

Accessible Transport – The London 2012 Legacy

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*London 2012
Learning legacy*

Agenda

Introduction

Improving public transport infrastructure

Best use of existing infrastructure

Complementary modes

Better information

Summary

Introduction

London 2012 aspired to deliver the most Accessible Games ever, but also faced a number of challenges

- Three distinct audiences with different needs to satisfy – spectators, Games Family and non-spectators keen to avoid the crowds
- More venue capacity generates more accessibility needs on the transport network
- There is ‘no one size fits all’ – each venue and each mode has different requirements and a different transport mix
- Disabled people often have little confidence in the public transport network
- High expectations and aspirations of disabled people
- Persuading disabled people to plan and book their journey early
- Supporting disabled people who receive last minute tickets

Range of spectator transport options



Strategy and plan to deliver the most Accessible Games ever

Four key areas developed to deliver accessible transport during the Games:

1. Make improvements to the public transport infrastructure
2. Make best use of existing accessible elements of public transport
3. Provide complementary transport modes
4. Deliver an accessible journey planner and better information

Outlined in the:
Accessible Transport Strategy (2008)
Accessible Transport Plan (2010)



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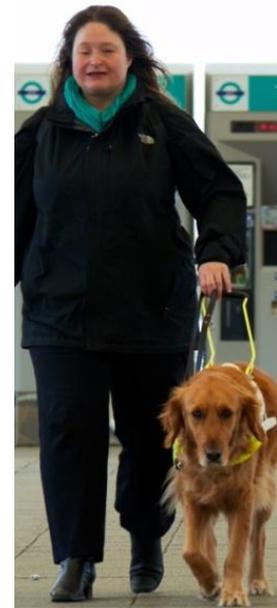
Complementary modes

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Summary

Improving public transport infrastructure in London

- Major works at Stratford station including
 - 11 new lifts
 - 5 step-free platforms
- LU – step-free access also delivered at other key stations, including Green Park, King's Cross St. Pancras, Southfields and Blackfriars
- LU – platform humps have been installed at Earl's Court (Piccadilly line), King's Cross (Piccadilly line) and Green Park (Piccadilly and Jubilee lines) as well as all stations on the Victoria line (except for Pimlico)
- DLR – upgrades to lifts at Greenwich, Prince Regent and Tower Gateway
- Overground – lifts installed at Camden Road, Gospel Oak, Hackney Central and Wembley Central stations
- River pier and boat improvements



Improving public transport infrastructure outside London

- Network Rail delivered the Access for All (AfA) programme across UK rail network.
- Access improvement works at over 90 national rail stations for Games-time.
- Passenger Assist system for booked rail travel assistance



Working with Train Operating companies

- Joint-funded improvements at stations include:
 - Installation of accessible toilets
 - Providing additional seating
 - Installing tactile surfaces
- Stations benefitting include:
 - Windsor & Eton Riverside
 - Weymouth
 - Blackheath



Agenda

Introduction

Improving public transport infrastructure

Best use of existing infrastructure

Complementary modes

Better information

Summary

Making the best use of existing infrastructure

- Manual boarding ramps were deployed on London Underground to remove the step and gap between train and platforms
 - Ramps used at 16 stations,
 - Feedback positive: staff observation, customer feedback, mystery shopping surveys
 - Kept in place following the end of the Games
- Fire service lifts were brought into operation at Westminster and North Greenwich stations
- Accessibility Assistants were put in place to maximise lift capacity at key stations
- Improved signage was delivered across the network for the Games



Coordinated working

- All transport partners focused on delivering end to end journeys, which was delivered through:
 - Consistent information through the Spectator Journey Planner, signage and additional trained staff in place
 - Special emphasis on handover points
 - Series of test events and exercises to ensure we were prepared
- An Access and Inclusion Programme Board was set up to track the delivery of the Accessibility programme across all partners
- An Accessibility desk was operational from 6:00 to 02:00 everyday through the Games, as part of the Transport Coordination Centre, and was called in to provide expert advice on accessibility issues as they arose



Agenda

Introduction

Improving public transport infrastructure

Best use of existing infrastructure

Complementary modes

Better information

Summary

Accessible shuttles

- Station to station; station to venue and remote blue badge parking to venue
- Deliver services for both Olympic and Paralympic Games
- Run a scheduled service from early morning to late at night
- Run a flexible service to cope with changing demand
- Run an integrated service for benefit of disabled passengers
- Use existing Community Transport service providers



Accessible shuttles

Olympic Games

- 37 routes operating across 19 days
- 60,000 passengers in total
- 10,000 shuttle trips in total
- Between 1,200 and 1,700 passengers carried at Olympic Park

Paralympic Games

- 11 routes operating across 12 days
- 40,000 passengers in total
- Between 1,700 and 2,500 passengers carried at Olympic Park per day



100,000 passengers have used the accessible shuttle service during the Olympic and Paralympic Games

