



## **CROSSRAIL INFORMATION PAPER**

### **E5 – PROVISIONS FOR PEOPLE WITH REDUCED MOBILITY**

This paper outlines the physical works that Crossrail will carry out to provide access for People with Reduced Mobility (PRM) and describes the other measures that will be adopted to cater for PRM throughout the service.

It will be of particular relevance to potential users of the proposed Crossrail trains and stations.

This is not intended to replace or alter the text of the paper itself or any commitments contained in it, and it is important that you read the paper in order to have a full understanding of the subject. If you have any queries about this paper or about how it might apply to you, please contact either your regular Petition Negotiator at CLRL or the Crossrail helpdesk, who will be able to direct your query to the relevant person at CLRL. The helpdesk can be reached at:

Crossrail  
FREEPOST  
NAT6945  
London  
SW1H 0BR

Email: [helpdesk@crossrail.co.uk](mailto:helpdesk@crossrail.co.uk)  
Telephone: 0845 602 3813

**APPROVED**

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## **E5 – PROVISIONS FOR PEOPLE WITH REDUCED MOBILITY**

### **1. Introduction**

1.1 Crossrail will significantly improve accessibility to key locations in London for those with reduced mobility. 23 existing stations across the route – including all those in the central tunnelled section - will be made step-free from street to platform. As a result, an estimated 93% of all passenger trips on Crossrail will start and end at a station with step-free access from street to platform. This paper outlines the physical works that Crossrail will carry out to provide that level of access and describes the other measures that will be adopted to cater for People with Reduced Mobility (PRM) throughout its service.

### **2. Access to Crossrail Platforms**

2.1 Since publication of the Bill scheme, the Promoter has given further consideration to the number of stations to be upgraded to provide step free access, in the light of the DfT Access for All initiative. As a result of this, an additional four stations - Forest Gate, Goodmayes, Gidea Park and Harold Wood, have been added to the list of stations which were originally proposed to be upgraded and which were set out in the original version of this Information Paper. The effect of this change is to increase the proportion of accessible journeys from 82% to 93%.

2.2 Crossrail will now provide independent, step-free access from street level to platform in both directions at 28 of its stations. All new stations and the majority of existing stations served by Crossrail will provide independent, step-free access from street level to Crossrail platform level.

2.3 Existing stations have been selected for upgrading based on the projected passenger numbers at the station, the capital cost to upgrade to step-free and the distance to the nearest accessible station. The Promoter has also taken into account the incidence of disability in the population surrounding the station. Where step-free access is not available, dignified, alternative arrangements or auxiliary aids will be employed. A route map showing those stations that will provide step-free access and the complete list of Crossrail's provision for people with reduced mobility is attached as Annex 1.

2.4 There will still be nine Crossrail stations which will not provide full step free access. These are stations with very low usage by all passengers and where the criteria set out in paragraph 2.3 are not met. The Promoter does not consider that it would be a good use of public funds to carry out further work to these stations.

2.5 Step-free access between Crossrail platforms and other railway and London Underground platforms will be provided where reasonably practicable. Much of the rail and Underground network was built at a time when transport infrastructure was not designed to allow access for PRM or to allow modification to improve access at a later date. In some cases (set out in Annex 1), therefore, severe engineering constraints or obstructions, and the very significant disruption to existing services that would result during construction, mean that it is not practicable to provide step-free interchange with existing railway and London

Underground services. There may be opportunities for further accessibility gains to be made at these stations when LUL work unconnected with Crossrail takes place in the future.

### **3. Platform to Train Access**

3.1 Level access<sup>1</sup> from platforms to Crossrail trains will be provided at platforms in the central underground stations and at Heathrow. Where other train services share platforms with Crossrail and where freight trains also pass through (on the outer sections of the route that will operate on existing lines) Crossrail will not be able to provide level access in the same way, but will ensure that a means of access is provided. This is because freight and other trains require greater space to pass by a platform. This is a problem that faces the whole rail network, not just Crossrail, and which therefore needs a network-wide solution. No acceptable solution has been identified yet, but Crossrail is committed to working with the rail industry in an attempt to find one. Crossrail will pursue discussions with the rail industry and will use all reasonable endeavours to procure the most convenient means of access from platforms to trains at all stations, subject to Her Majesty's Railway Inspectorate's (HMRI) approval.

