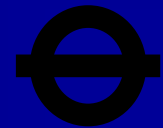


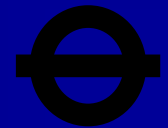
“Towards an Accessible Tube”

Wayne Trevor
Accessibility and Inclusion Manager

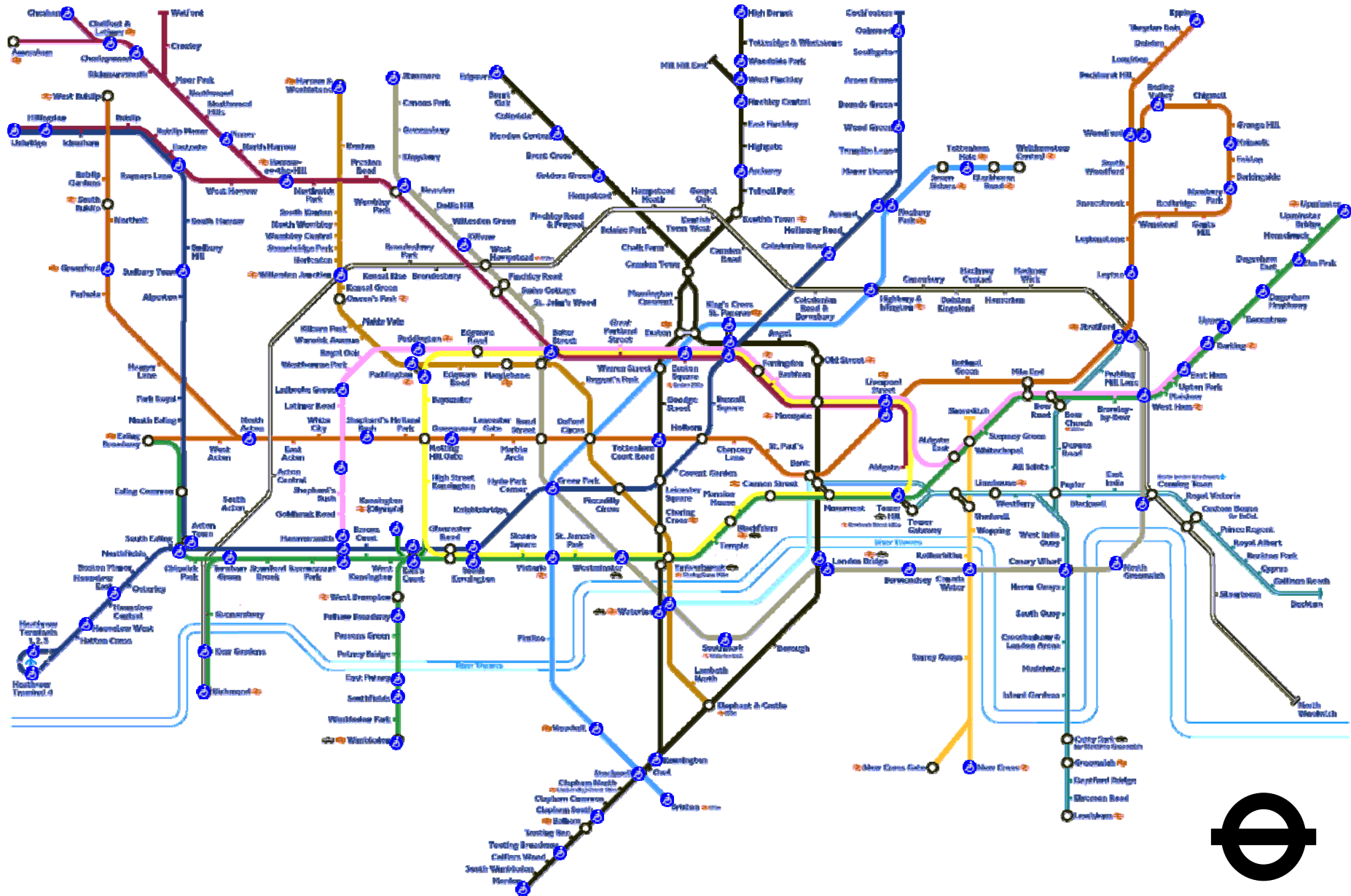


Overview

- Step-free access: way forward
- Level access and rolling stock
- Stations
- Information
- Staff



