **360 smartphone apps** about London travel, such as

- Bus UK
- Nearest Bus
- Citymapper
- Tube Tracker
- Colour Blind Tube Map.



In September 2014 we released data about the location of toilets on London Underground, London Overground, DLR stations, and bus stations.

This data will enable developers to build new apps with this useful information.

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Better ways of working with others 'Come on Board'



In 2014 we worked with 200 older and disabled people groups across London that we hadn't worked with before.

The aim of **Come on Board** was to

- get more information to more people about accessible transport
- hear what people think about London transport
- find out what we need to improve.



We held events for 70 groups, and spoke to 1,500 people.

We sent out 25,000 **Come on Board** leaflets as well as maps, guides and travel information.

We now have links with many more organisations who can help us improve services.



And we produced a video with Tanni Grey-Thompson called 'Come on Board. You can view the video here

https://www.youtube.com/watch?v=_7mHdkvDIVU&feature=youtu.be

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Sub-regional Mobility Forums

In 2013 we held two of the five sub-regional forums – meetings for older and disabled people to discuss local travel and transport issues.



The South sub-region is for the London boroughs of Bromley, Croydon, Richmond upon Thames, Wandsworth, Merton, Kingston upon Thames and Sutton.

The Central sub-region is for the London boroughs of Camden, City of London, Islington, Kensington & Chelsea, Lambeth, Southwark and City of Westminster.

The first two forums were a success. Next we will hold the North London, East London and West London forums.



Access All Areas



In October 2014 we held a big event in Docklands at the ExCel London for over 1,500 disabled and older customers.

It was the first of its kind about transport accessibility.



More than 200 TfL staff, TfL contractors and other transport companies took part.

Customers could use public transport in complete safety.

Visitors could try out a mix of vehicles, stations and river pier mock-ups, and a street environment.



Customers could speak to those who plan and run the networks, and discuss how London transport could be more accessible.

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Organisations at the event included:

- London Councils
- Wheels for Wellbeing
- London TravelWatch
- Transport for All
- Guide Dogs
- University College London's Accessibility Research Group



The Royal College of Art's school of design showed how technology could make street furniture and roadworks more accessible for visually impaired people.



Talks, workshops and seminars included a key talk with

- TfL Board Member Baroness Grey-Thompson
- Managing directors of London Underground and London Rail, Surface Transport and Planning.

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Transport and disability organisations discussed a range of topics including 'How does an increase in cyclists affect disabled pedestrians?'

Visitors could also attend a short version of the accessibility training we give our frontline staff.



Comments were very positive. People said they

- had gained useful information
- had met lots of people
- were positive about TfL's work.
- agreed TfL is making it easier for disabled people to get around
- rated the event as 'good' or 'very good' and
- wanted to attend a similar event again.

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Our plans for 2015 and beyond

Here's a summary of what we're doing over the next six years.

Better transport

2015/16



- 95 out of every 100 bus stops will be accessible
- Greenford, Tower Hill, Vauxhall and Whitechapel Tube stations will be **step-free**
- TfL will manage the train network from Liverpool Street station and add seven **step-free stations** to London Overground
- Manual boarding ramps at all suitable stations

2016/17



- Four out of every ten tube trains will be the new, more accessible trains
- Nearly all of London's bus stops will be accessible
- Over 800 New Routemaster buses will go into service
- New pedestrian crossings with signals will be completed
- Tottenham Court Road Tube station will be **step-free**.

2017/18



- Bank station will be **step-free** to Waterloo & City line
- Bond Street Tube station will be **step-free**

2018/19



- Crossrail will open
- Finsbury Park and Victoria Tube stations will be **step-free**

2020/21



- Bank station will be **step-free** to the Northern line
- 37 more tube stations will be updated
- **Step-free** journeys will take less time
- There will be 600 Taxi Ranks across London

Better service for customers

2015



- Journey Planner will have
 - better information about accessible routes when lifts are closed
 - better advice for individual travellers
- Station staff will work in ticket halls, gate lines and platforms

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More accessible information

2015



- **Step-free** rail map including train stations
- Journey Planner will include personalised information

Better ways of working with others

2015/16



- First Accessible London Day
- We will continue to work with more interested people on a range of projects

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Better transport



Stations and trains

We will spend £75m on **12** Tube and London Overground **step-free stations** – and have more accessible journeys on the network.

Brent Cross and West Brompton are going to be **step free**.

We will talk to customers and interested people before we decide on the other **step-free stations**.



By July 2015 we will have **manual boarding ramps** at every suitable station. They cannot be used at some stations that have small platforms.

