

MTS Accessibility Implementation Plan

5 October 2011

Taking forward the
Mayor's Transport
Strategy Accessibility
Implementation Plan

Draft report

June 2011



Introduction

The purpose of the draft report is to raise awareness of recent and planned improvements and identify priorities for taking the MTS forward.

Responses to the consultation on the draft report are requested by the end of October

The report will inform development of the five sub-regional plans, TfL's recommendations for national rail improvements, and for TfL's planning for 2015-2020 – following the current TfL Business Plan

The MTS will not be revised as a result of the report



Context

While significant improvements to accessibility have been made, for example to buses, large parts of the transport system remain relatively inaccessible to many people.

A large and growing number of people in London will benefit from accessibility improvements to the transport system. London's population is forecast to increase by 1.25 million by 2031.

Children and older people will make up a greater proportion of London's overall population in 2031 than they do now.

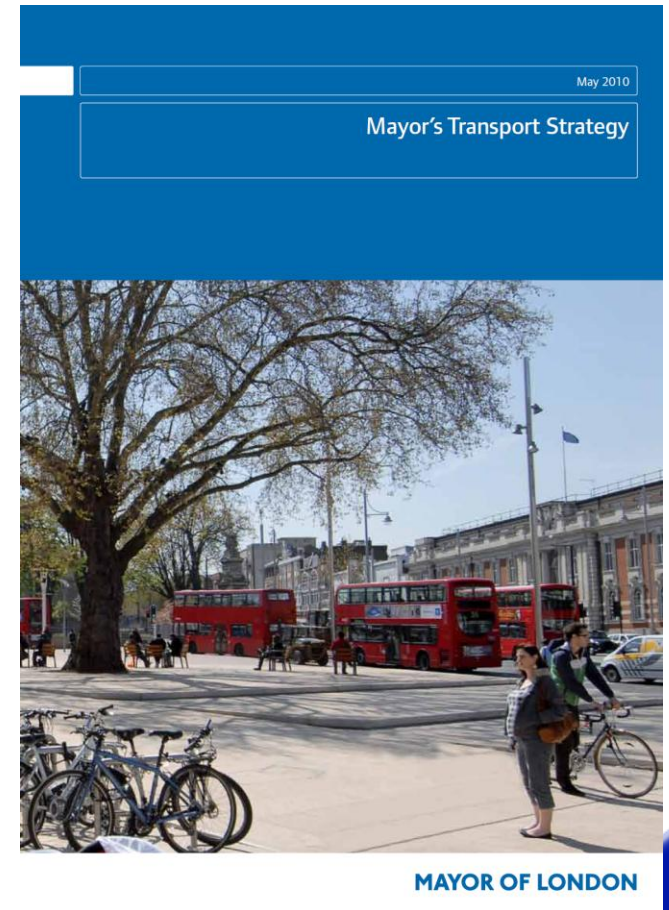


The role of the Mayor's Transport Strategy

The MTS is London's statutory transport strategy.

It was published in May 2010 following London Assembly and public consultation.

The strategy sets out policies and proposals for improving physical accessibility, and sets out a accessibility implementation plan to 2031 which includes both funded and unfunded investment.



Whole journey approach

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.



Journey planning

Good quality information is essential to help disabled people plan their journey with confidence








Travel mentoring and the Docklands Light Railway (DLR) ambassador scheme are used to help people become acquainted with the public transport system

Journey planning information is provided in a range of formats


Detailed information is available on the internet

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

I cannot use stairs

I cannot use escalators

I cannot use lifts

I use wheelchair accessible vehicles

Select any of the above statements that apply to you.

For station access details [click here](#)



Streets

‘Better streets’ initiatives have begun to make streets and town centres more accessible and attractive

The design of each scheme is subject to local consultation to ensure it meets users’ needs



Buses

Great improvements have been made to bus accessibility over the last decade. All buses (except heritage routes) are low floor and provide both audible and visual information provision.

Bus stop accessibility will continue to be improved.

Bus routes are very well connected throughout London to existing step free stations.