Foundation Network 2013- as was





Key

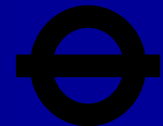
Bakerloo	Interchange stations
Central	Step-free access – current
Circle	Step-free access – planned 2010
District	Step-free access – post 2010
Hammersmith & City	Connections with National Rail
Jubilee	Connections with Riverboat services
Metropolitan	Connections with London Tramlink
Northern	Location of airport
Piccadilly	Interchange with National Rail services to airports
Victoria	
Waterloo & City	
CrossRail	



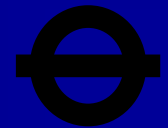
Step-free access stations

Key promises

- 25% stations step-free by 2010
 - 68 stations
- 25% + key Olympic stations by 2012
 - Southfields, Green Park, Baker Street (sub-surface)
- 29% stations step-free by 2018
 - 80 stations
 - Including some significant additions



Accessibility is not just about step-free access

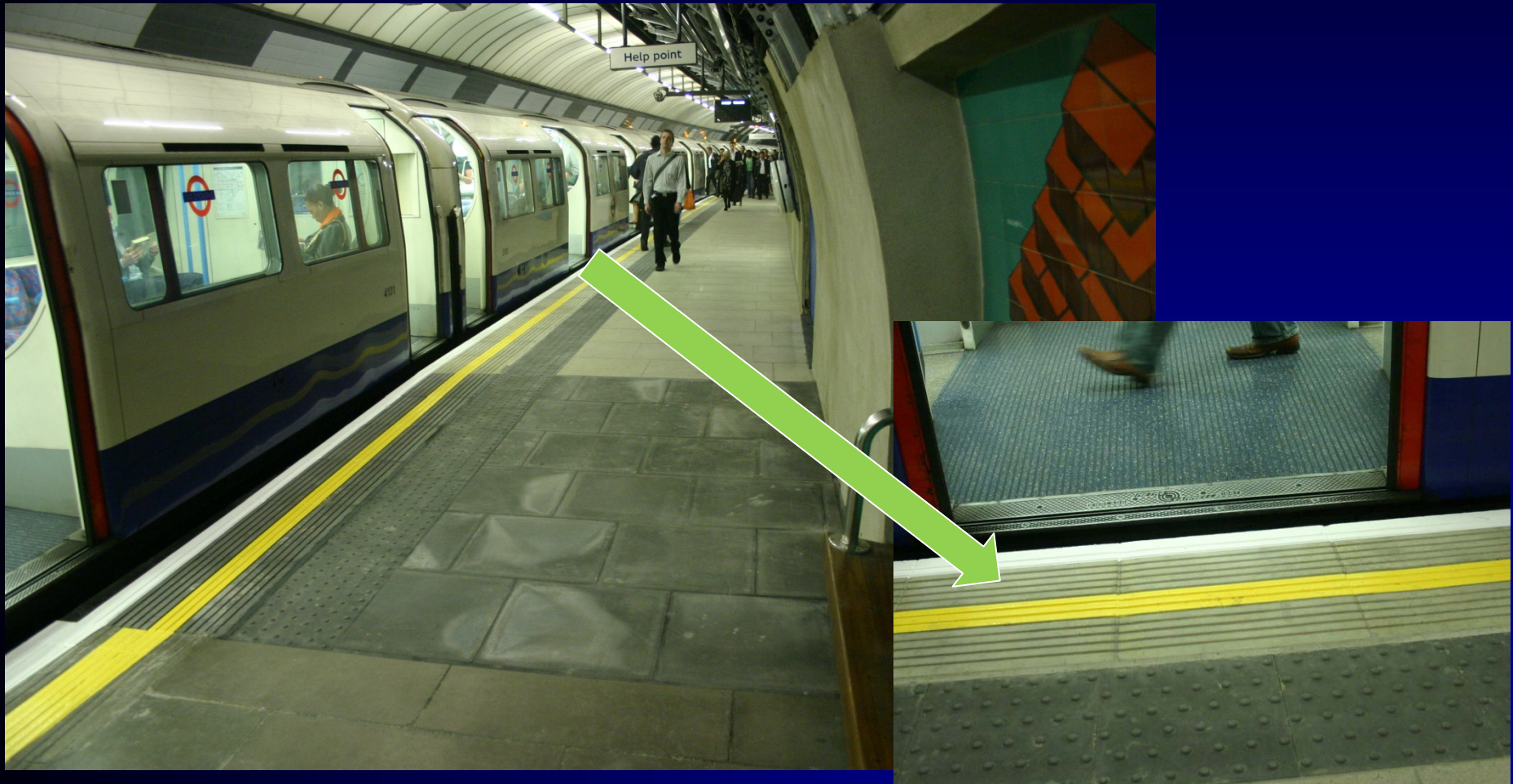


Victoria Line Upgrade- trains in 2009

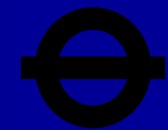


Platform humps for level access

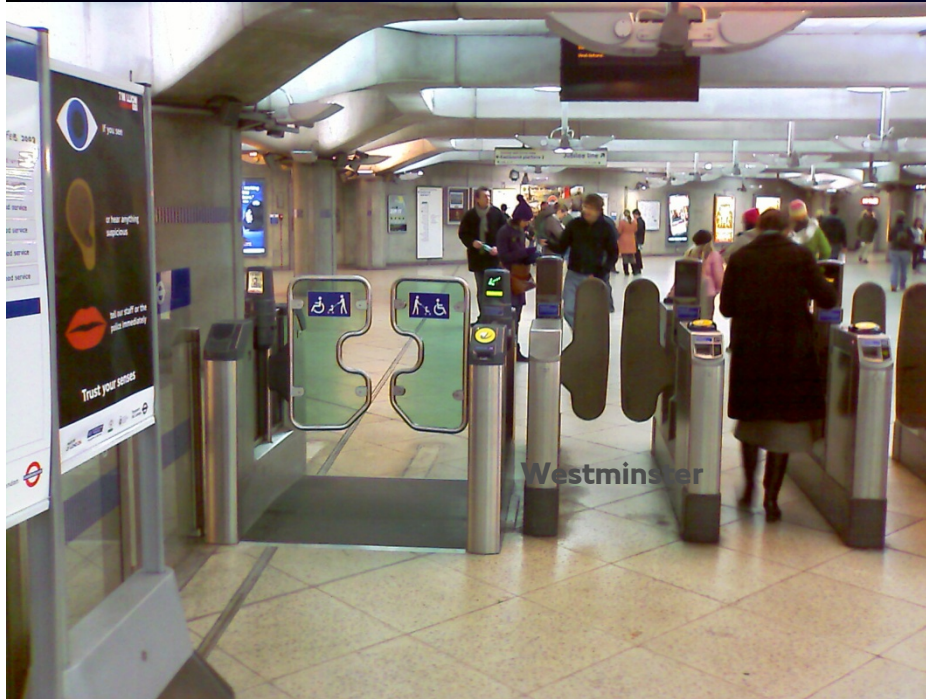
- Brixton- October 2008



S-stock: trains from 2010



X ęf B ęmf Hbuft

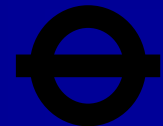


- 110 installed since Jan 2008
- Further 90 to be installed by March 2010



Station improvements

- 100+ stations modernised/refurbished
- Small-scale accessibility improvements
 - Tactiles
 - Stair improvements
 - Audio/visual information
 - Improved visual contrast
- Low-level ticket machines
 - 1 at every station



Customer information

- Re-launch of accessibility products- Jan 09
- Improvements in Electronic information
 - Award winning Direct Enquiries
 - Describe online
 - TfL Journey Planner- 2009