Accessible parking

Olympic Games

Overall Numbers

16,300 bookings

Including 6,500 for Olympic Park

Busiest Day – Day 8

1600 bookings taken over 18 sites

Paralympic Games – Current Bookings

Overall Numbers

10,900 bookings

Including 7,500 for Olympic Park

Busiest Day - Day 4

1300 bookings taken over 7 sites



27,200 vehicle parking bookings were made by Blue Badge holders

Directly Managed Transport Services

- Booked via website and call centre
- Accessible parking bookings at venue sites
- Accessible parking bookings for park-and-ride sites
- Coach assistance requests
- Coach wheelchair space bookings

The screenshot displays the First website interface for the 2012 Games. At the top, there is a 'Home' button and the First logo. Below this, four service tiles are visible: '2012 GAMES PARK & RIDE / WALK SERVICE' (green), '2012 GAMES COACH SERVICE' (purple), '2012 GAMES ACCESSIBLE TRANSPORT SERVICE' (blue), and '2012 GAMES COACH PARKING' (orange). The main content area is titled 'Accessible Modes of Transport' and features three columns of information:

- Blue Badge Parking:** Includes a photo of a blue badge on a road. Text: 'Blue Badge Parking is available to registered pass holders. Spaces can be booked at venues. Spaces are limited and may be sold by session.' A 'Book Blue Badge' button is at the bottom.
- Park & Ride / Walk:** Includes a photo of a person in a wheelchair boarding a bus. Text: 'Accessible parking spaces are available at most of our Park & Ride / Walk sites. Park & Ride / Walk service most Games venues so you can park your vehicle and catch a shuttle to your venue. It's simple and offers great flexibility in arrival and departure times.' A 'Book Park & Ride / Walk' button is at the bottom.
- Direct Coaching:** Includes a photo of a person in a wheelchair being assisted onto a coach. Text: 'Our network of coaches operates from towns and cities across the country to the Olympic Park, ExCel, Weymouth and Portland and Greenport Park (day 3 cross-country). A standard sized wheelchair space will be available on each service and other accessibility requirements will be accommodated wherever possible.' A 'Book Coaches' button is at the bottom.

On the left side of the page, there is a 'Your Journey Starts Here' section with a search form for 'Where are you going?', 'When are you going?', and 'Choose your 2012 Games transport option', followed by a 'SEARCH' button. Below this are sections for 'NEED SOME INFORMATION?', 'NEED SOME HELP?', and 'NEWS'.

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Introduction

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Communications

Spectators

- London 2012 Games Travel Pages
- Spectator Journey Planner
- Sport Ticketing Guides
- Call Centres
- Booking websites
- Targeted emails
- Get Ahead of The Games website
- Twitter
- TfL – updates to Journey Planner, short films, leaflets and toolkits

Staff

- Transport Operators Handbook
- Taxi and Private Hire Handbook
- Awareness training and service delivery

Get Ahead of the Games | Travel in affected areas | Going to the games | Advice for businesses | News & updates

The Games are coming

Travel will be affected

Millions of spectators coming to the UK for the London 2012 Olympic and Paralympic Games this summer will put unprecedented pressure on the transport system – both public transport and roads. To minimise disruption to your daily life, you will need to think about how you will travel to and from the Games.



Accessible travel

London has a wide range of accessible transport options to ensure people with a disability or reduced mobility can get around.

At certain times at certain accessible stations, the transport system, including facilities such as lifts, will be much busier than usual and you could face delays. Planning your journey in advance will be essential.

Spectators with accessibility requirements who are heading to the Games should check their accessible journey on the [Spectator Journey Planner](#).

Passengers who are not heading to a Games event should see [TfL's transport accessibility information](#) and use the [TfL Journey Planner](#) to plan their accessible route in London.

Select a transport mode below to find out more information on how accessible stations and transport facilities may be affected during the Games.

- * London Underground
- * Docklands Light Railway
- * London Overground
- * London Buses
- * River Services
- * Dock-a-Bide
- * National Rail

Accessible transport in London during the Paralympic Games

29 August – 9 September 2012



View information about London

Get out different ideas for the games

Use our guides to help you get around

Get better with

MAYOR OF LONDON | Transport for London

London Underground

On the Tube, TfL has ensured that, where practical, key stations are accessible. These stations connect with other services such as National Rail, DLR, buses and shuttle bus services for spectators.

Sixty-four Tube stations are now step-free, including Green Park, King's Cross St. Pancras, Southfields, Blackfriars and Stratford. By Games-time, there will be sixty-six step-free Tube stations, which will include Wembley Central and Farringdon. This means that around a quarter of all London Underground stations are step-free.

Plan your Games

The official ticket holder's guide to London 2012



Dear Emily,

Book now to get to your event on time

There are less than five months to go until the world's biggest sporting events come to the UK: the London 2012 Olympic and Paralympic Games. Now it's time to plan your day in more detail.

We've created a dedicated section on the London 2012 website jam-packed with useful information, including when to arrive at venues and how to get there – go to [london2012.com/spectators](#) to start planning your day at the Games.

