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Chair of Transport Committee  
London Assembly  
City Hall  
The Queen's Walk  
London  
SE1 2AA

16 August 2010

Dear

**Transport Committee's investigation into the accessibility of the transport network**

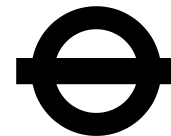
Thank you for your letter of 30 June.

I enclose our answers to your queries as well as some additional information I hope you will find of interest.

I trust the attendance of my colleagues at the Committee's meeting on 9 September will prove helpful to your investigation.

Yours sincerely

Peter Hendy



## **Transport for London (TfL) submission to London Assembly Investigation into the accessibility of the transport network**

The following answers specific questions received from the Transport Committee.

TfL's Disability and Deaf Equality Scheme provides background information on how TfL continues to improve travel choices for disabled and Deaf people, including its "whole journey approach" to accessibility. The Scheme is available at <http://www.tfl.gov.uk/assets/downloads/corporate/disability-and-deaf-equality-scheme-2009-2012.pdf>

### **Information related to pre-trip journey planning:**

#### **How often is TfL's on-line journey planner updated to take into account maintenance work and faults?**

TfL's Journey Planner includes planned works for up to 12 weeks in advance. Unplanned disruption is usually added within five minutes of the problem being notified, and remains highlighted until the problem is rectified. All events, planned or unplanned are integrated into the suggested journey solution and not just highlighted by a warning message.

The weekly update to Journey Planner's database includes the addition of customised engineering works timetables for London Underground (LU), Docklands Light Railway (DLR), Tramlink, London Overground (LO) and National Rail services for several weeks ahead, as well as new bus timetables in the event of long-term diversions.

However, at present Journey Planner will only highlight the temporary non-availability of step-free access via a warning message, and will not actively change the journey offered. Where relevant, replacement bus services are shown and integrated into the journey solution.

#### **How are journey times calculated for people who indicate mobility requirements when using the online journey planner?**

Times are calculated through a combination of travel time on the mode of transport, which is the same for all users, and specific interchange times. Interchange times take into account whether lifts or stairs are used and the time required for this transfer.

Users have a choice of three walking speeds ("fast", "average" and "slow") when using Journey Planner to help improve the accuracy of their likely journey time.

**What steps does TfL take to ensure travel information provided on external web sites (e.g. Describe Online and Direct Enquiries) is up-to-date.**

TfL works closely with both Describe Online and Direct Enquiries to produce the information on these sites, however, it is not the responsibility of TfL to validate the content of external websites.

Whilst we seek to work with such websites, updates may be made in batches rather than immediately following a change to a station, due to the logistics of managing the required visits to stations. However, for major changes we make every effort for this to happen as soon as possible.

As both of these sites deal with the physical layout of the stations they do not incorporate real time information. This means that although these resources are updated if there are physical changes to a station, for example the installation of a lift, they do not reflect temporary and short term closures. Before they travel, we always advise customers to check the TfL website or via the Travel Information line or Customer Service Centre (CSC) if their journey depends on a particular lift, escalator, or other facility being available.

**What information other than that available on TfL's journey planner does TfL's telephone help-line workers use to assist people with reduced mobility to plan their journeys?**

TfL's Customer Relations staff use both the publicly available accessibility guides (such as the Step-Free Tube Guide) and an enhanced version of Journey Planner which allows journeys to be planned to avoid Zone 1 (or any other zones) hence avoiding routes via crowded points which may be uncomfortable to someone with mobility requirements.

Just as with the version of Journey Planner used by the public, the non-availability of step-free access would be highlighted with a warning message to staff.

Staff are able to contact Tube stations directly to check whether lifts, escalators and other facilities are available so that customers with disabilities can change their journeys if necessary. Staff can also contact LU's Accessibility and Inclusion team for specific advice if required.

**What are the reasons for not extending the Department for Transport's Assisted Passenger Reservation Service (APRS) across London Underground?**

LU operates a high frequency metro-style service which is seen as „turn up and go' for customers. We believe this approach should be available to all customers including disabled people. APRS does not fit with this approach as it requires customers to book support in advance.

In addition, research undertaken by Passenger Focus in October 2007 concluded that the average satisfaction with assistance provided through APRS was 60 per

cent, which dropped to satisfaction levels of 50 per cent for mobility impaired people (excluding wheelchair users) and to 40 per cent for visually impaired people.

Also, there would be a high setup cost of installing APRS. However, we are in discussions with the Association of Train Operating Companies (ATOC) on the successor to APRS to ensure that a future system might be capable of interfacing with LU.

We believe that our model of turning up at a station and requesting assistance on demand better serves LU's customers' needs. In our most recent mystery shopping survey, 86 per cent of disabled assessors who were not spontaneously offered assistance were able to quickly find a member of staff to assist them on their journey.

LU has been praised numerous times in the past and has won awards for its approach to support people who require assistance. This has seen our staff members go beyond customers' expectations in difficult circumstances.

In 2008, Gary O'Donoghue (a BBC Political Correspondent and visually impaired person) said in the Royal National Institute for the Blind (RNIB) Access magazine:

*"Step-forward London Underground. Someone there deserves a medal. Because London Underground have got access (at least for blind people) very right. They come up to you, tell you their name and that they're a member of staff and then ask the simplest question in the world: do you need assistance? Answer yes and they'll offer you an elbow, show you to your platform and ask you if you want to be met at the other end. If you say no to any of these questions, it's accepted for it is, a „no”."*

He further added, *"whoever you are inside that organisation that has injected some sense into the approach to blind customers, my advice is to bottle it and sell it- it's a winning formula".*

### **Details of any TfL services other than telephone helplines and the on-line journey planner which assist people with reduced mobility plan their journey.**

TfL produces a range of information products in a variety of formats to assist people with reduced mobility to plan their journeys. These are:

- Step-Free Tube Guide – a map showing details about all stations which are step-free between street and platform and step-free interchanges. It also includes details about the size of the step and gap between the platform and the train at these stations;
- Large print tube map – larger version of the standard map for people with visual impairments, available in colour and black and white;
- Audio Guide – a guide to the layout of each Underground line (i.e. the sequence of the stations and available interchanges, and access available at each station);
- Getting Around London – a guide which covers access and assistance available to disabled customers on all TfL modes; and

- Toilet Map – a downloadable map showing the location of customer toilet facilities and baby changing facilities across the network.

All of the customer information products are available free of charge and can be ordered online via TfL's website (<https://www.tfl.gov.uk/tfl/gettingaround/accessibility-guides/default.aspx>) or by contacting the Customer Service Centre. The majority of information leaflets (with the exception of maps) can be produced in Braille on request.

Also, the non-availability of step-free access at TfL stations is displayed on the TfL website, BBC Ceefax, and is also shared with the national Traveline and Transport Direct journey planners.

These messages are also displayed on other train company websites in the London area such as those of Chiltern Railways and First Capital Connect to assist with effective multi-modal accessible journeys.

A minicom service is also maintained as an alternative, although in our experience this facility is very rarely used. Email journey enquiries for customers with mobility requirements can also be submitted via the email address [travelinfo@tfl.gov.uk](mailto:travelinfo@tfl.gov.uk).

As mentioned previously, TfL also works with the external websites [www.directenquiries.com](http://www.directenquiries.com) and [www.describe-online.com](http://www.describe-online.com) to produce useful information for planning journeys.

Assistance with planning journeys is available from staff at all Tube stations, who receive training on how to assist disabled customers and have a range of resources available to help them to do this.

## **Information related to TfL's Travel Mentoring Scheme(s):**

### **How many people have used TfL's Travel Mentoring Scheme in each of the last five years?**

The TfL Travel Mentoring Scheme began as a pilot project in October 2005 and only began full operation during 2008/09. The number of enquires to the scheme, the number of journeys undertaken, and the total budget per year, is set out below.

	<b>2005/6</b>	<b>2006/7</b>	<b>2007/8</b>	<b>2008/9</b>	<b>2009/10</b>
Enquiries	Figures not available	Figures not available	339	122	220
Accompanied journeys	Figures not available	Figures not available	2343	945	8544 (direct 2137, provided through third party agencies 6407)
Costs (salaries including NI and pension costs)	£50k	£124k	£89k	£132k	£159k

**What was TfL's budget and expenditure on the Travel Mentoring Scheme in each of the last five years?**

Please see previous answer.

**Please give details of the advertising and promotion for TfL's Travel Mentoring Scheme.**

In addition to highlighting the availability of the service through regular meetings with disabled and older Londoners, TfL promotes the Travel Mentoring scheme on its website via this link:

<http://www.tfl.gov.uk/gettingaround/transportaccessibility/1181.aspx>

The service is also regularly promoted in literature to Dial-a-Ride members and can be highlighted to members during contact with the Dial-a-Ride Management Control Centre.

**Details of any waiting list for TfL's Travel Mentoring Scheme including the average length of wait.**

New requests for travel mentoring services are passed to travel mentors for follow up within seven days. There are currently no customers waiting referral to travel mentors for accompanied journeys.

**Which boroughs are TfL working with to establish localised travel mentoring schemes.**

There are a large number of schemes operating in London which provide travel information or mentoring services to people with disabilities who wish to make greater personal use of public transport. Such schemes already operate in the London Boroughs of Bexley, Camden, Croydon, Enfield, Haringey, Havering, Kingston, Lewisham, Merton, Richmond, Sutton, Tower Hamlets, Wandsworth, Barnet and Southwark. There are also a number of other organisations offering advice or mentoring services; these include Stratford College, Great Ormond Street Hospital, Ealing Mencap, Hackney Learning Trust, Home Care Choice Support, Carshalton College, Westminster Learning Disability Partnership and Brent Learning Disability Partnership.

**Information related to buses:**

**What is TfL's definition of an accessible bus stop?**

A fully accessible bus stop must meet three criteria:

1. Be protected by a bus stop clearway with a „timeplate' which prohibits vehicles (except buses) from stopping/waiting/loading for the hours when the bus service is operational.
2. Have a kerb height of a minimum of 100mm to permit a wheelchair ramp to be deployed easily.

3. For there to be no impediments i.e. guard railing/street furniture to obstruct passengers boarding and alighting.

Currently at least 50 per cent of London's bus stops meet all three of the above criteria and thus are determined to be fully accessible. Many others are compliant in one or two of the three categories stated and are in practice accessible with ramps, though do not fit the ideal criteria.

### **TfL's criteria for determining which bus stops are made accessible.**

TfL is responsible for directly managing the Transport for London Road Network (TLRN) only, which represents around 5 per cent of roads in London. London's Boroughs manage the remainder of roads, and would make decisions on where local improvements should be made. TfL makes funding available for improvements to bus stop accessibility through the Local Implementation Plan process.

TfL provided advice on how to improve the accessibility of bus stops in 2006, via the „Accessible Bus Stop Design Guidance', which was distributed to all Local authorities. The Guidance is available to download via this link:

[http://www.tfl.gov.uk/assets/downloads/businessandpartners/accessible\\_bus\\_stop\\_design\\_guidance.pdf](http://www.tfl.gov.uk/assets/downloads/businessandpartners/accessible_bus_stop_design_guidance.pdf)

### **What steps does TfL take to ensure temporary bus stops are accessible?**

When works are required on the highway and necessitate the closure of a bus stop(s), TfL and the local highway authority consider whether suitable alternative sites are available for temporary stop(s). In determining the locations of temporary bus stops, TfL and the local highway authority ensure that the locations chosen provide as many of the requirements set out above as possible.

### **What is TfL's definition of an accessible bus (including the specific size of the wheelchair bay).**

TfL has provided every bus operator in London with a vehicle specification, setting out exactly what internal fittings and components TfL would require in a London bus. The TfL vehicle specifications require wheelchair bays on new buses entering service to meet or better the dimensions detailed in the Disability Discrimination Act. Many new buses entering the fleet exceed these by a significant margin. The Department for Transport (DfT) makes clear (through the Public Service Vehicles Accessibility Regulations 2000 – Guidance), that:

A wheelchair space shall not be less than -

- (i) 1300mm measured in the longitudinal plane of the vehicle;
- (ii) 750mm measured in the transverse plane of the vehicle; and
- (iii) 1500mm measured vertically from any part of the floor of the wheelchair space.

## **What checks bus companies are expected to make on bus ramps before buses leave depots?**

When a bus driver switches the bus ignition on at the start of their shift, the wheelchair ramp goes through an automatic self-checking routine. This is designed to highlight any operational issues at this stage of its use. If there is a defect with the unit, it is highlighted to the driver and the vehicle should not enter service. As well as this check, operators are required to deploy ramps fully to ensure the vehicle is in a roadworthy condition before entering service. Bus drivers also conduct a 'walk-round' check before getting into the cab to look for any visual defects which might require attention. With effect from July 2004, London bus operators have been instructed that any bus with a faulty ramp must not be put into service until the ramp is repaired. If the operator is unable to provide an alternative bus, then any mileage lost as a result of this will suffer a financial penalty based on the contract rate per mile.

TfL undertakes independent ramp inspections with all contracted operators on a monthly basis. From June 2009 to June 2010 TfL inspected a total of 2,246 bus ramps. We found 0.22 per cent of buses had defective ramps, representing only five buses.

## **The procedure bus drivers have to follow for dealing with a bus ramp that is inoperable during journeys.**

Drivers are expected to report any mechanical failure with their bus. TfL would expect that an operator would endeavour to make repairs to a faulty ramp at the end of the journey, to avoid the bus being taken out of service. If this were not possible however, the operator would be expected to take the bus out of service until the ramp could be repaired. The operator would be held liable for any ensuing lost mileage.

## **The results of TfL's monitoring of the iBus system including its findings on how often the system is turned-off on buses and any other information related to the maintenance of this system.**

TfL monitors the availability of the on board iBus information messages in three ways:

- Contractual Key Performance Indicators (KPIs), which check the availability of the on board sign and accompanying audio messages. These are targeted as being available for 99 per cent of operational time, as measured by a manual audit. To date these KPIs have been achieved.
- Mystery Traveller Survey results. These have been expanded to include the on board sign and audio availability and show the experience of the passenger. While, in general, these have shown that the system works (confirming the KPI results), it does additionally highlight incidents where the driver has turned off the system. From 2 – 29 May, of 1500 vehicles surveyed, 1.8 per cent had signs switched off.



- **Data Analysis.** From June 2010 it has been possible for TfL to investigate buses for a given time period and determine every case where a driver has chosen to disable the on board sign and accompanying audio.

The Mystery Traveller Results and Data Analysis information is now being fed back to the bus operators so that we can take the appropriate action to determine precisely when and where signs have been switched off. Through our liaison process, we can then establish the reasons why this occurred and what conditions were encountered that may have required the drivers to switch off the facility.

### **TfL's planned future expenditure and improvements to the Countdown system.**

A new and improved Countdown system is the next step in London Buses' provision of real time bus service information to passengers. Passengers will be able to access predicted bus arrival information for all bus routes and bus stops across London's network via the internet and mobile phones. This is scheduled to be available in 2011. This service will be complemented by a new generation of Countdown signs which will provide real time information at key bus stops in London. The roll out of the new Countdown signs will start in 2011 and will be completed by summer 2012.

The SMS mobile phone service will enable customers to receive information for a specific route, a bus stop and all routes serving that stop. The user can obtain this information by using a unique stop code which they text to a TfL mobile number. In addition, the web service will offer search facilities to find a bus stop by bus stop name, street name, post code or area. The service will use maps to ensure the user can find the correct bus stop.

The new Countdown roadside signs will utilise the latest technology to ensure easy readability and will adhere to the latest Disability Guidelines (these recommend that LED signs be deployed, with text displayed in amber on a black background) and will be more flexible and adaptable to a wider range of situations. We recognise the importance of local knowledge and are working with each London borough to develop the best possible outcomes in delivering effective and accurate real time information to London passengers. Each borough has received a specific information pack outlining what exactly is proposed for Countdown as well as a list of the proposed allocation of new on-street signs for their particular borough. Meetings with each borough to discuss their initial responses to the proposed locations of signs are currently in progress.

In addition to the channels for providing bus information to the travelling public detailed above, TfL is also proposing to release the underlying „bus arrival prediction' data in “real time” to third parties. This will enable the development of specialist mobile phone applications for general use as well as user group specific applications for those with specialist requirements. One particular area where this may be of major benefit would be with text-to-speech enabled handsets used by the visually impaired community. TfL is discussing how this could be developed with Guide Dogs for the Blind and the Royal National Institute for the Blind (R.N.I.B.) Further information on the new Countdown system can be found at:

<http://www.tfl.gov.uk/countdown>

## **Information related to Tube and Overground rail:**

### **What is TfL's definition of an accessible Tube station and an accessible Overground rail station?**

LU uses the international symbol for access (the wheelchair logo) on its map products to indicate a station is step-free from street to platform. In short, this refers to the fact that you can make a journey from an entrance, to the platforms without using stairs or escalators.

We recognise that for some users (particularly wheelchair users) the extent of the step and gap between the platform and the train is also very important, as this can be a barrier to using the service. This is why in 2009 we launched the Step-Free Tube Guide (available on-line and in regular and large print versions). This guide was produced after extensive involvement from wheelchair users and other groups to ensure a useful, if detailed customer information product.

LO definitions are as follows: A 'fully accessible' station is one where there is step free access to all platforms from the street level. A 'partially accessible' station is one where step free access is provided to one, or some of the platforms, from street level.

However, we also recognise that 'accessible' means very different things to different people. For example, someone who is deaf or hard of hearing might classify a station accessible only if all information was provided in visual formats, or in some cases only if staff were able to communicate in sign language. A visually impaired person is going to be more interested in tactile warnings, audible information and obstacle free routes.

For this reason LU does not refer to stations being 'fully accessible'. Instead we refer to 'step-free' and 'level access' and provide access information on other facilities such as audible and visual information via various channels, so people can decide for themselves, according to their own circumstances, whether a station is accessible for them.

Other facilities used across the TfL network include:

- Customer Information Screens and PA announcements;
- 'Corduroy tactile' finishes at the top and bottom of stairs, tactile at platform edges;
- High visibility nosing of stairs, high grip surfaces on stairs;
- Dual handrails; and
- Portable train boarding ramps.

### **A full list of all accessible Tube and Overground rail stations including details of all the accessibility features at each of these stations.**

Please see Appendix 1, *LU Reports*, and Appendix 2, *LO's Disabled Persons Protection Policy*, the current edition of which is in the process of being updated.

## **TfL's criteria for determining the Tube and Overground rail stations which receive accessibility enhancements.**

All stations receive a range of accessibility enhancements when they are refurbished or modernised. These include installing help points, tactile paving on stairs and platforms, more seating, and improved lighting.

The Tube stations which are currently scheduled to receive step-free access have been selected because they provide a significant number of step-free journeys and include key central London stations such as Green Park, Tottenham Court Road and Victoria.

We intend to consult with a range of stakeholders about the development of our step-free programme after 2018, to ensure that we take into account the needs of customers.

A number of stations are currently receiving improvements to their platforms in order to provide level access. This is currently focused on the Victoria and Metropolitan lines, with work on the Circle, Hammersmith & City and District lines in the planning stages. The sequence of these improvements is driven by our legal obligation to provide a maximum step of 50mm and a maximum gap of 75mm between the train and the platform when new trains are introduced. Platforms will be addressed in the order that new trains are introduced on the network.

The current refurbishment of Overground stations will improve the infrastructure at all stations other than the provision of lifts or ramps, as previously mentioned. The provision of ramps has been looked at under LO's minor works scheme. The provision of lifts at stations is provided by the DfT's 'Access for All' programme.

These types of scheme take into account factors such as the station's footfall, proximity to other fully accessible stations, magnitude of any improved interchange to other onward modes of transport, demography, relevant local amenities (such as hospitals, etc.), engineering feasibility and cost.

The DfT has announced three tranches of step-free access schemes across the whole of England and Wales as part of its Access for All programme. The current programme, if adhered to, „expires' in 2015.

A next phase of Access for All beyond 2015, would likely be part of the DfT's next High Level Output Specification (HLOS") settlement, and it is not yet seeking recommendations. We are working with the DfT, industry partners and stakeholders on our HLOS2 recommendations, but have identified the following potential locations for future investment.

Potential station location for step-free works	Example means of achieving step-free routes from street to platform
Barnes (#8)	New footbridge and three lifts. Feasibility required
Barnehurst	2 x lifts from footbridge to platform

Battersea Park (#3)	Feasibility required
Brondesbury (#10)	Two lifts from street level. Feasibility required
Crystal Palace (#4)	Lift to platform 1
East Dulwich	Longer, flatter ramps or lifts built into embankments
Edmonton Green	2 x lifts from route-way up to platform
Gipsy Hill (#5)	Feasibility required
Hampstead Heath	2 x lifts to each platform from ticket office, footbridge
Hither Green	Feasibility required
Mortlake (#2)	Replacement of platform 1 stairs with a ramp
Peckham Rye	3 x lifts, structural alternations
Petts Wood (#6)	Lift to ticket office, 2 lifts to platforms from footbridge
Plumstead (#7)	Feasibility required
Queen's Park	4 lifts –ticket hall to platforms 1/2), 3 from footbridge
Raynes Park	New over-bridge and lifts to platform 3 and 4
Seven Kings (#1)	Mix of ramps and lifts
Seven Sisters	Feasibility required
West Hampstead	2 x lifts to each platform from ticket hall
Winchmore Hill (#9)	Feasibility required

N.B. - The number in brackets after some stations shows an initial ranking of the „top ten’ stations against multiple criteria such as cost, feasibility, location, demand etc. Entry and exit data is sourced from the Office of Rail Regulator (ORR) website.

**All Tube and Overground rail stations that are due to receive accessibility enhancements in the next five years and details of the accessibility enhancements they will receive.**

The following Tube stations are due to become step-free in the next five years. The expected completion date is shown in brackets:

<b>2009 - 2011</b>	<b>2012 - 2015</b>
Kingsbury (2010)	Westbound platforms only at Euston Square and Cannon Street (2013)
King's Cross St.Pancras (2010)	Wembley Central (date tbc)
Green Park (2011)	Paddington - Hammersmith & City line (2015)
Blackfriars (2011)	
Farringdon (2011)	

Over the next five years, improvements will have been made to the gap between the platform and the train across the Victoria, Metropolitan, District, Circle, and Hammersmith & City lines. This will include a mixture of platform humps, altering the edge of the platform and raising the level of the track.

Although the final list of stations to be included in this programme of works is still being finalised, it will include those where step-free access and interchange are available. By this date, new trains with improved accessibility will also be available on these lines. The accessible features include dedicated spaces for wheelchair users, improved audio and visual customer information, and better visual contrast throughout the train.

The construction of Crossrail will also be taking place over the next five years and this will provide step-free access as well as general accessibility features such as tactile paving.

The table overleaf shows the Overground stations that are due to receive accessibility enhancements in the next five years. This list is sourced from the DfT website:

<b>2009 - 2011</b>	<b>2012 - 2015</b>
Earlsfield	Brockley
Finsbury Park	Bromley South
Forest Hill	Camden Road
Grove Park	Gospel Oak
Hackney Central	Honor Oak Park
Highbury and Islington	Ilford
New Cross	Limehouse
New Cross Gate	New Eltham
Streatham Common	New Malden
Thornton Heath	Tottenham Hale
Twickenham	Walthamstow Central
Vauxhall	West Hampstead Thameslink
Wembley Central	Worcester Park

Appendix 3, *Comparative Station Analysis*, shows which National Rail stations are step free in 2010 and those with planned works through the Access For All programme and/or funded work described in the Mayor's Transport Strategy (MTS), including Crossrail, the East London Line, and the congestion relief schemes. A second worksheet shows the analysis of accessible stations in London versus other British cities.

**All Tube and Overground rail stations which provide for the use of rolling ramps and at what times of day.**

LU does not use manual boarding ramps at any of its stations. The frequency of our services means that it would be difficult to manage using these without causing significant delays. Instead we are working towards providing independent access for

wheelchair users by making improvements to platforms which reduce the step and gap between the platform and the train.

With regards to the Overground network, “rolling ramps” is not a term generally used, but we have taken this to mean the portable ramps used to access platform from a train where there is a difference in height. These are located on all trains and at most stations and can be used at any time. They would normally not be used at new East London line stations, or at stations which do not afford step free access from the platform.

The booking for the ramp is made through the station staff or through LO’s assisted travel service. This will be advertised once the Disabled Person Protection Policy booklet, which is currently awaiting approval from the DfT, is published.

**Specific work that TfL is now undertaking or planning to undertake to improve accessibility at interchange stations.**

TfL is currently working with the London Boroughs on Sub-Regional Transport Plans, which sit below the MTS, on a number of workstreams, one of which is “Physical Accessibility.”

The approach involves identifying the rail corridors with the poorest provision of step-free access at stations and an investigation of the options for investment to plug the gaps.

Appendix 4, *Physical Accessibility of rail and Tube travel in London*, outlines the background to this work in progress and a potential strategy for improving accessibility that aims to deliver the greatest network benefits.

On the Tube network, the majority of stations where work to provide step-free access is being carried out are key interchange stations. This includes King’s Cross St. Pancras, Green Park, Blackfriars, Farringdon, Paddington (H&C), Tottenham Court Road, Bond Street and Victoria.

It should be noted the construction of Crossrail will also improve accessibility at a number of points throughout London where it interfaces with existing stations. These interchanges will also include general accessibility improvements such as tactile paving on staircases and platforms, audio visual information on platforms and seating.

**Information related to services provided by TfL staff:**

**Specific service standards and/or performance targets that apply to bus drivers, Tube and Overground rail drivers and other staff at Tube and Overground rail stations in relation to supporting people with reduced mobility to travel.**

All new bus drivers are required to gain a bus driver BTEC qualification within their first year of service. By the end of 2005, all existing drivers had gained the

qualification. Disability awareness training has recently been refreshed in conjunction with the charity SCOPE. Since September 2008, there has also been a requirement for all bus drivers to receive a minimum of seven hours refresher training each year, as part of the new EU „Driver CPC’ requirement.

There is guidance for what is expected when assisting disabled customers included in LU Rule Book 3, Station Management. It states:

*For large parties of customers, mobility restricted or visually impaired customers, you must:*

- *arrange for them to be escorted to the train (where possible);*
- *tell the train operator the details, including the location within the train and destination station of the customer (or customers);*
- *confirm the number and destination of the train; and*
- *tell the destination station of the customer (or customers) details.*

There are also performance targets for measures relevant to supporting customers with disabilities to travel, which are measured by the Staff and Information Survey (SIS). This is a mystery shopping exercise which visits all stations on the network a number of times each quarter, as well as providing feedback on the assessor’s train journey.

Although the targets within SIS are not specifically designed to measure the service provided to disabled people, they do include a number of measures relating to staff behaviour and knowledge which will assist disabled people when travelling. These include:

- Availability of customer information, such as service PAs, written and electronic update boards and on train PA announcement, ensuring that customers with visual and hearing impairments can find the information they need when travelling;
- Availability of staff e.g. if someone needs to request assistance; and
- Staff knowledge. Staff are asked one of a range of questions and scored on their response. These include questions about information relevant to disabled customers, such as planning a step-free journey and the availability of customer toilets.

We also have a number of policies for staff which set out the benchmark standard of assistance that should be provided to disabled customers. The policies include areas such as assisting mobility impaired people if lifts are out of service, how to assist visually impaired people and how people travelling with an assistance dog can be supported. These policies are also made publically available via the previously mentioned [www.directenquiries.com](http://www.directenquiries.com) website so that customers can be reassured about the assistance available.

LO’s service standards are contained within the Disabled Person Protection Policy, which is currently awaiting approval from the DfT following an update.

The current policy is available at <http://www.tfl.gov.uk/assets/downloads/disabled-persons-protection-policy.pdf>

While they are not specifically designed to measure the service provided to disabled people, they do include a number of measures relating to staff behaviour and knowledge which will assist disabled people when travelling. These include:

- If someone has booked help for when they get to a station, we will make sure they get this help within 10 minutes; and
- Provision of ramps at LO stations with step-free access.

**TfL's monitoring of the service provided to people with reduced mobility by bus drivers, Tube and Overground rail drivers and other staff at Tube and Overground Rail stations and the most recent results from this monitoring.**

TfL monitors the network to ensure that the expected high standard demonstrated in the BTEC is maintained. Over 7,000 surveys are carried out covertly by independent assessors from the Driving Standards Agency. These surveys provide an objective assessment of the bus driver's driving, including areas such as braking, acceleration and positioning at bus stops, which are of direct concern to passengers. Furthermore, Mystery Traveller and Customer Satisfaction Surveys assess other aspects of a driver's ability (including an assessment by Mystery Travellers with disabilities). These have shown that service levels have improved considerably in recent years. The chart in Appendix 5, *DQM monthly average score*, evidences this.

As well as the measures within SIS, LU also carry out an Accessibility Staff and Information survey (ASIS), which uses disabled assessors (with mobility, visual or hearing impairments) to look at the quality of service provided by CSC and station staff. No specific performance targets are set against this survey as the sample size is not large enough to provide statistically meaningful results. However, we do provide feedback to individual stations about their performance, with suggestions for improving the service provided if required.

A presentation on the latest ASIS results is attached as Appendix 6, *ASIS Summary*.

The survey includes assessors using specific scenarios to test staff knowledge and service levels; these are similar for both stations and CSC. The questions include areas such as planning a step-free journey, the availability of specific customer information for disabled customers, the availability of information in different formats while making a journey, or checking that facilities such as lifts and escalators are available at journey stations. Hearing impaired assessors also test the induction loops at ticket offices as part of their journey. Assessors may also use help points to request help so that staff response to these can be monitored.

Station staff are also assessed on providing appropriate assistance to the assessor, for example, escorting a visually impaired person to the platform.

LO records show from September 2009 until July 2010, there have been 210 bookings for passengers requiring assistance of which 206 were for taxis for customers wishing to travel from inaccessible stations. In that time there were two complaints relating to failed assistance, one instance of non assistance caused due to a technical issue and the second due to poor communication. Measures have been reviewed to ensure that likelihood of reoccurrence is minimised.



**Specific training provided to bus drivers, Tube and Overground rail drivers and other staff at Tube and Overground Rail stations in relation to awareness of the needs of people with reduced mobility and supporting them to travel.**

With regards to bus drivers, please see above.

All operational LU staff (Station Supervisors and Customer Service Assistants, Train Operators, and Operational Managers for both stations and trains) take part in an annual Continuous Development Programme which includes disability awareness. This includes:

- LU's bespoke „Four Journeys' disability awareness film, which focuses on four journeys being made by disabled customers (a wheelchair user, a deaf person, a blind guide dog user and a deaf person with learning difficulties), how their disability impacts on their journey and the things that staff do to make sure that these journeys run as smoothly as possible. This is followed by a brief discussion to recap on the actions relevant to the specific role / grade of the delegates;
- Discussion about the impact that the operational procedures covered in the course have on disabled customers (as well as for customers in general) and what staff can do to mitigate this impact; and
- For Customer Service Assistants, who have the most interface with disabled customers a leaflet is handed out (Appendix 7, *Assisting Disabled Customers*). We are looking at developing a similar resource to distribute to Train Operators.

A copy of this DVD is available if the Committee wishes to receive it.

Disability Awareness training is provided to staff in the LU CSC. This discusses the barriers that disabled customers may face when travelling and how the CSC can contribute to removing these barriers. The training contains a significant amount of scenario based activities to allow CSC staff to practice the skills needed to assist disabled customers and to become familiar with the resources available to do this. The scenarios included planning step-free journeys and advising on the assistance available from station staff for customers with different disabilities.

All frontline staff who are likely to have a direct role in the delivery of the arrangements described in this policy have attended an „Equality & Inclusion and Disability Awareness Training' course within the last two years.

All operational staff at LO (regardless of their role) receive a five hour session as part of the company induction training arrangements.

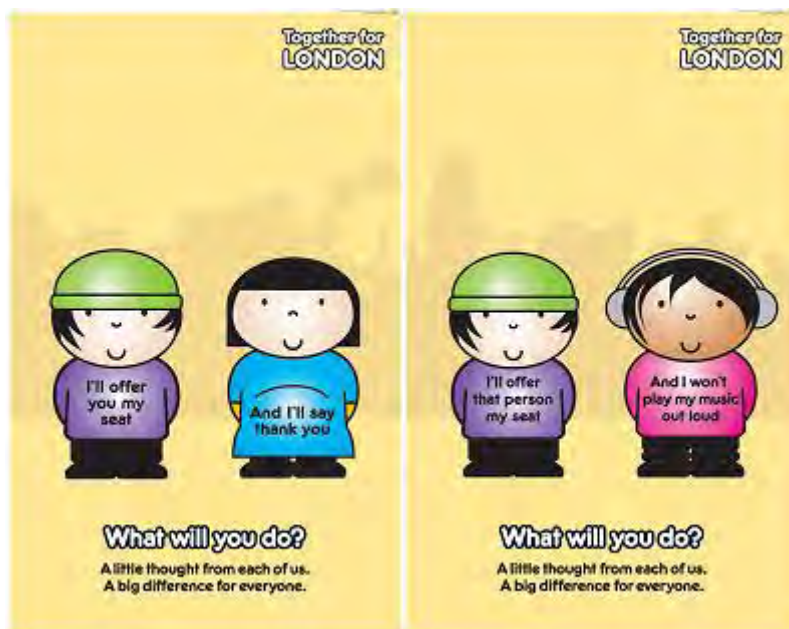
As a result of these arrangements, all staff (including managers) have received specific training in responding to the needs of disabled persons within the last two years.

LO is also running a customer service training programme called „All About You' throughout 2010, which includes a refresher on providing excellent customer service to all our customers including disabled customers.

**Measures TfL takes to promote awareness amongst other public transport users of the needs of passengers with reduced mobility including any measures to promote awareness amongst school children.**

TfL undertakes regular visits to schools in London to promote considerate use of the public transport system. Through these visits, TfL encourages children to consider other passengers when using public transport and this includes considering the needs of disabled passengers. For example, TfL makes clear the importance of making space for passengers using wheelchairs and offering seats to the elderly or infirm. In the academic year 2008-09 the Safety and Citizenship team worked directly with over 138,000 children and young people across London. This includes a total of 1759 out of 1991 primary school visits with over 82,000 children seen and 159 Secondary schools with over 42,000 young people seen.

TfL has been running the Considerate Travel Campaign since 2007. The prompt for commuters to give up their seat is one of the six messages that are supported by this multi-modal campaign, and these messages run on the Tube network regularly.



More general awareness promoted on LO includes:

- Priority parking at car parks
- Priority seating on trains clearly marked by signs and pictures
- Priority areas on trains for wheelchairs also marked by signs and pictures

Buses are fitted with advisory notices to promote such awareness. For example, all buses have at least four „priority’ seats, intended for use by disabled passengers. Notices clearly request that passengers using these seats be prepared to give them up if necessary. The bus wheelchair bay is also fitted with a notice advising passengers with pushchairs to fold these if a passenger using a wheelchair wishes to board.

**Information related to demand for accessible transport:**

**TfL's estimate of the current demand for accessible transport and the future demand in 2031 and the basis for these estimates.**

Please see Appendix 8, *LTDS Impaired Trips*.

[Ends.]

# Disabled Persons Protection Policy

Issued May 2008



# Contents

<b>1 Definitions</b>	Page 3
<b>2 Our commitment to you</b>	Page 3
<b>3 Network map</b>	Page 5
<b>4 Our stations – where this policy applies</b>	Page 6
<b>5 General information about making arrangements</b>	Page 7
Reviewing the policy	Page 7
Ongoing requirements	Page 7
Before your journey	Page 7
Car parks	Page 8
Access to the station	Page 9
Boarding the train	Page 10
Disruptions to our service	Page 11
On the train	Page 12
Changing onto other types of transport	Page 12
Association of Train Operating Companies (TOC) – Good Practice Guide	Page 12
Working with other groups	Page 13
Communication	Page 13
<b>6 Arrangements made by managers</b>	Page 13
<b>7 Facilities at the stations we stop at</b>	Page 14

# 1 Definitions

In this document when we say ‘we’, ‘us’, ‘our’ and ‘ours’, we mean, London Overground Rail Operations Limited. When we use ‘you’, ‘your’ and ‘yours’, we mean the customer.

# 2 Our commitment to you

We are committed to providing you with a safe, reliable and friendly service.

We are investing in new trains, improving our stations and adding new staff to help improve access to our network. We are also committed to spending at least £250,000 a year on improving access throughout our network.

We realise that if you have a disability, our current network may cause you problems.

This document explains how we are working to improve the services we provide. We want to make sure that no matter what disability you have, you can use our services safely and comfortably.

This Disabled Persons Protection Policy (DPPP) follows the:

- Disability Discrimination Act 1995 (DDA);
- ‘Train and Station Services for Disabled Customers (the Code) – A Code of Practice’, which was published by the Strategic Rail Authority (SRA), but is now the responsibility of the Department for Transport (DfT); and
- Greater London Authority and Transport for London Disability Equality Schemes.

The policy has been written using:

- ‘Guidance on Disabled People’s Protection Policies’ – written by the Department for Transport in 2002; and
- ‘Rail Travel for Disabled Passengers’ – a booklet published by the Association of Train Operating Companies (ATOC).



Our current trains are over 20 years old which means that they do not meet modern railway-vehicle standards, even though most wheelchairs can still be carried on these trains. We have ordered new trains and we will start using them at the end of 2008. These trains have been designed so that they are easy to use and they meet all modern standards.

We are committed to meeting the standards of the DfT's Code of Practice, but there may be times when we cannot fully meet it. For example, with:

- new or improved station facilities;
- refurbishment; and
- station or on-train services.

If this happens we will discuss other options with the DfT and Transport for London (TfL), but only after we have tried everything we can to solve the problem.

We fully support a number of systems that improve access on our network, including the Disabled Person's Railcard and the Assisted Passenger Reservation Service (APRS).