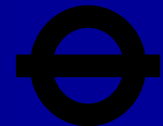
The screenshot displays the 'directenquiries' website interface. At the top, it identifies itself as 'The Nationwide Access Register™' and includes a text size and color selection tool. The main content is organized into two sections: 'Entrance to Hall' and 'Hall to Platform'. Each section provides a 'Suggested Route' and a corresponding diagram. The 'Entrance to Hall' section lists a route starting from 'Upper Street' and passing through a 'Ticket Hall'. The 'Hall to Platform' section lists a route starting from the 'Ticket Hall', passing through 'Ticket Gates', and ending at '10m'. The diagrams use icons to represent these locations and their connections. Navigation buttons like 'Print Route', 'Print Text only', and 'Revise Route' are visible at the bottom of each section.

The poster is titled 'Transport for London Step-free Tube Guide'. It features a yellow background with three circular icons: a person pushing a stroller, a person in a wheelchair, and a person with a cane. The text on the poster reads: 'Showing stations step-free between the street and platform, plus the step and gap between the platform and train'. The date 'January 2009' is also present. At the bottom, the logos for 'MAYOR OF LONDON' and 'Transport for London' are displayed, along with the London Underground roundel symbol.



Staff training

- New staff
 - Comprehensive induction and training
 - Diversity and Equality module
- Existing staff
 - Disability & Equality Awareness Training annually
 - Reviewed annually
- Accessibility Mystery Shopping
 - Re-launched Autumn 2008
 - Focus on staff interaction



Questions...?