When to arrive

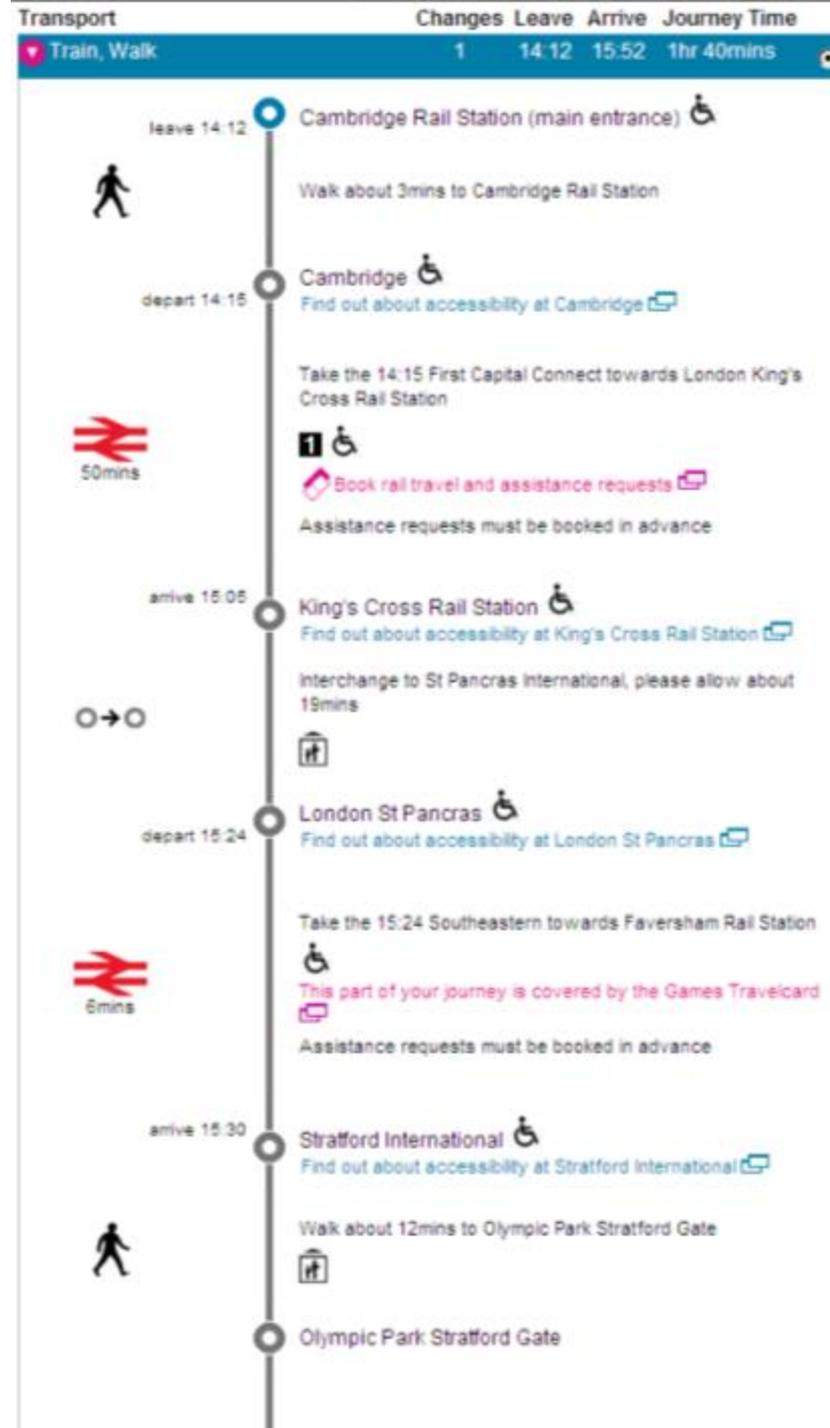
You should get to the venue early so you have plenty of time to go through security screening and get to your seat.

It's really important you [check recommended arrival times](#) now so you can plan and book your travel. You may also



Spectator Journey Planner

- Launched July 2011
- Offers routes from rail, tube, coach, river, London buses, DLR
- Offers step free route options, routes with assistance
- Road journey planning to accessible parking site park-and-ride sites
- Links to travel booking websites



Customer feedback

Thank you all very much for the brilliant organisation for blue badge parking. Everything went very well on both our visits to the Westfield car park and we were very happy with the arrangements.

Olympic Park Spectator

I parked in Park Street Weymouth in the allocated disabled car park. I would like you to know how brilliant and very helpful the attendants were.

Everyone should be like them. I would like to say a massive thank you. It made the day so much nicer knowing that we could park without hassle.

Weymouth Spectator



All the Transport Plans went very well last Friday. We had a brilliant day! There were two Customer Assistants at our platform at Waterloo Station. A buggy, which although busy, arrived within 5 minutes and took us to the Jubilee Line lift.

Train came within one minute, easy access on/off train.

At the end of Platform 13 at Stratford where the train had arrived, we boarded a Shuttle Bus. Security took longer for the bus than for ourselves but nevertheless it was all quite quick.

Olympic Park Spectator



Thank you

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