

Improving the accessibility of London's transport system

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Introduction

Transport accessibility plays a crucial role in allowing enabling disabled people to live independently

Enables access to employment, education and other opportunities

TfL has developed its approach to accessibility through working with disabled stakeholders and customers at all stages of service development

Accessibility covers information – both pre and on journey, accessible streets, stations and vehicles, staff helpfulness and the attitudes of other customers

Disabled people journeys 2012

Mode	Total	Disabled	%
Buses	2344m	55m	2.3
Tube	1171m	8m	0.7
Tram	29m	0.7m	2.4
DLR	86m	0.5m	0.6



- London's transport system is one of the most accessible in the world
- All 8500 buses are low floor wheelchair accessible and have audio/visual information
- Docklands Light Railway (DLR) is fully step free and 95 of London Underground and Rail stations are step free
- Information on journey planning is available in a variety of accessible formats, including on-line, through call centres (type-talk) and smart phone apps including real time bus information
- All piers on the River Thames are also wheelchair accessible
- Door to door services are provided for those who cannot use mainstream public transport
- In addition all 2200 black cabs are wheelchair accessible and have induction hearing loops and many have other access features such as high contrast edging and swivel seats



near accessibility strategy with the Londoners

- The approach being taken by the strategy is to ensure the whole journey is accessible
- This approach aims to achieve a better, more predictable, journey experience from start to end
- Enabling disabled and older people to travel independently
- TfL's Independent Disability Advisory Group (IDAG) played a key role in developing the themes of the AIP




The range of Accessibility improvements - 20yr strategy

- The Accessibility Implementation Plan (AIP) includes plans to improve the accessibility by:
- Better journey planning
- improved street environment, including pedestrian crossings and urban realm improvements
- More accessible bus stops and continue to focus on bus driver access skills
- More step-free stations on Tube, and Rail networks
- Ensure that staff have the right skills to develop and deliver accessible services










TfL includes accessibility features in journey planning tools


- Journey planning information is provided in a range of formats
- Detailed information is available on the internet and through mobile devices
- Accessibility smart-phone apps are being developed in conjunction with developers
- Accessibility twitter feed  **@tflaccess**
- Travel mentoring schemes are used to help people become acquainted with the public transport system

Use any of these modes of transport

Deselect the transport modes that you don't want to use

			
<input checked="" type="checkbox"/> Rail	<input checked="" type="checkbox"/> DLR	<input checked="" type="checkbox"/> Tube	<input checked="" type="checkbox"/> Tram
			
<input checked="" type="checkbox"/> Bus	<input checked="" type="checkbox"/> Coach	<input checked="" type="checkbox"/> River	

Tick the box below to include cycling routes. Additional cycling options.

 Cycle

My mobility requirements

<input type="checkbox"/> I cannot use stairs
<input type="checkbox"/> I cannot use escalators
<input type="checkbox"/> I cannot use lifts
<input type="checkbox"/> I use wheelchair accessible vehicles

Select any of the above statements that apply to you.

For station access details [click here](#)



All buses are low floor, and most bus stops will be made accessible

- All buses (except heritage routes) are low floor and provide both audible and visual information provision.
- Bus stop accessibility will continue to be improved with 95 per cent meeting all accessibility criteria by 2016
- Bus routes are very well connected throughout London to existing step free stations.
- All bus drivers receive accessibility training , which has been developed with the input of disabled customers



Tube, rail and interchange standards are being delivered

- Service standards have been improved on the Tube, with better visual and audible information, help points, colour contrasting, tactile markings, seating and wide aisle gates
- Joint working with National Rail and Train Operation Companies to improve the consistency of experience across London's rail networks



Staff availability and training are being enhanced

Staff service is very important for disabled people.

Staff receive initial and refresher training to ensure an understanding of the needs of disabled and other people.

TfL is developing accessibility champions in its customer contact centres and Centre of excellence stations on the Tube network

Service quality is monitored by mystery traveller surveys conducted by disabled people

Monitor social media to assess its accessibility performance



Summary

London's growing population needs a more accessible transport system

The Mayor has a statutory responsibility to improve accessibility and to provide a detailed plan within his Transport Strategy

Transport for London has developed a strategy to improve accessibility of its transport system

Significant improvements have been made to the bus network, and are being delivered on the Underground and by Crossrail

We have set a target to reduce additional journey time by half by 2031

This is possible with sufficient funding



<http://www.tfl.gov.uk/assets/downloads/corporate/taking-forward-the-mts-accessibility-implementation-plan-march-2012-final.pdf>