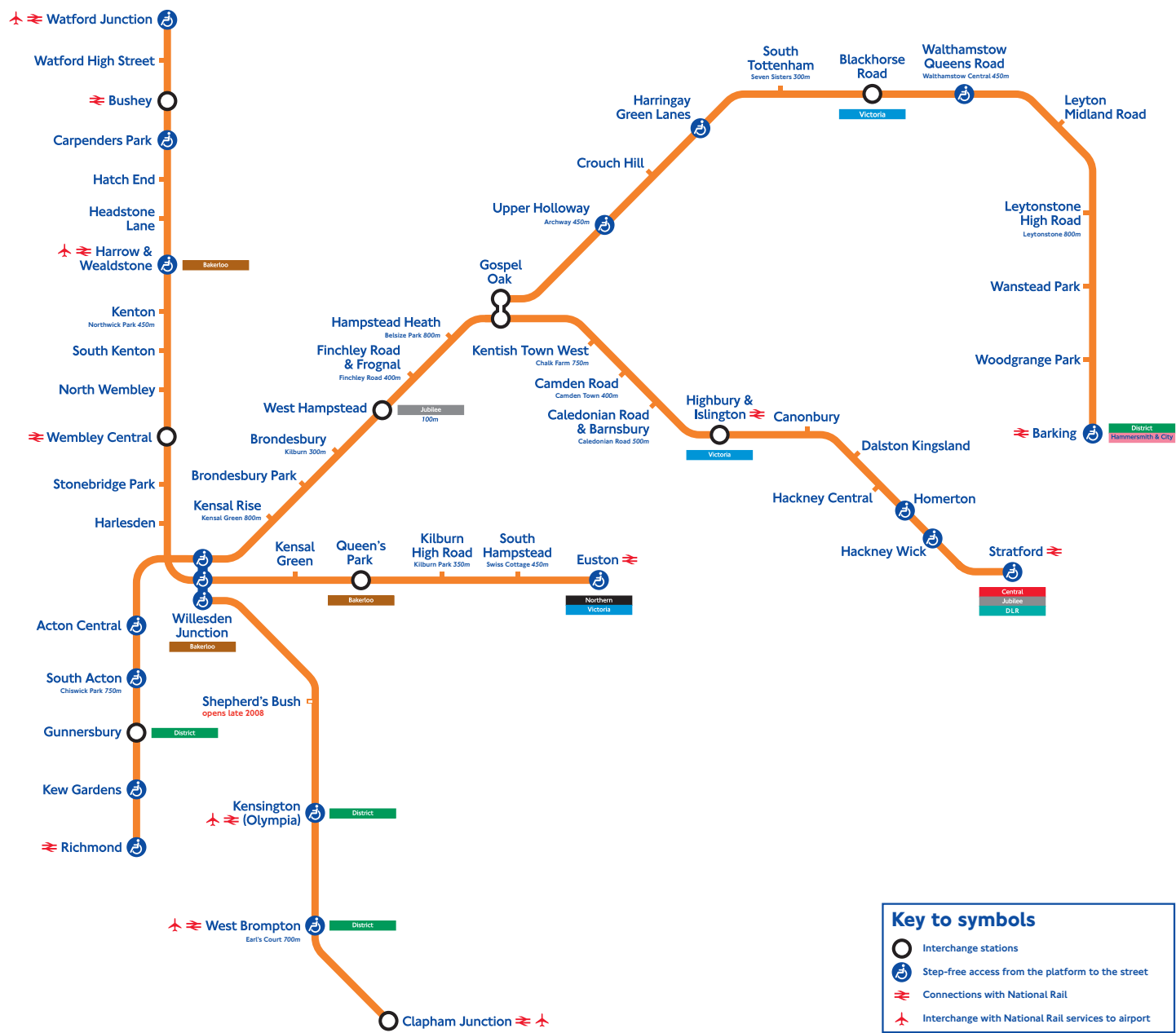
All of our on-train staff are being trained to recognise and understand the needs of our disabled customers.

We review our DPPP every year. After we have updated the policy we will give it to TfL and the DfT for them to approve.

Everything in this document meets the requirements of the Health and Safety at Work Act and Railway Group Standards.

If you would like this document on audio CD, in large print or in Braille, please phone our Customer Services Team on 0845 601 4867. You can also find information on how to get a copy of this policy and those written by other operators, at our stations.

### 3 Network Map





## 4 Our stations – where this policy applies

The information in this policy is about the stations we manage.  
Those stations are as follows.

Acton Central	Kensal Rise
Brondesbury	Kensington (Olympia)
Brondesbury Park	Kentish Town West
Bushey	Kilburn High Road
Caledonian Road & Barnsbury	Leyton Midland Road
Camden Road	Leytonstone High Road
Canonbury	Shepherd's Bush (under construction)
Carpenders Park	South Acton
Crouch Hill	South Hampstead
Dalston Kingsland	South Tottenham
Finchley Road & Frognal	Upper Holloway
Gospel Oak	Walthamstow Queens Road
Hackney Central	
Hackney Wick	Wanstead Park
Hampstead Heath	Watford High Street
Harringay Green Lanes	West Hampstead
Hatch End	Willesden Junction
Headstone Lane	Woodgrange Park
Homerton	

The stations that are highlighted have step-free access (for example, ramps or lifts) from the platform to the street.

## 5 General information about making arrangements

If you have a disability we will make the following arrangements for you.

### Reviewing the policy

We review this policy every year. We will work with other organisations including London TravelWatch and Passenger Focus to do this. After we have updated the policy we will give it to the DfT for them to approve.

### Ongoing requirements

We are always trying to improve the services we provide you. We will work with all other partners and relevant organisations including Transport for London, Independent Disability Advisory Group, London TravelWatch, Network Rail, companies that provide equipment and local authorities.

When we make improvements, we follow the DfT's Code of Practice.

### Before your journey

We want to make travelling on our network as easy as possible for everyone. If you need help, please give us at least 24 hours' notice. This will give us a chance to organise help and to tell other rail operators anything they might need to know about. You can contact us in the following ways.

**Write to:** Customer Services Team  
London Overground  
125 Finchley Road  
London  
NW3 6HY

**Phone:** 0845 601 4867

**Fax:** 0870 928 9805

**E-mail:** [overgroundinfo@tfl.gov.uk](mailto:overgroundinfo@tfl.gov.uk)

**Website:** [tfl.gov.uk/overground](http://tfl.gov.uk/overground)

**Opening hours:** 9am to 5pm Monday to Friday (not including bank holidays)

If you give us less than 24 hours' notice, we will still do our best to give you the help you ask for, but we cannot guarantee that we will be able to fully meet your needs.

For information about access to the station and facilities that will help you if you are disabled, you can either phone us on 0845 601 4867 or contact National Rail Enquiries using one of the methods below.

**Phone:** 08457 48 49 50  
**Textphone:** 08457 60 50 60  
**Website:** [nationalrail.co.uk/stations](http://nationalrail.co.uk/stations)

You can also find details of station facilities on page 14 of this document.

Our Quality Service Manager will give information from our station accessibility database to the Assisted Passenger Reservation Service (APRS). If this system is ever replaced, we will make this information available to whatever system replaces it

## Car parks

We have car parks at two of our stations, Bushey and Hatch End. At both of these car parks we provide disabled (Blue Badge) facilities. We have put these spaces as close as possible to the station and where there is access.

We try to have enough Blue Badge parking spaces for people who need them. We monitor our disabled parking spaces at least every three months to make sure we have enough. We want to avoid the situation where customers who are not disabled are not able to park, but there are disabled spaces free. We monitor the use of the disabled parking at least every three months to try and get the balance right. We will give the results of these surveys to the DfT.

If we find a vehicle illegally parked, we will record its details and place a notice on the driver's window. We will send the details of any regular offenders to the British Transport Police.

It is not currently our policy to charge Blue Badge holders to park at our stations. If we decide to change this policy we will speak with London TravelWatch and Passenger Focus. We will give you at least three months' notice before we make any changes.

## Access to the station

Unfortunately some of our stations are not fully accessible to disabled customers. Features like steps, steep ramps, unsuitable platform surfaces and high stepping distances between the platform and the train may cause you difficulty.

Our Customer Services Team can give you up-to-date information about access at all of our stations. If access is limited, we will suggest another suitable option.

There may be times when we have to take you (normally by taxi) to the nearest London Overground station (or most appropriate point) where access is easy and there are no steps. We will not charge you for this.

We'd like to hear your feedback about any of our services or facilities. You should phone our Customer Services Team on 0845 601 4867.

All of our ticket offices have been fitted with induction loops to help you if you are hard of hearing. Also, our self-service ticket machines meet the conditions of the DDA and have features such as easy access if you use a wheelchair and high-contrast display screens if you are partially sighted.

Our ticket machines let you use the full range of National Railcards, including the Disabled Person's Railcard. If you are disabled, this railcard gives you and an adult travelling with you a 34% discount off most standard and first-class fares throughout Great Britain. We will make sure that any new machines will continue to offer this service, and that they follow with the same standards.

You can pay a concessionary (discounted) fare if you are blind or partially sighted. You can get this fare when travelling alone or when travelling with someone else (who also receives the discounted fare). You must show a document confirming your disability when you buy your ticket and when you are travelling. This document must be from a recognised institution, for example, Social Services, your local authority, the Royal National Institute of Blind People (RNIB) or St Dunstan's.

If there are no staff at our stations, we will make sure that you can still travel and use the station. If our staff are not able to supervise the ticket barriers, they will be left open for you.

If access to platforms or station facilities for disabled customers are not available, we will put this information on our website within 24 hours of being told about the problem. We also give this information to National Rail Enquiries (NRE). Where possible, these notices include the date we expect the platform or facility to be available again. Where access to the station is affected, we provide any other transport that is needed to take you to or from the most suitable station or other location.

## Boarding the train

We provide wheelchair ramps at stations with step-free access so you can get on and off trains.

When you ask for help getting on the train, our station staff will make sure that you are taken safely to your seat. You must book this service beforehand. Unfortunately we are not able to have staff specifically responsible for helping you with luggage. But, if you ask for help carrying your luggage when you are booking for help getting on the train, our staff will help to carry luggage free of charge.

We encourage all of our staff to offer you help. This is a part of their day-to-day duties.

On our trains there is priority seating for you if you are elderly or disabled. This seating is clearly marked by a sign and picture on the window next to the seat.

Our current trains have high-contrast handrails and our new trains will also have easy-to-see customer information and automatic announcements.

Our trains are designed to carry wheelchairs up to 700mm wide and 1200mm long and a maximum weight of 300kg (this includes your weight). These measurements are recommended in the Rail Vehicle Accessibility Regulations, but they may change depending on the space available on a train.

We are not able to carry power scooters or electric wheelchairs that are more than the size and weight restrictions, because of the limited space in vestibules (train carriages) and the size of train doorways. We will review the size of trains and the size of the doorways as we introduce new trains. You can carry fold-up scooters on the trains. You or the person travelling with you is responsible for lifting the scooter on and off the train.

If you have booked help for when you get to a station, we will make sure that you get this help within 10 minutes (as it says in the DfT Code of Practice).

## Disruptions to our service

If we have to make any changes to our service at short notice, our staff will be there to help you if you have a disability.

If a disruption to the service means that you have to change platform, we will make sure that if you have a disability we give you enough time to get to the new platform. At our main stations our staff are normally available to help you when you need them. We have an obligation to all our customers to run our trains on time so we cannot guarantee that we will hold trains. If you miss a train and you have booked help, where possible you should use the next available service and make sure you let our staff know about the new arrangements. If it is not possible we will arrange for other transport for you.

Where possible, if you have booked help and our service is disrupted, we will aim to meet our commitments to you and make sure our staff know about the new arrangements. If necessary we will provide other transport to the nearest suitable station or your final destination (if closer). We will not charge you for this.

Sometimes there is engineering work that means we have to run a replacement coach or bus service.

If this happens we will use suitable vehicles that follow Public Service Vehicle/Passenger Carrying Vehicle Accessibility Regulations wherever possible. If you are not able to use this service we will provide you with a taxi.

If our service is disrupted, the on-train staff will make announcements as quickly as possible. Our staff may also use local notice boards to make announcements.

At each of our stations we have an evacuation plan that we will follow if there is a fire, security alert or an emergency. This plan explains what everyone must do. We train our staff to respond to an emergency using these procedures. We also make sure we give our staff regular updates.

## On the train

Our drivers and on-train staff should announce the train's route and the next station.

Our staff know how important it is to make these announcements before the train leaves and as the train approaches each station. We always try to make these announcements so that we give you enough time to prepare to get off the train. We will give extra attention to your needs if you are elderly or have a disability. All of our on-train staff are being trained to see, understand and help with the needs of our disabled and vulnerable customers.

If our service is disrupted, the on-train staff will make announcements as quickly as possible. They will tell you why the service has been disrupted so that you can decide what you want to do for the rest of your journey. Drivers will also comment on delays where appropriate.

Our staff have all been trained in the correct emergency and evacuation procedures. If you use a wheelchair we will not evacuate you without the support of the emergency services, unless the situation is life-threatening.

## Changing onto other types of transport

If you are disabled and ask us for help getting to a pick-up point for another type of transport (for example another train, a taxi or a bus), we will try and help you as best we can.

There is information about other transport facilities, such as local buses and taxis, on posters and in leaflets at the station.

## Association of Train Operating Companies (ATOC) – Good Practice Guide

We follow the ATOC Good Practice Guide and try to develop and improve our services to help support these standards.

## Working with other groups

We work with disability groups, including London Travelwatch and Passenger Focus, to get their views on how what improvements we should give priority to.

## Communication

We put this policy on our website at [tfl.gov.uk/overground](https://tfl.gov.uk/overground) and you can get a copy by phoning our Customer Services Team on **0845 601 4867**. Or, you can ask for a copy at our one of our ticket offices.

If you would like a copy of this policy on CD, in Braille or in large print, please ask.

We will also give you copies of any of our documents in other formats.

## 6 Arrangements made by managers

Our Board of Directors approve and support this policy. All parts of our policy, including arrangements for meeting the needs of disabled customers, are reviewed regularly by our Executive Team including the Managing Director and the heads of departments.

Our Customer Services Director is directly responsible for the policy and for linking it with our other plans. They will check and monitor how the policy is working, then send reports to the Department for Transport.

We also consider the needs of our disabled customers, particularly when developing the facilities at our stations.

We work with ATOC, Network Rail, TfL, Passenger Focus, London TravelWatch and other transport operators and make sure that we act quickly when we need to.

All our directors, managers and staff who work with customers receive appropriate training, for example they are told how to help people with disabilities. We keep records of the type of any training we provide and give this information to the DfT every year.

We will tell our staff (in a group meeting) if we update this policy. If we make changes that affect the meaning of the policy or how we use it, we will make sure that we explain these changes to each manager whose staff or duties the changes will affect.



## 7 Facilities at our Stations

Station name	Ticket office opening hours		Accessibility or other arrangements	Disabled toilets	Station car park
Acton Central	Monday to Friday	6.45am to 8.45pm	Step-free access	No	No
	Saturday	7.15am to 2.15pm			
	Sunday	9.15am to 4.30pm			
Barking (Managed by c2c)	Monday to Friday	5.15am to 11.30pm	Step-free access	No	No
	Saturday	5.15am to 11.30pm			
	Sunday	9.15am to 4.30pm			
Blackhorse Road (Managed by London Underground)	Monday to Friday	5.40am to 1.00am	Nearest accessible station is Walthamstow Queens Road - you may need help	No	No
	Saturday	5.40am to 1.00am			
	Sunday	6.55am to 10.45pm			
Brondesbury	Monday to Friday	6.45am to 8.45pm	Nearest accessible station is Willesden Junction - you may need help	No	No
	Saturday	7.15am to 2.15pm			
	Sunday	9.15am to 4.30pm			
Brondesbury Park	Monday to Friday	7.15am to 1.00pm	Nearest accessible station is Willesden Junction - you may need help	No	No
	Saturday	Closed			
	Sunday	Closed			
Bushey	Monday to Friday	6.30am to 9.00pm	Nearest accessible station is Carpenders Park - you may need help	No	Yes
	Saturday	8.15am to 3.15pm			
	Sunday	9.15am to 4.30pm			
Caledonian Road and Barnsbury	Monday to Friday	6.45am to 1.00pm	Step-free access westbound only. Nearest accessible eastbound station is Hackney Central - assistance may be required	No	No
	Saturday	Closed			
	Sunday	Closed			
Camden Road	Monday to Friday	6.30am to 8.45pm	Nearest accessible station is Homerton - assistance may be required	No	No
	Saturday	6.30am to 8.45pm			
	Sunday	9.15am to 5.30pm			
Cannonbury	Monday to Friday	6.45am to 1.45pm 3.45pm to 6.15pm	Nearest accessible station is Homerton - you may need help	No	No
	Saturday	Closed			
	Sunday	Closed			
Carpenders Park	Monday to Friday	6.30am to 8.00pm	Nearest accessible station is Homerton - you may need help	No	No
	Saturday	6.30am to 8.00pm			
	Sunday	8.15am to 3.30pm			

## Disabled Persons Protection Policy

Station name	Ticket office opening hours		Accessibility or other arrangements	Disabled toilets	Station car park
Clapham Junction	Monday to Friday	6.15am to 9.30pm	Step-free access in parts. There are between 28 and 40 steps up to every platform from the underpass at the station. But there is a ‘staircreeper’ to help wheelchair users up and down the steps .  We advise wheelchair users to allow an hour to move between platforms at Clapham Junction.	No	No
	Saturday	6.15am to 9.30pm			
	Sunday	7.15am to 3.30pm			
Crouch Hill	No ticket office		Nearest accessible stations are Harringay Green Lanes or Upper Holloway - you may need help	No	No
Dalston Kingsland	Monday to Friday	6.30am to 8.30pm	Nearest accessible stations is Homerton - you may need help	No	No
	Saturday	6.30am to 8.30pm			
	Sunday	9.45am to 5.00pm			
Euston (Managed by Network Rail)	Monday to Friday	6.00am to midnight	Step-free access	Yes	Yes
	Saturday	6.00am to 11pm			
	Sunday	7.00am to midnight			
Finchley Road and Frognal	Monday to Friday	6.30am to 1.45pm	Nearest accessible station is Willesden Junction - you may need help	No	No
	Saturday	7.15am to 2.15pm			
	Sunday	Closed			
Gospel Oak	Monday to Friday	6.30am to 11.15pm	Step-free access between platform three (Gospel Oak to Barking line) and two (eastbound Richmond to Stratford line) but not elsewhere. Nearest accessible station is Willesden Junction - you may need help	No	No
	Saturday	6.30am to 11.15pm			
	Sunday	8.30am to 10.30pm			

## Disabled Persons Protection Policy

Station name	Ticket office opening hours		Accessibility or other arrangements	Disabled toilets	Station car park
Gunnersbury (Managed by London Underground)	Monday to Friday	6.45am to 7.45pm	Step-free access in parts. Changing between London Overground and London Underground District Line is step free, however there is a large gap between the platform and the train.  Nearest accessible station is Kew Gardens - you may need help	No	No
	Saturday	6.45am to 7.30pm			
	Sunday	8.15am to 5.30pm			
Hackney Central	Monday to Friday	6.30am to 8.30pm	Step-free access eastbound only. Nearest accessible westbound station is Homerton - you may need help	No	Yes
	Saturday	6.30am to 8.30pm			
	Sunday	9.15am to 4.30pm			
Hackney Wick	Monday to Friday	6.45am to 1.00pm	Both platforms are full accessible from the street, however there is no step-free access within station if crossing from one platform to the other	No	No
	Saturday	Closed			
	Sunday	Closed			
Hampstead Heath	Monday to Friday	6.30am to 8.45pm	Nearest accessible station is Willesden Junction - you may need help	No	No
	Saturday	6.30am to 8.45pm			
	Sunday	9.15am to 4.30pm			
Harlesden (Managed by London Underground)	Monday to Friday	6.30am to 8.45pm	Step-free access in parts of the station but the nearest fully accessible station is Willesden Junction - you may need help	No	No
	Saturday	6.30am to 8.45pm			
	Sunday	9.15am to 4.30pm			
Harringay Green Lanes	No ticket office		Step-free access	No	No
Harrow and Wealdstone (Managed by London Underground)	Monday to Friday	6.15am to 11.00pm	Step-free access	Yes	Yes
	Saturday	6.15am to 11.00pm			
	Sunday	7.15am to 10.00pm			
Hatch End	Monday to Friday	6.45am to 2.00pm 3.15pm to 6.10pm	Northbound platform fully accessible. Southbound platform is over the footbridge.	No	Yes
	Saturday	8.15am to 3.30pm			
	Sunday	Closed			
Headstone Lane	Monday to Friday	6.45am to 2.00pm	Nearest accessible station is Harrow and Wealdstone - you may need help	No	No
	Saturday	8.15am to 3.30pm			
	Sunday	Closed			

## Disabled Persons Protection Policy

Station name	Ticket office opening hours		Accessibility or other arrangements	Disabled toilets	Station car park
Highbury and Islington (Managed by London Underground)	Monday to Friday	5.15am to 12.30am	Ticket office only. Nearest accessible station is Homerton - you may need help	No	No
	Saturday	5.15am to 12.30am			
	Sunday	6.40am to midnight			
Homerton	Monday to Friday	6.30am to 8.30pm	Step-free access	No	No
	Saturday	7.15am to 2.15am			
	Sunday	9.15am to 4.30pm			
Kensal Green (Managed by London Underground)	Monday to Friday	6.45am to 8.45pm	Nearest accessible station is Willesden Junction - you may need help	No	No
	Saturday	8.15am to 3.00pm			
	Sunday	9.15am to 4.30pm			
Kensal Rise	Monday to Friday	6.45am to 1.45pm	Step-free access westbound only. Nearest accessible eastbound station is Willesden Junction - you may need help	No	No
	Saturday	7.15am to 2.15pm			
	Sunday	Closed			
Kensington (Olympia)	Monday to Friday	7.25am to 8.30pm	Both platforms are full accessible from the street, however there is no step-free access within station if crossing from one platform to the other	No	Yes
	Saturday	8.25am to 3.30pm			
	Sunday	9.15am to 4.30pm			
Kentish Town West	Monday to Friday	6.45am to 1.45pm	Nearest accessible station is Homerton - you may need help	No	No
	Saturday	Closed			
	Sunday	Closed			
Kenton (Managed by London Underground)	Monday to Friday	6.45am to 8.45pm	Nearest accessible station is Harrow and Wealdstone - you may need help	No	No
	Saturday	8.15am to 3.15pm			
	Sunday	9.15am to 4.30pm			
Kew Gardens (Managed by London Underground)	Monday to Friday	6.45am to 8.15pm	Both platforms are full accessible from the street, however there is no step-free access within station if crossing from one platform to the other	No	Yes
	Saturday	6.45am to 7.30pm			
	Sunday	8.15am to 9.30pm			
Kilburn High Road	Monday to Friday	6.45am to 1.45pm	Nearest accessible station is Willesden Junction - you may need help	No	No
	Saturday	7.15am to 2.15pm			
	Sunday	Closed			
Leyton Midland Road	No ticket office		Nearest accessible station is Walthamstow Queens Road - you may need help	No	No

## Disabled Persons Protection Policy

Station name	Ticket office opening hours		Accessibility or other arrangements	Disabled toilets	Station car park
Leytonstone High Road	No ticket office		Nearest accessible station is Walthamstow Queens Road - you may need help	No	No
North Wembley (Managed by London Underground)	Monday to Friday	6.45am to 8.45pm	Nearest accessible station is Harrow and Wealdstone - you may need help	No	No
	Saturday	8.15am to 3.15pm			
	Sunday	9.15am to 4.30pm			
Queen's Park (Managed by London Underground)	Monday to Friday	6.45am to 8.45pm	Nearest accessible station is Willesden Junction - you may need help	No	No
	Saturday	6.45am to 8.45pm			
	Sunday	7.00am to 8.30pm			
Richmond (Managed by SouthWest Trains)	Monday to Friday	6.15am to 9.45pm	Step-free access	Yes	Yes
	Saturday	6.15am to 9.45pm			
	Sunday	7.15am to 9.30pm			
Shepherd's Bush (opens late 2008)	More information to follow				
South Acton	Monday to Friday	6.45am to 10.00am	Both platforms are full accessible from the street, however there is no step-free access within station if crossing from one platform to the other	No	No
	Saturday	Closed			
	Sunday	Closed			
South Hampstead	Monday to Friday	7.15am to 10.15am	Nearest accessible station is Euston - you may need help	No	No
	Saturday	Closed			
	Sunday	Closed			
South Kenton (Managed by London Underground)	Monday to Friday	6.45am to 6.10pm	Nearest accessible station is Harrow and Wealdstone - you may need help	No	No
	Saturday	Closed			
	Sunday	Closed			
South Tottenham	No ticket office		Nearest accessible station is Harringay Green Lanes - you may need help	No	No
Stonebridge Park (Managed by London Underground)	Monday to Friday	6.45am to 8.45pm	Nearest accessible station is Willesden Junction - you may need help	No	No
	Saturday	8.15am to 3.15pm			
	Sunday	9.15am to 4.30pm			
Stratford (Managed by National Express East Anglia)	Monday to Friday	6.15am to 9.30pm	Step-free access	No	No
	Saturday	6.15am to 9.30pm			
	Sunday	6.40am to 9.30pm			
Upper Holloway	No ticket office		Step-free access	No	No
Walthamstow Queens Road	No ticket office		Step-free access	No	No

## Disabled Persons Protection Policy

Station name	Ticket office opening hours		Accessibility or other arrangements	Disabled toilets	Station car park
Wanstead Park	No ticket office		Nearest accessible stations are Walthamstow Queens Road or Barking - you may need help	No	No
Watford High Street	Monday to Friday	6.45am to 8.45pm	Nearest accessible stations are Carpenders Park or Watford Junction - you may need help	No	No
	Saturday	8.15am to 3.15pm			
	Sunday	9.15am to 4.30pm			
Watford Junction (Managed by London Midland)	Monday to Friday	5.30am to 11.00pm	Step-free access	Yes	Yes
	Saturday	6.00am to 11.00pm			
	Sunday	6.30am to 11.00pm			
Wembley Central (Managed by London Underground)	Monday to Friday	6.30am to 8.45pm	Nearest accessible station is Willesden Junction - you may need help	No	No
	Saturday	6.30am to 8.45pm			
	Sunday	7.15am to 8.00pm			
West Brompton (Managed by London Underground)	Monday to Friday	7.00am to 10.30pm	Step free access in parts of the station. District line eastbound only. Cross platform connection to National Rail southbound. Connection to National Rail via lift. Nearest fully accessible station is Willesden Junction - you may need help	No	No
	Saturday	7.00am to 10.30pm			
	Sunday	8.00am to 10.00pm			
West Hampstead	Monday to Friday	6.45am to 8.45pm	Nearest accessible station is Willesden Junction - you may need help	No	No
	Saturday	7.15am to 2.15pm			
	Sunday	10.15am to 5.30pm			
Willesden Junction	Monday to Friday	6.30am to 8.15pm	Step-free access	No	No
	Saturday	6.30am to 8.15pm			
	Sunday	9.15am to 6.30pm			
Woodgrange Park	No ticket office		Nearest accessible station is Barking - you may need help	No	No

Staff members are available from fifteen minutes before the first train until fifteen minutes after the last train.

**If you require assistance with your journey  
please contact London Overground Customer  
Services Team**

**Write to:** Customer Services Team  
London Overground  
125 Finchley Road  
London  
NW3 6HY

**Phone:** 0845 601 4867

**Fax:** 0870 928 9805

**E-mail:** [overgroundinfo@tfl.gov.uk](mailto:overgroundinfo@tfl.gov.uk)

**Opening hours:** 9am to 5pm Monday to Friday  
(not including bank holidays)



Website

**tfl.gov.uk**



24 hour travel information

**020 7222 1234**



Lost Property Office

**0845 330 9882**



National Rail Enquiries

**08457 48 49 50**



British Transport Police

**0800 405040**

## Station Accessibility

Yellow Text on Titles denotes criteria developed by TfL, GP&S, E&I, London Rail and LU (12/08/05)

Red Text on Titles denotes criteria suggested from 'Accessibility and Inclusion - Step Free Access Programme' presentation - June 2005

Green Text on Titles denotes criteria developed by AEA Technology - 'Improving Accessibility at National Rail Stations' - June 2002

Figures are from 2005 unless otherwise stated

### Notes

**Step Free 2010:** All the stations that are currently step free

**Reference case:** All the stations that will become step free as a result of planned works on national rail (Access For All programme) and funded work described in the MTS, including Crossrail, the

Note that this spreadsheet takes no account of step free interchange opportunities, or of stations which are partially step free. Also, this spreadsheet does not make a distinction between 'step f

Station No	Operator	Station Name	Step Free 2005	Reference Case (y/n)	General Location (Underground Zone)	Borough Location	LU & NR serve the same station	Fare Zone	MTS Corridor (see page 47 of MTS, Fig 8)	Step Free 2010?	TOC
1	Nat Rail	Abbey Wood	Yes	Yes	4	Greenwich	No	4 A	A	Yes	South Eastern
2	Nat Rail	Acton Central	Yes	Yes	2	Ealing	No	3 G	G	Yes	London Overground
3	Nat Rail	Acton Main Line	No	No	3	Ealing	No	3 H	H	No	First Greater Western
4	LU	Acton Town	PPP	Yes	3	Ealing	No	3 G	G	yes	#N/A
5	Nat Rail	Albany Park	No	No	5	Bexley	No	5 A	A	No	South Eastern
6	LU	Aldgate	No	No	1	City of London	No	1 Central	Central	No	#N/A
7	LU	Aldgate East	No	No	1	Tower Hamlets	No	1 Central	Central	No	#N/A
8	Nat Rail	Alexandra Palace	No	No	3	Haringey	No	3 K	K	No	First Capital Connect
9	LU	Alperton	No	No	4	Brent	No	4 H	H	No	#N/A
10	LU	Amersham	No	No	6d	Buckinghamshire	Yes	9 I	I	No	#N/A
11	Nat Rail	Anerley	No	No	4	Bromley	No	4 B	B	Yes	Southern
12	LU	Angel	No	No	1	Islington	No	1 Central	Central	No	#N/A
13	Nat Rail	Angel Road	No	No	4	Enfield	No	4 L	L	No	National Express East Anglia
14	LU	Archway	No	No	2/3	Islington	No	3 K	K	No	#N/A
15	LU	Arnos Grove	No	No	4	Enfield	No	4 K	K	No	#N/A
16	LU	Arsenal	No	No	2	Islington	No	2 L	L	No	#N/A
17	LU	Baker Street	No	No	1	Westminster	No	1 Central	Central	No	#N/A
19	Nat Rail	Balham	No	No	3	Wandsworth	Yes	3 D	D	No	Southern
18	LU	Balham	No	No	3	Wandsworth	Yes	3 D	D	No	Southern
20	LU	Bank	No	No	1	City of London	No	1 Central	Central	No	#N/A
21	LU	Barbican	No	No	1	City of London	No	1 Central	Central	No	London Underground
24	Nat Rail	Barking	Yes	Yes	4	Barking & Dagenham	Yes	4 O	O	Yes	C2C Rail



23	LU	Barking	Yes	Yes	4	Barking & Dagenham	Yes	4	O	Yes	C2C Rail
25	LU	Barkingside	No	No	5	Redbridge	No	4	N	No	#N/A
26	Nat Rail	Barnehurst	No	No	6	Bexley	No	6	A	No	South Eastern
27	Nat Rail	Barnes	No	No	3	Richmond upon Thames	No	3	F	No	South West Trains
28	Nat Rail	Barnes Bridge	No	No	3	Richmond upon Thames	No	3	F	No	South West Trains
29	LU	Barons Court	No	No	2	Hammersmith & Fulham	No	2	G	No	#N/A
30	Nat Rail	Battersea Park	No	No	2	Wandsworth	No	2	F	No	Southern
31	LU	Bayswater	No	No	1	Westminster	No	1	Central	No	#N/A
32	Nat Rail	Beckenham Hill	No	No	4	Lewisham	No	4	B	Yes	South Eastern
33	Nat Rail	Beckenham Junction	Yes	Yes	4	Bromley	No	4	B	Yes	South Eastern
34	LU	Becontree	No	No	5	Barking & Dagenham	No	5	O	No	#N/A
35	Nat Rail	Bellingham	No	No	3	Lewisham	No	3	B	No	South Eastern
36	Nat Rail	Belmont	No	No	5	Sutton	No	5	D	Yes	Southern
37	LU	Belsize Park	No	No	2	Camden	No	2	J	No	#N/A
38	Nat Rail	Belvedere	No	No	5	Bexley	No	5	A	Yes	South Eastern
39	LU	Bermondsey	Yes	Yes	2	Southwark	No	2	O	Yes	#N/A
40	Nat Rail	Berrylands	No	No	5	Kingston upon Thames	No	5	E	No	South West Trains
42	Nat Rail	Bethnal Green	No	No	2	Tower Hamlets	Yes	2	N	No	National Express East Anglia
41	LU	Bethnal Green	No	No	2	Tower Hamlets	Yes	2	N	No	National Express East Anglia
43	Nat Rail	Bexley	No	No	6	Bexley	No	6	A	No	South Eastern
44	Nat Rail	Bexleyheath	Yes	Yes	5	Bexley	No	5	A	Yes	South Eastern
45	Nat Rail	Bickley	No	No	5	Bromley	No	5	B	No	South Eastern
46	Nat Rail	Birkbeck	No	No	4	Bromley	No	4	B	No	Southern
48	Nat Rail	Blackfriars	No	No	1	City of London	Yes	1	Central	No	#N/A
47	LU	Blackfriars	No	No	1	City of London	Yes	1	Central	No	#N/A
49	Nat Rail	Blackheath	No	No	3	Lewisham	No	3	B	No	South Eastern
50	LU	Blackhorse Road	No	No	3	Waltham Forest	Yes	3	L	No	London Underground
52	LU	Bond Street	No	No	1	Westminster	No	1	Central	No	#N/A
53	LU	Borough	No	No	1	Southwark	No	1	Central	No	#N/A
54	LU	Boston Manor	No	No	4	Hounslow	No	4	G	No	#N/A
55	LU	Bounds Green	No	No	3/4	Haringey	No	4	K	No	#N/A
56	LU	Bow Road	No	No	2	Tower Hamlets	No	2	O	No	#N/A
57	Nat Rail	Bowes Park	No	No	2&3	Haringey	No	4	K	No	First Capital Connect
58	LU	Brent Cross	No	No	3	Barnet	No	3	J	No	#N/A
59	Nat Rail	Brentford	No	No	4	Hounslow	No	4	G	Yes	South West Trains
60	Nat Rail	Brimsdown	No	No	5	Enfield	No	5	L	Yes	National Express East Anglia
62	Nat Rail	Brixton	No	No	2	Lambeth	Yes	2	C	No	South Eastern
61	LU	Brixton	No	Yes	2	Lambeth	Yes	2	C	Yes	South Eastern
63	Nat Rail	Brockley	No	No	2	Lewisham	No	2	B	No	Southern
64	Nat Rail	Bromley North	No	No	4	Bromley	No	4	B	Yes	South Eastern
65	Nat Rail	Bromley South	No	No	5	Bromley	No	5	B	No	South Eastern
66	LU	Bromley-by-Bow	No	No	2/3	Tower Hamlets	No	3	O	No	#N/A

67	Nat Rail	Brondesbury	No	No	2	Brent	No	2	J	No	London Overground
68	Nat Rail	Brondesbury Park	No	No	2	Brent	No	2	J	No	London Overground
69	Nat Rail	Bruce Grove	No	No	3	Haringey	No	3	L	No	National Express East Anglia
70	LU	Buckhurst Hill	No	No	5	Essex	No	5	M	No	#N/A
71	LU	Burnt Oak	No	No	4	Barnet	No	4	J	No	#N/A
72	Nat Rail	Bush Hill Park	No	No	5	Enfield	No	5	L	No	National Express East Anglia
74	Nat Rail	Caledonian Rd & Barnsbury	No	No	2	Islington	No	2	L	No	London Overground
73	LU	Caledonian Road	Yes	Yes	2	Islington	No	2	L	Yes	#N/A
75	Nat Rail	Cambridge Heath	No	No	2	Tower Hamlets	No	2	O	No	National Express East Anglia
76	Nat Rail	Camden Road	No	No	2	Camden	No	2	J	No	London Overground
77	LU	Camden Town	No	No	2	Camden	No	2	J	No	#N/A
78	LU	Canada Water	Yes	Yes	2	Southwark	No	2	O	Yes	#N/A
79	LU	Canary Wharf	Yes	Yes	2	Tower Hamlets	No	2	O	Yes	#N/A
81	Nat Rail	Canning Town	No	No	3	Newham	Yes	3	O	No	#N/A
80	LU	Canning Town	Yes	Yes	3	Newham	Yes	3	O	Yes	#N/A
82	LU	Cannon Street	No	No	1	City of London	Yes	1	Central	No	#N/A
83	Nat Rail	Cannon Street	Yes	Yes	1	City of London	Yes	1	Central	Yes	#N/A
84	Nat Rail	Canonbury	No	No	2	Islington	No	2	L	No	London Overground
85	LU	Canons Park	No	No	5	Harrow	No	5	J	No	#N/A
86	Nat Rail	Carshalton	No	No	5	Sutton	No	5	C	No	Southern
87	Nat Rail	Carshalton Beeches	No	No	5	Sutton	No	5	C	No	Southern
88	Nat Rail	Castle Bar Park	No	No	4	Ealing	No	4	H	No	First Greater Western
89	Nat Rail	Catford	No	No	3	Lewisham	No	3	B	No	South Eastern
90	Nat Rail	Catford Bridge	Yes	Yes	3	Lewisham	No	3	B	Yes	South Eastern
91	Nat Rail	Chadwell Heath	No	No	5	Redbridge	No	5	N	No	National Express East Anglia
92	LU	Chalfont & Latimer	Yes	Yes	6c	Buckinghamshire	Yes	8	I	Yes	#N/A
93	LU	Chalk Farm	No	No	2	Camden	No	2	J	No	#N/A
94	LU	Chancery Lane	No	No	1	Camden	No	1	Central	No	#N/A
95	LU	Charing Cross	No	No	1	Westminster	Yes	1	Central	No	#N/A
96	Nat Rail	Charing Cross	Yes	Yes	1	Westminster	Yes	1	Central	Yes	#N/A
97	Nat Rail	Charlton	Yes	Yes	3	Greenwich	No	3	A	Yes	South Eastern
98	Nat Rail	Cheam	No	No	5	Sutton	No	5	D	Yes	Southern
99	Nat Rail	Chelsfield	No	No	6	Bromley	No	6	B	Yes	South Eastern
100	LU	Chesham	Yes	Yes	6d	Buckinghamshire	No	9	I	Yes	#N/A
101	Nat Rail	Chessington North	No	No	6	Kingston upon Thames	No	6	E	No	South West Trains
102	Nat Rail	Chessington South	No	No	6	Kingston upon Thames	No	6	E	No	South West Trains
103	LU	Chigwell	No	No	5	Essex	No	4	M	No	#N/A
104	Nat Rail	Chingford	No	No	5	Waltham Forest	No	5	M	Yes	National Express East Anglia
105	Nat Rail	Chislehurst	No	No	5	Bromley	No	5	B	No	South Eastern
106	Nat Rail	Chiswick	No	No	3	Hounslow	No	4	G	Yes	South West Trains
107	LU	Chiswick Park	No	No	3	Ealing	No	3	G	No	#N/A
108	LU	Chorleywood	Yes	Yes	6b	Hertfordshire	Yes	7	I	Yes	#N/A