[Click here or go to Pages 46 and 47](#) for a list of stations that will have a boarding ramps.



By the end of 2016, four out of every ten tube trains will be a new tube.

Soon, all the Northern Line trains will have

- spaces for wheelchair users
- alarms that are easy to reach
- colours that are easy to see.

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Work to improve Cannon Street station will be finished in 2019.

Night Tube



From September 2015 our 24-hour Night Tube service will start running on Friday and Saturday nights.

Six trains will run every hour through central London on these lines:

- Jubilee
- Victoria
- Piccadilly
- Central
- Northern.



Eight trains will run every hour on the Northern Line for the busy late night stations between Leicester Square and Camden Town.

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More accessible stations



Later in 2015 TfL will run the commuter lines from Liverpool Street

- to Shenfield –which will be part of Crossrail
- to Enfield Town, Chingford and Cheshunt

The **turn-up-and-go** service will be available on these lines for the first time.



The New Tube for London is a new style of Tube and will run from about 2025. It will have:

- **step-free** access from the platform
- walk-through carriages
- wider doors.

The train will start running on the Piccadilly line, then the Bakerloo, Central and Waterloo & City lines.

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Buses

New Routemaster



We have 400 **New Routemasters** on 12 bus routes, and will reach our new target of 800 by 2016.



The **New Routemaster** has:

- easy access on the lower deck from the front to the back of the bus
- a large wheelchair bay opposite a centre door with a ramp
- information about the next stop that passengers can read or hear
- a loop system for passengers with hearing aids.



We will work with hearing impaired customers and interested people to find out how hearing aid loops are working on the bus network.

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By 2020 we will have 500 more buses, and 200 more **New Routemasters**.

This will mean we can run buses more often and make more accessible journeys.

Wheelchair spaces



Our customers have told us that bus wheelchair spaces need to be larger.

In 2013 we increased the wheelchair space size for all new buses.

And we will look at ways to make better use of the space in new and existing buses



Customers have told us about problems using some wheelchair ramps.

We will have better ramps on new buses and phase out the old ramps that can be harder to use.

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Streets



We will carry on making London's public spaces better.

For example, town centre schemes are starting in Twickenham Town Centre and Ealing Broadway.



Our new **Streetscape Guide** and **London Pedestrian Design Guide** will be out this year.

The guides explain the best way to design, build and maintain new schemes.

It will make sure the schemes look good and are accessible for people with mobility impairments.

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Bus stop by passes



We are working with the London Visual Impairment Forum to ensure **bus stop by-passes** do not make it difficult for pedestrians to get on board buses safely.



A **bus stop bypass** takes a cycle lane behind a bus stop.

This allows cyclists to go past a stationary bus at a bus stop when passengers are getting on or off.

So cyclists do not need to overtake buses on a busy road.



We are keeping an eye on the first **bus stop by-pass**, on Cycle Superhighway 2 from Bow to Stratford.

We have noticed how pedestrians and cyclists look out for each other and there have not been any accidents since we put the **bus stop by-passes** in.



We will continue to find out what customers and interested people think about making London's roads and streets better for all transport users.

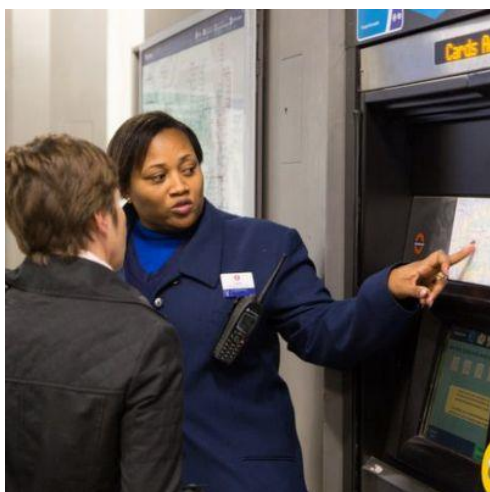
Better customer service

Better service for tube customers



We are making Tube stations better by

- Displaying better information
- Having 150 new ticket machines that are easier to use
- Having more staff in ticket halls, and where customers need them most.



Staff at Tube stations will

- Be easy to find and will wear new uniforms
- Use technology to make sure customers get the right ticket and take the best route
- Sell Oyster cards and give small refunds
- Be on hand to increase customer safety
- Be available at all Tube stations at all times

We met the Accessibility Working Group twice in 2014 to discuss customer information, station layout and ticketing



In February 2015 the group visited Cannon Street to see the new facilities and ticket machines at the station.

