

Department for Transport Stations Accessibility Programme - 1,000th Station Milestone

Objectives of the programme:

1. Improve accessibility across the rail network.
2. Improve confidence for travellers returning to public transport after the pandemic.
3. Maintain safe, secure railways for all.

The Scope:

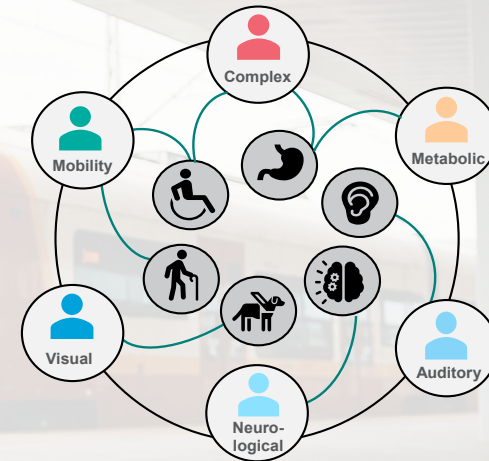
1. Undertake an accessibility assessment of all 2,500+ GB railway stations.
2. Develop a detailed survey to provide a consistent measurement of accessibility of all rail stations.
3. Understand the experiences, barriers to use and expectations of disabled people to help make stations more accessible.

Why this is important:

- › Disabled people can find travelling on the GB rail network a **stressful experience**, especially if someone hasn't been able to plan and prepare for the journey.
- › This is an opportunity to make a **tangible and lasting impact on the quality of information** available to Disabled People.
- › This audit will provide a **once in a generation opportunity to assess all GB rail stations** using the same method and data collection techniques, leading to a consistent baseline of accessibility of all rail stations that can be maintained in future.
- › Accurate accessibility data will enable DfT to **target investment and deliver tangible improvements for customers.**

Our Comprehensive Approach:

We have consulted on accessibility requirements through the perspectives of 6 'personas' embracing the diverse experiences of disabled people.



Persona Headings	Example User Requirement Scenarios
Mobility	Wheelchair Users Walking Aid Users
Visual	Blind Guide Dog Users Partially Sighted Cane Users
Auditory	Deaf BSL Users Hard of Hearing
Neurological	On Autistic Spectrum Living with Dementia
Metabolic	Dietary Requirements Toilet Requirements
Complex	Changing Places Users

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The Survey:

Questions have been developed against all railway station assets in public areas of stations, including:

- › Station entrances, concourses, ticket halls, information and help points.
- › Arrival / Onward Journey (e.g. bus stops, taxi ranks, parking, cycle parking, other connections etc).
- › Access routes, ticketing and gate-line services.
- › Platform face furniture, waiting facilities, tactile platform edge warnings etc.
- › Sanitary and other facilities.
- › Steps, ramps, inclines, escalators and lifts.
- › Bridges, subways & track crossings.
- › Lighting – up to 5% of stations will have lighting surveys undertaken at night.
- › Platform train interface (stepping distance to trains).

The Outputs:

DfT facing dashboard of accessibility results

- › Station accessibility results for each station will be reported via a dashboard to the DfT to provide actionable information for funding.

Making station accessibility data available to the public

- › The audit data will provide key input into a new public database (accessible by 3rd party journey planning tools) so people can better plan their journeys.

The Benefits:

- › The audit will **take account** of not only individuals with mobility related requirements, but **individuals with a diverse range of requirements** beyond mobility.
- › It will **help decision makers identify improvements** that are not only related to the provision of step free routes, but where other improvements could be made.
- › **Customers will eventually be able to identify station attributes** relating to their differing requirements.

Contributing Organisations:



Department
for Transport

ATKINS

Member of the SNC-Lavalin Group

ABB



GOSS
Consultancy Ltd

DPTAC
Access for all

k2fly



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