109	Nat Rail	City Thameslink	Yes	Yes	1	City of London	No	1	Central	Yes	First Capital Connect
110	LU	Clapham Common	No	No	2	Lambeth	No	2	D	No	#N/A
111	Nat Rail	Clapham High Street	No	No	2	Lambeth	No	2	C	No	Southern
112	Nat Rail	Clapham Junction	No	No	2	Wandsworth	No	2	F	No	South West Trains
113	LU	Clapham North	No	No	2	Lambeth	No	2	D	No	#N/A
114	LU	Clapham South	No	No	2/3	Wandsworth	No	3	D	No	#N/A
115	Nat Rail	Clapton	No	No	2	Hackney	No	3	L	No	National Express East Anglia
116	Nat Rail	Clock House	No	No	4	Bromley	No	4	B	No	South Eastern
117	LU	Cockfosters	No	No	5	Enfield	No	5	K	No	#N/A
118	LU	Colindale	No	No	4	Barnet	No	4	J	No	#N/A
119	LU	Colliers Wood	No	No	3	Merton	No	3	D	No	#N/A
120	Nat Rail	Coulsdon South	No	No	6	Croydon	No	6	C	No	Southern
121	LU	Covent Garden	No	No	1	Westminster	No	1	Central	No	#N/A
122	Nat Rail	Crayford	Yes	Yes	6	Bexley	No	6	A	No	South Eastern
123	Nat Rail	Crews Hill	No	No	6	Enfield	No	6	L	No	First Capital Connect
124	Nat Rail	Cricklewood	No	No	3	Barnet	No	3	J	No	First Capital Connect
125	Nat Rail	Crofton Park	No	No	3	Lewisham	No	3	B	No	South Eastern
126	Nat Rail	Crouch Hill	No	No	3	Islington	No	3	L	No	London Overground
127	LU	Croxley	No	No	6a	Hertfordshire	No	7	I	No	#N/A
128	Nat Rail	Crystal Palace	No	No	3	Bromley	No	4	B	No	Southern
130	Nat Rail	Dagenham Dock	No	No	5	Barking & Dagenham	No	5	O	Yes	C2C Rail
131	LU	Dagenham East	No	No	5	Barking & Dagenham	No	5	O	No	#N/A
132	LU	Dagenham Heathway	Yes	Yes	5	Barking & Dagenham	No	5	O	Yes	#N/A
133	Nat Rail	Dalston Kingsland	No	No	2	Hackney	No	2	L	No	London Overground
134	LU	Debden	No	No	6	Essex	No	6	M	No	#N/A
135	Nat Rail	Denmark Hill	No	No	2	Southwark	No	2	C	No	South Eastern
136	Nat Rail	Deptford	No	No	2	Lewisham	No	2	B	No	South Eastern
137	LU	Dollis Hill	No	No	3	Brent	No	3	I	No	#N/A
138	Nat Rail	Drayton Green	No	No	4	Ealing	No	4	G	No	First Greater Western
139	Nat Rail	Drayton Park	No	No	2	Islington	No	2	K	No	First Capital Connect
140	Nat Rail	Ealing Broadway	No	No	3	Ealing	Yes	3	G	No	First Greater Western
141	LU	Ealing Broadway	No	No	3	Ealing	Yes	3	G	No	First Greater Western
142	LU	Ealing Common	No	No	3	Ealing	No	3	G	No	#N/A
143	LU	Earl's Court	Yes	Yes	1/2	Kensington & Chelsea	No	1/2	Central	Yes	#N/A
144	Nat Rail	Earlsfield	No	No	3	Wandsworth	No	3	E	No	South West Trains
145	LU	East Acton	No	No	2	Hammersmith & Fulham	No	2	G	No	#N/A
146	Nat Rail	East Croydon	Yes	Yes	5	Croydon	No	5	C	Yes	Southern
147	Nat Rail	East Dulwich	No	No	2	Southwark	No	2	C	No	Southern
148	LU	East Finchley	No	No	3	Barnet	No	3	K	No	#N/A
149	LU	East Ham	Yes	Yes	3/4	Newham	No	4	O	Yes	#N/A
150	LU	East Putney	PPP	Yes	2/3	Wandsworth	No	3	E	No	#N/A
151	LU	Eastcote	No	No	5	Hillingdon	No	5	H	No	#N/A

152	Nat Rail	Eden Park	No	No	5	Bromley	No	5	B	No	South Eastern
153	LU	Edgware	PPP	Yes	5	Barnet	No	5	J	Yes	#N/A
154	LU	Edgware Road (Bak)	No	No	1	Westminster	No	1	Central	No	#N/A
155	LU	Edgware Road (Cir)	No	No	1	Westminster	No	1	Central	No	#N/A
156	Nat Rail	Edmonton Green	No	No	4	Enfield	No	4	L	No	National Express East Anglia
158	Nat Rail	Elephant & Castle	No	No	1&2	Southwark	Yes	1/2	Central	No	First Capital Connect
157	LU	Elephant & Castle	No	No	1/2	Southwark	Yes	1/2	Central	No	First Capital Connect
159	LU	Elm Park	Yes	Yes	6	Havering	No	6	O	Yes	#N/A
160	Nat Rail	Elmers End	No	No	4	Bromley	No	4	B	Yes	South Eastern
161	Nat Rail	Elmstead Woods	No	No	4	Bromley	No	4	B	No	South Eastern
162	Nat Rail	Eltham	Yes	Yes	4	Greenwich	No	4	A	Yes	South Eastern
163	LU	Embankment	No	No	1	Westminster	No	1	Central	No	#N/A
164	Nat Rail	Emerson Park	No	No	6	Havering	No	6	N	Yes	National Express East Anglia
165	Nat Rail	Enfield Chase	No	No	5	Enfield	No	5	L	No	First Capital Connect
166	Nat Rail	Enfield Lock	No	No	6	Enfield	No	6	L	Yes	National Express East Anglia
167	Nat Rail	Enfield Town	No	No	5	Enfield	No	5	L	Yes	National Express East Anglia
168	LU	Epping	Yes	Yes	6	Essex	No	6	M	Yes	#N/A
169	Nat Rail	Erith	No	No	6	Bexley	No	6	A	No	South Eastern
170	Nat Rail	Essex Road	No	No	2	Islington	No	2	K	No	First Capital Connect
171	LU	Euston	No	No	1	Camden	Yes	1	Central	No	#N/A
172	Nat Rail	Euston	Yes	Yes	1	Camden	Yes	1	Central	Yes	#N/A
173	LU	Euston Square	No	No	1	Camden	No	1	Central	No	#N/A
174	LU	Fairlop	No	No	5	Redbridge	No	4	N	No	#N/A
175	Nat Rail	Falconwood	No	No	4	Bexley	No	4	A	No	South Eastern
176	LU	Farringdon	No	No	1	Islington	Yes	1	Central	No	London Underground
177	Nat Rail	Feltham	No	No	6	Hounslow	No	6	F	Yes	South West Trains
178	Nat Rail	Fenchurch Street	Yes	Yes	1	City of London	No	1	Central	Yes	#N/A
179	LU	Finchley Central	No	No	4	Barnet	No	4	K	Yes	#N/A
180	LU	Finchley Road	No	No	2	Camden	No	2	I	No	#N/A
181	Nat Rail	Finchley Road & Frognal	No	No	2	Camden	No	2	J	No	London Overground
183	Nat Rail	Finsbury Park	No	No	2	Islington	Yes	2	L	No	First Capital Connect
182	LU	Finsbury Park	No	No	2	Islington	Yes	2	L	No	First Capital Connect
184	Nat Rail	Forest Gate	No	No	3	Newham	No	3	N	No	National Express East Anglia
185	Nat Rail	Forest Hill	No	No	3	Lewisham	No	3	B	No	Southern
186	LU	Fulham Broadway	Yes	Yes	2	Hammersmith & Fulham	No	2	E	Yes	#N/A
187	Nat Rail	Fulwell	No	No	6	Richmond upon Thames	No	6	F	No	South West Trains
188	LU	Gants Hill	No	No	4	Redbridge	No	4	N	No	#N/A
189	Nat Rail	Gidea Park	No	No	6	Havering	No	6	N	No	National Express East Anglia
190	Nat Rail	Gipsy Hill	No	No	3	Lambeth	No	3	C	No	Southern
191	LU	Gloucester Road	No	No	1	Kensington & Chelsea	No	1	Central	No	#N/A
192	LU	Golders Green	PPP	Yes	3	Barnet	No	3	J	Yes	#N/A
193	LU	Goldhawk Road	No	No	2	Hammersmith & Fulham	No	2	G	No	#N/A

194	LU	Goodge Street	No	No	1	Camden	No	1	Central	No	#N/A
195	Nat Rail	Goodmayes	No	No	4	Redbridge	No	4	N	No	National Express East Anglia
196	Nat Rail	Gordon Hill	No	No	5	Enfield	No	5	L	No	First Capital Connect
197	Nat Rail	Gospel Oak	No	No	2	Camden	No	2	J	No	London Overground
198	LU	Grange Hill	No	No	5	Essex	No	4	M	No	#N/A
199	Nat Rail	Grange Park	No	No	5	Enfield	No	5	L	No	First Capital Connect
200	LU	Great Portland Street	No	No	1	Westminster	No	1	Central	No	#N/A
201	LU	Green Park	No	No	1	Westminster	No	1	Central	No	#N/A
202	LU	Greenford	PPP	Yes	4	Ealing	Yes	4	H	No	London Underground
204	Nat Rail	Greenwich	No	No	3	Greenwich	Yes	3	A	Yes	South Eastern
205	Nat Rail	Grove Park	Yes	Yes	4	Lewisham	No	4	B	No	South Eastern
206	LU	Gunnersbury	No	No	3	Hounslow	Yes	3	G	No	London Underground
208	Nat Rail	Hackbridge	No	No	4	Sutton	No	4	C	No	Southern
209	Nat Rail	Hackney Central	No	No	2	Hackney	No	2	L	No	London Overground
210	Nat Rail	Hackney Downs	No	No	2	Hackney	No	2	L	No	National Express East Anglia
211	Nat Rail	Hackney Wick	No	No	2	Hackney	No	2	M	Yes	London Overground
212	Nat Rail	Hadley Wood	No	No	6	Enfield	No	6	L	No	First Capital Connect
213	LU	Hainault	PPP	Yes	5	Redbridge	No	4	M	No	#N/A
215	LU	Hammersmith (Dis)	Yes	Yes	2	Hammersmith & Fulham	No	2	G	Yes	#N/A
214	LU	Hammersmith (H&C)	Yes	No	2	Hammersmith & Fulham	No	2	G	Yes	#N/A
216	LU	Hampstead	No	No	2/3	Camden	No	3	J	No	#N/A
217	Nat Rail	Hampstead Heath	No	No	3	Camden	No	3	J	No	London Overground
218	Nat Rail	Hampton	No	No	6	Richmond upon Thames	No	6	F	Yes	South West Trains
219	Nat Rail	Hampton Wick	No	No	6	Richmond upon Thames	No	6	F	No	South West Trains
220	LU	Hanger Lane	No	No	3	Ealing	No	3	H	No	#N/A
221	Nat Rail	Hanwell	No	No	4	Ealing	No	4	G	No	First Greater Western
222	LU	Harlesden	No	No	3	Brent	Yes	3	H	No	London Underground
224	Nat Rail	Harold Wood	No	No	6	Havering	No	6	N	No	National Express East Anglia
225	Nat Rail	Harringay	No	No	3	Haringey	No	3	K	No	First Capital Connect
226	Nat Rail	Harringay Green Lanes	No	No	3	Haringey	No	3	L	Yes	London Overground
228	Nat Rail	Harrow & Wealdstone	Yes	Yes	5	Harrow	Yes	5	I	Yes	London Underground
227	LU	Harrow & Wealdstone	Yes	Yes	5	Harrow	Yes	5	I	Yes	London Underground
230	LU	Harrow-on-the-Hill	PPP	Yes	5	Harrow	Yes	5	I	No	London Underground
231	Nat Rail	Hatch End	No	No	6	Harrow	No	6	I	No	London Overground
232	LU	Hatton Cross	No	No	5/6	Hillingdon	No	6	G	No	#N/A
233	Nat Rail	Haydons Road	No	No	3	Merton	No	3	D	No	First Capital Connect
234	Nat Rail	Hayes	Yes	Yes	5	Bromley	No	5	B	Yes	#N/A
235	Nat Rail	Hayes & Harlington	No	No	5	Hillingdon	No	5	G	No	First Greater Western
236	Nat Rail	Headstone Lane	No	No	5	Harrow	No	5	I	No	London Overground
	Nat Rail	Heathrow T123	N/A	N/A	N/A	N/A	N/A	6	G	Yes	#N/A
	Nat Rail	Heathrow T4				N/A	N/A	6	G	Yes	
	Nat Rail	Heathrow T5				N/A	N/A	6	G	Yes	

238	LU	Heathrow Terminal 4	Yes	Yes	6	Hillingdon	Yes	6	G	Yes	#N/A
	LU	Heathrow Terminal 5	N/A	N/A	N/A	N/A	N/A	6	G	Yes	#N/A
237	LU	Heathrow Terminals 123	Yes	Yes	6	Hillingdon	Yes	6	G	Yes	#N/A
239	Nat Rail	Hendon	No	No	4	Barnet	No	4	J	No	First Capital Connect
240	LU	Hendon Central	No	No	3/4	Barnet	No	4	J	Yes	#N/A
241	Nat Rail	Herne Hill	No	No	2&3	Lambeth	No	3	C	No	South Eastern
242	LU	High Barnet	PPP	Yes	5	Barnet	No	5	K	Yes	#N/A
243	LU	High Street Kensington	No	No	1	Kensington & Chelsea	No	1	Central	No	#N/A
244	Nat Rail	Highams Park	No	No	4	Waltham Forest	No	4	M	No	National Express East Anglia
246	Nat Rail	Highbury & Islington	No	No	2	Islington	Yes	2	L	No	First Capital Connect
245	LU	Highbury & Islington	No	No	2	Islington	Yes	2	L	No	First Capital Connect
247	LU	Highgate	No	No	3	Haringey	No	3	K	No	#N/A
248	LU	Hillingdon	Yes	Yes	6	Hillingdon	No	6	H	Yes	#N/A
249	Nat Rail	Hither Green	Yes	Yes	3	Lewisham	No	3	B	No	South Eastern
250	LU	Holborn	No	No	1	Camden	No	1	Central	No	#N/A
251	LU	Holland Park	No	No	2	Kensington & Chelsea	No	2	G	No	#N/A
252	LU	Holloway Road	No	No	2	Islington	No	2	L	No	#N/A
253	Nat Rail	Homerton	No	No	2	Hackney	No	2	M	Yes	London Overground
254	Nat Rail	Honor Oak Park	No	No	3	Lewisham	No	3	B	No	Southern
255	LU	Hornchurch	No	No	6	Havering	No	6	O	No	#N/A
256	Nat Rail	Hornsey	No	No	3	Haringey	No	3	K	No	First Capital Connect
260	Nat Rail	Hounslow	No	No	5	Hounslow	No	5	F	Yes	South West Trains
257	LU	Hounslow Central	No	No	4	Hounslow	No	4	G	No	#N/A
258	LU	Hounslow East	Yes	Yes	4	Hounslow	No	4	G	Yes	#N/A
259	LU	Hounslow West	Yes	Yes	5	Hounslow	No	5	G	Yes	#N/A
261	LU	Hyde Park Corner	No	No	1	Westminster	No	1	Central	No	#N/A
262	LU	Ickenham	No	No	6	Hillingdon	No	6	H	No	#N/A
263	Nat Rail	Ilford	No	No	4	Redbridge	No	4	N	Yes	National Express East Anglia
	Nat Rail	Imperial Wharf	N/A	N/A	N/A	N/A	N/A	2	E	Yes	London Overground
264	Nat Rail	Isleworth	No	No	4	Hounslow	No	4	G	No	South West Trains
265	Nat Rail	Kenley	No	No	6	Croydon	No	6	C	Yes	Southern
266	LU	Kennington	No	No	2	Southwark	No	2	C	No	#N/A
267	LU	Kensal Green	No	No	2	Brent	Yes	2	H	No	London Underground
269	Nat Rail	Kensal Rise	No	No	2	Brent	No	2	I	No	London Overground
270	LU	Kensington (Olympia)	Yes	Yes	2	Hammersmith & Fulham	Yes	2	G	Yes	London Overground
272	Nat Rail	Kent House	No	No	4	Bromley	No	4	B	No	South Eastern
274	Nat Rail	Kentish Town	No	No	2	Camden	Yes	2	K	No	First Capital Connect
273	LU	Kentish Town	No	No	2	Camden	Yes	2	K	No	First Capital Connect
275	Nat Rail	Kentish Town West	No	No	2	Camden	No	2	K	No	London Overground
276	LU	Kenton	No	No	4	Brent	Yes	4	I	No	London Underground
278	Nat Rail	Kew Bridge	No	No	3&4	Hounslow	No	4	G	No	South West Trains
279	LU	Kew Gardens	Yes	Yes	3/4	Richmond upon Thames	Yes	4	F	Yes	London Underground

281	Nat Rail	Kidbrooke	No	No	3	Greenwich	No	3	A	Yes	South Eastern
282	LU	Kilburn	Yes	Yes	2	Brent	No	2	I	Yes	#N/A
283	Nat Rail	Kilburn High Road	No	No	2	Camden	No	2	I	No	London Overground
284	LU	Kilburn Park	No	No	2	Brent	No	2	I	No	#N/A
285	Nat Rail	Kings Cross	Yes	Yes	1	Camden	No	1	Central	Yes	#N/A
286	LU	King's Cross St. Pancras	No	Yes	1	Camden	Yes	1	Central	No	#N/A
288	LU	Kingsbury	No	No	4	Brent	No	4	J	No	#N/A
289	Nat Rail	Kingston	No	No	6	Kingston upon Thames	No	6	E	Yes	South West Trains
290	LU	Knightsbridge	No	No	1	Kensington & Chelsea	No	1	Central	No	#N/A
291	Nat Rail	Knockholt	No	No	6	Bromley	No	6	B	No	South Eastern
292	LU	Ladbroke Grove	PPP	Yes	2	Kensington & Chelsea	No	2	H	No	#N/A
293	Nat Rail	Ladywell	No	No	3	Lewisham	No	3	B	Yes	South Eastern
294	LU	Lambeth North	No	No	1	Lambeth	No	1	Central	No	#N/A
295	LU	Lancaster Gate	No	No	1	Westminster	No	1	Central	No	#N/A
296	LU	Latimer Road	No	No	2	Kensington & Chelsea	No	2	H	No	#N/A
297	Nat Rail	Lee	Yes	Yes	3	Lewisham	No	3	B	Yes	South Eastern
298	LU	Leicester Square	No	No	1	Westminster	No	1	Central	No	#N/A
299	Nat Rail	Lewisham	No	No	2&3	Lewisham	Yes	3	B	No	South Eastern
300	LU	Leyton	No	No	3	Waltham Forest	No	3	N	No	#N/A
301	Nat Rail	Leyton Midland Road	No	No	3	Waltham Forest	No	3	M	No	London Overground
302	LU	Leytonstone	PPP	Yes	3/4	Waltham Forest	No	4	N	No	#N/A
303	Nat Rail	Leytonstone High Road	No	No	3	Waltham Forest	No	3	M	No	London Overground
304	Nat Rail	Limehouse	No	No	2	Tower Hamlets	Yes	2	O	No	C2C Rail
305	LU	Liverpool Street	No	No	1	City of London	No	1	Central	No	#N/A
306	Nat Rail	Liverpool Street	Yes	Yes	1	City of London	No	1	Central	Yes	#N/A
308	Nat Rail	London Bridge	Yes	Yes	1	Southwark	Yes	1	Central	Yes	Network Rail
307	LU	London Bridge	Yes	Yes	1	Southwark	Yes	1	Central	Yes	Network Rail
309	Nat Rail	London Fields	No	No	2	Hackney	No	2	L	No	National Express East Anglia
310	Nat Rail	Loughborough Junction	No	No	2	Lambeth	No	2	C	No	First Capital Connect
311	LU	Loughton	No	No	6	Essex	No	6	M	No	#N/A
312	Nat Rail	Lower Sydenham	No	No	4	Lewisham	No	4	B	Yes	South Eastern
313	LU	Maida Vale	No	No	2	Westminster	No	2	I	No	#N/A
314	Nat Rail	Malden Manor	No	No	4	Kingston upon Thames	No	4	E	No	South West Trains
315	LU	Manor House	No	No	2/3	Hackney	No	3	L	No	#N/A
316	Nat Rail	Manor Park	No	No	3&4	Newham	No	4	N	No	National Express East Anglia
317	LU	Mansion House	No	No	1	City of London	No	1	Central	No	#N/A
318	LU	Marble Arch	No	No	1	Westminster	No	1	Central	No	#N/A
319	Nat Rail	Maryland	No	No	3	Newham	No	3	N	No	National Express East Anglia
320	LU	Marylebone	No	No	1	Westminster	Yes	1	Central	No	#N/A
321	Nat Rail	Marylebone	Yes	Yes	1	Westminster	Yes	1	Central	Yes	#N/A
322	Nat Rail	Maze Hill	No	No	3	Greenwich	No	3	A	Yes	South Eastern
323	LU	Mile End	No	No	2	Tower Hamlets	No	2	N	No	#N/A

324	Nat Rail	Mill Hill Broadway	No	No	4	Barnet	No	4	J	No	First Capital Connect
325	LU	Mill Hill East	No	No	4	Barnet	No	4	K	No	#N/A
	Nat Rail	Mitcham Eastfields	NA	NA	NA	NA	NA	NA	NA	Yes	#N/A
326	Nat Rail	Mitcham Junction	No	No	4	Merton	No	4	C	Yes	Southern
327	LU	Monument	No	No	1	City of London	No	1	Central	No	#N/A
328	LU	Moor Park	No	No	6/6a	Hertfordshire	No	6	I	No	#N/A
330	Nat Rail	Moorgate	No	No	1	City of London	Yes	1	Central	No	First Capital Connect
329	LU	Moorgate	No	No	1	City of London	Yes	1	Central	No	First Capital Connect
331	LU	Morden	PPP	Yes	4	Merton	No	4	D	Yes	#N/A
332	Nat Rail	Morden South	No	No	4	Merton	No	4	D	No	First Capital Connect
333	LU	Mornington Crescent	No	No	2	Camden	No	2	J	No	#N/A
334	Nat Rail	Mortlake	No	No	3	Richmond upon Thames	No	3	F	No	South West Trains
335	Nat Rail	Motspur Park	No	No	4	Merton	No	4	E	No	South West Trains
336	Nat Rail	Mottingham	Yes	Yes	4	Greenwich	No	4	A	Yes	South Eastern
337	LU	Neasden	No	No	3	Brent	No	3	I	No	#N/A
338	Nat Rail	New Barnet	No	No	5	Barnet	No	5	K	No	First Capital Connect
339	Nat Rail	New Beckenham	No	No	4	Bromley	No	4	B	Yes	South Eastern
341	Nat Rail	New Cross	No	No	2	Lewisham	Yes	2	B	No	South Eastern
343	Nat Rail	New Cross Gate	No	No	2	Lewisham	Yes	2	A	No	Southern
344	Nat Rail	New Eltham	No	No	4	Greenwich	No	4	A	No	South Eastern
345	Nat Rail	New Malden	No	No	4	Kingston upon Thames	No	4	E	No	South West Trains
346	Nat Rail	New Southgate	No	No	4	Enfield	No	4	K	No	First Capital Connect
347	LU	Newbury Park	PPP	Yes	4	Redbridge	No	4	N	No	#N/A
348	Nat Rail	Norbiton	No	No	5	Kingston upon Thames	No	5	E	Yes	South West Trains
349	Nat Rail	Norbury	No	No	3	Croydon	No	3	C	Yes	Southern
350	LU	North Acton	No	No	2/3	Ealing	No	3	G	No	#N/A
351	Nat Rail	North Dulwich	No	No	2&3	Southwark	No	3	C	No	Southern
352	LU	North Ealing	No	No	3	Ealing	No	3	H	No	#N/A
353	LU	North Greenwich	Yes	Yes	2/3	Greenwich	No	3	O	Yes	#N/A
354	LU	North Harrow	No	No	5	Harrow	No	5	I	No	#N/A
355	Nat Rail	North Sheen	No	No	3	Richmond upon Thames	No	3	F	No	South West Trains
356	LU	North Wembley	No	No	4	Brent	Yes	4	H	No	London Underground
359	LU	Northfields	No	No	3	Ealing	No	3	G	No	#N/A
360	LU	Northolt	No	No	5	Ealing	No	5	H	No	#N/A
361	Nat Rail	Northolt Park	No	No	5	Ealing	No	5	I	Yes	Chiltern Railways
362	Nat Rail	Northumberland Park	No	No	3	Haringey	No	3	L	Yes	National Express East Anglia
363	LU	Northwick Park	No	No	4	Brent	No	4	I	No	#N/A
364	LU	Northwood	No	No	6	Hillingdon	No	6	I	No	#N/A
365	LU	Northwood Hills	No	No	6	Hillingdon	No	6	I	No	#N/A
366	Nat Rail	Norwood Junction	No	No	4	Croydon	No	4	C	No	Southern
367	LU	Notting Hill Gate	No	No	1/2	Kensington & Chelsea	No	1/2	Central	No	#N/A
368	Nat Rail	Nunhead	No	No	2	Southwark	No	2	B	No	South Eastern



369	Nat Rail	Oakleigh Park	No	No	4	Barnet	No	4	K	No	First Capital Connect
370	LU	Oakwood	PPP	Yes	5	Enfield	No	5	K	Yes	#N/A
371	LU	Old Street	No	No	1	Hackney	No	1	Central	No	First Capital Connect
372	Nat Rail	Orpington	Yes	Yes	6	Bromley	No	6	B	No	South Eastern
373	LU	Osterley	No	No	4	Hounslow	No	4	G	No	#N/A
374	LU	Oval	No	No	2	Lambeth	No	2	C	No	#N/A
375	LU	Oxford Circus	No	No	1	Westminster	No	1	Central	No	#N/A
376	Nat Rail	Paddington	Yes	Yes	1	Westminster	Yes	1	Central	Yes	#N/A
377	LU	Paddington (main)	No	No	1	Westminster	Yes	1	Central	No	#N/A
378	LU	Paddington (suburban)	No	No	1	Westminster	Yes	1	Central	No	#N/A
379	Nat Rail	Palmers Green	No	No	4	Enfield	No	4	L	No	First Capital Connect
380	LU	Park Royal	No	No	3	Ealing	No	3	H	No	#N/A
381	LU	Parsons Green	No	No	2	Hammersmith & Fulham	No	2	E	No	#N/A
382	Nat Rail	Peckham Rye	No	No	2	Southwark	No	2	B	No	Southern
383	Nat Rail	Penge East	Yes	Yes	4	Bromley	No	4	B	Yes	South Eastern
384	Nat Rail	Penge West	No	No	4	Bromley	No	4	B	No	Southern
385	LU	Perivale	No	No	4	Ealing	No	4	H	No	#N/A
386	Nat Rail	Petts Wood	No	No	5	Bromley	No	5	B	No	South Eastern
387	LU	Piccadilly Circus	No	No	1	Westminster	No	1	Central	No	#N/A
388	LU	Pimlico	No	No	1	Westminster	No	1	Central	No	#N/A
389	LU	Pinner	PPP	Yes	5	Harrow	No	5	I	Yes	#N/A
390	LU	Plaistow	No	No	3	Newham	No	3	O	No	#N/A
391	Nat Rail	Plumstead	No	No	4	Greenwich	No	4	A	No	South Eastern
392	Nat Rail	Ponders End	No	No	5	Enfield	No	5	L	Yes	National Express East Anglia
393	LU	Preston Road	No	No	4	Brent	No	4	I	No	#N/A
394	Nat Rail	Purley	No	No	6	Croydon	No	6	C	Yes	Southern
395	Nat Rail	Purley Oaks	No	No	6	Croydon	No	6	C	No	Southern
396	Nat Rail	Putney	No	No	2&3	Wandsworth	No	3	G	No	South West Trains
397	LU	Putney Bridge	No	No	2	Hammersmith & Fulham	No	2	E	No	#N/A
399	LU	Queen's Park	No	No	2	Brent	Yes	2	I	No	London Underground
400	Nat Rail	Queens Road, Peckham	No	No	2	Southwark	No	2	B	No	Southern
401	LU	Queensbury	No	No	4	Brent	No	4	J	No	#N/A
402	Nat Rail	Queenstown Road	No	No	2	Wandsworth	No	2	G	No	#N/A
403	LU	Queensway	No	No	1	Westminster	No	1	Central	No	#N/A
404	Nat Rail	Rainham	Yes	Yes	6	Havering	No	6	O	Yes	#N/A
405	Nat Rail	Ravensbourne	No	No	4	Bromley	No	4	B	No	South Eastern
406	LU	Ravenscourt Park	No	No	2	Hammersmith & Fulham	No	2	G	No	#N/A
407	LU	Rayners Lane	PPP	Yes	5	Harrow	No	5	H	No	#N/A
408	Nat Rail	Raynes Park	No	No	4	Merton	No	4	E	No	South West Trains
409	Nat Rail	Rectory Road	No	No	2	Hackney	No	2	L	No	National Express East Anglia
410	LU	Redbridge	No	No	4	Redbridge	No	4	N	No	#N/A
411	Nat Rail	Reedham	No	No	6	Croydon	No	6	C	No	#N/A

412	LU	Regent's Park	No	No	1	Westminster	No	1	Central	No	#N/A
414	Nat Rail	Richmond	Yes	Yes	4	Richmond upon Thames	Yes	4	F	Yes	South West Trains
413	LU	Richmond	Yes	Yes	4	Richmond upon Thames	Yes	4	F	Yes	South West Trains
415	LU	Rickmansworth	No	No	6a	Hertfordshire	Yes	7	I	No	#N/A
416	Nat Rail	Riddlesdown	No	No	6	Croydon	No	6	C	Yes	Southern
417	LU	Roding Valley	No	No	5	Essex	No	4	M	Yes	#N/A
418	Nat Rail	Romford	No	No	6	Havering	No	6	N	Yes	National Express East Anglia
420	LU	Royal Oak	No	No	2	Westminster	No	2	I	No	#N/A
421	LU	Ruislip	No	No	6	Hillingdon	No	6	H	No	#N/A
422	LU	Ruislip Gardens	No	No	5	Hillingdon	No	5	H	No	#N/A
423	LU	Ruislip Manor	No	No	6	Hillingdon	No	6	H	No	#N/A
424	LU	Russell Square	No	No	1	Camden	No	1	Central	No	#N/A
425	Nat Rail	Sanderstead	No	No	6	Croydon	No	6	C	Yes	Southern
426	Nat Rail	Selhurst	No	No	4	Croydon	No	4	C	No	Southern
427	Nat Rail	Seven Kings	No	No	4	Redbridge	No	4	N	No	National Express East Anglia
429	Nat Rail	Seven Sisters	No	No	3	Haringey	Yes	3	L	No	National Express East Anglia
428	LU	Seven Sisters	No	No	3	Haringey	Yes	3	L	No	National Express East Anglia
	Nat Rail	Shepherd's Bush	N/A	N/A	N/A	N/A	N/A	2	G	Yes	
431	LU	Shepherd's Bush (Cen)	No	No	2	Hammersmith & Fulham	No	2	G	No	#N/A
432	LU	Shepherd's Bush Market	No	No	2	Hammersmith & Fulham	No	2	G	No	#N/A
434	Nat Rail	Shortlands	No	No	4	Bromley	No	4	B	No	South Eastern
435	Nat Rail	Sidcup	Yes	Yes	5	Bexley	No	5	A	Yes	South Eastern
436	Nat Rail	Silver Street	No	No	4	Enfield	No	4	L	No	National Express East Anglia
438	Nat Rail	Slade Green	No	No	6	Bexley	No	6	A	Yes	South Eastern
439	LU	Sloane Square	No	No	1	Kensington & Chelsea	No	1	Central	No	#N/A
440	Nat Rail	Smitham	No	No	6	Croydon	No	6	C	Yes	Southern
441	LU	Snaresbrook	No	No	4	Redbridge	No	4	M	No	#N/A
442	Nat Rail	South Acton	No	No	3	Ealing	No	3	G	Yes	London Overground
443	Nat Rail	South Bermondsey	No	No	2	Southwark	No	2	A	No	Southern
444	Nat Rail	South Croydon	No	No	5	Croydon	No	5	C	No	Southern
445	LU	South Ealing	No	No	3	Ealing	No	3	G	No	#N/A
446	Nat Rail	South Greenford	No	No	4	Ealing	No	4	H	Yes	First Greater Western
447	Nat Rail	South Hampstead	No	No	2	Camden	No	2	I	No	London Overground
448	LU	South Harrow	No	No	5	Harrow	No	5	H	No	#N/A
449	LU	South Kensington	No	No	1	Kensington & Chelsea	No	1	Central	No	#N/A
450	LU	South Kenton	No	No	4	Brent	No	4	I	No	London Underground
452	Nat Rail	South Merton	No	No	4	Merton	No	4	D	No	First Capital Connect
454	Nat Rail	South Ruislip	No	No	5	Hillingdon	No	5	H	No	Chiltern Railways
453	LU	South Ruislip	No	No	5	Hillingdon	No	5	H	No	Chiltern Railways
455	Nat Rail	South Tottenham	No	No	3	Haringey	No	3	L	No	London Overground
456	LU	South Wimbledon	No	No	3/4	Merton	No	4	D	No	#N/A
457	LU	South Woodford	No	No	4	Redbridge	No	4	M	No	#N/A

458	Nat Rail	Southall	No	No	4	Ealing	No	4	G	No	First Greater Western
459	Nat Rail	Southbury	No	No	5	Enfield	No	5	L	No	National Express East Anglia
460	LU	Southfields	No	No	3	Wandsworth	No	3	E	No	#N/A
461	LU	Southgate	No	No	4	Enfield	No	4	K	No	#N/A
462	LU	Southwark	Yes	Yes	1	Southwark	No	1	Central	Yes	#N/A
463	Nat Rail	St Helier	No	No	4	Merton	No	4	D	No	First Capital Connect
464	Nat Rail	St James Street	No	No	3	Waltham Forest	No	3	M	No	National Express East Anglia
465	Nat Rail	St Johns	No	No	2	Lewisham	No	2	B	No	South Eastern
466	Nat Rail	St Margarets	No	No	4	Richmond upon Thames	No	4	F	No	#N/A
467	Nat Rail	St Mary Cray	No	No	6	Bromley	No	6	B	No	South Eastern
469	LU	St. James's Park	No	No	1	Westminster	No	1	Central	No	#N/A
470	LU	St. John's Wood	No	No	2	Westminster	No	2	I	No	#N/A
468	Nat Rail	St. Pancras International	Yes	Yes	1	Camden	No	1	Central	Yes	#N/A
471	LU	St. Paul's	No	No	1	City of London	No	1	Central	No	#N/A
472	LU	Stamford Brook	No	No	2	Hounslow	No	2	G	No	#N/A
473	Nat Rail	Stamford Hill	No	No	3	Haringey	No	3	L	No	National Express East Anglia
474	LU	Stanmore	Yes	Yes	5	Harrow	No	5	J	Yes	#N/A
475	LU	Stepney Green	No	No	2	Tower Hamlets	No	2	O	No	#N/A
476	LU	Stockwell	No	No	2	Lambeth	No	2	D	No	#N/A
477	Nat Rail	Stoke Newington	No	No	2	Hackney	No	2	L	No	National Express East Anglia
478	LU	Stonebridge Park	No	No	3	Brent	Yes	3	H	No	London Underground
481	Nat Rail	Stratford	No	No	3	Newham	Yes	3	N	No	National Express East Anglia
480	LU	Stratford	Yes	Yes	3	Newham	Yes	3	N	Yes	National Express East Anglia
482	Nat Rail	Strawberry Hill	No	No	5	richmond upon Thames	No	5	F	Yes	South West Trains
483	Nat Rail	Streatham	No	No	3	Lambeth	No	3	C	No	Southern
484	Nat Rail	Streatham Common	No	No	3	Lambeth	No	3	C	No	Southern
485	Nat Rail	Streatham Hill	No	No	4	Lambeth	No	3	C	No	Southern
486	Nat Rail	Sudbury & Harrow Road	No	No	4	Brent	No	4	I	No	Chiltern Railways
488	Nat Rail	Sudbury Hill	No	No	4	Harrow	No	4	H	No	#N/A
487	LU	Sudbury Hill	No	No	4	Harrow	No	4	H	No	#N/A
489	LU	Sudbury Town	Yes	Yes	4	Brent	No	4	H	Yes	#N/A
490	Nat Rail	Sundridge Park	No	No	4	Bromley	No	4	B	No	South Eastern
491	Nat Rail	Surbiton	Yes	Yes	6	Kingston upon Thames	No	6	E	Yes	South West Trains
493	Nat Rail	Sutton	Yes	Yes	5	Sutton	No	5	D	Yes	#N/A
494	Nat Rail	Sutton Common	No	No	4	Sutton	No	4	D	No	First Capital Connect
495	LU	Swiss Cottage	No	No	2	Camden	No	2	I	No	#N/A
496	Nat Rail	Sydenham	No	No	3	Lewisham	No	3	B	Yes	Southern
497	Nat Rail	Sydenham Hill	No	No	3	Southwark	No	3	C	No	South Eastern
498	Nat Rail	Syon Lane	No	No	4	Hounslow	No	4	G	No	South West Trains
499	Nat Rail	Teddington	No	No	6	Richmond upon Thames	No	6	F	Yes	South West Trains
500	LU	Temple	No	No	1	Westminster	No	1	Central	No	#N/A
501	LU	Theydon Bois	No	No	6	Essex	No	6	M	No	#N/A