3.2 Extensions to other existing Network Rail platforms to accommodate the longer Crossrail trains will be constructed in accordance with HMRI requirements for maximum stepping distances between platform and train.

### **4. Train Facilities**

4.1 Crossrail trains will be constructed in accordance with the Rail Vehicle Accessibility Regulations 1998. They will have dedicated spaces for wheelchair users, with tip-up seating.

### **5. Staffing**

5.1 Crossrail staff will be required to provide assistance for PRM in accordance with the relevant policies in force at the time. They will be linked into the national disabled assistance and telephone helpline system.

5.2 All staff will be required to receive disability training in accordance with the Department for Transport code of practice<sup>2</sup>.

### **6. Safety**

6.1 Emergency evacuation of people with restricted mobility from subsurface Crossrail stations will be by fire-protected lifts, under the supervision of station staff or fire service staff. This is entirely in accordance with LUL and HMRI provisions.




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<sup>1</sup> 'Level Access' as defined as a gap between the train and platform not exceeding 50mm vertically and 75mm horizontally.

<sup>2</sup> Code of Practice issued for DfT by the former Strategic Rail Authority

ANNEX 1 – ACCESSIBILITY ROUTEMAP



-  A wheelchair symbol means you CAN use this station without using stairs or escalators
-  An arrow means you can use this station without using stairs or escalators ONLY if you want to catch a train going in the same direction as the arrow is pointing
-  A filled blue circle means you CANNOT catch a train or change trains at this station OR by these lines without using escalators

**A pale blue station name** means you CANNOT catch a train or change trains at this station without using stairs or escalators

**ANNEX 2 – PROPOSED CROSSRAIL WORKS AND ACCESSIBILITY BY STATION****Central Section Stations**

| <b>Station</b>                                     | <b>Interchange Lines</b>                   | <b>Crossrail Proposals</b>  | <b>Step-free access between street and platform?</b> |
|--|--|---|--|
| Paddington Crossrail west ticket hall              |  | Lift from street to ticket hall, then lift to Crossrail platforms   | Yes  |
| Paddington   | National Rail – First Great Western & FGWL | Step-free access to platforms 1 to 13 via lift from Crossrail ticket hall to mainline concourse   | Yes  |
| Paddington   | LUL Hammersmith & City line                | Interchange via Network Rail station, but no PRM lifts to LU Hammersmith & City platforms   | No   |
| Paddington   | LUL Circle and District line               | Step-free access to both Circle and District line platforms from Crossrail ticket hall via new subway and lifts to west end of Praed Street station | Yes  |
| Paddington   | LUL Bakerloo line                          | Passive provision for lift from interchange subway level to LUL platforms   | No   |
| Paddington Crossrail east ticket hall              |  | Lift from main line concourse to ticket hall, then lift to Crossrail platforms  | Yes  |
| Bond Street Crossrail west ticket hall (Davies St) |  | Street level ticket hall, lift to Crossrail platforms<br>Lift also serves interchange level for subway to Central & Jubilee line platforms          | Yes  |
| Bond Street  | LUL Central and Jubilee lines              | Passive provision for lift from interchange subway level to LUL platforms   | No   |