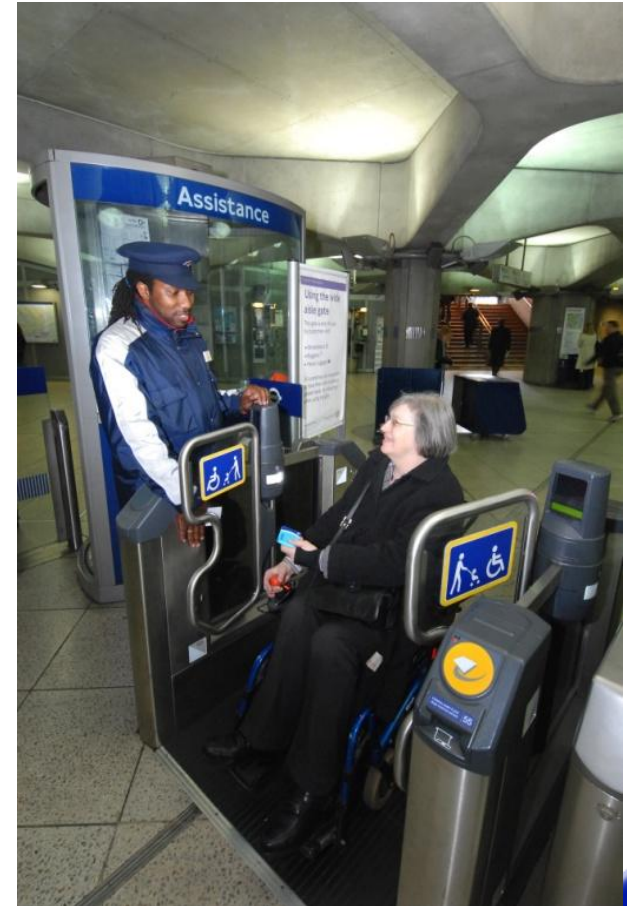


Tube, rail and interchange standards

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

More could be done to improve the consistency of experience across London's rail networks through joint working with National Rail and TOCs

TfL's Interchange Best Practice Guidelines set out the quality of service interchanges should aspire to



Step-free access from street to platform

There is a large committed programme of improvements including Crossrail, Thameslink, upgrades at Underground stations including Victoria, Green Park and Bank and the DfT Access for All programme.

Beyond this, the MTS sets out further unfunded schemes which would include step-free access – including station congestion relief, the development of strategic interchanges, the Chelsea-Hackney line and extensions to the Bakerloo and Northern lines.

To supplement these, the report identifies that about 50 further rail and LU stations would need to be made step-free to achieve a consistent spatial coverage of step-free stations across London



Platform to train accessibility

Improvements in accessibility between platform and train include:

- platform humps on the deep Tube lines
- lower floors on new trains to be introduced on the District, Metropolitan, Circle and Hammersmith & City lines .



Tube, Overground and national rail trains

New trains on London Overground, National Rail services, Victoria tube line and those to be introduced on sub-surface tube lines include:

- wheelchair spaces;
- other spaces for baby buggies and luggage;
- advanced audible and visual information; and
- high standards of lighting.