502	Nat Rail	Thornton Heath	No	No	4	Croydon	No	4	C	No	Southern
503	Nat Rail	Tolworth	No	No	5	Kingston upon Thames	No	5	E	No	South West Trains
504	Nat Rail	Tooting	No	No	3	Merton	No	3	D	No	First Capital Connect
505	LU	Tooting Bec	No	No	3	Wandsworth	No	3	D	No	#N/A
506	LU	Tooting Broadway	No	No	3	Wandsworth	No	3	D	No	#N/A
507	LU	Tottenham Court Road	No	No	1	Westminster	No	1	Central	No	#N/A
509	Nat Rail	Tottenham Hale	No	No	3	Haringey	Yes	3	L	No	National Express East Anglia
508	LU	Tottenham Hale	Yes	Yes	3	Haringey	Yes	3	L	Yes	National Express East Anglia
510	LU	Totteridge & Whetstone	No	No	4	Barnet	No	4	K	No	#N/A
511	LU	Tower Hill	No	No	1	City of London	No	1	Central	No	#N/A
512	LU	Tufnell Park	No	No	2	Islington	No	2	K	No	#N/A
513	Nat Rail	Tulse Hill	No	No	3	Lambeth	No	3	C	No	Southern
514	Nat Rail	Turkey Street	No	No	6	Enfield	No	6	L	No	National Express East Anglia
515	LU	Turnham Green	PPP	Yes	2/3	Hounslow	No	3	G	No	#N/A
516	LU	Turnpike Lane	No	No	3	Haringey	No	3	L	No	#N/A
517	Nat Rail	Twickenham	No	No	5	richmond upon Thames	No	5	F	Yes	South West Trains
519	Nat Rail	Upminster	Yes	Yes	6	Havering	Yes	6	O	No	C2C Rail
518	LU	Upminster	Yes	Yes	6	Havering	Yes	6	O	Yes	C2C Rail
520	LU	Upminster Bridge	No	No	6	Havering	No	6	O	No	#N/A
521	LU	Upney	Yes	Yes	4	Barking & Dagenham	No	4	O	Yes	#N/A
522	Nat Rail	Upper Holloway	No	No	2	Islington	No	2	K	Yes	London Overground
523	LU	Upton Park	No	No	3	Newham	No	3	O	No	#N/A
524	LU	Uxbridge	Yes	Yes	6	Hillingdon	No	6	H	Yes	#N/A
526	Nat Rail	Vauxhall	No	No	1/2	Lambeth	Yes	1/2	Central	No	South West Trains
525	LU	Vauxhall	No	No	1/2	Lambeth	Yes	1/2	Central	No	South West Trains
527	LU	Victoria	No	No	1	Westminster	Yes	1	Central	No	#N/A
528	Nat Rail	Victoria	Yes	Yes	1	Westminster	Yes	1	Central	Yes	#N/A
529	Nat Rail	Waddon	No	No	5	Croydon	No	5	C	No	Southern
530	Nat Rail	Wallington	No	No	5	Sutton	No	5	C	Yes	Southern
531	LU	Walthamstow Central	No	No	3	Waltham Forest	Yes	3	L	No	National Express East Anglia
532	Nat Rail	Walthamstow Central	Yes	Yes	3	Waltham Forest	Yes	3	L	Yes	National Express East Anglia
533	Nat Rail	Walthamstow Queens Road	No	No	3	Waltham Forest	No	3	L	Yes	London Overground
534	Nat Rail	Wandsworth Common	No	No	3	Wandsworth	No	3	D	No	Southern
535	Nat Rail	Wandsworth Road	No	No	2	Lambeth	No	2	C	No	Southern
536	Nat Rail	Wandsworth Town	No	No	2	Wandsworth	No	2	F	No	South West Trains
537	LU	Wanstead	No	No	4	Redbridge	No	4	N	No	#N/A
538	Nat Rail	Wanstead Park	No	No	3	Newham	No	3	N	No	London Overground
540	LU	Warren Street	No	No	1	Camden	No	1	Central	No	#N/A
541	LU	Warwick Avenue	No	No	2	Westminster	No	2	I	No	#N/A
542	LU	Waterloo	No	No	1	Lambeth	Yes	1	Central	No	#N/A
543	Nat Rail	Waterloo	Yes	Yes	1	Lambeth	Yes	1	Central	Yes	#N/A
	Nat Rail	Waterloo East	N/A	N/A	N/A	N/A	N/A	1	Central	Yes	#N/A

544	LU	Watford	No	No	6b	Hertfordshire	No	7	I	No	#N/A
545	Nat Rail	Welling	Yes	Yes	4	Bexley	No	4	A	Yes	South Eastern
546	LU	Wembley Central	No	No	4	Brent	Yes	4	H	No	London Underground
548	LU	Wembley Park	No	Yes	4	Brent	No	4	I	Yes	#N/A
549	Nat Rail	Wembley Stadium	Yes	Yes	4	Brent	No	4	I	Yes	Chiltern Railways
550	LU	West Acton	No	No	3	Ealing	No	3	G	No	#N/A
551	LU	West Brompton	No	No	2	Kensington & Chelsea	Yes	2	E	No	London Underground
553	Nat Rail	West Croydon	No	No	5	Croydon	No	5	C	Yes	Southern
554	Nat Rail	West Drayton	No	No	6	Hillingdon	No	6	G	No	First Greater Western
555	Nat Rail	West Dulwich	No	No	3	Southwark	No	3	C	No	South Eastern
556	Nat Rail	West Ealing	No	No	3	Ealing	No	3	G	No	First Greater Western
557	LU	West Finchley	Yes	Yes	4	Barnet	No	4	K	Yes	#N/A
559	Nat Rail	West Ham	No	No	3	Newham	Yes	3	O	No	C2C Rail
558	LU	West Ham	Yes	Yes	3	Newham	Yes	3	O	Yes	C2C Rail
561	Nat Rail	West Hampstead	No	No	2	Camden	No	2	I	No	London Overground
560	LU	West Hampstead	No	No	2	Camden	No	2	I	No	London Overground
562	Nat Rail	West Hampstead Thameslink	No	No	2	Camden	No	2	I	No	First Capital Connect
563	LU	West Harrow	No	No	5	Harrow	No	5	I	No	#N/A
564	LU	West Kensington	No	No	2	Hammersmith & Fulham	No	2	G	No	#N/A
565	Nat Rail	West Norwood	No	No	3	Lambeth	No	3	C	Yes	Southern
567	Nat Rail	West Ruislip	No	No	6	Hillingdon	Yes	6	H	No	Chiltern Railways
566	LU	West Ruislip	No	No	6	Hillingdon	Yes	6	H	No	Chiltern Railways
568	Nat Rail	West Sutton	No	No	5	Sutton	No	5	D	No	First Capital Connect
569	Nat Rail	West Wickham	No	No	5	Bromley	No	5	B	Yes	South Eastern
570	LU	Westbourne Park	No	No	2	Kensington & Chelsea	No	2	I	No	#N/A
571	Nat Rail	Westcombe Park	Yes	Yes	3	Greenwich	No	3	A	Yes	South Eastern
572	LU	Westminster	Yes	Yes	1	Westminster	No	1	Central	Yes	#N/A
573	LU	White City	No	No	2	Hammersmith & Fulham	No	3	G	No	#N/A
574	Nat Rail	White Hart Lane	No	No	3	Haringey	No	3	L	No	National Express East Anglia
575	LU	Whitechapel	No	No	2	Tower Hamlets	No	2	O	No	#N/A
576	Nat Rail	Whitton	No	No	5	Richmond upon Thames	No	5	F	No	South West Trains
577	LU	Willesden Green	No	No	2/3	Brent	No	3	I	No	#N/A
579	Nat Rail	Willesden Junction	Yes	Yes	3	Hammersmith & Fulham	Yes	3	H	Yes	London Overground
578	LU	Willesden Junction	Yes	Yes	3	Hammersmith & Fulham	Yes	3	H	Yes	London Overground
581	Nat Rail	Wimbledon	Yes	Yes	3	Merton	Yes	3	E	Yes	South West Trains
580	LU	Wimbledon	Yes	Yes	3	Merton	Yes	3	E	Yes	South West Trains
582	Nat Rail	Wimbledon Chase	No	No	3	Merton	No	3	D	No	First Capital Connect
583	LU	Wimbledon Park	No	No	3	Merton	No	3	E	No	#N/A
584	Nat Rail	Winchmore Hill	No	No	4	Enfield	No	4	L	No	First Capital Connect
585	LU	Wood Green	No	No	3	Haringey	No	3	L	No	#N/A
	LU	Wood Lane	N/A	N/A	N/A	N/A	N/A	2	H	Yes	#N/A
586	Nat Rail	Wood Street	No	No	4	Waltham Forest	No	4	M	No	National Express East Anglia

587	LU	Woodford	Yes	Yes	4	Redbridge	No	4	M	Yes	#N/A
588	Nat Rail	Woodgrange Park	No	No	3&4	Newham	No	4	N	No	London Overground
589	Nat Rail	Woodmansterne	No	No	6	Croydon	No	6	C	No	Southern
590	LU	Woodside Park	Yes	Yes	4	Barnet	No	4	K	Yes	#N/A
591	Nat Rail	Woolwich Arsenal	Yes	Yes	4	Greenwich	No	4	A	Yes	South Eastern
592	Nat Rail	Woolwich Dockyard	No	No	3	Greenwich	No	3	A	No	South Eastern
593	Nat Rail	Worcester Park	No	No	4	Kingston upon Thames	No	4	E	No	South West Trains

[e East London Line, and the congestion relief schemes at Victoria, Bank etc.](#)

free' and 'stair free' stations- only fully step free stations are counted.

# **Physical Accessibility of rail and Tube travel in London:**

**Developing a strategy using the Mayor's Transport Strategy approach to connectivity**

**DRAFT**

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Mike Keegan, Katie McManus, Maeve Clements and Simon Cooper, Planning  
Richard Meeks and Matthew Rheinberg, London Rail  
Phil Wood, London Underground  
Alex Philips, Surface  
Stephen Golden, Equality and Inclusion

5 August 2010



# Contents

1. Introduction and MTS proposal to improve physical accessibility
2. Measuring the accessibility of radial rail and Tube corridors to central London
3. Contribution to the strategy from other elements of the MTS - strategic interchanges, congestion relief schemes, and new lines and extensions
4. Options for further investment not defined in MTS
5. Central London
6. Next steps
7. Summary

# Section 1: Introduction

## Scope

- The analysis set out in this presentation is focussed on the provision of step-free stations on the rail and Tube networks in London
- There are other aspects to improving the physical accessibility of these networks (eg tactile markings, platform humps etc), and broader accessibility issues (staff availability, perceptions of security), and of course other modes of transport which are not considered in detail here

## Caveats

- Station names given in this presentation should be considered as examples rather than specific recommendations, with the exception of stations proposed for DfT Access for All
- The whole strategy, including the reference case „committed’ investment, is subject to funding review
- Individual proposals will also need to be assessed for feasibility, deliverability and value for money
- This analysis is continuing and will be refined over the next few months
- None of this work has been discussed yet with TfL’s Independent Disability Advisory Group or any external stakeholders

# The Mayor's Transport Strategy seeks improvements to the accessibility of London's transport system

- Chapter 5.9 of the MTS sets out the approach to providing a more accessible transport system
- This approach, set out by Proposal 40, seeks to improve physical accessibility, including the provision of step-free access, in a way which makes best use of available resources
- This therefore means „piggy backing onto strategic interchanges, congestion relief schemes and other investment as well as identifying the stations worthy of „stand-alone’ accessibility improvements

## Proposal 40

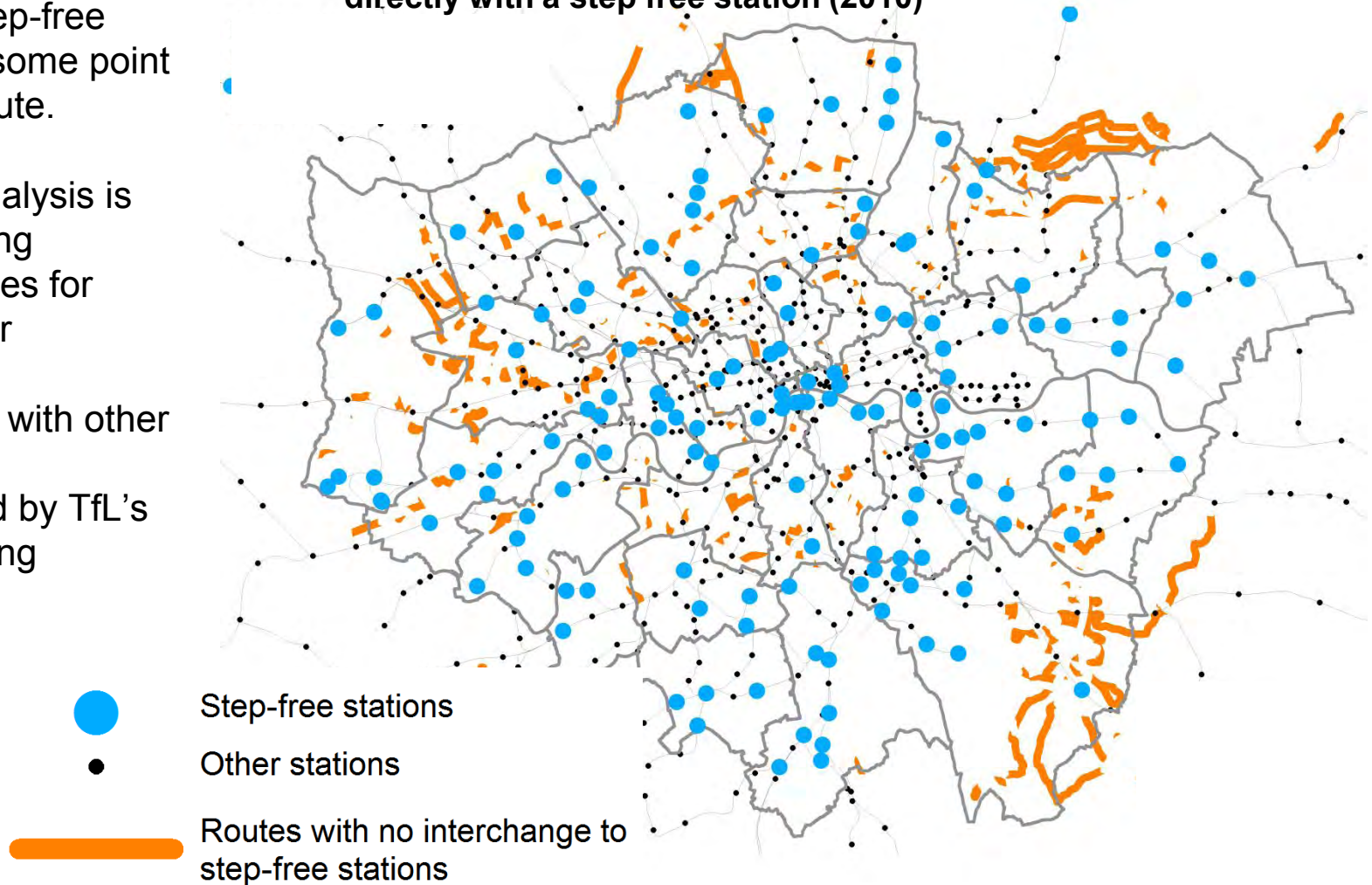
The Mayor, through TfL, and working with the DfT, Network Rail, the London boroughs and others will improve the physical accessibility of the transport system by prioritising step-free access at strategic interchanges, improving street accessibility in town centres and around accessible stations and maximising the accessibility benefits of new transport schemes, such as Crossrail. In doing so, the Mayor will seek to maximise the benefits of investment by ensuring that resources are focused on improving accessibility for the maximum number of people, while ensuring an equitable balance across London.

# The current bus network provides good access to the rail and Tube network

Most bus routes serve a step-free station at some point on their route.

Current analysis is investigating opportunities for even better integration (balancing with other objectives considered by TfL's bus planning process).

Extent of the bus network that does not interchange directly with a step free station (2010)

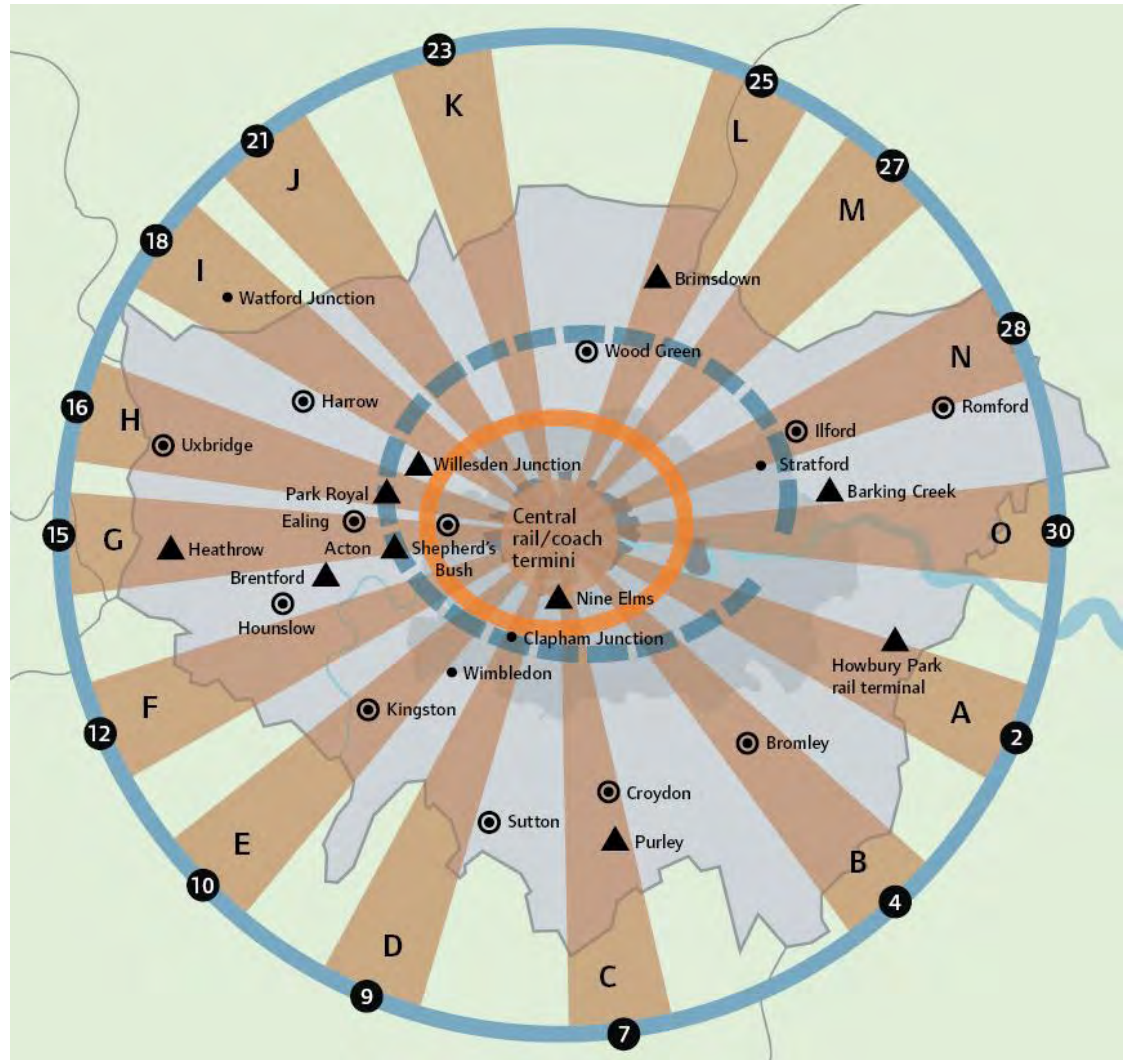


## Section 2: Measuring the accessibility of radial rail and Tube corridors to central London

- The physical accessibility of National Rail and London Underground routes into Central London can be considered on a corridor by corridor basis.
- All National Rail Lines, and most Tube lines, have a step free exit within Central London
- After exiting the system, step free transport is available using the bus network, although this may increase journey times.
- Therefore, this analysis has first considered options for improving step free access on **radial routes to** central London
- The next but one slide identifies the number and proportion of step free stations by corridor in inner and outer London
- Section 5 considers step free access improvements **within** central London itself

# Radial corridors to central London

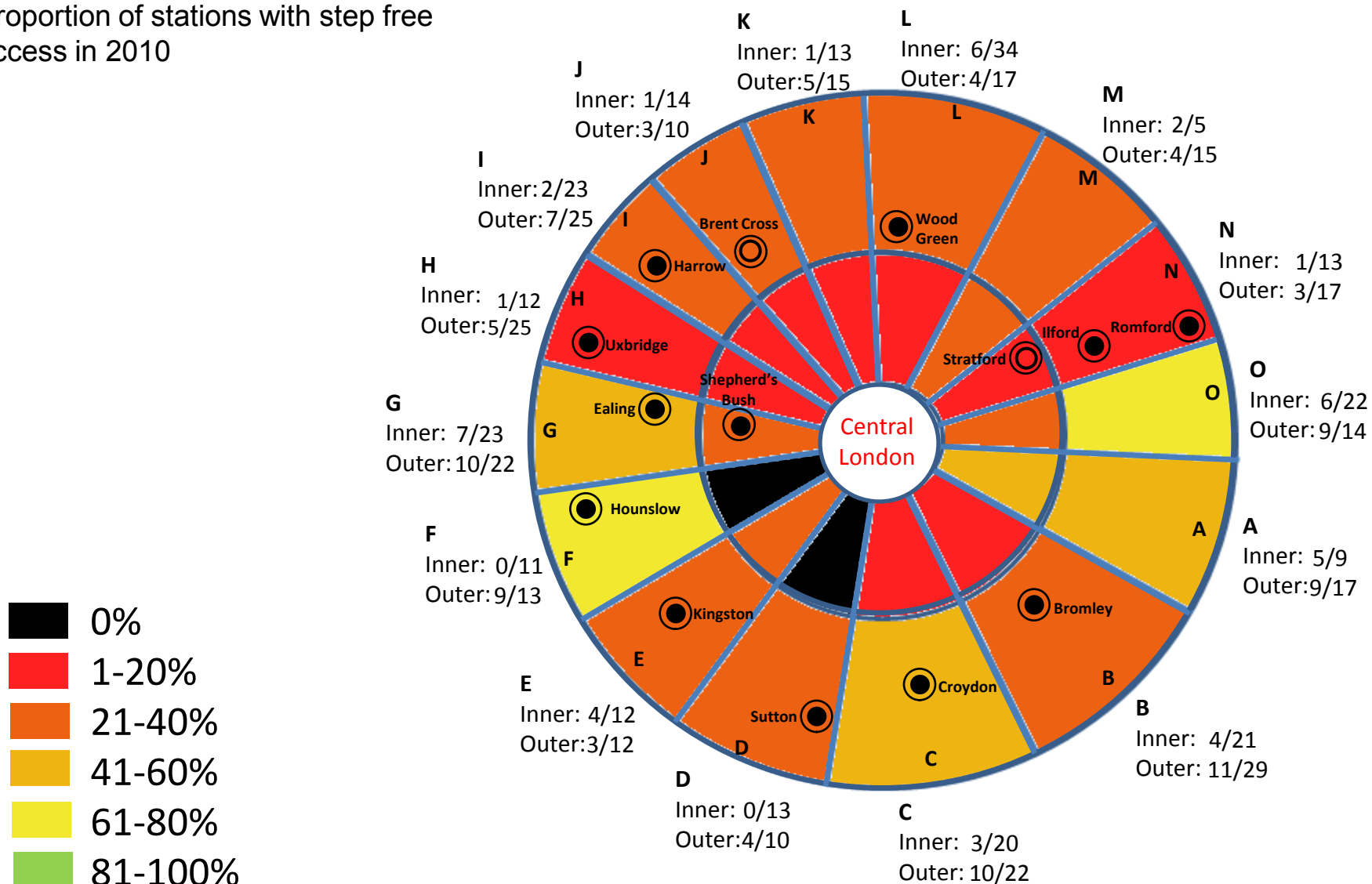
- The MTS (Figure 8) sets out 15 radial corridors to central London
- For the purpose of this analysis we have broadened these corridors to include all of London
- The MTS also sets out one orbital rail corridor in inner London (shown in orange on this map)





# Physical accessibility in 2010

- Proportion of stations with step free access in 2010



# MTS Reference case

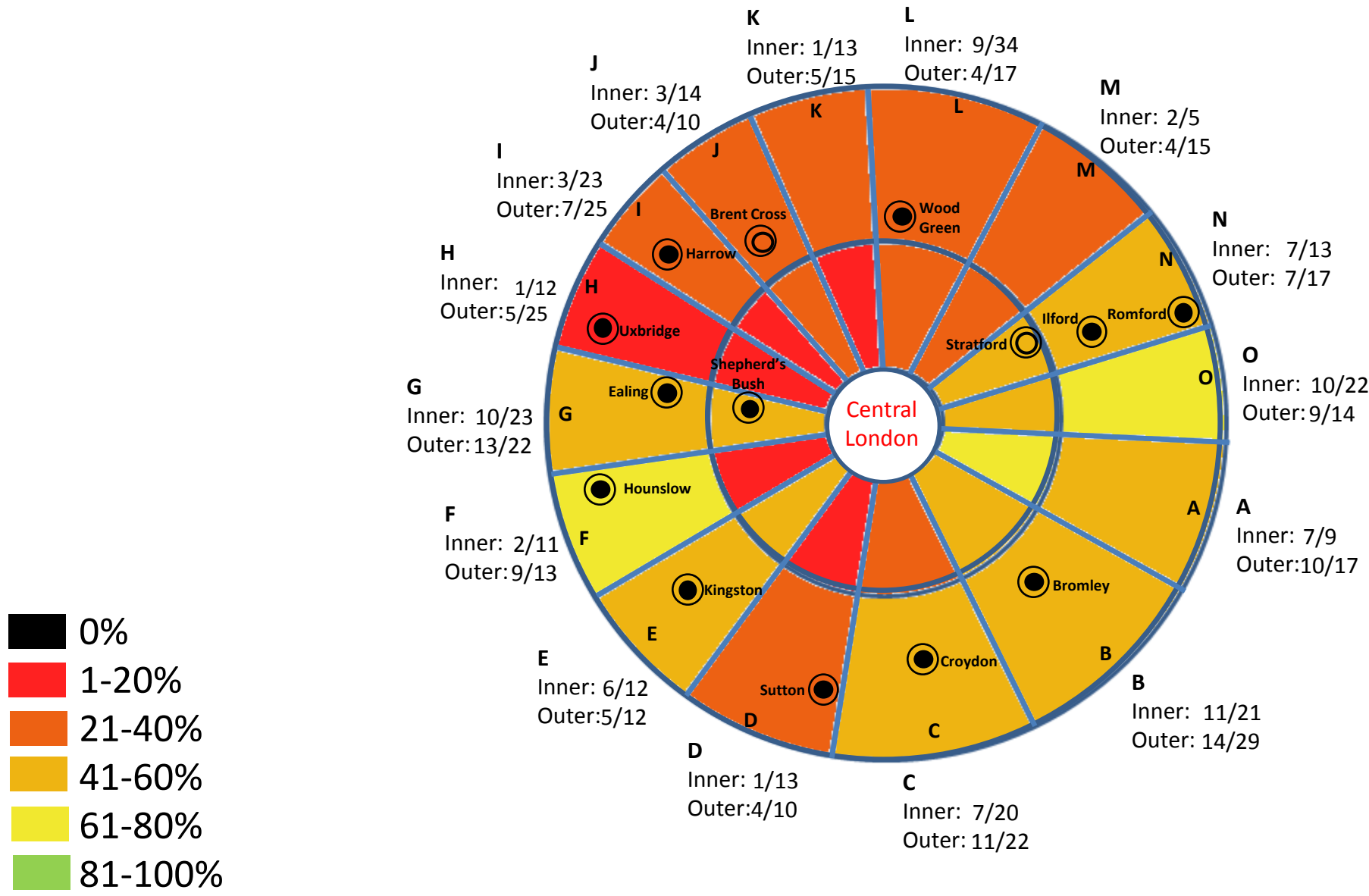
- „MTS reference case’ is the programme of funded\* TfL, national rail and borough schemes to 2018.
- The DfT “Access for All” programme lists 40 National Rail stations in London to be made step free by 2018
- Crossrail will provide step free access at new stations along its central core section and at almost all existing stations on its route



\* Subject to outcome of Government spending review

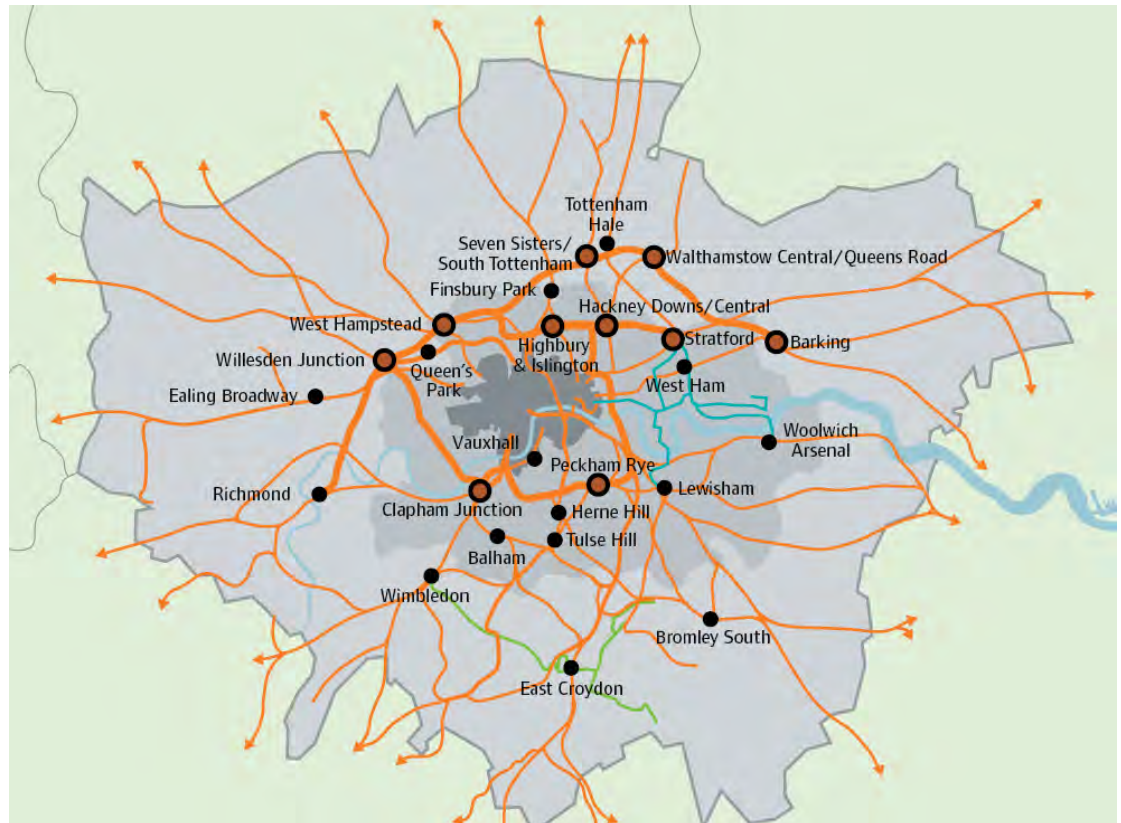


# MTS Reference case (2018)

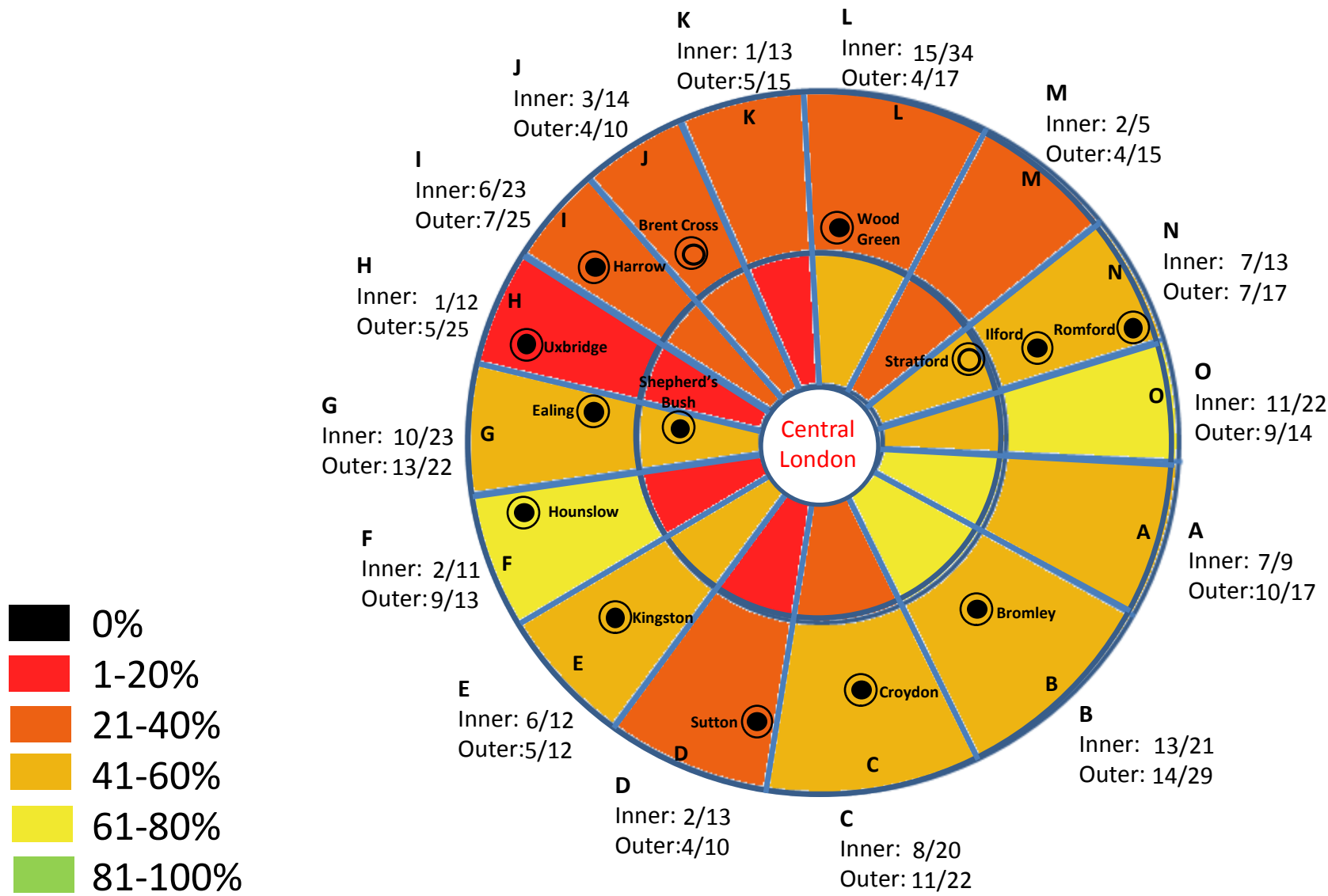


## Section 3: We could assume that strategic interchanges would be made step-free...

- 28 strategic interchanges are identified in the Mayor's Transport Strategy, of which 15 will be step free to all modes by 2018 (reference case)
- The remaining 13 could be considered for future step free access projects:
  - Balham (LU)
  - Catford
  - Elephant and Castle (LU/NR)
  - Finsbury Park (LU)
  - Hackney Central/Hackney Downs
  - Highbury & Islington (LU)
  - Peckham Rye
  - Queen's Park
  - Seven Sisters/South Tottenham
  - Tulse Hill
  - Vauxhall (LU)
  - West Ham
  - West Hampstead (LU)
- Some of the above may need to be redesigned for congestion relief purposes before 2031