Their ideas and comments will help us improve other stations this year. A report on their work will be out later this year.

Priority seating



You told us we could make the 'give up your seat' message clearer.

You suggested we have a **priority seating** card or badge, to enable someone with a hidden disability to get a seat.



We are doing a survey about **priority seating** to see how we can solve this problem, for example

- better messages and signs
- a card or badge
- more announcements on trains
- changes to the area around the priority seats.

We will take the next steps later in 2015

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Training

On the buses



We will start bus driver training in 2016 to:

- Increase drivers' understanding about accessibility for older and disabled people
- Increase customer service skills
- Show drivers what to do at a bus stop to make the service more accessible.

On the tube

New training for Tube staff will include

- Disability equality training led by disabled trainers from Inclusion London and Transport for All. It will help Tube staff understand the barriers disabled customers face and the support they can provide
- An exercise about dementia.



THE DEMENTIA CHALLENGE

Responding to a National Priority



We are working with other transport companies and the Alzheimer's Society as part of the Prime Minister's Dementia Challenge.

Click here to find out more about the Dementia Challenge

<http://dementiachallenge.dh.gov.uk/about-the-challenge>

A guide on dementia-friendly transport will be out in spring 2015. We are going to change our service based on the ideas in the guide.

Dial-a-ride

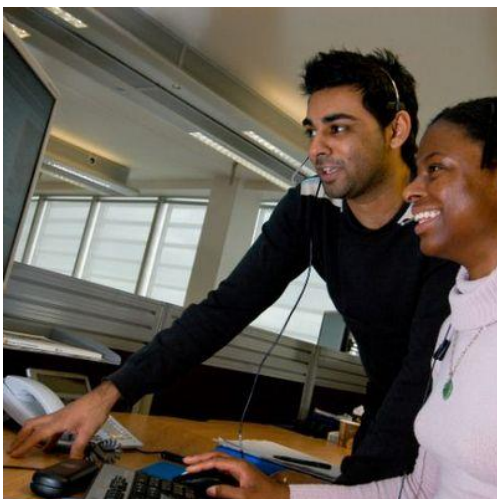


At the end of 2015 all Dial-a-Ride frontline staff and managers will go on a new training course on disability equality and customer service.

Disabled people are helping us to design the new training course, which will include a video of Dial-a-Ride customers talking to staff about the service.



Disability Croydon are helping us to design an accessibility awareness training course for our tram staff.



We will start training tram staff who work directly with passengers from March 2015.

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Service quality



We run a **Mystery Traveller Survey** to check the quality of the transport service.

This year we will review the survey to make sure it helps us to remove any problems disabled customers have when they travel.



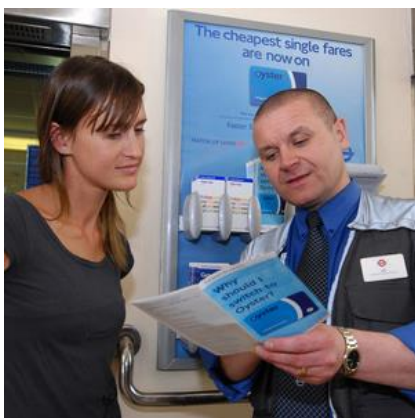
Customers are worried that lifts are put out of order because there is not enough staff at a station.

We usually put lifts out of order for safety reasons, often when there is a big problem at a station and we have to ask customers to leave.



When lifts or escalators are out of order we give customers a different route. And may provide them with a free taxi ride.

Our disabled customers tell us we don't always do this.



As we update the tube network there will be more staff to help customers. And we will let customers know as soon as lifts are out of order.

We will update our policy on out of order lifts, and ensure that all staff follow the new policy.

Buses



Our wheelchair space campaign will continue in 2015.

We will ask buggy users to make space for wheelchair users on buses and explain how the 'priority space' works.



We will review the **Mobility Aid Recognition Scheme** including how the cards look, after we got feedback from customers and bus drivers'

The review will help us to make the better later in the year. And let more people know about the scheme so that more people use it.

Trams



We will hold a **Meet the Tram Day** this summer.

The day will give disabled customers the chance to use an out-of-service tram and see how accessible it is.

We hope this will increase the number of disabled customers who use trams.

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Taxis



People with assistance dogs have told us that private hire cars sometimes refuse to take them or charge them extra.



So we are working with

- Private hire car companies to remind them about their legal duty
- Assistance dog organisations are asking their members to complain if they have any problems using hire cars.



Our Taxi Rank Action Plan came out in February 2015, it says that

- We are increasing the number of taxi ranks from 200 to 240 by 2020
- People with mobility problems like taxi ranks because they can easily find and board a taxi from there.