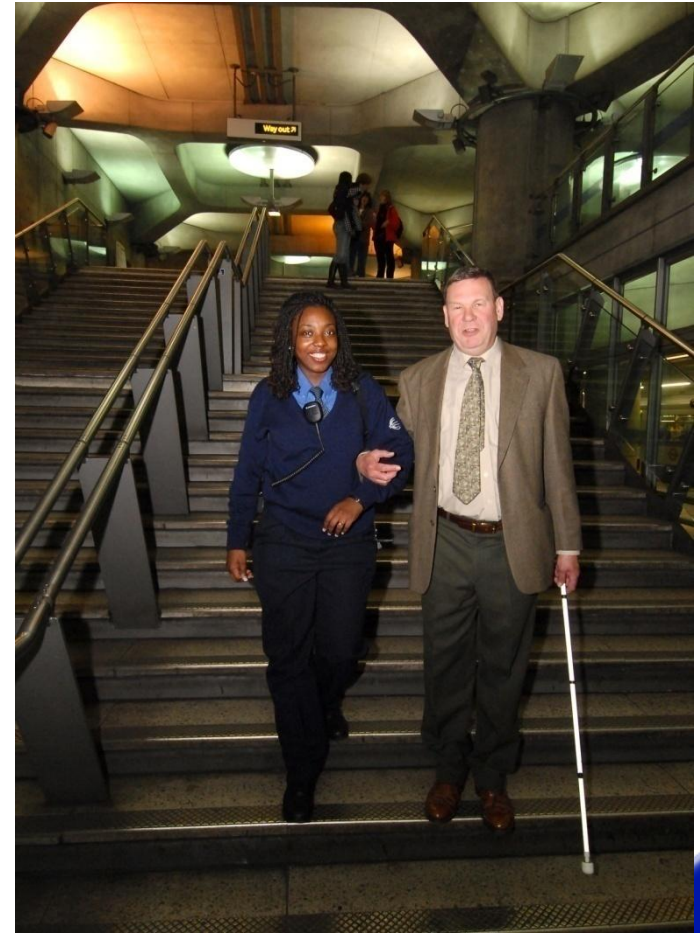


Staff availability, training and customer attitudes

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.

Further campaigns could be run to influence customer attitudes

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



Door to door

Dial-a-Ride is provided for those who are unable to use mainstream public transport. The service is free to the user and is operated with new minibuses.

Improvements to the physical accessibility of the transport system could enable a greater proportion of disabled people to travel independently and reduce reliance on Dial-a-Ride.



Car driving and parking

Cars are an important mode of transport for many disabled people.

Continued support for range of privileges and exemptions for Blue Badge holders.

Improvements to support independent car use by disabled people, for example at petrol stations and car parks.



Other transport

Existing 'black' taxi and river services, and any new transport infrastructure, is designed with physical accessibility in mind.

For example, the new cable car crossing the Thames will be accessible.



London 2012 Olympic and Paralympic Games legacy

The Games provide a once in a generation opportunity to raise the profile of the benefits of improving physical accessibility.

Their legacy will be improved infrastructure, better informed operations, and a behavioural change – including an improved public attitude to disabled travel.



The role of land use planning

The development of accessible, high density, mixed-use town centres and life-long neighbourhoods will improve access to goods and services for disabled people.



Outcomes

Public transport trips that use step-free routes can take longer than trips that use the entire network. The typical difference in journey time is anticipated to be reduced by around 30% following the committed investment and by up to 50% if all the potential long term measures in the report are implemented.

Using the current step-free public transport network, typically around 50% London is accessible from home within 90 minutes. Following committed investment this will increase to over 80% and would improve further if the long term potential measures are implemented.

The number of employment opportunities within a given step-free public transport travel time will also be increased.



Cost, funding and delivery

Accessibility related improvements can be very expensive

Some – notably Crossrail, Thameslink and upgrades of key stations in central London – are funded and being delivered

The next opportunities for funding are the HLOS2 process for National Rail improvements between 2014 and 2019, and the next TfL Business Plan which is expected to cover 2015-2020. Funding for additional works in these periods are anticipated to be very limited

A very strong case will need to be made given the overall reduction in levels of government spending



Next steps

Work to deliver the current investment programme and scope out further potential enhancements will continue

Funding is expected to remain scarce, so further planning and analysis to develop the strategic case for investment, demonstrating value for money and realising full benefits of existing and committed infrastructure will be important.

TfL will continue to actively seek the opinion of disabled groups, including through a Citizens Jury in October 2011

The consultation is open until the end of October 2011 and specifically asks the questions on the following slide.

Following consultation, the draft report will be revised with the intention of publishing a final report by the end of 2011



Consultation questions

Question 1: Given what is set out in the report, what do you think the focus should be beyond 2015 (2014 for National Rail) with regard to improving:

- a) The physical accessibility of the transport system?
- b) The availability, quality, quantity and timeliness of information about the transport system?
- c) The attitudes of transport staff and travellers towards each other?
- d) Staff availability and staff training?
- e) Door-to-door services for people with mobility problems who require this form of transport service?

Question 2: Is there anything missing from the report, or anything else you would like to tell us?