# Reference case plus strategic interchanges

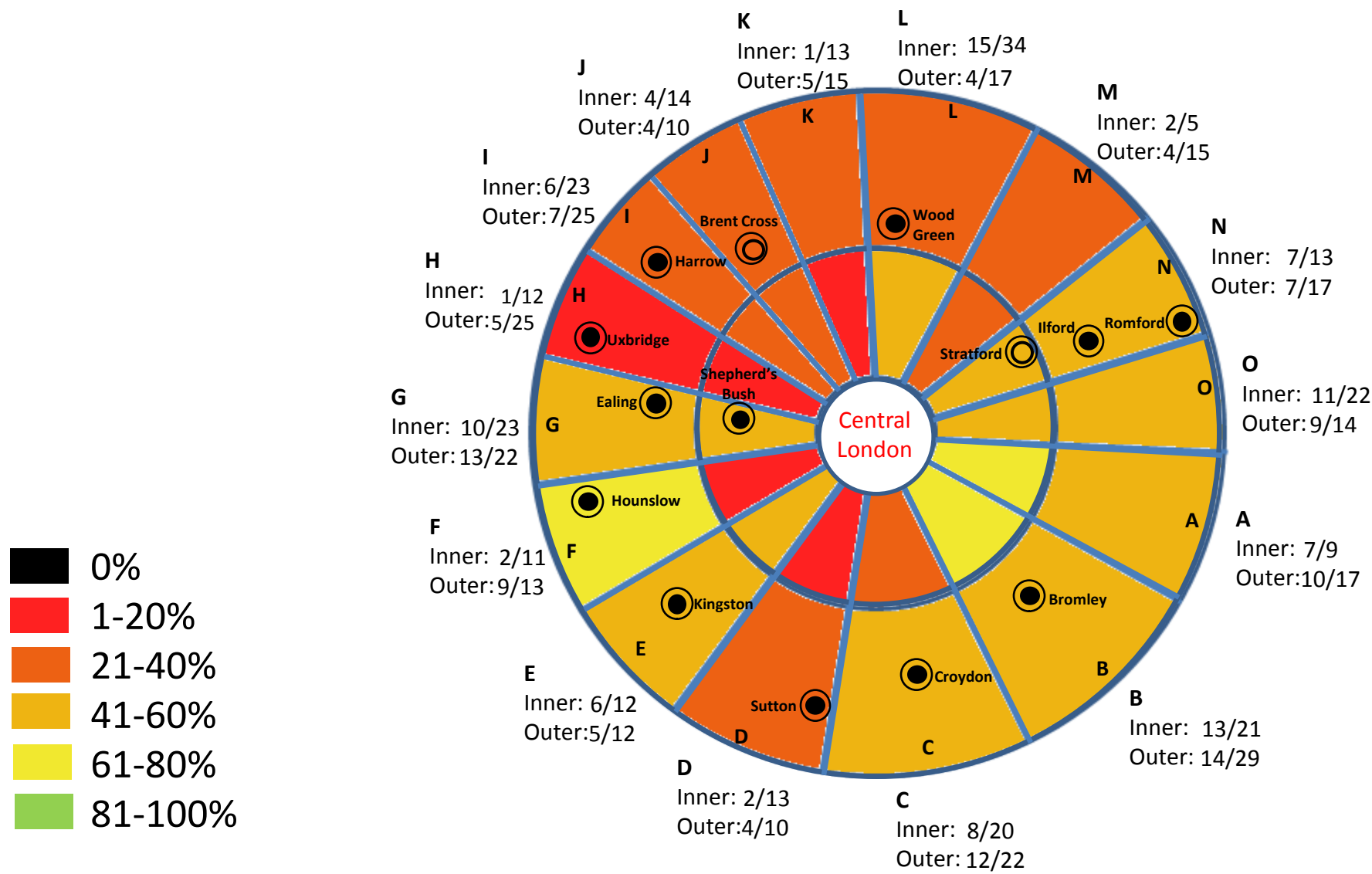


**We could also assume that congestion relief schemes would also provide step-free access....**

**Congestion Relief Schemes on Tube and Rail networks as listed in the MTS Proposals 11 and 19:**

Camden Town	Moorgate
Cannon Street	Norwood Junction
Charing Cross	Old Street
Edgware Road	Oxford Circus
Elephant & Castle	Paddington
Euston	Finsbury Park
Holborn	Vauxhall
King's Cross St. Pancras	Waterloo
Liverpool Street	Highbury & Islington

# Reference case, strategic interchanges and congestion relief schemes



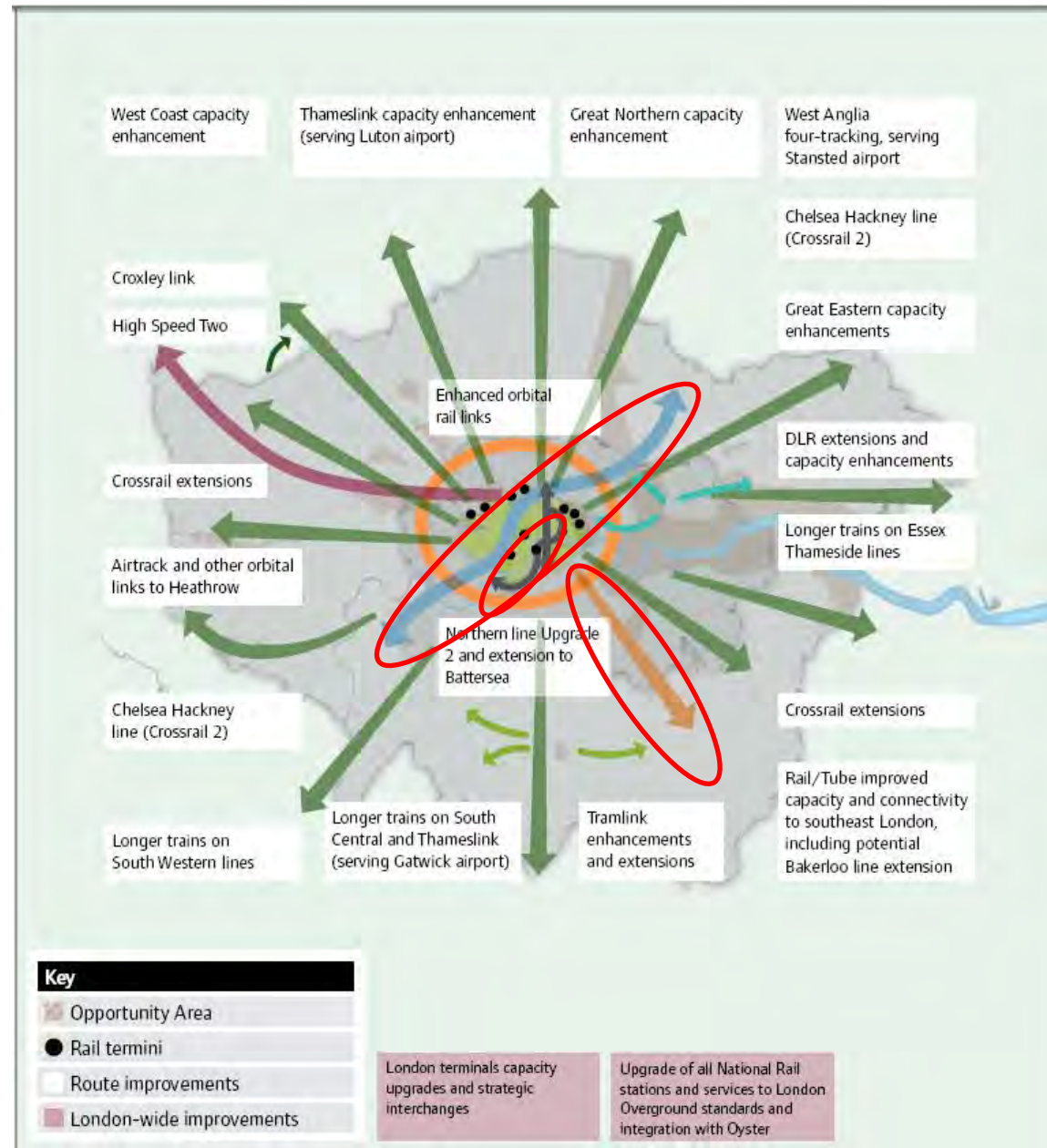
# And we could assume that stations\* on new lines and extensions would be step-free...

MTS sets out proposals for:

- Chelsea Hackney line
- Bakerloo line extension
- Northern Line extension

 = New lines and extensions

\* It is assumed that all new build stations and existing stations where retro-fitting is feasible would be step free





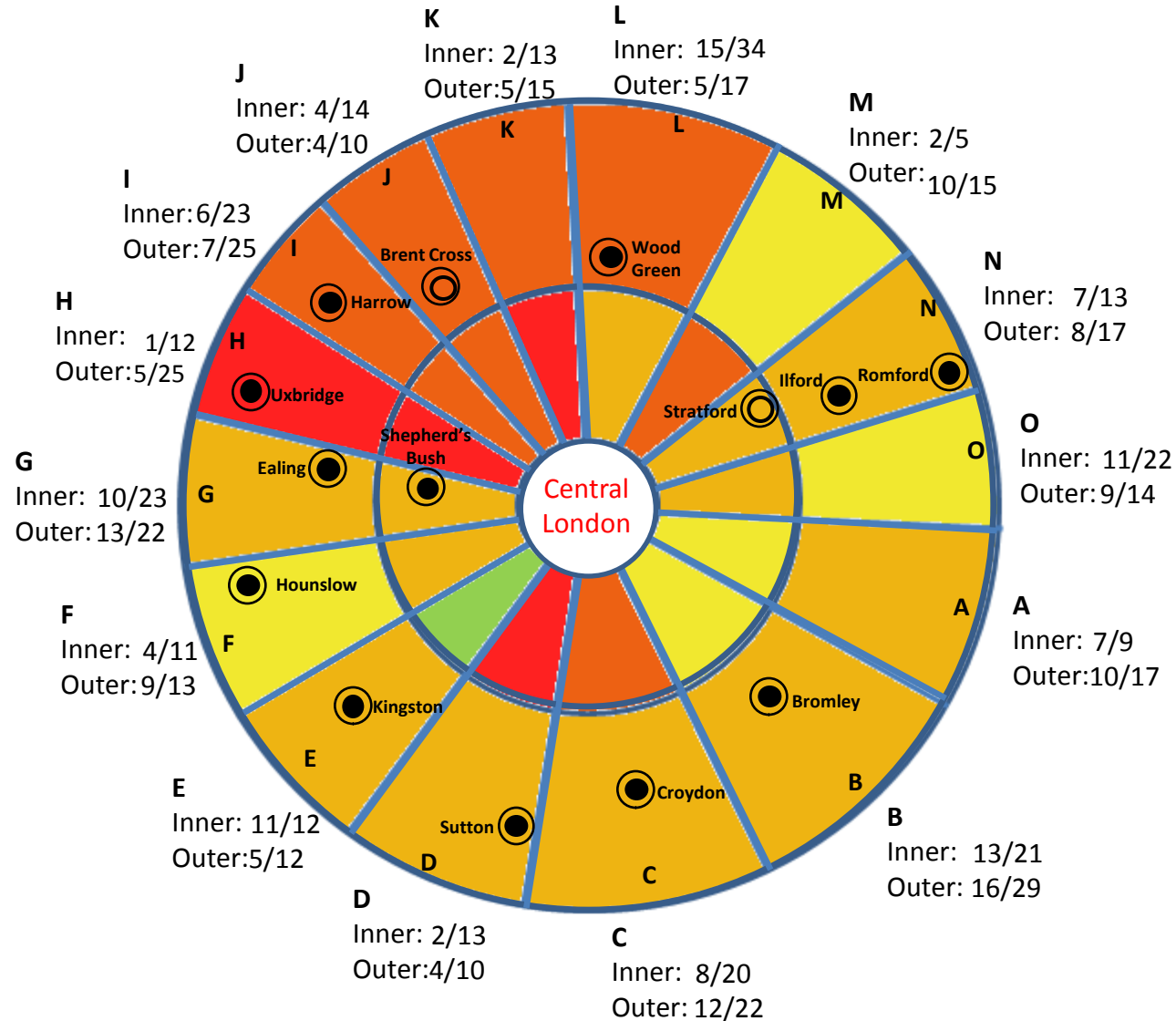
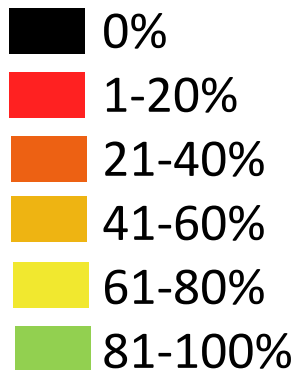
# Reference Case plus Strategic Interchanges, Congestion Relief, and new lines and extensions

- This assumes these precise route alignments:

Chelsea-Hackney line with step free stations on entire safeguarded route

Bakerloo line extension to Hayes with step free stations on entire extension

Northern Line extension to Battersea with step free stations on entire extension



## Section 4: Options for further investment not defined in MTS

- Having identified the corridors which have low physical accessibility after the MTS proposals are implemented, we can identify a strategy to „fill in the gaps’ to provide a more equitable balance across London
- Further improvements could be focused on corridors which will still have low accessibility after the MTS proposals are implemented. Corridors C, D, H, I, J, K, L and M should be a priority. Particularly noting that corridors D, H and K have 20% or under of their stations with step-free access.
- There is also a case for taking forward relatively low cost improvements in corridors in advance of unfunded / uncommitted long term MTS proposals where they would make only a relatively marginal enhancement to step-free station provision.
- The next potential tranche of these stations for national rail is listed below:



# TfL recommendations to DfT Access for All schemes - 2015

- The following stations, in the stated corridors, are recommended for step-free access by 2015.
- These specific stations are proposed as they also meet other criteria such as cost and feasibility of delivery as well as complimenting the approach described in the previous slides (Also see Annex).
- For corridors F (Inner) and I (Inner) there are under 21% of stations with step-free access. Corridors J, C, L (Inner) and, L(Outer) all have under 40% of stations with step-free access. (Figures taken from reference case example).

Corridor	Inner	Outer
A		Barnehurst, Plumstead
B	Hither Green, Peckham Rye	Crystal Palace, Petts Wood
C	East Dulwich, Gipsy Hill	
E		Raynes Park
F	Barnes, Battersea Park, Mortlake	
I	Queen's Park, West Hampstead	
J	Brondesbury, Hampstead Heath	
L	Seven Sisters	Edmonton Green, Winchmore Hill
N		Seven Kings

## Section 5: What about central London?

Central London is too large an area for rail / Tube accessibility improvements to be discounted:

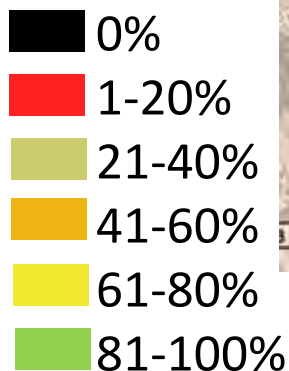
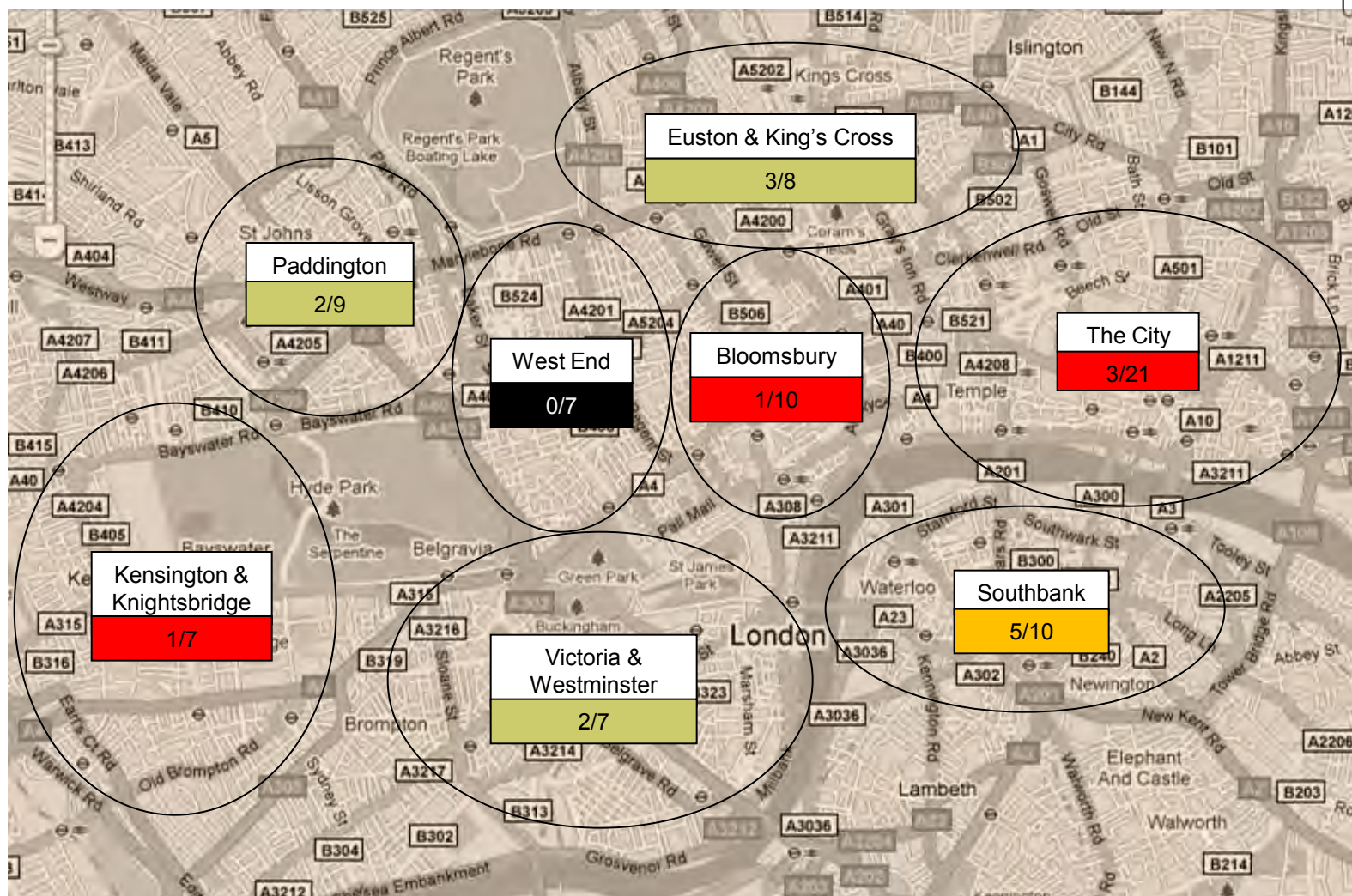
- Some trips within central London are quite long (eg from Victoria to the City)
- General traffic speed is very low
- Journey times by bus for some trips can be much longer than rail/Tube alternative

- 20% of station in central London are step free, rising to 28% by 2018

- Central London is covered by an extensive bus network, so all journeys are possible using an accessible mode – but journey times may be much higher

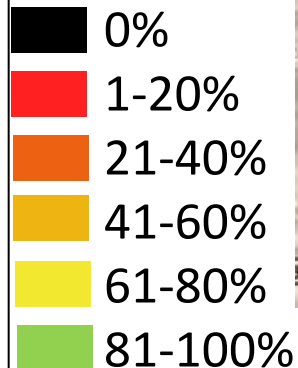
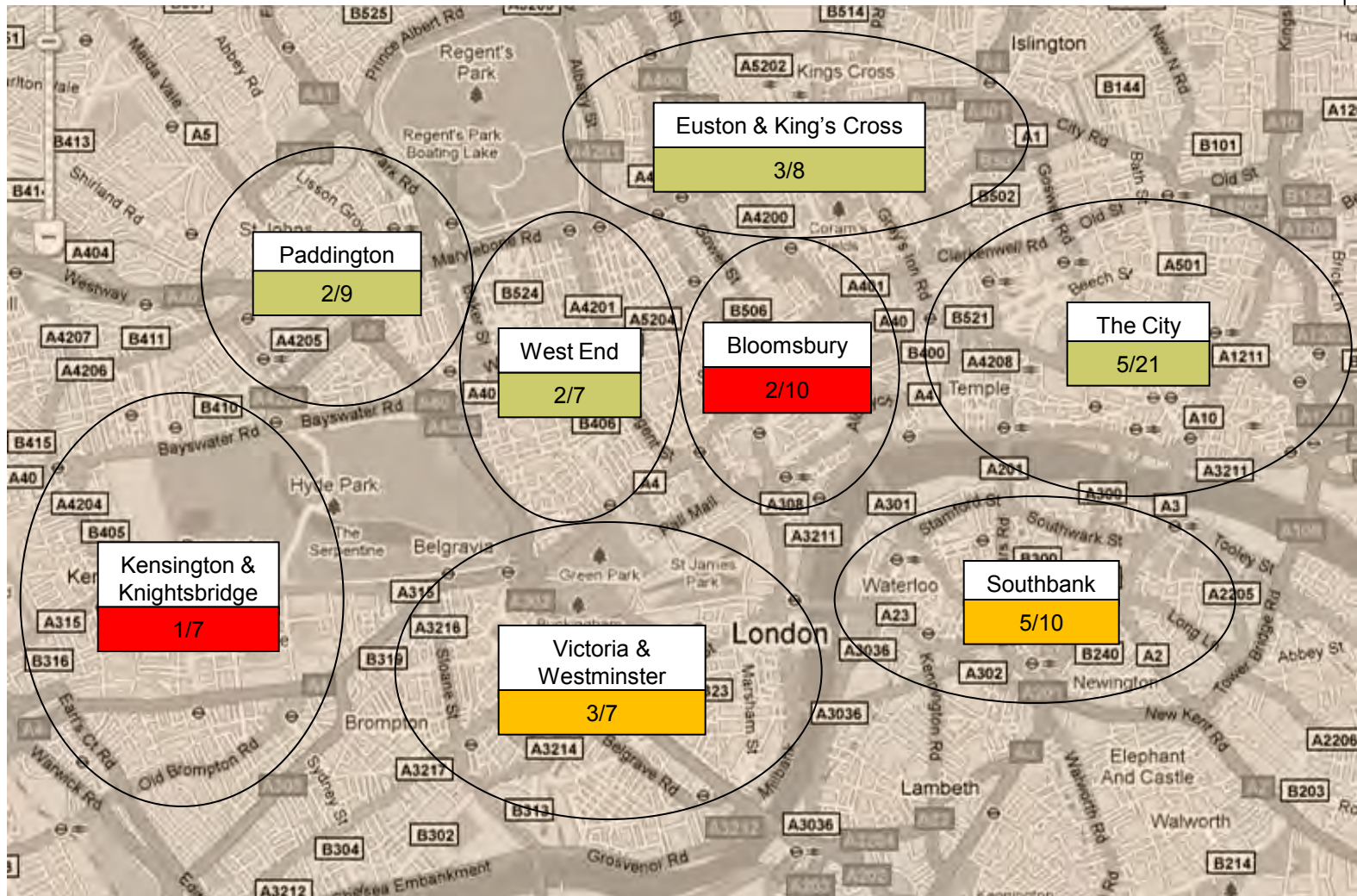


# Step free stations in central London 2010





# Step free stations in central London: 2018 reference case



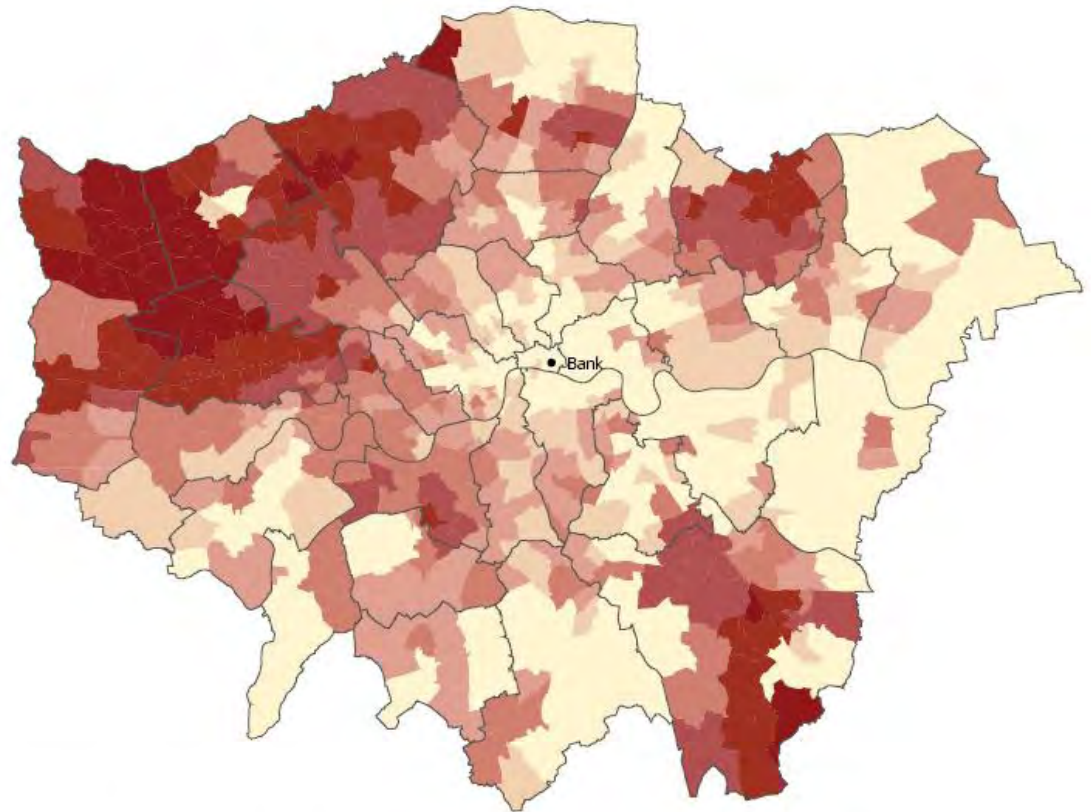
## Options for further step-free provision in central London

- In „Towards and Accessible Tube’, 21 central stations were identified that, if made step free, would allow all journeys to be completed by one tube and one bus journey
- 9 of these will be step free by 2018 (subject to funding review)
- There are synergies with proposed schemes for station congestion relief that could be explored further
- Chelsea-Hackney line would increase step free provision in central London and its alignment will influence which other stations would be worth making step-free

## Section 6: Next steps - Journey time analysis

Further analysis is being undertaken to understand relative journey times of step free and quickest routes.

This example (Figure 27 of the MTS) shows the relative journey times from across London to Bank station. The darker the shading, the greater the difference in journey time.



Absolute difference in average  
journey time (minutes) to Bank



# Summary

- The MTS sets out a proposal to improve physical accessibility of the transport system
- It makes sense to consider the rail and Tube networks together using the corridors defined in the MTS, so as to develop an integrated approach to maximise value for money
- The current provision of step free access across the networks is poor overall, and the provision that does exist is inequitably distributed across London
- The reference case investment (which is subject to spending review) provides more step free stations, but there is still an uneven distribution between corridors
- It could be assumed that step-free access will be provided as an integral part of other significant investment proposed in the MTS
- Even with that, there would be a need for further provision of step free access to obtain an even provision across all corridors and in central London.
- Further analysis is being conducted:
  - to better understand the relative journey times on step-free routes compared to the fastest routes
  - to consider how well the bus network serves step-free stations
- This further analysis will be used to refine the strategy.

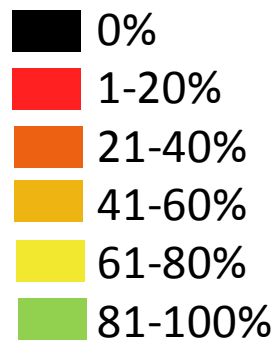


**ANNEX**



## Key

Percentage of stations in each sector that are step-free:



# Annex: Stations proposed for DfT Access for All by 2015

Corridor	Station	How	Entries + exits per m pa	Reference case output  Stepfree stations / total stations in sector	MTS output (ref case + SI + CR)  Stepfree stations / total stations in sector	Reasons for inclusion of station in recommendations to DfT Access for all – 2015
A3	Barnehurst	<i>2 x lifts from footbridge to platform</i>	1.6	10/17	10/17	No MTS unfunded improvements in this location
A3	Plumstead (#7)	<i>Feasibility required</i>	1.3	10/17	10/17	No MTS unfunded improvements in this location
B2	Hither Green	<i>Feasibility required</i>	2.7	11/21	13/21	Short term improvement provided in advance of unfunded potential for improvement through MTS proposals
B2	Peckham Rye	<i>3 x lifts, structural alternations</i>	2.6	11/21	13/21	Included in Strategic Interchanges, and possible to make shorter-term goal
B3	Crystal Palace (#4)	<i>Lift to platform 1</i>	1.6	14/29	14/29	Included in Reference Case 2018 and possible to make shorter-term goal. No MTS unfunded improvements in this location
B3	Petts Wood (#6)	<i>Lift to ticket office, 2 lifts to platforms from footbridge</i>	2.1	14/29	14/29	No MTS unfunded improvements in this location
C2	East Dulwich	<i>Longer, flatter ramps or lifts built into embankments</i>	1.5	7/20	8/20	Limited MTS unfunded improvements in this location
C2	Gipsy Hill (#5)	<i>Feasibility required</i>	1.7	7/20	8/20	Limited MTS unfunded improvements in this location
E3	Raynes Park	<i>New over-bridge and lifts to platform 3 and 4</i>	3.9	5/12	5/12	No MTS unfunded improvements in this location

NB. The stations have been selected from others in their corridors/segments based multiple other criteria including cost and feasibility

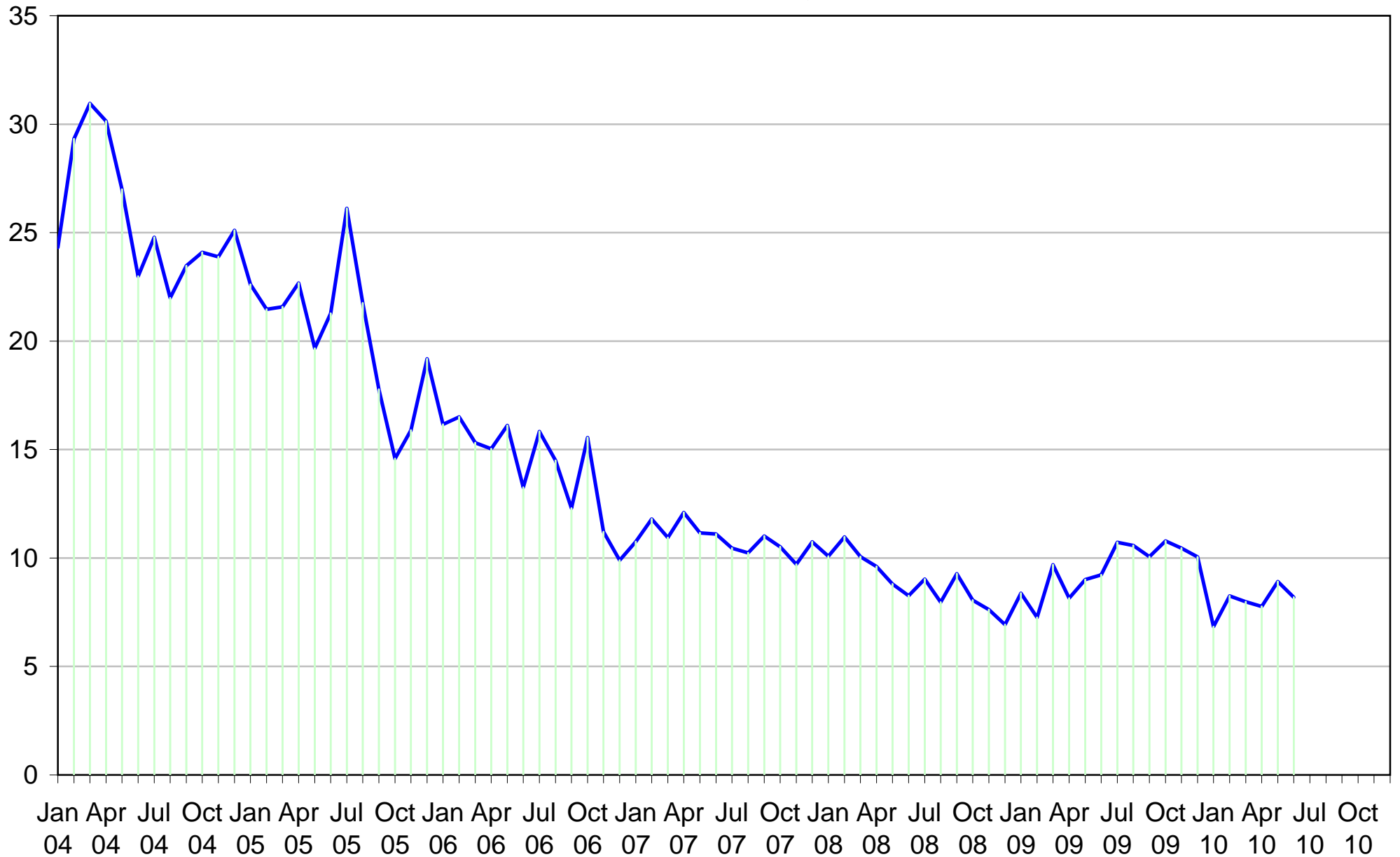
# continued

Corridor	Station	How	Entries + exits per m pa	Reference case output  Stepfree stations / total stations in sector	MTS output (ref case + SI + CR)  Stepfree stations / total stations in sector	Reasons for inclusion of station in recommendations to DfT Access for all – 2015
F2	Barnes (#8)	<i>New footbridge and three lifts. Feasibility required</i>	1.7	2/11	2/11	Corridor under 21% physical accessibility. No MTS unfunded improvements in this location
F2	Battersea Park (#3)	<i>Feasibility required</i>	1.7	2/11	2/11	Corridor under 21% physical accessibility. No MTS unfunded improvements in this location
F2	Mortlake (#2)	<i>Replacement of platform 1 stairs with a ramp</i>	1.9	2/11	2/11	Corridor under 21% physical accessibility. No MTS unfunded improvements in this location
I2	Queen's Park	<i>4 lifts – ticket hall to platforms ½, 3 from footbridge</i>	1.6	3/23	6/23	Included in Strategic Interchanges, and possible to make shorter-term goal.
I2	West Hampstead	<i>2 x lifts to each platform from ticket hall</i>	1.5	3/23	6/23	Included in Strategic Interchanges, and possible to make shorter-term goal.
J2	Brondesbury (#10)	<i>Two lifts from street level. Feasibility required.</i>	1.1	3/14	4/14	Limited MTS unfunded improvements in this location
J2	Hampstead Heath	<i>2 x lifts to each platform from ticket office, footbridge</i>	1.2	3/14	4/14	Limited MTS unfunded improvements in this location
L2	Seven Sisters	<i>Feasibility required</i>	2.2	9/34	15/34	Included in Strategic Interchanges, and possible to make shorter-term goal
L3	Edmonton Green	<i>2 x lifts from route-way up to platform</i>	2.0	4/17	4/17	No MTS unfunded improvements in this location
L3	Winchmore Hill (#9)	<i>Feasibility required</i>	1.2	4/17	4/17	No MTS unfunded improvements in this location
N3	Seven Kings (#1)	<i>Mix of ramps and lifts</i>	1.7	7/17	7/17	No MTS unfunded improvements in this location

NB. The stations have been selected from others in their corridors/segments based multiple other criteria including cost and feasibility

# Average monthly network score for Driver Quality Monitoring 2004 to 2010

*NB a low score is a good score*





# Accessibility Staff & Information Survey

## Quarter 4 2009/10 Report

Fieldwork dates 09/01/10 to 31/03/10

Customer & Stakeholder Insight



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## Methodology

- This survey is conducted on a quarterly basis by GfK Mystery Shopping on behalf of Transport for London.
- The survey has been designed to provide an objective measurement of the service provided by London Underground.
- The survey focuses on aspects of service for which the experience of a disabled person may be different to that of a non-disabled person.
- Three different questionnaire versions are used; these focus on the assessment of services from the perspectives of assessors with visual impairments, mobility impairments (including wheelchair users) and hearing impairments.

### Pre-journey calls

- A pre-journey telephone call is made to the CSC prior to each journey. Assessors follow a specific information-based scenario.