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More accessible information



We will carry on making information about transport better to help passengers make better choices about their travel. In 2015 we will

- Put up more bus station information signs, like the one that we tried out in Vauxhall (pictured)

- Provide different routes on our website's Journey Planner when a lift is out of order

- Have better information about **step-free stations**



- Change Journey Planner to suggest the best route based on a customer's ability, such as how far they can walk



- Work with the Royal London Society for the Blind and the company UsTwo to try out **Wayfindr**.



Wayfindr allows blind people to get around stations using their smartphones.

We tried it out at Pimlico station in February 2015 and will carry on looking at the best way to use this technology this year.

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Information you can hear and see



Signs on the train doors will let hard of hearing people know when the doors are opening or closing on these lines:

- Victoria
- Metropolitan
- Circle
- District
- Hammersmith & City.



These new door signs will also be available on the Piccadilly, Central and Bakerloo lines when the New Tube for London starts running in 2025.



From April 2015 we will try out a new display on half of the Route 59 buses.

The display tells passengers downstairs how many upstairs seats are free.



We are testing displays on Route 12 buses that will show

- a route map
- where other buses are
- information about the next bus stop.

Find better ways to work with others



We will carry on working with disabled people to see how we can make London transport better.

We are going to hold the first **Accessible London Day** in 2015 or 2016.

Check our website www.tfl.gov.uk for details.



Accessible London Day will celebrate how London is making life easier for disabled people, not just the transport network, but all over the City.

A lot of big organisations will take part to help everyone understand how we can make London even more accessible.

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Tell us what you think



We would like to know what you think about

- our work in 2014
- our plans for 2015 and beyond.

There are several ways to contact us.



Email: TfLAccessibility@tfl.gov.uk



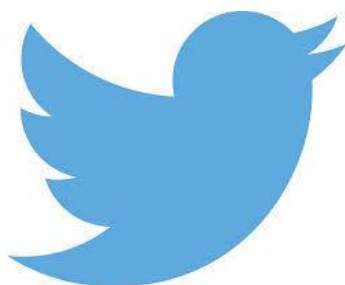
Telephone: 0343 222 1234

Visit www.tfl.gov.uk/terms to find out how much your call could cost.



Or write to: TfL Customer Services, 4th Floor, 14 Pier Walk, London, SE10 0ES

Keep in touch



Follow us on Twitter @TfLAccess

Sign up for customer emails about accessible travel at

www.tfl.gov.uk/emailupdates

Step-free stations



We are making these stations **step-free** from 2015 to 2024.

At **step-free stations** you don't need to use stairs to get to the platform.

Tube stations



2015/16

Greenford
Tower Hill
Vauxhall
Whitechapel (part of Crossrail)



2016/17

Ealing Broadway (part of Crossrail)
Tottenham Court Road (part of Crossrail)

2017/18

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



Cassiobridge (previously called Ascot Road, part of Croxley Rail link)
Watford Junction (part of Croxley Rail link)
Watford Vicarage Road (previously called Watford Hospital, part of the Croxley Rail link)

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2018/19

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



2019/20

Elephant & Castle (Northern line only)
Queen's Park

2020/21

Battersea
Nine Elms
(On the new Northern line extension)

2021/22

Bank (Northern line added, DLR enhanced)

2023/24

Camden Town
Holborn



By March 2014 there will be

- 19 fully step-free Tube stations
- 4 partially step-free Tube stations

London Overground



2015/16

South Tottenham

2019/20

Blackhorse Road
Brondesbury
Peckham Rye
Queen's Park
Seven Sisters



By March 2020 there will be **six step-free stations** on London Overground stations

Stations with manual boarding ramps



These Tube, Overground and Rail stations will have boarding ramps that enable wheelchair users to board the trains

Tube stations



Bakerloo line
Willesden Junction

Central line



Loughton

District Line



Aldgate
Gunnersbury – also on the National Rail
Ealing Common – also on the Piccadilly line
Ealing Broadway – also on the Central line
Edgware Road
High Street Kensington
Kew Gardens
Monument

Jubilee Line



Finchley Road
West Hampstead

Northern Line



Hampstead
Mill Hill East
Moorgate
Mornington Crescent

Piccadilly Line



Acton Town
Hammersmith
Heathrow Terminal 5
Hillingdon
Rayners Lane
Ruislip
Sudbury Town
Uxbridge

London Overground



Highbury & Islington

National Rail



Harrow & Wealdstone
West Brompton
West Ham

