



Accessibility and Safety on Public Transport

Keeping accessibility on the agenda

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22 March 2012

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What has been achieved so far?



London's Accessibility – what has been achieved so far?

- There will be 65 step free stations across the London Underground network and platform-train humps are being introduced on
- All of London's bus fleet is low floor wheelchair accessible, with audio visual information (i-bus) on all vehicles
- Crossrail – will mean 30 step free stations including all the Crossrail stations in central London (it is estimated that 93 per cent of journeys will begin and end at a step free station)
- 38 London Overground stations will be step free by the end of 2011 and a further 10 by 2015
- All of London's river service piers are now step free
- All London's Black Cabs are able to take wheelchair customers
- Door to Door service provision has enjoyed significant growth and funding from the Mayor and this funding is secure
- Journey planner improvements and other technologies such as text messaging and real time information at bus stops are being introduced now
- Staff, including bus drivers and station staff receive regular accessibility training

Committed Projects / Milestones (1/2)



Jubilee Line Upgrade complete, delivering 33% capacity increase (2011)



Introduction of contactless bank technology for fare payment (2011)



Victoria Line Upgrade complete delivering a 21% capacity increase (2013)



Paddington Station (H&C Line) congestion relief scheme complete (2014)



Investment in existing assets delivers 18% improvement in reliability ppj (2015)



Prototype for a low energy, higher capacity train for Bakerloo and Piccadilly Lines (2015)

Committed Projects / Milestones (2/2)



SCOOT (automated intelligent traffic control system) in place in 50% of signals (2015)



Roll out of air conditioned Sub-Surface rolling stock complete (2016)



Tottenham Court Road station Congestion Relief complete (2016)



Station congestion relief schemes at **Bond St** (2017) and **Victoria** (2018) complete



25% of track on Bakerloo, Central, Victoria and Sub-Surface lines replaced (2018)



Works to relieve station congestion on Northern Line at Bank complete (2021)

What do disabled and Older Londoners still need?

- Disabled people want to be able to make independent journeys and to make those journeys safely
 - Transport choice and confidence in the journey are key to realising this need
 - For younger disabled people, travelling independently is their key aspiration
- Disabled and older people want the journey experience to be one which is safe – where they are kept informed of any issues or problems and where they feel free from harassment
- Transport staff who are able to offer an inclusive service – are friendly, knowledgeable and effective are key to improving journey choice and experience
- Journeys that are “step-free” should be as quick and reliable as those made on the tube or rail

The Accessibility Challenge – the disabled population in London

- 6% of all Londoners have a mobility impairment
- 14% of disabled Londoners have a hearing or visual impairment and 14% of disabled Londoners are wheelchair users
- 18% of disabled Londoners have multiple impairments
- 4% of disabled Londoners have a learning difficulty
- 48% of disabled Londoners are over 65 years of age
- Only 20% of disabled Londoners are in work or training
- 23 % of those seeking employment have had to turn down a job offer or interview because of inaccessible transport
- 50% say that they do not see friends or family as often as they would like to because of inaccessible transport

Accessibility Challenge – TfL’s approach during a time of limited funding

- Engagement with disabled people central to our service design and delivery
 - Involving customers in setting the priorities for accessibility through TfL’s Independent Disability Advisory Group and a Citizens’ Jury
- Research and consultation shows that a **reduction in journey time and increasing the reliability** of the journey is most important
- Look at the whole journey and connectivity between modes
- Improve knowledge and understanding of the system amongst disabled Londoners and make more information available to disabled visitors – such as “Youtube” videos of how to use the system

Accessibility Challenge – TfL’s approach during a time of limited funding (2)

- TfL aims to develop a “corridor” approach to step free journeys that will provide choice (either by rail or bus) that will give options for faster step-free journeys
- Improving pre and on journey information provision so that people can plan and or adjust their journey as necessary
- Ensure that attitudinal barriers to travel are addressed – staff and customers
- Ensure that opportunities are taken to get other projects to contribute to improvements in accessibility –such as retail and property developments
- Make a wider business case for accessibility – in terms of ease of use, customer satisfaction, improving personal security, more journey choice for everyone

Next Steps for TfL

- Accessibility Implementation Plan published in March 2012
www.tfl.gov.uk/assets/downloads/corporate/taking-forward-the-mts-accessibility-implementation-plan-march-2012-final.pdf
- Use the 2012 Olympic and Paralympic Games as an opportunity to tackle attitudinal barriers faced by disabled people
- Real time information provision –at some bus stops, and available through text message and other media to be introduced in the next year
- Continue to make accessibility improvements to station environments as part of wider upgrade works
- Increase reliability and increase capacity of the tube network through continued investment in signalling and track upgrades
- Protect the size of the bus network – ensuring comprehensive services are available
- Continue to promote independent travel options and improve the street environment
- Review outcomes regularly and be flexible in our approach to meet disabled people's needs (total quality management)



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