### Journeys

- Pre-arranged journeys are undertaken on a series of services throughout Greater London by a team of specially trained mystery travellers. Journeys are arranged into shifts, with each shift consisting of 2 station assessments undertaken in succession.
- During Q4 0910, the following split was achieved:
  - Visually impaired assessors – 20 trips (40 stations)
  - Mobility impaired assessors (including wheelchair users) – 20 trips (40 stations)
  - Hearing impaired assessors – 20 trips (40 stations)
- *NB: in viewing these results, small base sizes should be taken into consideration*



## Methodology

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### Queries

•If you have any queries about the Accessibility Staff and Information Survey or your report, please contact one of the following:

- Sarah Teichler in the Accessibility and Inclusion Team on Auto 44354  
[sarah.teichler@tube.tfl.gov.uk](mailto:sarah.teichler@tube.tfl.gov.uk)
- Alice Emmerson in the Customer and Stakeholder Insight Team on Auto 40019  
[alice.emmerson@tube.tfl.gov.uk](mailto:alice.emmerson@tube.tfl.gov.uk)

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# Pre-journey information

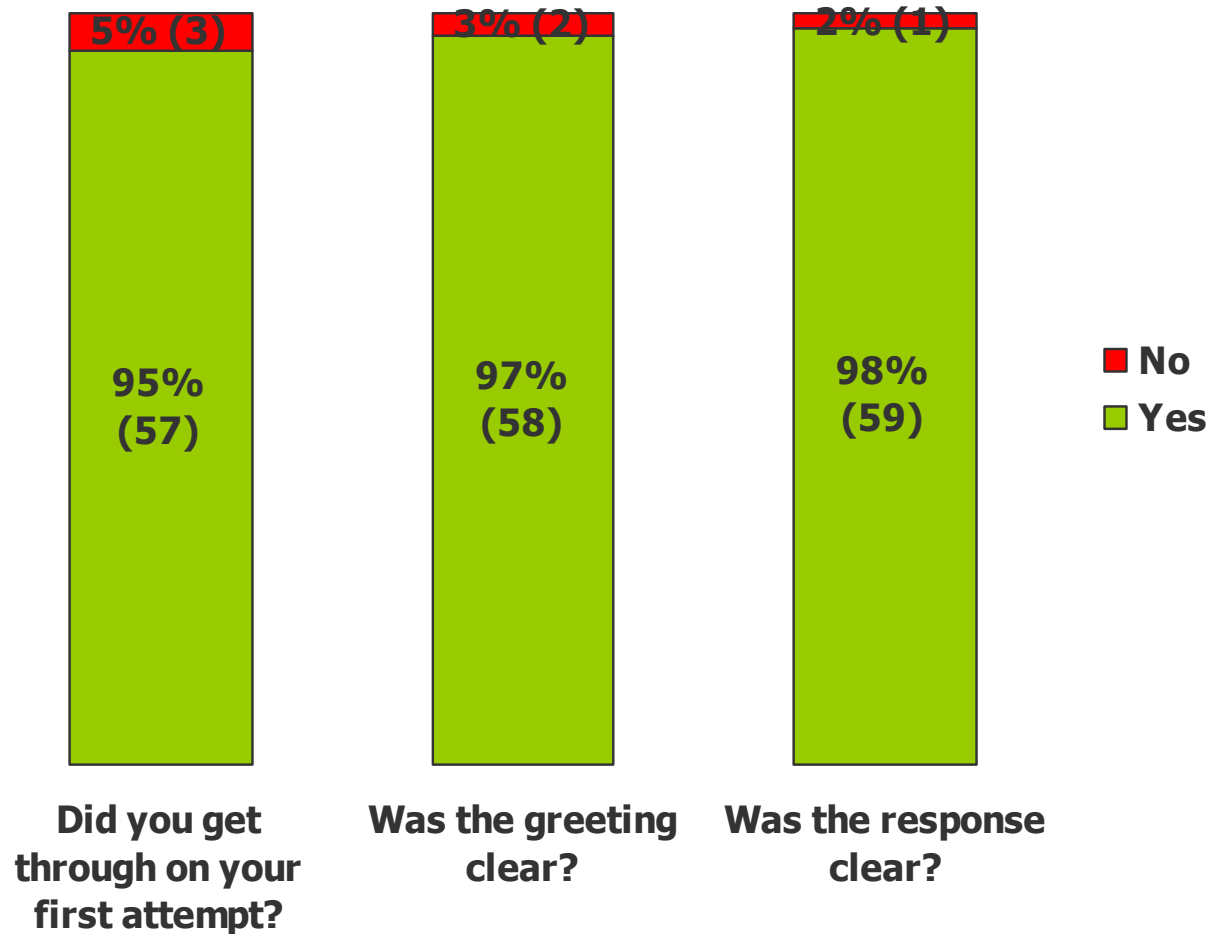






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The majority of assessors were able to contact the LU Customer Service Centre and results for aspects of the calls remain positive

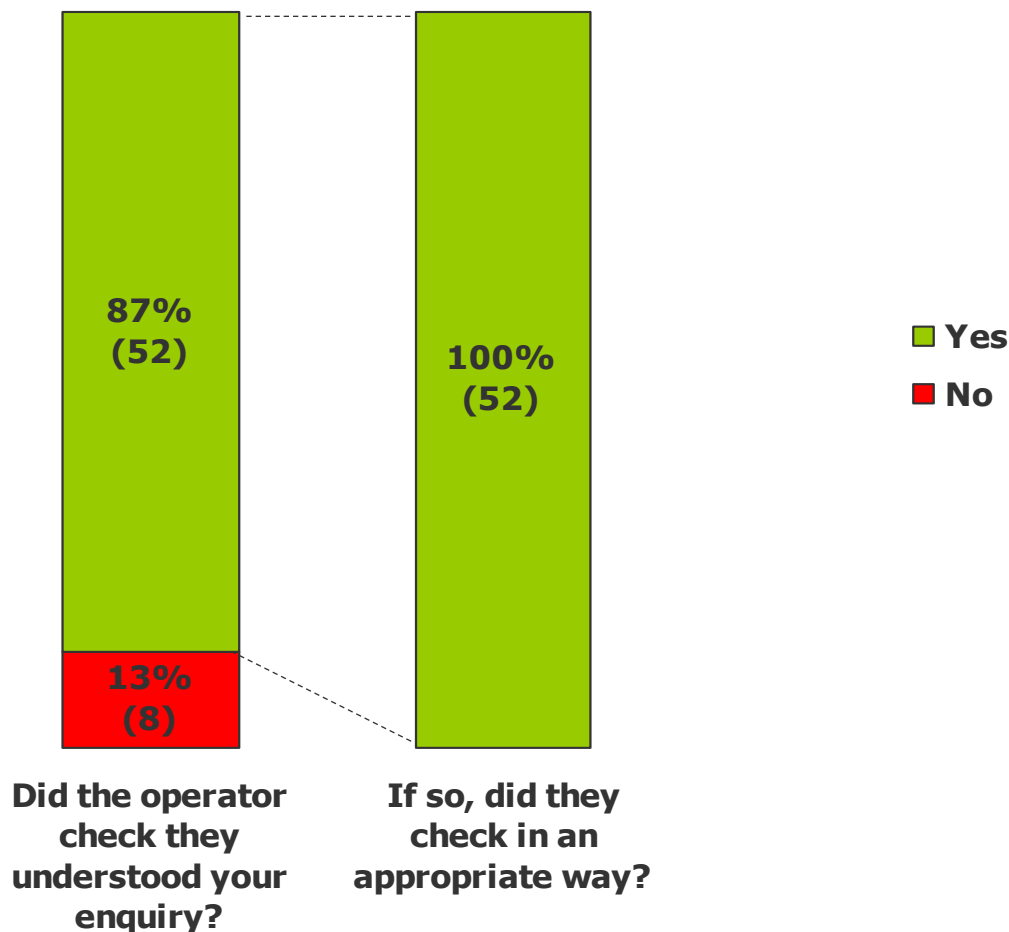


Base: All assessors (actual numbers in brackets)



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During 87% of calls made, the member of staff checked that **they understood the assessor's enquiry, and did so in an appropriate way**

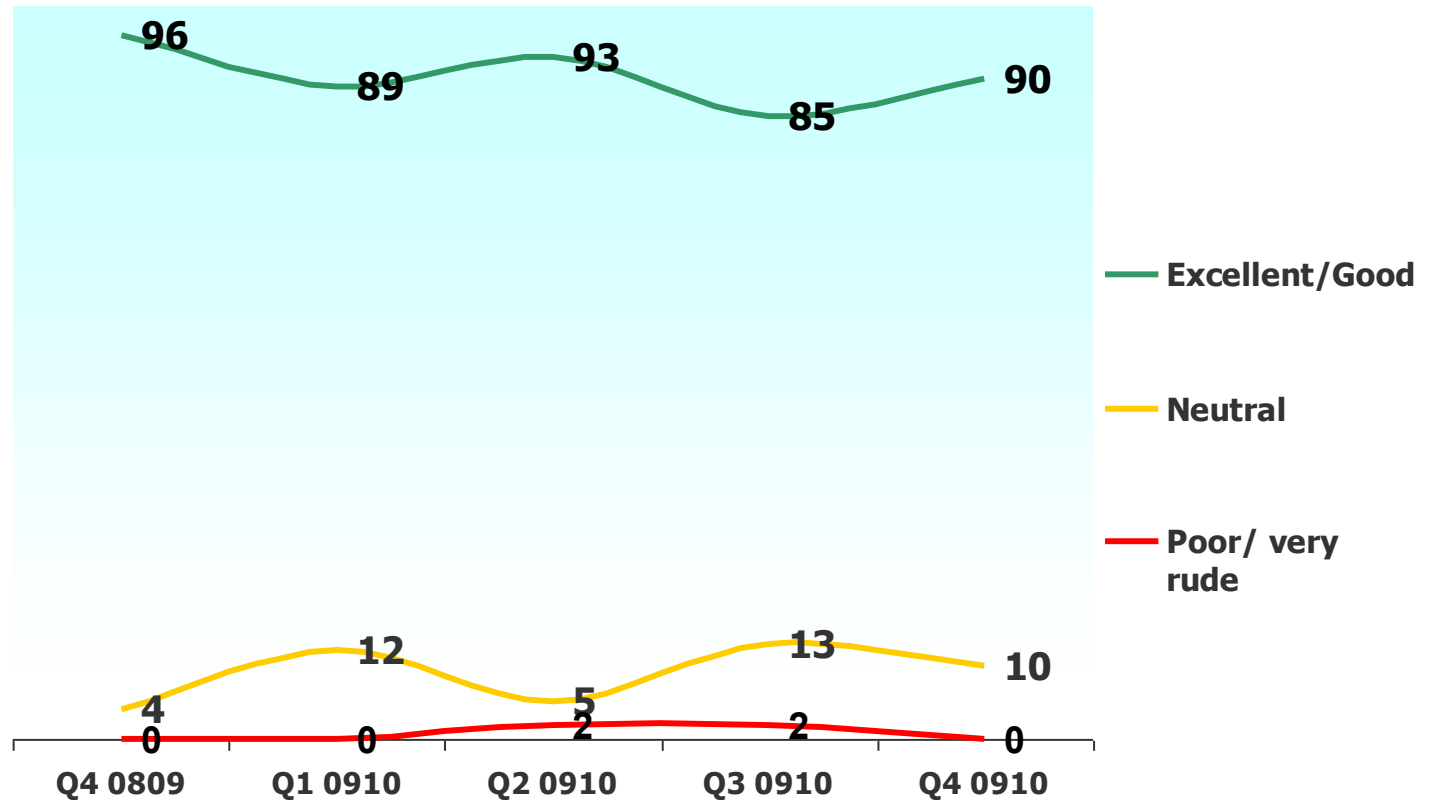


Base: All assessors (actual numbers in brackets)



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The number of members of staff rated as Excellent or Good for politeness recovered marginally this quarter and no staff were reported as Poor or Very rude

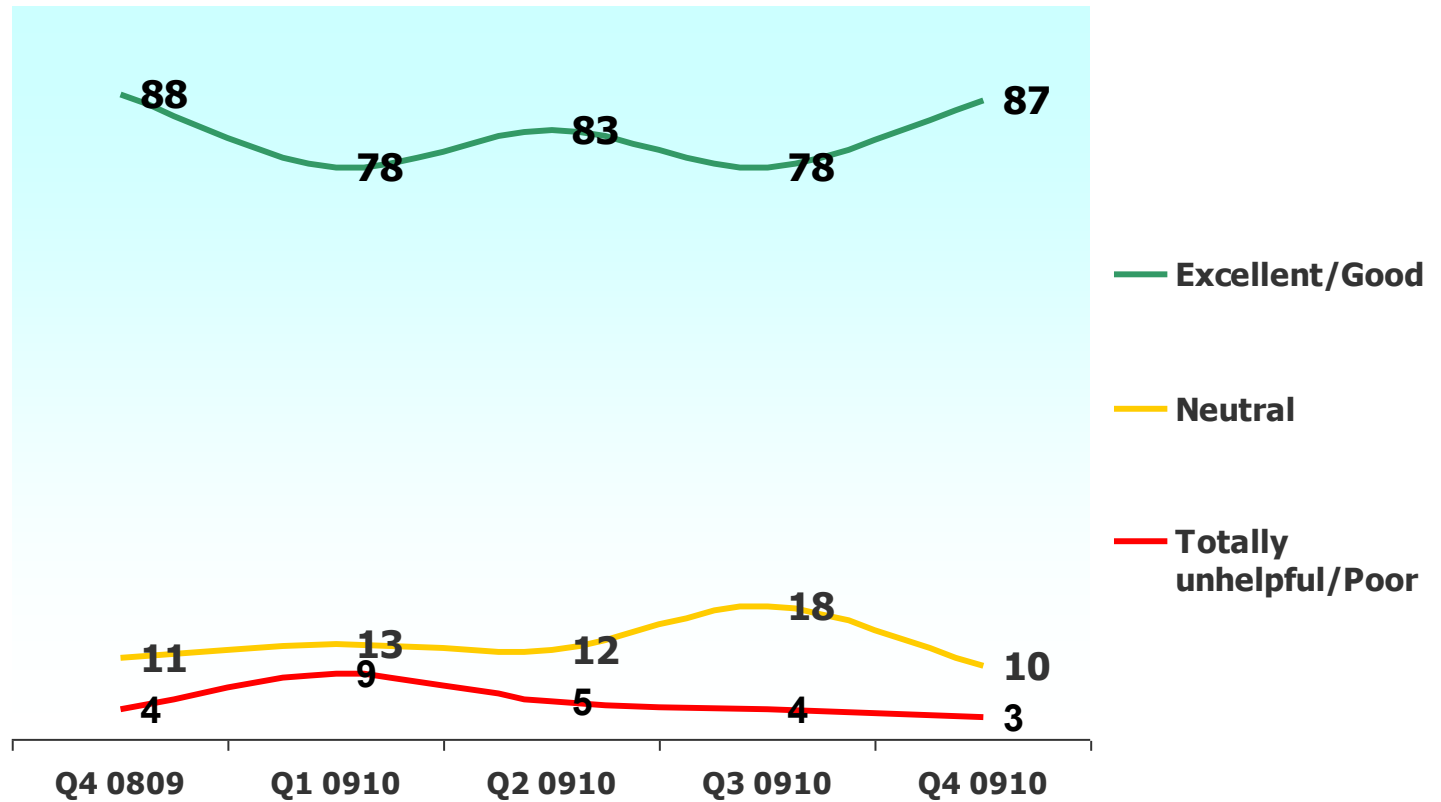


Base: All assessors



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More staff were rated as Excellent or Good for helpfulness, and fewer as Neutral



Base: All assessors



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9 assessors reported experiencing difficulties during their calls and made the following comments

**Problems with call wait time / menu options:**

- ***"I had problems getting past the menu options."*** (Visually Impaired assessor)
- ***"I should not have had to wait five and a half minutes to get through."*** (Visually Impaired assessor)
- ***"The only problems I had were in navigating the menu system before I could speak to someone."*** (Visually Impaired assessor)
- ***"It took fourteen minutes for the call to be answered."*** (Hearing Impaired assessor)
- ***"It took several calls before I could get through. Every time I called, I had to wait for several minutes and then I would [hear a message to] hang up and try again later."*** (Mobility Impaired assessor)

**Problems with staff understanding / knowledge:**

- ***"The member of staff initially gave the wrong information and talked about Railcards."*** (Hearing Impaired assessor)
- ***"The member of staff did not seem to know about the travel mentoring scheme at all."*** (Hearing Impaired assessor)
- ***"My question seemed to be out of the members of staff's comfort zone."*** (Mobility Impaired assessor)

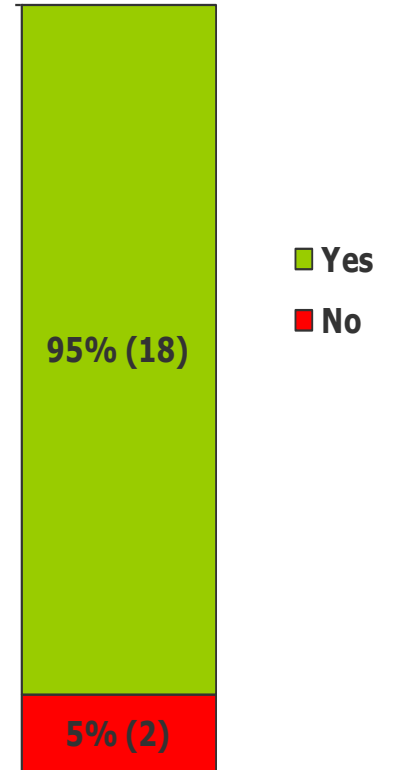


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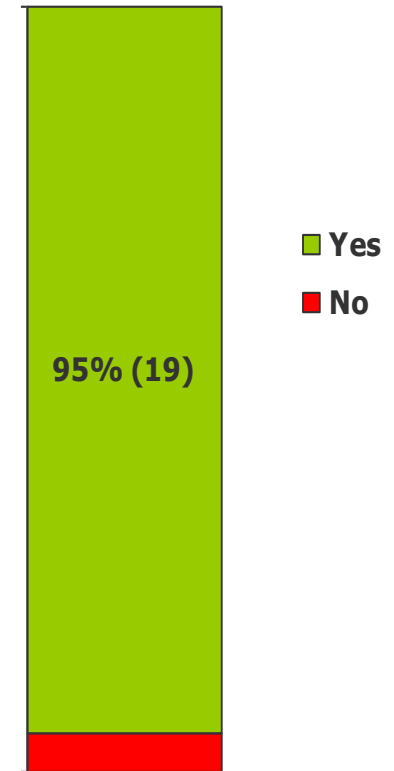
## Assessors with hearing impairments used a selection of methods to contact the CSC

How did you make your enquiry?

- Textphone to CSC telephone via Text Relay: 10
- Talk-by-Text (via PC): 5
- Speech-to-text (where operator speaks and answer is converted to text): 5



**Were you  
able to  
communicate  
clearly with  
the operator?**



**Were correct  
textphone  
conventions  
used?**

Base: All hearing impaired assessors (20 calls)



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Many assessors commented on the telephone communication with the operator. Below are a selection of their comments.

**An assessor who asked about toilet facilities on the Network made the following comment:**

*"They seemed in a hurry to complete the call and I felt that they had little sympathy for someone who needed to use the toilet often. They were polite though."*

**An assessor made the following comment about the operator's opening statement:**

*"The operator obviously has a set speech to start with. This was so quick and gabbled that I did not understand a word."*

**A hearing impaired assessor who made an enquiry on behalf of a visually impaired friend made the following comment:**

*"The member of staff was very polite and wished my friend a pleasant journey at the end of the call. However, they then said that at least a hearing impaired person could see where they were."*

**An assessor made the following comment about the attitude of the operator:**

*"The member of staff was brusque, paying minimal attention to me, and simply answered the question asked without any attempt to clarify their understanding, check on my needs or see if I was satisfied with the answer given."*

**Although this assessor did not find their operator 'warm', they were pleased with the level of service:**

*"The member of staff was brusque and businesslike, but they had clearly heard my request, acknowledged it and checked to confirm that they had understood correctly before responding. They checked to see if I needed any further help before ending the call."*



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# Customer Service



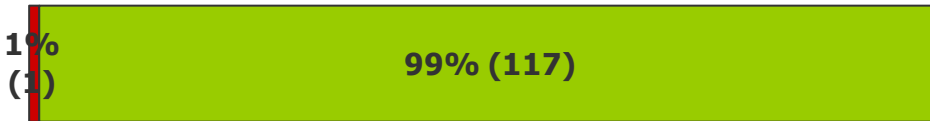




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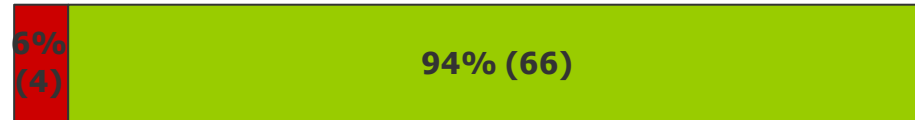
Entrance/exit and movement around the station was generally unhindered

Entrance/exit  
hindered by  
obstacle or  
situation?



...but travellers were not alerted where an obstacle was present

Any escalators\*  
out of service?

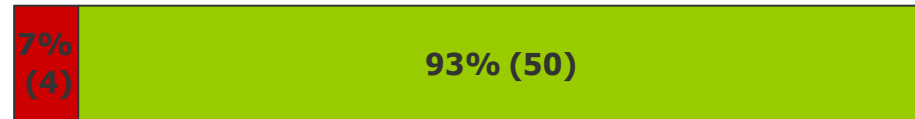


■ Yes  
■ No

At 70 stations where escalators were encountered

...And appropriate signage/information present in 3 of 4 cases  
(75%)

Any lifts\* out of  
service?



At 54 stations where lifts were encountered

...And appropriate signage/information present in 3 of 4 cases  
(75%)

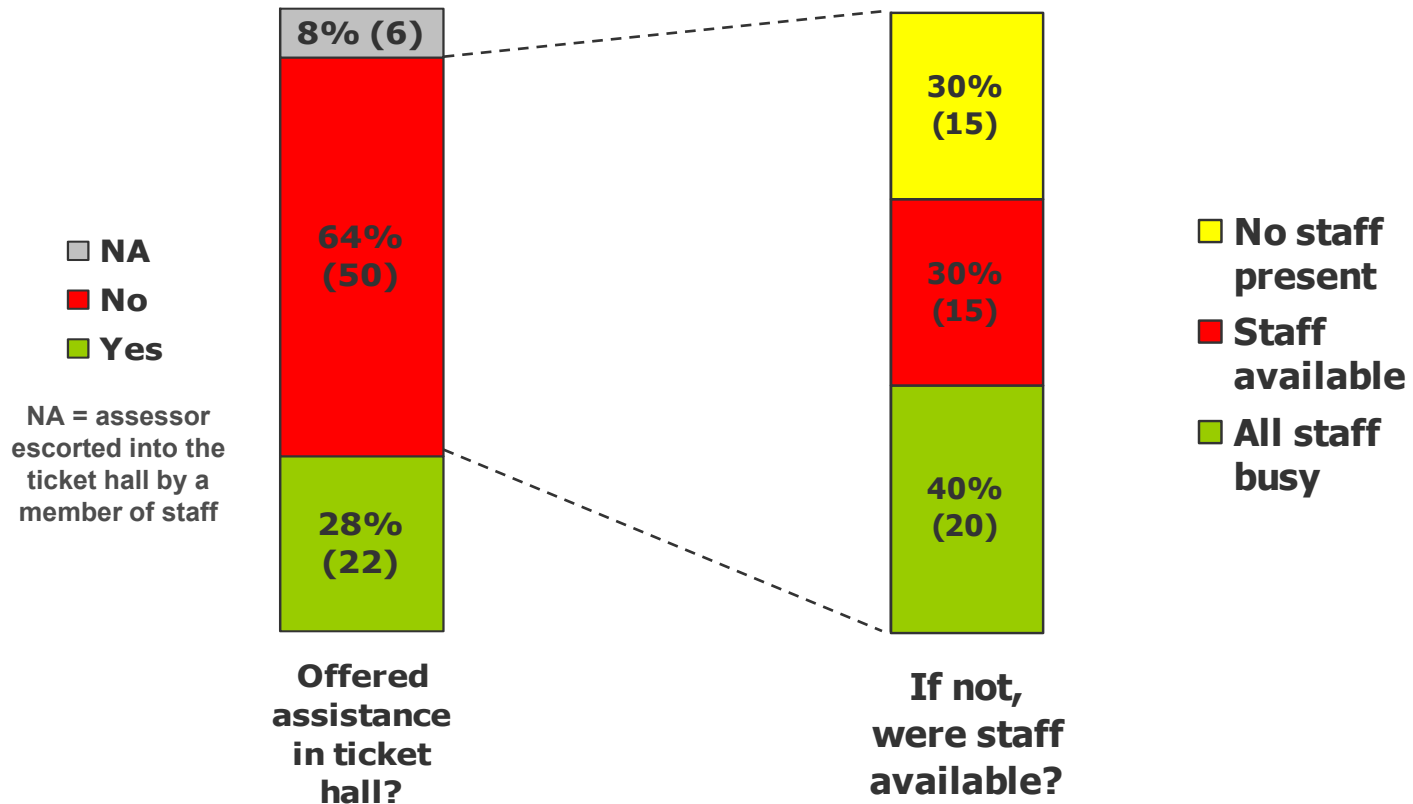
\* Assessors do not check all lifts and escalators and only note those they encounter as out of service in the course of their journey.

Base: All assessors – station entrance and exit (actual numbers in brackets)



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One in three assessors who were not offered assistance in the Ticket Hall stated that staff were available at the time

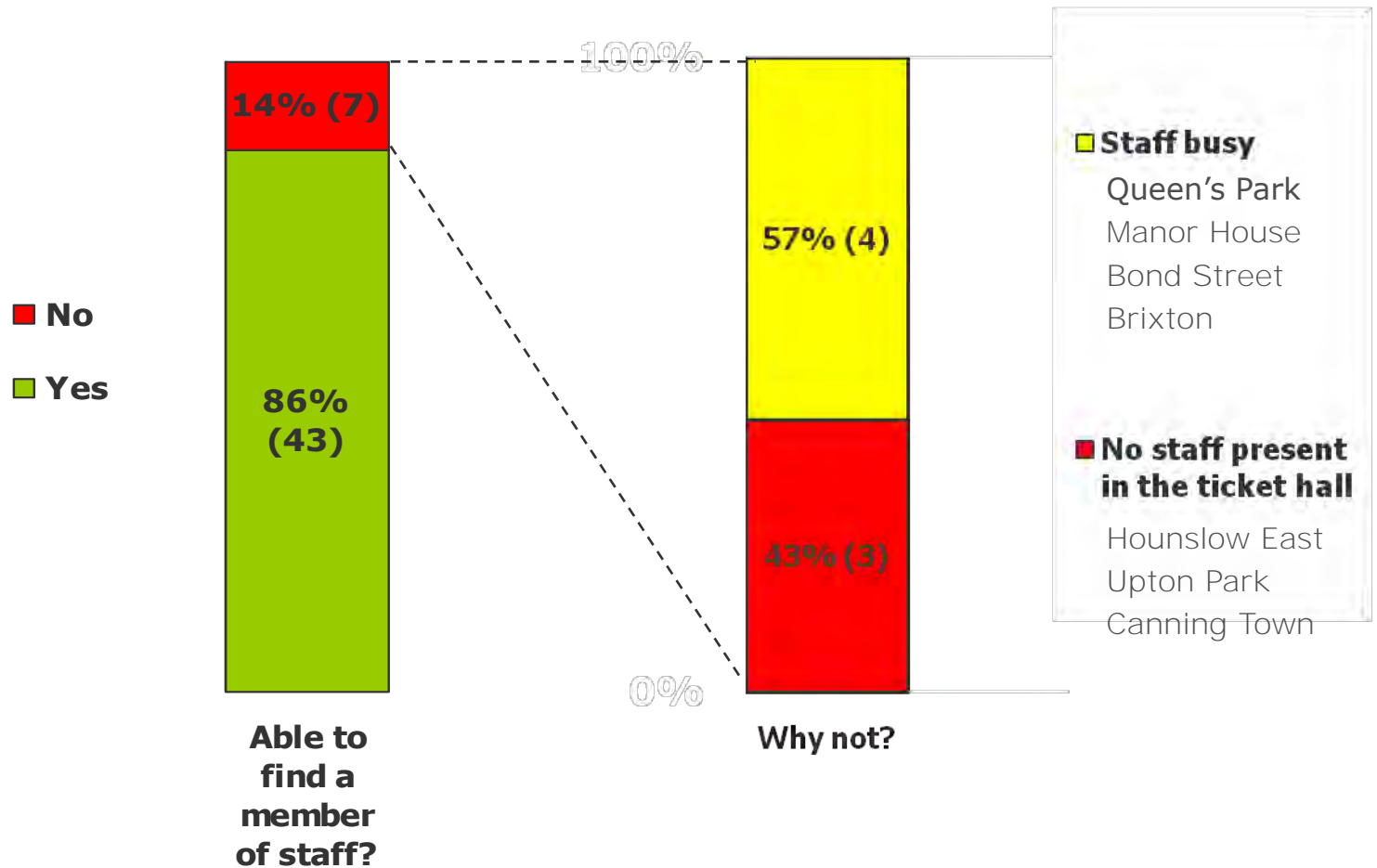


**Of 50 assessors who were not offered assistance in the ticket hall, 27 (54%) rated their disability as noticeable to others**



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Where assessors are not offered assistance they try to find a member of staff. At stations where they were unable to find assistance, staff were either absent or busy

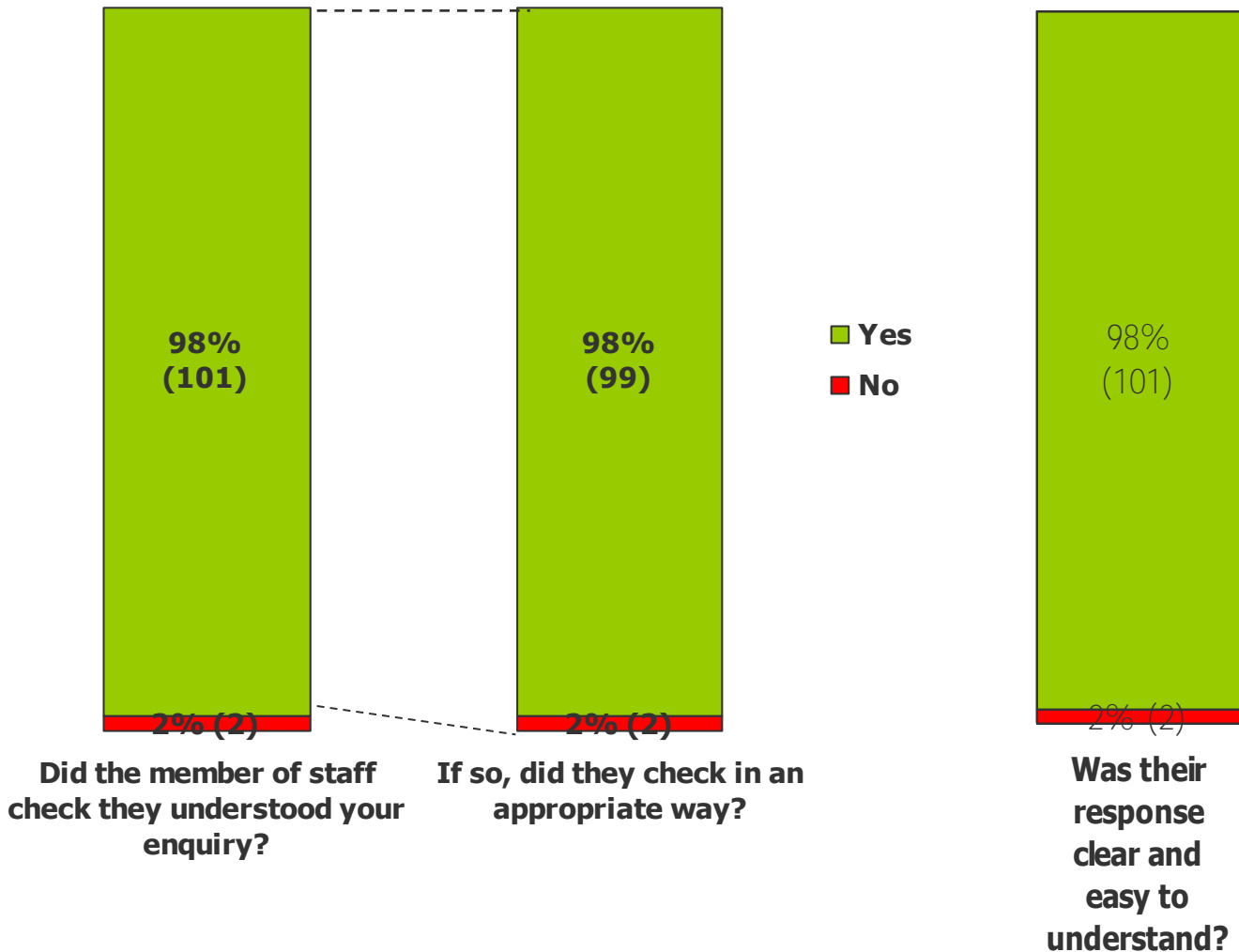


Base: Visually and mobility impaired assessors not offered assistance in the ticket hall (actual numbers in brackets)



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## The majority of assessors found the member of staff's response clear and easy to understand

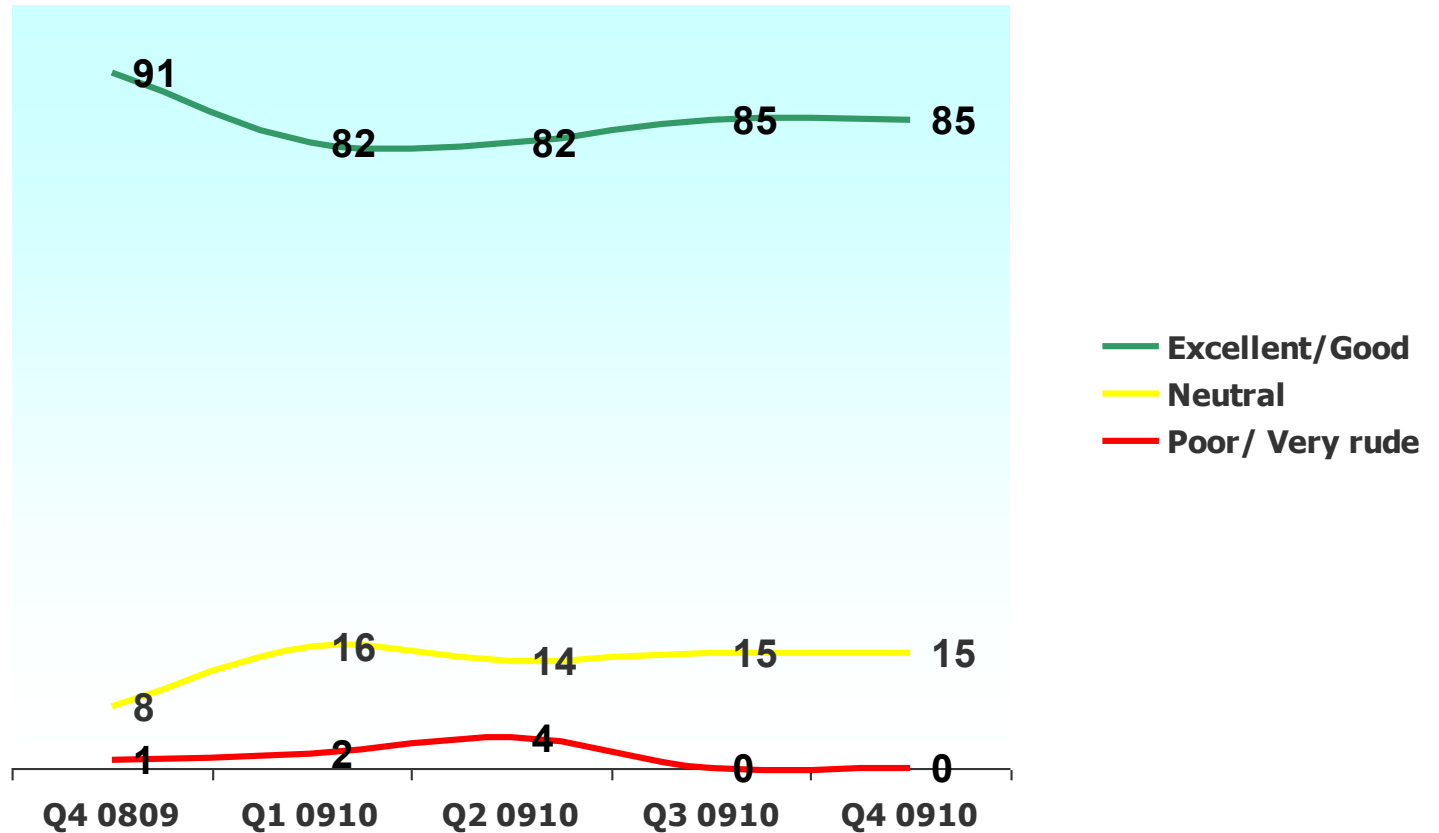


Base: All assessors, all staff contacts at start and end station (actual numbers in brackets)



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For the second consecutive quarter no member of staff was rated as very rude or poor for politeness

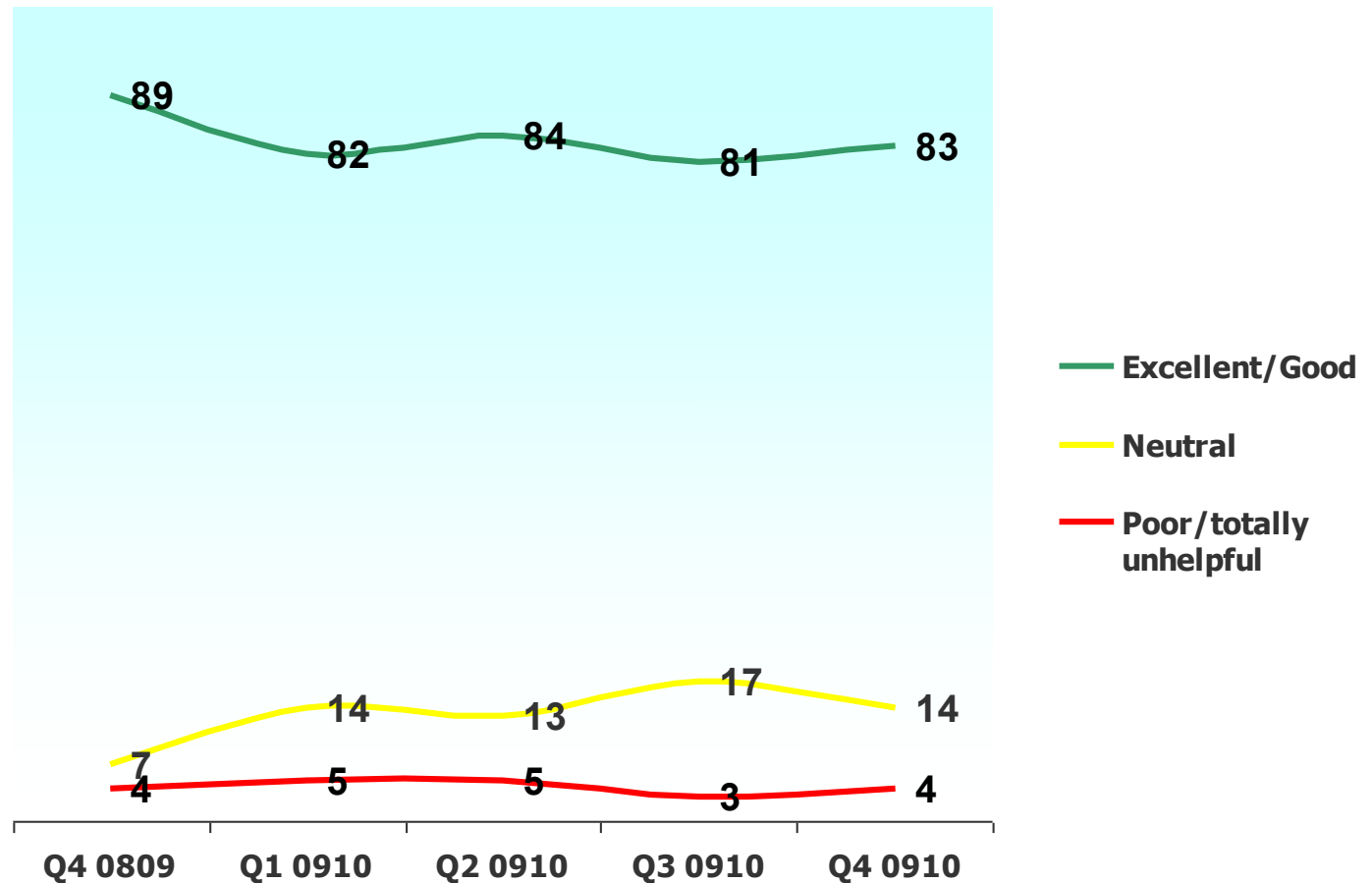


Base: All assessors



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Fewer members of staff were rated as Neutral for helpfulness this quarter

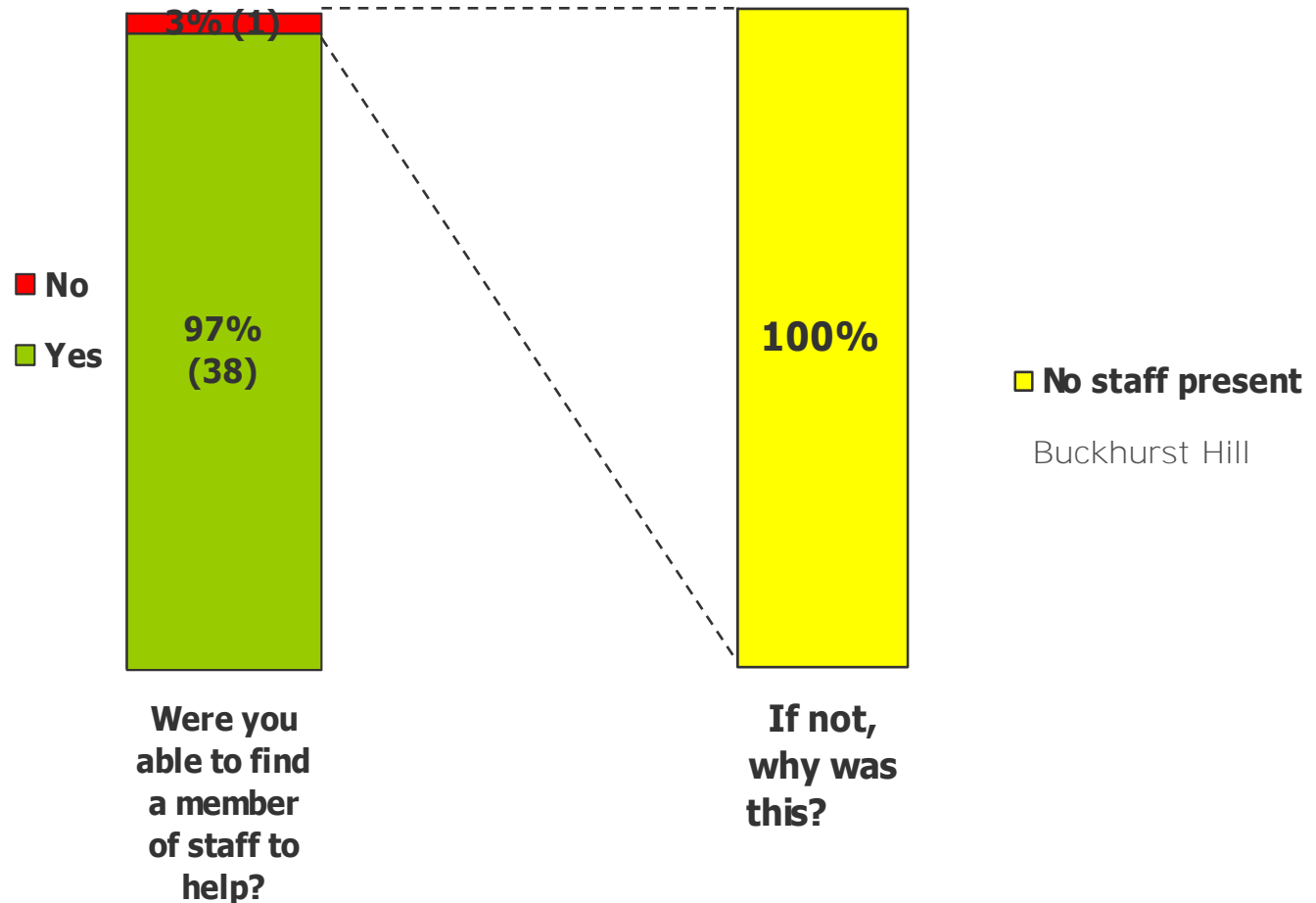


Base: All assessors



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97% of hearing impaired assessors were able to find a member of staff to help them

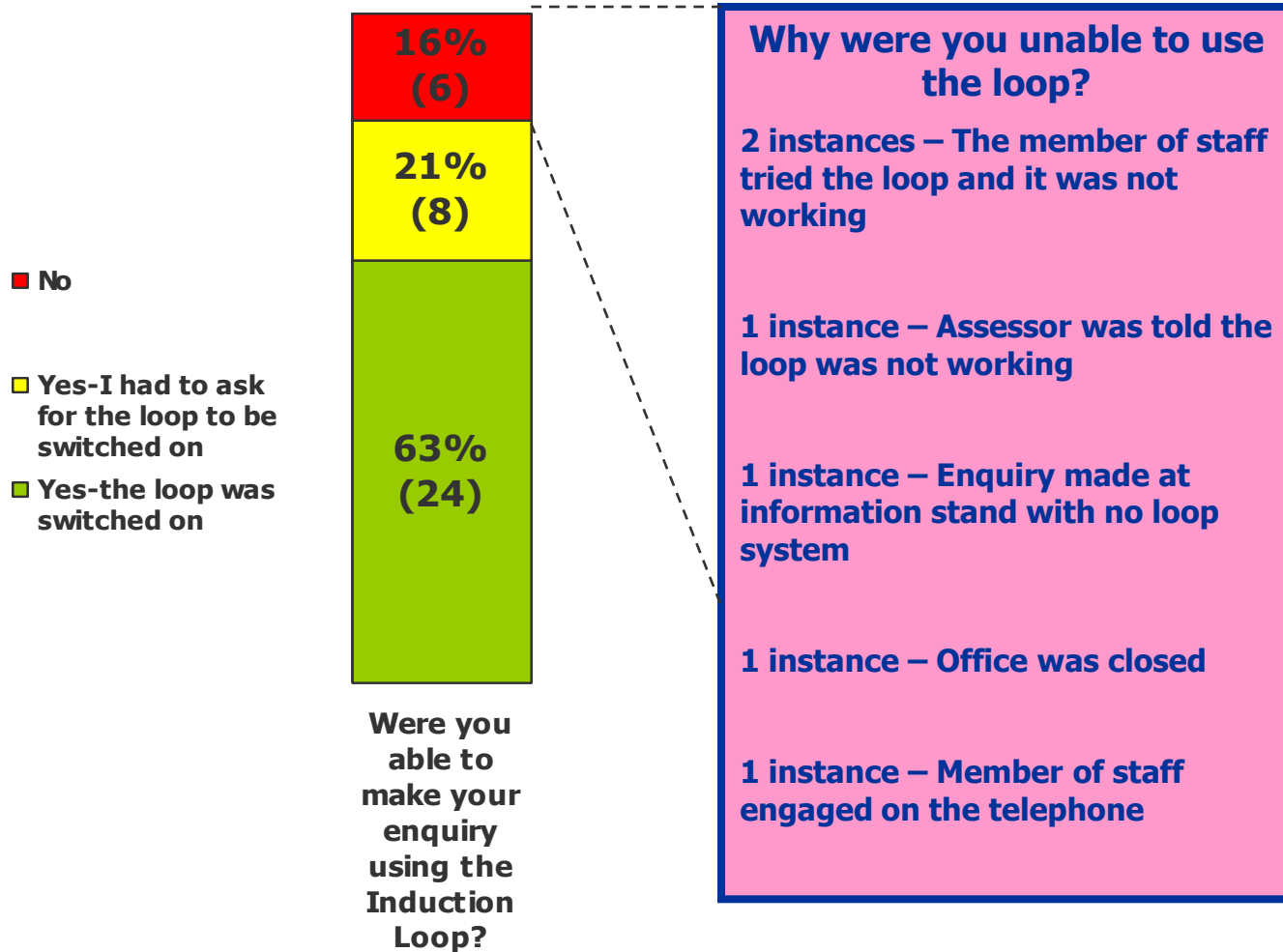


Base: All hearing impaired assessors (actual numbers in brackets)



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84% of hearing impaired assessors were able to use the induction loop, compared with 76% last quarter



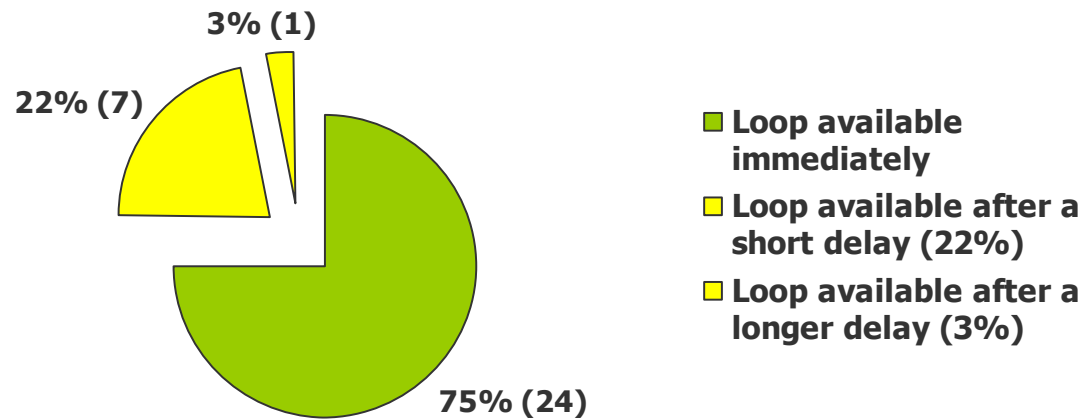
Base: All hearing impaired assessors (actual numbers in brackets)





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The majority of hearing impaired assessors were able to use the loop immediately or after a short delay



**Short delay = up to 30 seconds**

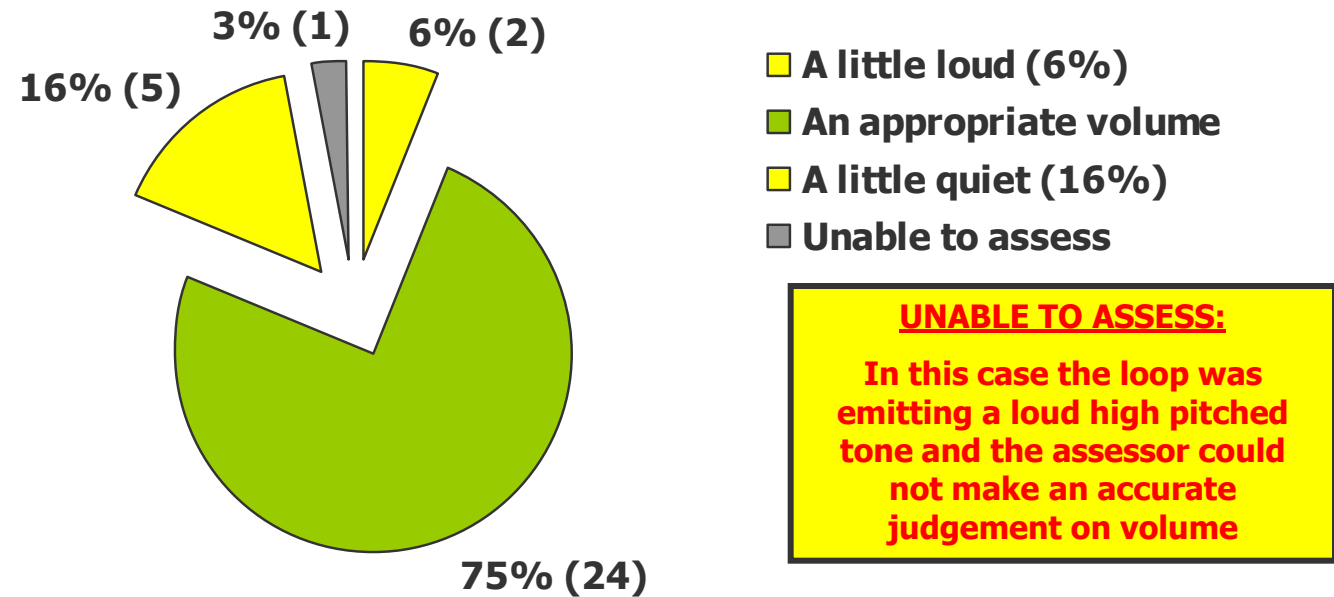
**Longer delay = over 30 seconds**

Base: Hearing impaired assessors who used the induction loop (32) (actual numbers in brackets)



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The volume via the loop was rated as appropriate by 75% of hearing impaired assessors

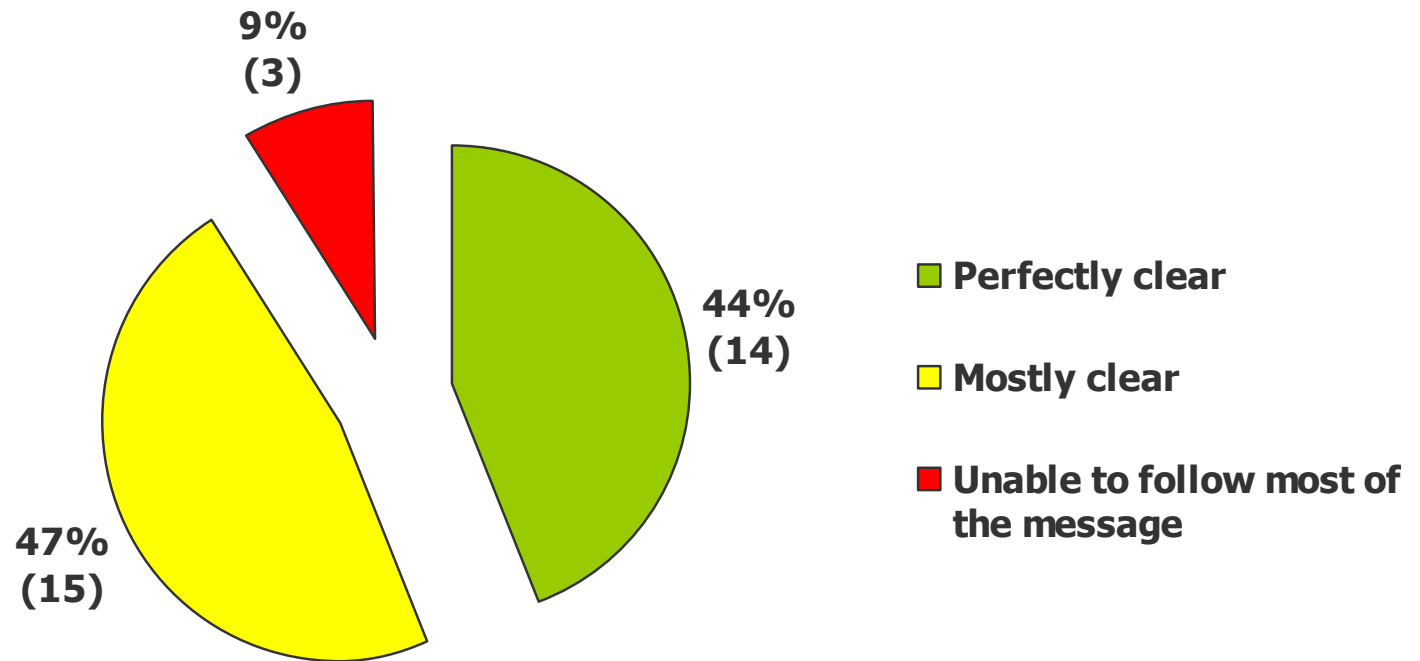


Base: Hearing impaired assessors who used the induction loop (32) (actual numbers in brackets)



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91% of assessors found their conversation via the loop to be perfectly or mostly clear

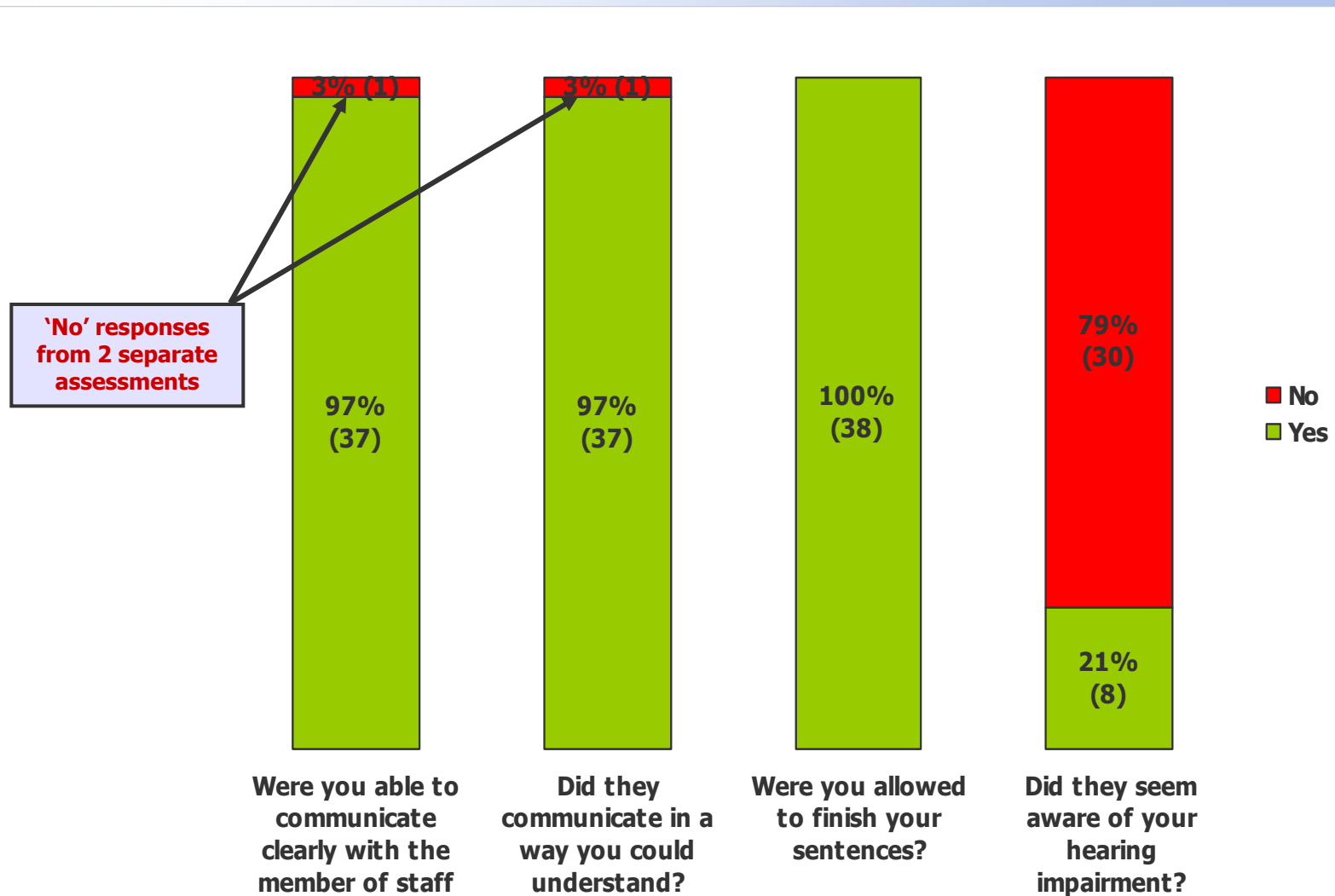


Base: Hearing impaired assessors who used the induction loop (32) (actual numbers in brackets)



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Hearing impaired assessors generally rated the member of staff they spoke to highly for communication, although most found they had to prompt about their hearing impairment

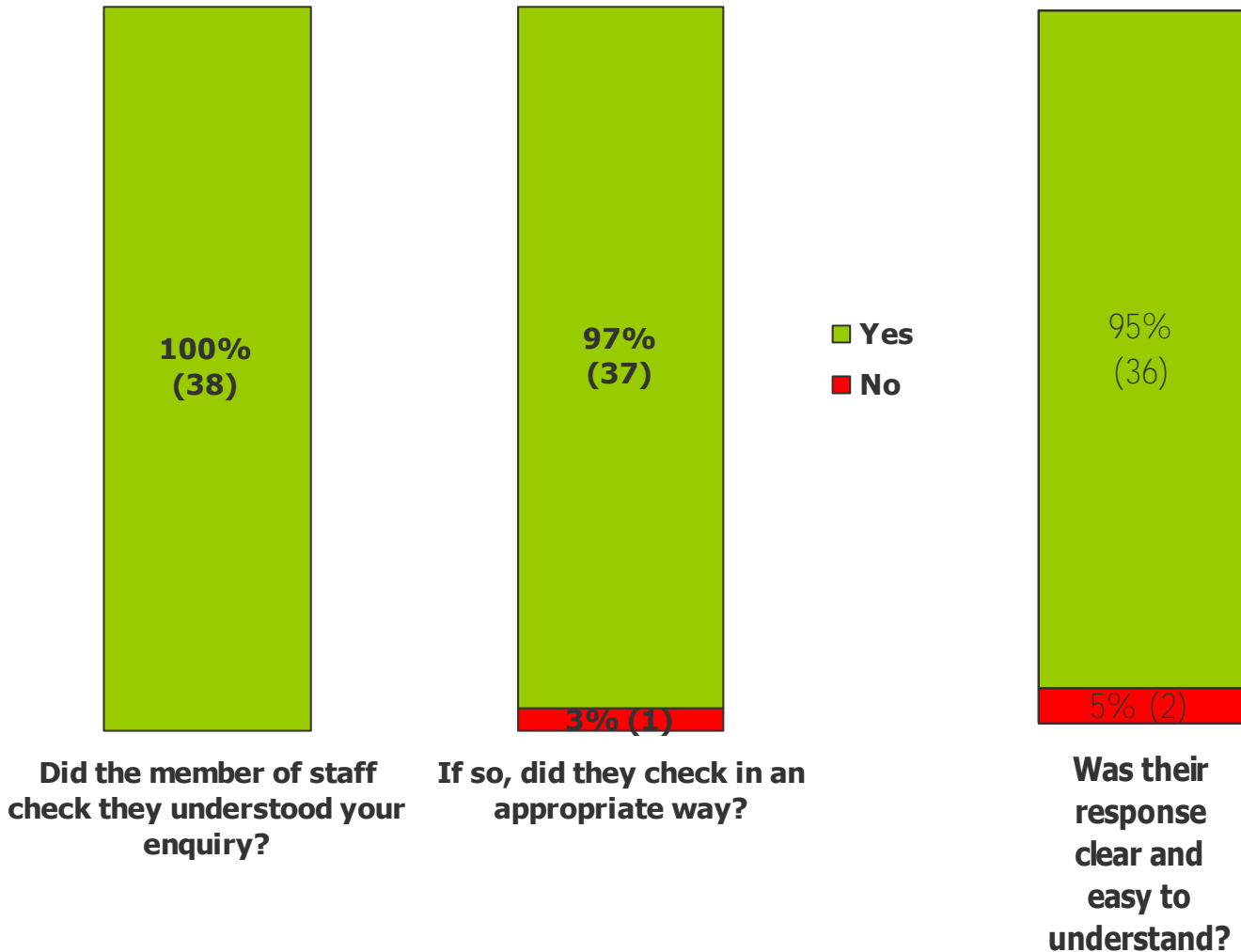


Base: Hearing impaired assessors who spoke to a member of staff (38) (actual numbers in brackets)



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The majority of members of staff checked that they had understood the enquiry of the hearing impaired assessor who spoke to them



Base: Hearing impaired assessors who spoke to a member of staff (38) (actual numbers in brackets)



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Many assessors commented on the communication with the member of staff. Below are a selection of their comments.

**A visually impaired assessor said:**

*"The member of staff was excellent. They noticed me quickly as I approached the gates. They asked if I wanted help to the platform and then asked where I was going and if I wanted help there. They checked if I was OK on escalators and gave me verbal instructions about approaching steps. They asked other passengers to allow us room when it was a bit crowded in the corridors. They asked the train driver to be aware that I needed to get off at Notting Hill."*

**A visually impaired assessor made the following comment:**

*"The member of staff approached me once the passengers had cleared away from the train doors and confirmed that they were staff and offered to help me through the station. They explained where they were taking me and checked if I needed any further help once I left the ticket hall."*

**A hearing impaired assessor was impressed with how the member of staff coped without the hearing loop:**

*"The member of staff responded well with no loop, they spoke slowly and used hand gestures."*

**A visually impaired assessor made the following comment about the member of staff they spoke to:**

*"The member of staff was poor. They showed little interest and at first did not listen."*

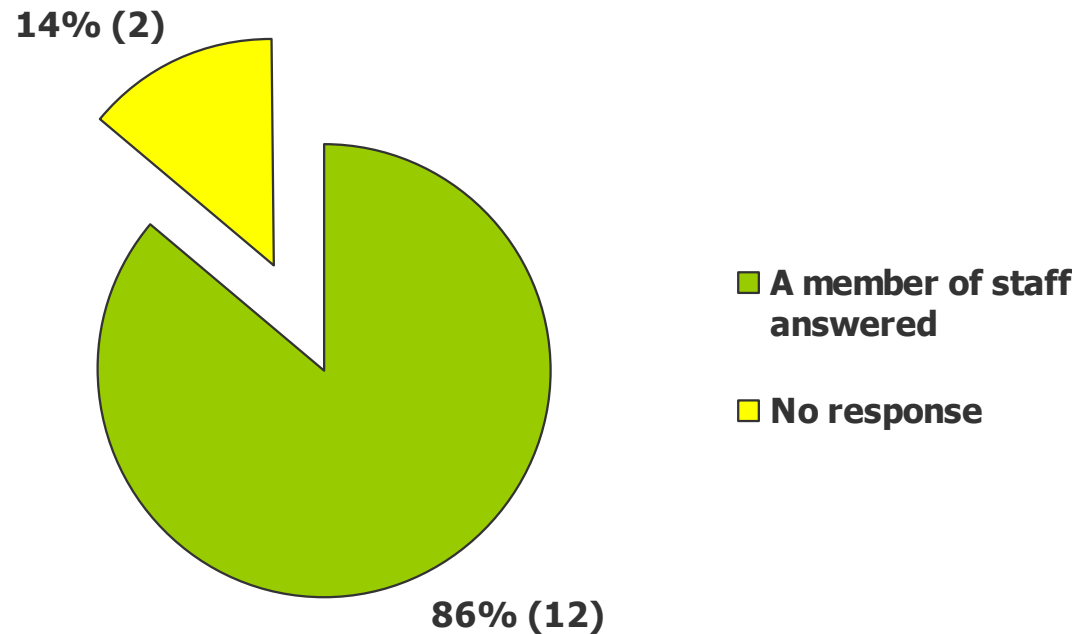
**A visually impaired assessor made the following comment:**

*"Despite the station being busy with commuters, the member of staff accompanied me to the platform and waited with me until the train arrived. They did not make me feel as if I was an inconvenience and I felt completely safe in their company."*



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2 assessors, 1 visually impaired and 1 hearing impaired, were unable to get any response from the Help Point they used



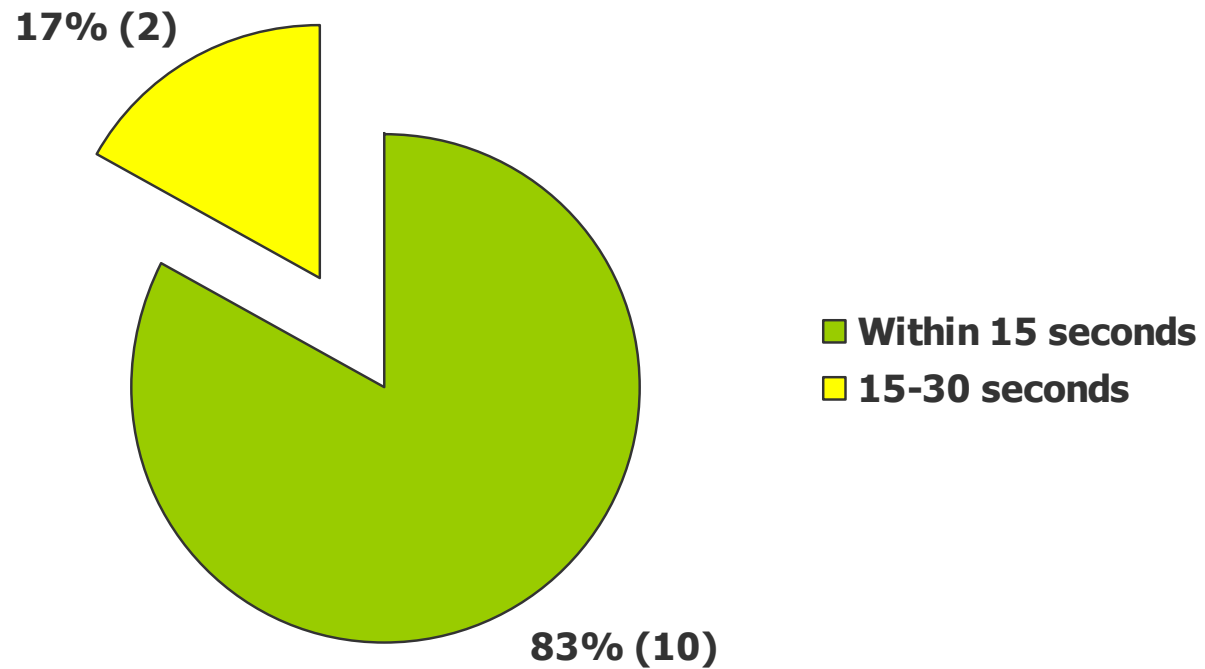
**Of the 4 hearing impaired assessors who were able to get a response when using a Help Point, all found the induction loop to be working**

Base: All assessors who used a Help Point (actual numbers in brackets)



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## Help Points were answered promptly



Base: All assessors who spoke with a member of staff via a Help Point (actual numbers in brackets)

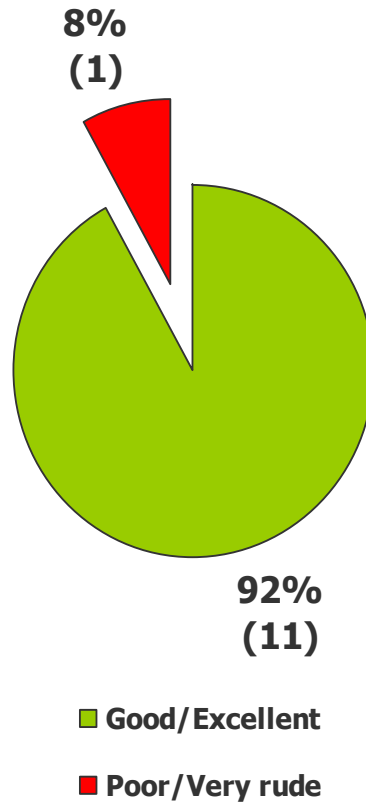




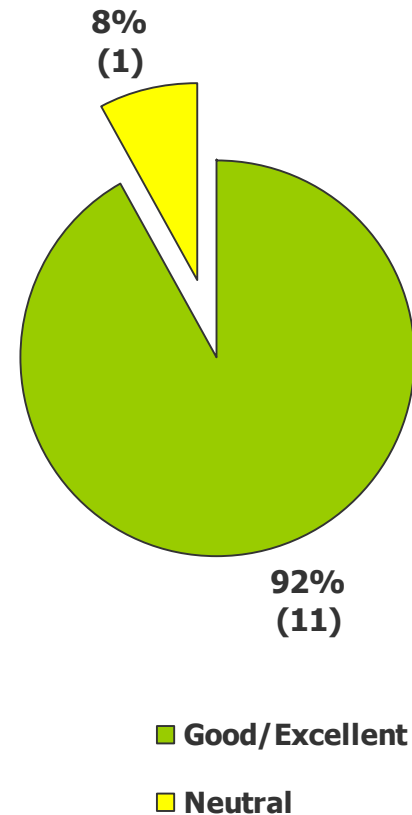
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No Help Point member of staff was rated below Neutral for helpfulness

**Help point staff politeness**



**Help point staff helpfulness**



Base: All assessors who spoke with a member of staff via a Help Point (actual numbers in brackets)



# General feedback on experiences travelling on the Underground

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## **A visually impaired traveller commented:**

*"I did not have the means at the station to check the correct route to Kew Gardens to challenge the advice given by the member of staff which I considered to be wrong"*

## **A hearing impaired assessor commented:**

*"As soon as the train went past Paddington station without stopping I was confused and had no help or information to be able to take any corrective action"*

## **A mobility impaired assessor made the following comment:**

*"The member of staff should at least have met me off the train to assess my needs even though I could make it to the ticket office. I was out of their sight by the time I could get their attention and did not need help by that time."*

## **A hearing impaired assessor made the following comment:**

*"It was very hard to tell which train was Circle Line or Hammersmith, though they share same line track. That information was not available on the indicator panel."*

## **A hearing impaired assessor travelling with an assistance dog:**

*"I was abused by a passenger on the train journey, who was annoyed about dogs being on trains. Maybe London Underground would consider adverts to prevent this behaviour."*

## **A hearing impaired assessor said:**

*"I could not use the loop at St James's Park because both offices were closed."*



## Slide index

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<b>Subject</b>	<b>Slide</b>
Initial contact and response – CSC	5
Understanding enquiry – CSC	6
Staff politeness – CSC	7
Staff helpfulness – CSC	8
Difficulties – CSC	9
Hearing impaired assessors – CSC	10
Assessor comment – CSC	11
Station accessibility	13
Initial offer of assistance – Station	14
Staff availability – Station	15
Understanding enquiry – Station	16
Staff politeness – Station	17
Staff helpfulness – Station	18
Staff availability, Hearing impaired assessors – Station	19
Induction Loop availability and usage – Station	20-23
Communication-Hearing impaired assessors – Station	24-25
Understanding enquiry, Hearing impaired assessors – Station	26
Help Point – Station	27-29
General feedback on experiences travelling on the Underground	30

## Customers using wheelchairs or with reduced mobility

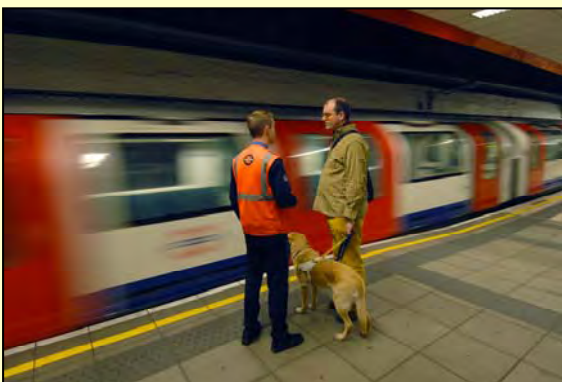
- If you are talking to a person using a wheelchair for a significant amount of time, try to place yourself at their eyelevel rather than talking down to them.
- A wheelchair is an extension of a person's personal space, so always check before you help someone to move.
- 'Step-free' means between street and platform – there may be a step and gap between train and platform which some customers, particularly wheelchair users, will find difficult to manage.
- Make sure you have access to a copy of the Step-free Tube Guide, so that you can assist customers who can't use stairs or escalators to plan journeys.
- Know your station, so that you can offer advice on the easiest routes around, including where there are lifts, escalators or seats. At step-free stations, know the size of the step and gap between train and platform – this is in the Step-free Tube Guide.



### Tell your customer about

- Useful customer information (see back):
  - Step-free Tube Guide
  - Detailed station route descriptions at [directenquiries.com](http://directenquiries.com)
- 'Blue wheelchair' symbols on standard Tube products showing step-free stations – remember the step and gap between train and platform
- Planning a journey avoiding stairs and escalators on the TfL Journey Planner – remember the step and gap between train and platform

## Customers with visual impairments



- Although most visually impaired people have some useful vision, not everyone will see your uniform / name badge, so introduce yourself before offering help.
- When guiding someone, ask if they would like to take your arm. Unless they prefer otherwise, bend your arm, let them take hold of your arm just above the elbow, and lead the way. Describe the route and potential hazards (e.g. escalators) as you go.
- Tell the customer that you are leaving before you go, in case they're not aware of this.
- Remember that guide dogs aren't allowed to walk on moving escalators, unless trained to do so. Have the escalator stopped so that the customer can walk down with their dog.

### Tell your customer about

- Useful customer information (see back):
  - Large print and audio Tube maps
  - Text descriptions of the layout of some of our stations at [describe-online.com](http://describe-online.com)
- Tactile and large print station plans for Earl's Court, Westminster and Old Street – available in station or from the Customer Service Centre
- The assistance you can provide to help them onto the train, and that you can arrange for them to be met at their interchange / destination station
- The automatic voice announcements available on trains on all lines except the Metropolitan line

## Customers with hearing impairments

- When communicating with hearing impaired customers, look directly at them with the light facing you, and speak clearly and naturally, as they may be able to lipread you. Be prepared to repeat things if needed.
- Write things down if necessary, or provide information that is written such as a leaflet or map.
- Remember that hearing dogs aren't allowed to walk on moving escalators, unless trained to do so. Have the escalator stopped so that the customer can walk down with their dog.
- If you are working in the ticket office, make sure that you know how to use the induction loop, and that it is switched on. Report any defects promptly. Remember that induction loops are only helpful for some people who use hearing aids.
- If you can use British Sign Language (BSL) and are confident doing this, let your colleagues know you have this skill and order a Language Badge from your AGI.



### Tell your customer about

- The visual service information available in ticket halls, on platforms and on trains (District, Northern Jubilee and Piccadilly lines)
- The induction loops available at most ticket offices and in most Help Points – and what else you can do to help with communication

## Customers with learning difficulties or mental health problems

- Customers with learning disabilities may find reading signs or maps difficult. Ask if they would like the route marked on a pocket tube map.
- If you don't understand what the customer is asking, ask them to repeat it. Don't finish sentences for them.
- Speak slowly and clearly and use written information, pictures and symbols if needed.
- Remember that these disabilities are often hidden, so be prepared to give extra help.
- Don't patronise people; make sure that they have understood the information you have given them, but treat them as adults.
- Customers with learning difficulties may find crowding and disruption to their journeys stressful and become anxious. This may lead to behaviour that could be interpreted as challenging. If this happens, make sure that you keep your speech and body language calm.


## Customers with speech impairments

- Be patient.
- Most people with a speech impairment would prefer to be asked to repeat a sentence several times than be misunderstood.
- Wait while the person talks - don't finish sentences for them.
- Ask questions that require yes or no answers if possible.
- If necessary, clarify your understanding by repeating back what they have said.
- Use phrases such as 'I'm having difficulty understanding you. Can we communicate in another way?'

**Disabled customers are more likely to need assistance during service disruption, station closure or evacuation**

## Customer information products

### Step-free Tube Guide (large print / pocket size)

- 
- Shows stations that are step-free
  - Shows stations where customers can interchange step-free between different Tube lines / National Rail services
  - Provides size of step and gap between train and platform
  - Details alternative entrances, long interchanges etc.