| Station   | Interchange Lines                              | Crossrail Proposals   | Step-free access between street and platform? |
|---|--|---|---|
| Bond Street Crossrail east ticket hall (Hanover Square) |  | Street level ticket hall, lift to Crossrail platforms   | Yes   |
| Tottenham Court Road east ticket hall (Dean Street)     |  | Lift from street to ticket hall, then lift to Crossrail platforms<br>Lift also to LUL Central line circulation subway | Yes   |
| Tottenham Court Road                                    | LUL Central line                               | Lift from interchange level to Central line platforms   | Yes   |
| Tottenham Court Road                                    | LUL Northern line                              | Lift from concourse (Crossrail platform) level to Northern line platforms   | Yes   |
| Tottenham Court Road                                    | Future Crossrail line 2 (Chelsea-Hackney line) | Passive provision for lift from line 1 platform cross-passage to line 2 concourse                                     | Yes (future)                                  |
| Tottenham Court Road east ticket hall (Plaza)           |  | Lift from street to ticket hall, then lift to Crossrail platforms   | Yes   |
| Farringdon west ticket hall (Cardinal House)            |  | Street level ticket hall, lift to Crossrail platforms   | Yes   |
| Farringdon west ticket hall (Cardinal House)            | Future Thameslink 2000                         | Passive provision for direct connection to Thameslink 2000 ticket hall and platforms                                  | Yes   |
| Farringdon east ticket hall (Lindsay Street)            |  | Lift from street level ticket hall to interchange level then 2 <sup>nd</sup> lift to Crossrail platforms              | Yes   |

| Station                                      | Interchange Lines                 | Crossrail Proposals  | Step-free access between street and platform? |
|--|-----------------------------------|--|---|
| Farringdon east ticket hall (Lindsay Street) | LUL Metropolitan and Circle lines | Lifts from interchange level to LUL Barbican station platforms   | Yes   |
| Liverpool Street west (Moorgate)             |                                   | Lift from street to ticket hall, then lift to Crossrail platforms (lift also serves LU Northern line circulation subway)   | Yes   |
| Liverpool Street west (Moorgate)             | LUL Metropolitan and Circle lines | Access to Moorgate LUL westbound from new Crossrail ticket hall; no PRM route to eastbound LUL platforms; alternative route to Metropolitan and Circle lines via Farringdon Lindsay Street ticket hall | No  |
| Liverpool Street west (Moorgate)             | LUL Northern line                 | PRM access via interchange subway and lift to LUL platforms  | Yes   |
| Liverpool Street west (Moorgate)             | West Anglia Great Northern (WAGN) | No PRM provision: alternative route via Circle/Metropolitan lines or Thameslink to Kings Cross/St Pancras  | No  |
| Liverpool Street east                        | Great Eastern Main Line (GEML)    | Lift from Crossrail platforms to LUL westbound platform, then lift up to existing LUL Arcade ticket hall, then across street to main line station  | Yes   |
| Liverpool Street east                        | LUL Metropolitan and Circle lines | Lift to westbound platform, but none to the eastbound  | Partial                                       |

| Station                                 | Interchange Lines   | Crossrail Proposals  | Step-free access between street and platform? |
|---|---|--|---|
| Liverpool Street east                   | LUL Central line  | No PRM route to platforms<br>Cross-platform interchange at Stratford or interchange at Tottenham Court Road          | No  |
| Whitechapel west (Court Street)         |   | Ramp up from street to new ticket hall; lift to interchange subway, then 2 <sup>nd</sup> lift to Crossrail platforms | Yes   |
| Whitechapel                             | LUL East London line                                      | Lifts up from interchange subway<br>Proposed lifts from District line platforms – design not finalised               | Yes   |
| Whitechapel                             | LU District line  | Lifts from interchange subway to District line platforms (No PRM connection via existing LUL ticket hall)            | Yes   |
| Whitechapel East (Cambridge Heath Road) | Lift from street-level ticket hall to Crossrail platforms |  | Yes   |

**North-east Section to Shenfield**

| Station   | Interchange Lines  | Crossrail Proposals   | Step-free access between street and platform? |
|-----------|--|-----------------------|---|
| Stratford | LUL Jubilee and Central lines, DLR; North London Silverlink; Greater Anglia "One" (GA) | No works by Crossrail | Yes   |
| Maryland  |  | None                  | No  |



| Station        | Interchange Lines   | Crossrail Proposals   | Step-free access between street and platform? |
|----------------|---|---|---|
| Forest Gate    |   | New PRM lifts from street to Crossrail platforms 1 and 2  | Yes   |
| