



Example 43 **Making Public Transport in Metropolitan Areas Accessible for All**

City (country) **London (UK)**

good practice for people with ...	kind of vehicle	kind of measure/approach
... motor impairment ... visual impairment ... hearing impairment ... cognitive/learning impairment	city bus tram underground local train	engineering/technology approach financial support measure organisational/operational approach awareness building

Project description

The local public transport providers in London go to great lengths to increase accessibility for people with reduced mobility. In the summer of 2007, Transport for London (TfL) announced that nine out of ten buses were accessible. At the same time, the London Underground (LU) announced that it would invest more than ever before to make the Tube better accessible for people with reduced mobility. It intends to make 25% of Tube stations stair-free by 2010 with the aim of increasing this number by 50% by 2015. Currently, 44 of 275 stations are stair-free. Full details about these stations can be found in the Tube access guide (see <http://www.tfl.gov.uk/assets/downloads/tube-access-guide1-october2006.pdf>, 21/10/2007).

Stair-free accessibility is marked on the Tube map. Further information is available from the Customer Service Centre, which can also provide audio versions of the Tube map. At the stations the staff are ready to assist people in need, and there is no need to pre-book this service. All front-line staff is trained in how to assist blind and partially sighted passengers as part of their disability equality training. Priority seats are being introduced on platforms and in the trains, identified by signage. Tactile warning surfaces are being installed on every platform.

There are still roughly 300mm steps into the train and gaps at many stations. Some innovative ways being piloted to decrease the step-gap between the platform and the train, including platform humps (at London Bridge, Wembley Park and on the Waterloo and City line), and changes to track height (on the Central and Jubilee lines). There are further activities to make public transport in London accessible for all in the field of bus transport, railways, trams, taxis and river travel.

The Docklands Light Railway (DLR) was the first fully accessible railway in the UK. All DLR stations have a lift or ramp access to the platforms, with level access onto the trains. The gap between the platform edge and the train is approximately 7.5 cm wide and the step up or down from the platform to the train is approximately 5 cm high. All buses are low-floor vehicles (excluding Heritage buses), which means that the bus floor is lowered to street level when the bus stops and the doors open. All access to trams is step-free. There is no need to use ramps or any other special features to board the trams. To assist blind passengers and people with visual impairments, each stop has a tactile stripe along its entire length at safe distance from the platform edge. All licensed taxis are accessible to people using wheelchairs, and most have a variety of other features to make access easier (see example 44). A special guide for people with learning and reading disabilities was developed and can be downloaded from the Internet.

Sources:

Transport for London: <http://www.tfl.gov.uk/>, <http://www.tfl.gov.uk/gettingaround/transportaccessibility/1167.aspx> (21/10/2007)

KITE: http://129.13.189.198/kite/wiki/index.php/Making_the_Tube_accessible_for_all (21/10/2007)

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