### Large print Tube map (colour / black and white)

### Audio Tube map



### Getting Around London



Multimodal guide to access across all TfL modes

### Tube toilet map (online only)



Copies are able from:  
**[tfl.gov.uk/accessguides](http://tfl.gov.uk/accessguides) or 020 7222 1234**

Also:  
**[www.describe-online.com](http://www.describe-online.com)**  
Text descriptions of the layout of some of our stations  
**[www.directenquiries.com](http://www.directenquiries.com)**  
Detailed station route descriptions and other accessibility information



## Assisting your disabled customers

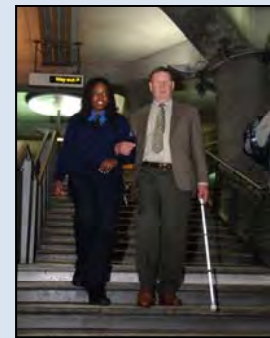
All of our customers need help sometimes. However, customers with disabilities may need more specific help.



Although many disabled customers can and do make many journeys independently, they are reassured by knowing that help is available if they need it. In particular, disabled customers may need extra help if their journey is disrupted.

Disabled customers don't need or want to be treated differently from any other customer. If you listen to what customers are asking for, and treat them as you would like to be treated, you will be providing good customer service. Don't be offended or concerned if your offer of help is turned down.

You may meet customers with other disabilities not specifically covered here – including hidden disabilities. In this case, remember that they are the expert on their disability; ask them what you should do in order to help them.



More at:  
**[intranet.lul.co.uk/ssd/accessibility\\_and\\_inclusion/how\\_to\\_help.asp](http://intranet.lul.co.uk/ssd/accessibility_and_inclusion/how_to_help.asp)**



## Trips which would substantially benefit from being step free

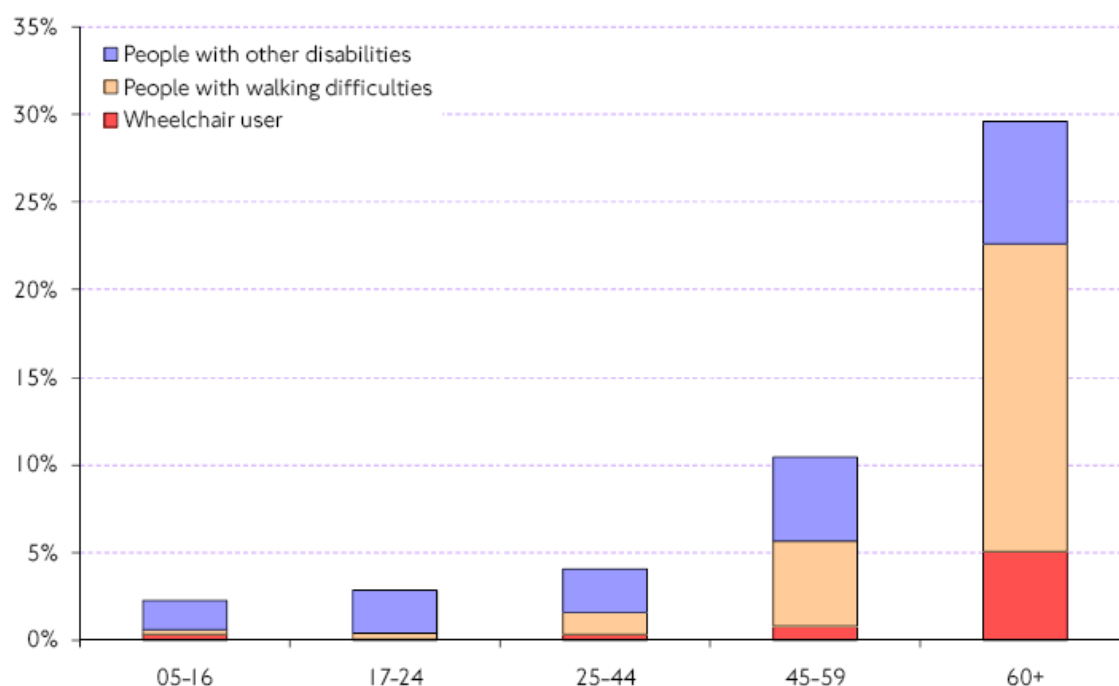
### Data Source

This analysis is based on the London Travel Demand Survey (LTDS) 2006/07 to 2008/09. This is a survey of Londoners so will not include those who are resident outside London.

### Londoners with travel-related disability<sup>1</sup>

The chart below shows the percentage of people with a travel-related disability by age group in the LTDS survey. There is often a relationship between disability and ages, particularly with regards to walking difficulties. The percentage of people with a travel related disability rises to almost 30 per cent in the over sixty age group. This shows that the future age profile of the population may have an impact on the number of people with a travel-related disability.

Figure 8.5 Percentage of people with a travel-related disability, LTDS 2008/09.



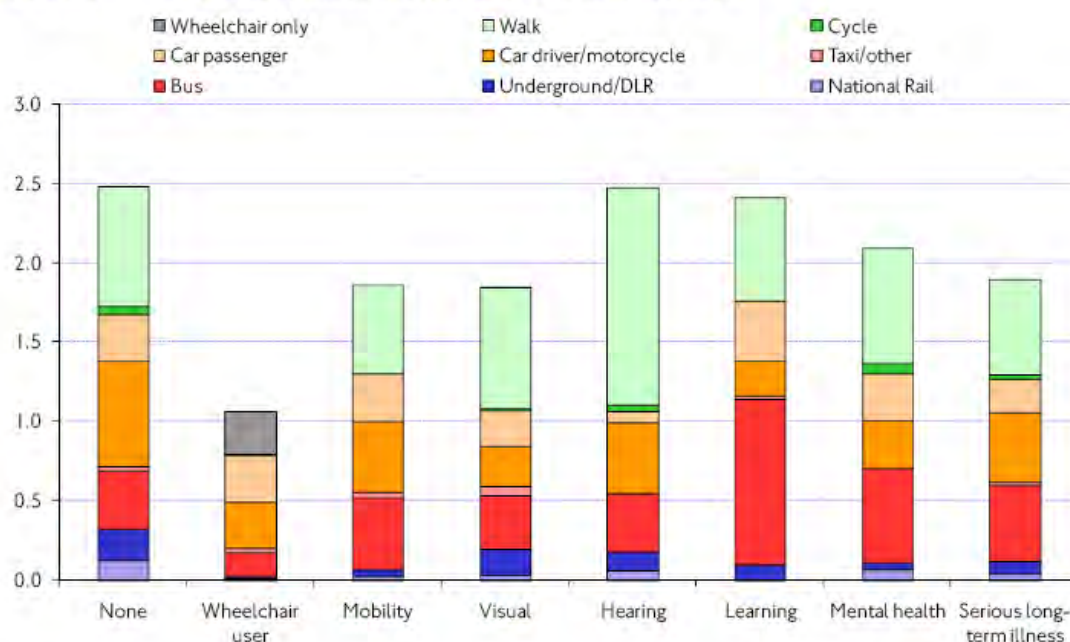
Source: TfL Planning, LTDS

The chart below shows trip rates by mode and type of impairment. Notably the overall level of travel activity is relatively low for some groups, and in particular wheelchair users make under half of the number of trips that people without impairments make. The use of different modes varies among different groups, with

<sup>1</sup> This section is taken from the Travel in London Report 2 page 177-178

people with hearing impairments making more walk trips, while people with learning disabilities make more use of buses. There is a tendency among people with impairments to use buses as opposed to Underground or rail, most likely reflecting the fact that the bus network is more accessible than Underground and rail services.

Figure 8.6 Trip rates by mode and type of impairment - 2008/09.



Source: TFL Planning, LTDS

## Types of trips with mobility issues

The following analysis considers not only trips made by people with disabilities but also the fact that there are others who would significantly benefit from improving the physical accessibility of the transport network. The analysis is consistent with the analysis completed as part of the walking and cycling potential studies and considers trips where mobility issues exist and improvements in the physical accessibility of the network would be significantly beneficial.

- Mobility impairment/disabled
- Encumbered/heavy or bulky goods
- Accompanying a child under 5
- Adult over 74

These categories are not mutually exclusive and some trips may be affected by more than one issue.

Table 1: Trips with mobility constraints

	Number of trips per day	As a proportion of the total
Mobility impairment/ disabled	1,333,000	7%

Encumbered/ heavy or bulky goods	4,947,000	27%
Accompanying a child under 5	1,526,000	8%
Adult over 74	700,000	4%
Total (all trips, not sum of above)	18,280,000	

Note:

1. These categories are not mutually exclusive.
2. Figures rounded to nearest thousand

The highest proportion of trips with mobility constraints are those made by people encumbered with heavy or bulky goods (27%). There are a similar proportion of both those accompanying a child under 5 and those with a mobility impairment or disability (7 and 8% respectively). The mode share of these trips is considered later in the note.

This shows that improvements in the physical accessibility of the transport network would impact a significant number of trips.

### Combined mobility issues

39% of trips are affected by at least one mobility issue. 10% of trips are made by a person with either a mobility impairment or are over 74 while almost 30% of trips are encumbered by heavy or bulky goods or accompanying a child under 5.

### Trips encumbered by heavy or bulky goods

This section looks in more detail at the trips encumbered by heavy or bulky goods which constitutes almost 30% of all trips per day.

*Table 2: Number of trips encumbered by different types of heavy or bulky goods*

	Number	Percentage of encumbered trips	Percentage of all trips
Pushchair, Buggy, Pram	458,000	9%	3%
Suitcase, Rucksack	1,505,000	30%	8%
Briefcase, Computer	416,000	8%	2%
Shopping	1,641,000	33%	9%
Sports Bag, Sports Kit etc	425,000	9%	2%
Tools, heavy work equipment	181,000	4%	1%
Other	321,000	6%	2%
Total	4,947,000	100%	27%

Note: Figures rounded to nearest thousand

There is a fairly even split across all types of heavy goods though slightly higher for those carrying suitcases or rucksacks and shopping.



## Mobility Impairment/Disability

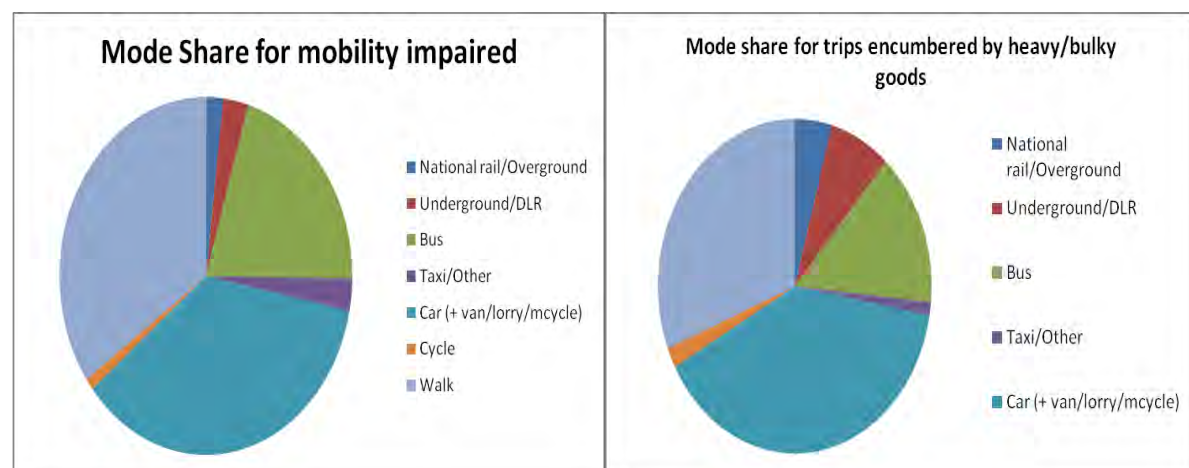
*Table 3: Number of trips made by people with a mobility impairment/disability by type*

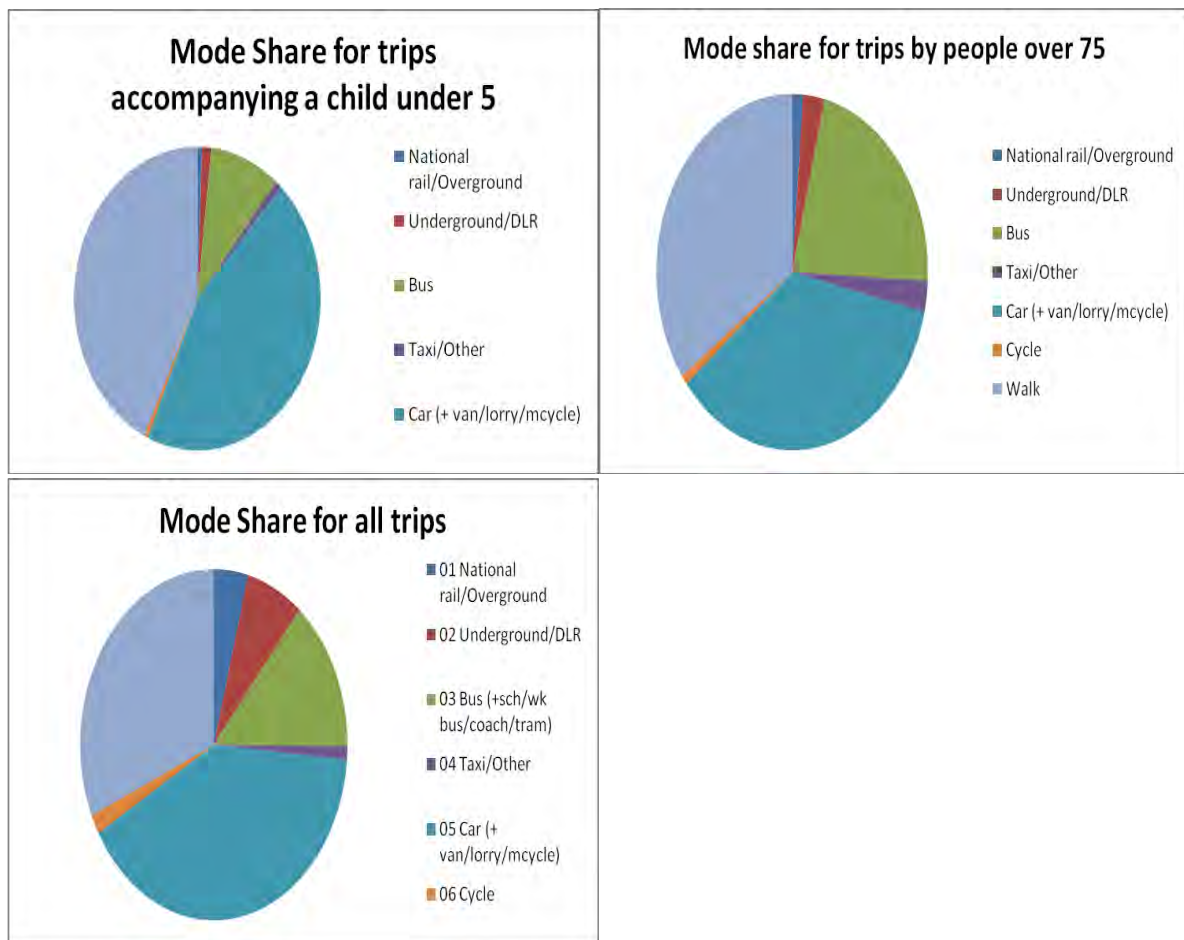
	Number	Percentage of mobility impairment trips	Percentage of all trips
Wheelchair user	97,000	7%	1%
Mobility	634,000	48%	3%
Visual	61,000	5%	0%
Hearing	48,000	4%	0%
Learning	43,000	3%	0%
Mental health (0607 onwards)	148,000	11%	1%
Serious long-term (0607 onwards)	239,000	18%	1%
Age related mobility impairment (0607 only)	44,000	3%	0%
Other	18,000	1%	0%
Total	1,333,000	100%	7%

Note: Figures rounded to nearest thousand

Approximately half of the trips where people report a mobility impairment/disability are mobility related. No further questions are asked to enable us to understand in more detail the requirements of this group. 1 per cent of all trips are made by wheelchair users.

## Mode Share





The pie charts above show the mode share of trips made with different mobility issues. Overall, trips with mobility issues are more likely to be made by car or walking than other modes of transport.

The mode share for trips made by people with a mobility impairment and by those over 75 are very similar. This is to be expected as the number of people reporting a mobility impairment increases with age as shown in the chart above. The predominant modes are walk (35%), car (36%) and bus (21%). Compared to the mode share for all trips, a higher proportion walk and use buses (walk 32%, car 40% and bus 14%). This is likely to be due to the higher levels of physical accessibility on the bus network.

The sample sizes are really too small to draw detailed conclusions from analysis of the mode share for different types of mobility impairment. Though generally it appears that the type of mobility impairment does not significantly change the mode share.

Trips made accompanying a child under five are predominantly made by walk or car (approximately 45% each). Bus has the highest mode share of all public transport for this group (under 10% compared to 14% for all trips and 21% for mobility impaired).

The mode share for trips encumbered by heavy/bulky goods is very similar to the mode share for all trips.

## **Conclusions**

Although work on improving the physical accessibility of the transport network focuses on those with mobility impairments there are also a significant number of trips where mobility is affected and would also benefit from improved physical accessibility of stations.

The analysis shows that different mobility issues lead to different mode shares therefore we need to understand the needs of these different groups in order to be able to develop a physical accessibility strategy. Those with mobility impairments are more likely to use the bus. Those accompanying a child under 5 are more likely to walk or use a car. And those encumbered by heavy/bulky goods have very similar mode share to the whole population.

Transport for London

**London Underground**



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[www.tfl.gov.uk/tube](http://www.tfl.gov.uk/tube)

**11 October 2010**

Dear Val

### **Transport Committee meeting on 9 September**

Thank you for your letter of 16 September following the recent meeting of the Transport Committee. I am sorry for the delay in responding.

Your letter raised a number of queries on behalf of the Committee and attendees at the meeting and I am replying with responses from London Underground and my colleagues in TfL London Rail, Surface Transport, Planning and Customer Services. These are set out below alongside each of the points you raised.

**Any mechanisms TfL has in place to provide for staff across all its transport modes, including Tube, buses and Overground rail, and other relevant organisations such as Network Rail and ATOC, to work together to plan improvements to accessibility, particularly at interchange stations.**

There are a number of such mechanisms, as follows.

The Mayor's Transport Strategy (MTS) sets out a policy framework to improve accessibility across the transport network. This covers staff service, information provision and the travelling environment.

Policy 21 of the MTS states:

"The Mayor, through TfL, and working with the DfT, Network Rail, train operating companies, London boroughs and other stakeholders, will seek to increase accessibility for all Londoners by promoting measures to improve:

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authority is Transport for London.

Page 1 of 9

**MAYOR OF LONDON**



- a) The physical accessibility of the transport system, including streets, bus stops, stations and vehicles
- b) Information provision, staff service and the travelling environment”

The TfL Interchange team is a cross-modal function which prioritises and delivers integrated multi-modal transport improvements at interchanges across London. These involve the development and delivery of short, medium and long term improvements, including improved accessibility, subject to funding constraints.

This work is informed by the Interchange Best Practice Guidelines. This was re-launched as a web-tool in November 2009 and is accessible on the TfL website via the following link: [www.tfl.gov.uk/interchange](http://www.tfl.gov.uk/interchange). You will note that accessibility is a key issue within the ‘Usability’ theme. Two additional programmes have recently been initiated, designed to deliver early customer benefits at little cost, namely:

1. **Co-ordinated management of interchanges:** the aim is to improve customer service through better customer information and assistance, and better maintenance and security. This involves collaborative management between modal operational staff, borough street managers and police.
2. **Co-ordinated interchange signage and way-finding:** the aim is to deliver better customer service through better integrated cross-modal signage and way-finding throughout interchanges and their surrounding environments. At some locations, where additional third party funding is secured, this will include the delivery of Legible London way-finding information, to be integrated with the multi-modal interchange signage.

Both these programmes are being carried out with the support and direction of a joint sponsor group which includes the TfL modes, TfL Interchange, Network Rail, ATOC and the TOCs.

The development of the MTS itself included consultation with Network Rail, TOCs, ATOC, user groups including those representing the disabled, older Londoners etc, and boroughs (as well as the general public). Their responses were also considered and helped shape the strategy’s approach to improving accessibility.

TfL’s Independent Disability Advisory Group was consulted during the development of the MTS and provides regular feedback on specific schemes as they are developed.

The sub-regional transport plans currently under development, in conjunction with the boroughs, will set out in further detail a strategy for improving physical accessibility in each of the sub-regions.

In addition to this overall context, TfL London Rail and London Underground both liaise regularly with Network Rail and the TOCs with regard to the planning and implementation of physical accessibility improvements, particularly at interchanges. One of the key interfaces is through DPTAC’s (Disabled Peoples Transport Advisory

Committee) Rail Working Group which occurs monthly. TfL also currently meets regularly with ATOC and Network Rail (and other transport providers) to discuss accessibility at the Olympics Accessibility Integration meeting.

TfL's Disability Equality Scheme (DES) is revised annually and sets out improvements to be made in the short term. It includes improvements at interchanges with other networks.

Borough Local Implementation Plans (LIPs) are required to set out improvements contributing to MTS goals, including improvements to physical accessibility. TfL reviews the LIPs on behalf of the Mayor and through this process is able to discuss synergies and co-ordinate programmes with the boroughs, such as street accessibility improvements to complement station accessibility improvements.

### **The weight / people capacity of the lifts at Stratford regional station.**

The attached plan highlights each of the lifts at the station and their weight and person capacity.

This includes the short-height 'lifting platform' from the Jubilee line to the Western subway, which is rated at 400kg maximum weight. This equates to approximately 4 or 5 people, but obviously depends on luggage/equipment.

All other lifts at the station have or will have capacity for at least 12 people.

### **TfL's projection of the number of people in London with reduced mobility in 2031 and the basis for this projection including any estimate of the number of elderly people in London in 2031.**

The Draft Replacement London Plan (DRLP) refers to the growing population, the elderly and those with mobility and access needs. Paragraph 1.13 states:

*"An expected increase in the number of older Londoners by 2031 is likely to mean there will be more disabled people and people with particular mobility and access needs. Ensuring London and its infrastructure is accessible and inclusive will have to be a key theme of the new London Plan."*

Figures 1.2 and 1.3 show the increase in London's population and the age structure of that population. Figure 1.2 shows the GLA's Strategic Housing Land Availability Assessment projections, which estimate that the population of London will be just under 9 million by 2031. Figure 1.3 shows increases in the elderly population of London for both males and females (if it is assumed that "elderly" refers to 70 and over). For example, the 70 age group is predicted to increase by several thousand between 2008 and 2031.

Please see below for Figures 1.2 and 1.3:

Figure 1.2 London’s population 1971–2031

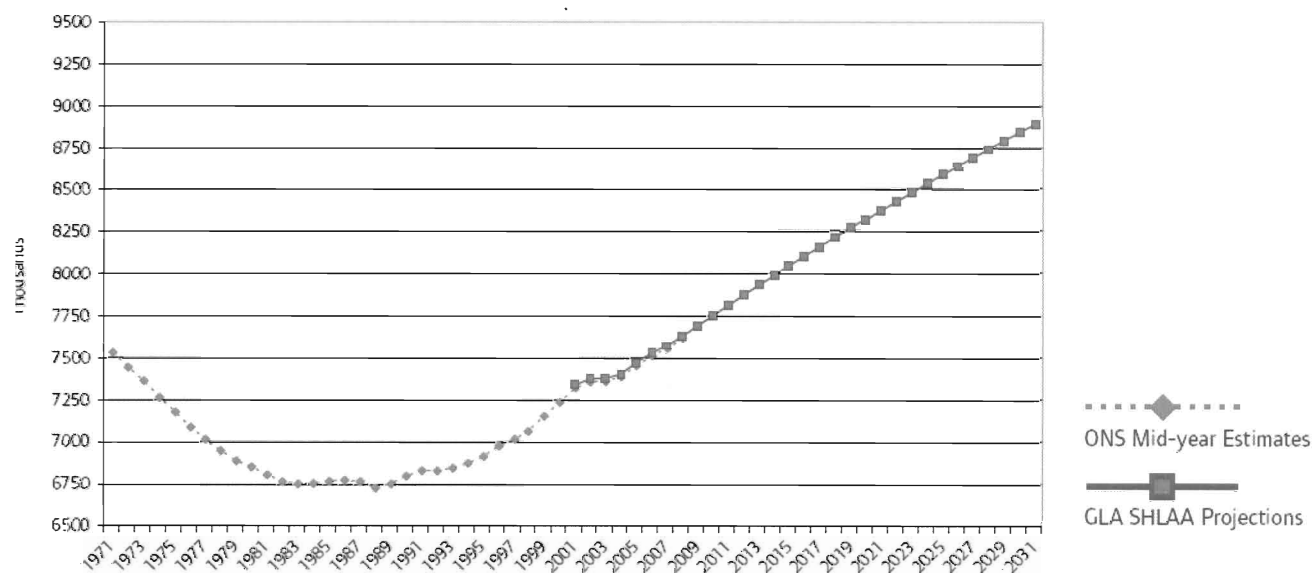
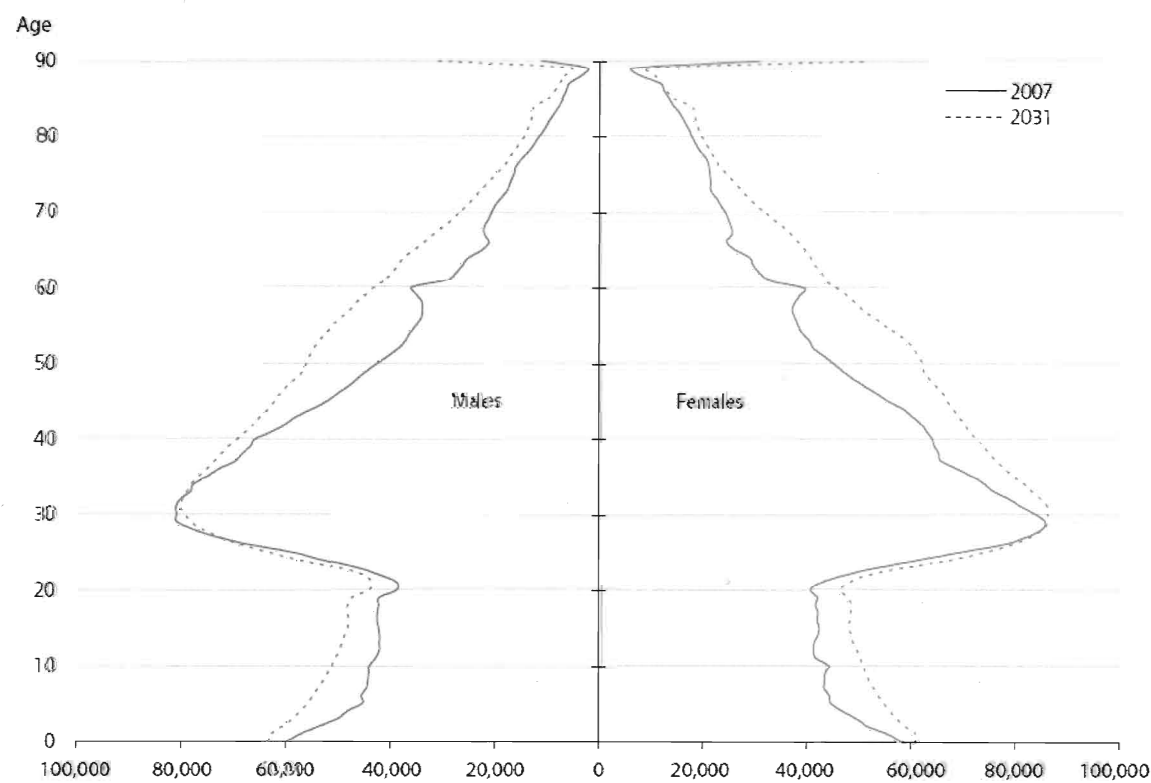


Figure 1.3 The age structure of London’s population 2008/2031



Source: GLA DMAG

**Any proposed changes to the disability and diversity awareness training for bus drivers following our feedback.**

The training you recently observed has been developed in collaboration with the training division of the charity Scope. London Buses will arrange with Scope to review the course content.

London Buses accepts that the quality of training delivery is vital for successfully embedding messages with key staff. To that end, London Buses has recently agreed with the bus operators that staff in classroom delivery roles must become qualified to a minimum standard, i.e. the government's Preparing to Teach in the Life-long Sector (PTLLS) Level 3 qualification. This will ensure that training is delivered in a more engaging and interactive way, especially for those topics where behavioural change is required.

You may be aware that Jennette Arnold AM recently attended a course delivered by a PTLLS qualified trainer at Cricklewood Bus Garage on 22 September. I hope that you will have the opportunity to speak to Jennette and find out about her experience.

Of course, training is only part of the story since this can only ever be directed at a relatively small group of staff at any one time. TfL uses other tools (the Big Red Book for staff, roadshows, posters etc) to get key messages across and these do appear to be working.

London Buses constantly looks to improve its training programmes and will take your comments on board as we evolve and develop the disability and diversity awareness programme.

**The minimum length of kerbside space required to ensure a bus stop is accessible.**

The minimum permissible length of an accessible kerbside is 19 metres.

**The improvements being made to TfL's Journey Planner to assist people with reduced mobility plan their journeys including any provision of information about accessible Network Rail Overground stations.**

TfL's interactive map already provides detailed information about accessibility features at each station on the TfL network, including availability of step-free access lifts, the number of steps from street to ticket hall, interchanges and platforms and the extent of step between the platform and the train. The map is available via this link: <http://journeyplanner.tfl.gov.uk/im/SI-T.html>. As per our earlier submission to the Committee, such information is also available in our Step-Free Tube Guide and via the Direct Enquiries service.

TfL's Journey Planner Services team is in the process of finalising the prototype for a new Journey Planner option. This will improve the information provided to disabled



users navigating the transport system. This prototype is currently being tested with disabled members of the public to ensure it meets the needs of targeted user groups.

Once the development stage is complete, funding will be sought for the full implementation.

**Why is a wheelchair user not allowed to use their own ramp to board or disembark from a train at an unstaffed Tube station? In determining the scope for any new Tube trains, is TfL considering designs that allow the use of self-operated ramps?**

All London Underground Tube stations are staffed, and will continue to be so under the proposed changes planned for introduction next year.

The National Rail network has used manual boarding ramps for some time. The method of operation of these is that a member of staff has been trained in how to use the device, and how it interfaces with the train, and the safe way to assist people on and off the train both for the customer, the member of staff and for the train and station assets. These ramps are specifically designed to work with a particular design of train.

London Underground operates a more intense, metro-style service - up to 30 trains an hour on some sections - with much shorter dwell times in stations, vital to deliver the high volume throughput on which the city depends. In addition our platforms are much narrower and more congested. For these reasons, LU decided to pioneer the use of 'Platform Humps' (raised sections of the platform running for a length of approx. 30 metres) which would provide level access for wheelchair users, as part of our obligations under the Rail Vehicle Accessibility Regulations. These humps have the advantage of providing permanent and independent access on and off trains, and can be used by everyone. There is no need to book assistance. LU has won recognition at industry awards for its pioneering use of platform humps.

The interface between the platform and the train is managed extremely carefully to ensure the safety of customers, staff and of assets. We do not believe that it would be safe to use a manual board device which has not been specifically designed and tested to work in the Underground environment and with Underground trains. In addition, we believe that it could be a trip hazard when deployed. For this reason we do not encourage the use of manual boarding devices on our stations. However, LU continues to keep the use of such devices under review.

**What, if any, action is TfL taking to help ensure ‘help points’ at stations are accessible to people who may not be able to press the buttons and/or have speech impairments?**

Help points on London Underground stations are designed to be easily operable by someone who has limited dexterity. The buttons are large and operable either by a clenched fist or open palm

Help Points on London Underground are routed in the first instance to staff on the station. If a member of staff is unable to understand a customer, they may ask the customer to repeat themselves, but in such cases staff may simply go to the Help Point and have a face to face conversation.

When a passenger uses a Help Point on London Overground, the call is routed to the Control Centre for a response (and then onto the British Transport Police if no one can respond). However, the local station staff are also alerted as soon as the Help Point is pressed and the local (and Control Centre) CCTV monitors automatically switch to show the cameras which cover the Help Point. Again, if necessary staff may go and talk directly with the passenger.

All stations that are managed by London Underground and London Overground are staffed from before the first train to after the last train, enabling passengers to speak to a member of staff directly if they require additional information or assistance or are unable to use a Help Point. In addition to the improved CCTV coverage (which is monitored), staff regularly walk around the station and are encouraged, and trained, to engage with all passengers.

London Overground’s station improvement programme is upgrading the customer information systems at stations to ensure that station information (including service disruptions) can be transmitted to the stations automatically via Customer Information Screens and Public Address systems.

**What are TfL’s plans for creating more humps on platforms at Tube stations? Which stations are TfL’s priorities for the installation of humps?**

TfL’s pioneering use of platform humps is linked to the line upgrade programme, with level access being introduced in conjunction with the introduction of trains which are RVAR compliant.

At some stations a full platform hump isn’t the right or necessary solution, as the new trains achieve much of the necessary improvement. In such cases, instead of a platform hump other changes will be made (e.g. alterations to nosing stones) to provide level access. The table below outlines LU’s current plans for this provision.

Line	Number of level access platforms installed	Number of level access platforms yet to be installed (by date)
Victoria	11 as at 01/01/10	20 (August 2013)
Metropolitan	23 (Level access is designed to work with new S-stock trains, now being introduced.	9
Circle, Hammersmith & City & District lines (not including Metropolitan line)	NA- No new trains until 2011/12	90 (to be installed from 2010-2016 in alignment with the introduction of new S-stock trains)
Piccadilly	2	TBC- linked to plans for train replacement
Northern	2	TBC- implemented by 2017
Jubilee	26	TBC- implemented by 2017
Bakerloo	NA	TBC- linked to plans for train replacement
Central	NA	TBC- linked to plans for train replacement

**Would TfL expect London Underground staff to provide physical support to a wheelchair user to help them board or disembark from a train?**

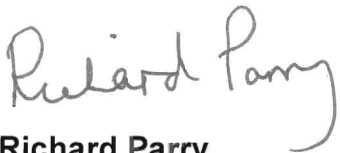
The physical support that our staff can offer varies depending on the staff member. We encourage staff to assist customers in the most appropriate way. We do not expect our staff to lift and carry wheelchair users on or off trains, as this is dangerous both for staff and customers.

**What is the scope for installing a ramp into/out of the foot tunnel at Kew Gardens station to help people with reduced mobility access Kew Gardens from this station?**

A ramp at this location would have to be of considerable length in order to be useful. The physical layout of the station means there is not sufficient space to make this possible.

I hope this information is helpful, but please do let me know if I can be of any further assistance.

Yours sincerely

A handwritten signature in dark ink, appearing to read 'Richard Parry'. The signature is fluid and cursive, with the first name 'Richard' and the last name 'Parry' clearly distinguishable.

**Richard Parry**  
**Strategy & Commercial Director**



# SCD S.108 WORKS (CS)

- CS1. PLATFORM DECLUTTERING.
- CS2. NORTHERN TICKET HALL.
- CS5. ADDITIONAL STAIRS FROM WESTERN SUBWAY TO PLATFORMS 3/5 & 6/8

Lift No.16  
24Persons  
or 1800Kg

Lift No.17  
24Persons  
or 1800Kg

Lift No.9  
16Persons  
or 1200Kg

Lift No.15 Not  
known. Not  
installed

Lift No.13  
16Persons  
or 1250Kg

Lift No.14  
16Persons  
or 1250Kg

Lift No.11  
16Persons  
or 1250Kg

Lift No.1  
13Persons  
or 1000Kg

Lift No.2  
16Persons  
or 1250Kg

Lift No.3  
13Persons  
or 1000Kg

Lift No.10  
16Persons  
or 1250Kg

Lift No.18  
16Persons  
or 1250Kg

Lift No.8  
5Persons  
or 400Kg

Lift No.7  
17Persons  
or 1275Kg

Lift No.5  
13Persons  
or 1000Kg

Lift No.4  
13Persons  
or 1000Kg

Lift No.6  
17Persons  
or 1275Kg

## OLYMPIC CAPACITY ENHANCEMENT WORKS (OC)

- OC1. WIDENING OF PLATFORM 8.
- OC2. NEW WESTBOUND CENTRAL LINE PLATFORM.
- OC3. MEZZANINE GATELINE.
- OC4. REOPEN EASTERN SUBWAY, NEW STAIRS TO PLATFORMS 3/6, 6/5, & REOPEN EXISTING STAIRS TO PLATFORM 9/10.
- OC5. SOUTHERN CONCOURSE IMPROVEMENTS.
- OC6. LIFT / STAIR SWAP ON PLATFORM 6/8.
- OC7. LIFTS TO WESTERN SUBWAY.
- OC8. REOPEN EASTERN SUBWAY WITH NEW STAIRS TO PLATFORM 11 AND NEW LIFTS TO PLATFORM 10A, 11, & 12. REOPEN EXISTING STAIRS TO PLATFORM 10A.
- OC9. TEMPORARY OLYMPIC BRIDGE. (INDICATIVE)

## OTHER PROJECTS (OP)

- OP1. PLATFORM 10a EXTENSION.
- OP2. PLATFORMS 11 & 12 EXTENSIONS.

\* DENOTES EMERGENCY ESCAPE TO STREET TO BE PROVIDED FROM ENDS OF PLATFORMS 10A, 11, 12, 10 AND 12.

## DLR SCHEMES (DLR)

DLR1. NEW DLR 'FINGER' PLATFORM

DLR2. REPLACEMENT NORTH LONDON LINE PLATFORMS & CONNECTION TO SUBWAYS.

Key:  
ES Existing Stair  
HS High Clay  
EL Existing Lift  
HL New Lift  
NL1 Service Western Subway & Southern Concourse

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P03	Revised Lift No.s	MH	10/03/09
P02	Revised Lift No.s	MH	04/03/09
P01	First Issue	MH	12/02/09

London Underground  
Stratford Station Upgrade Project



STRATFORD STATION  
UPGRADE PROGRAMME

Lift Identification Numbers

Preliminary

SCALE: 1:5000000 DO NOT SCALE

STR-SK-D4-00001 P03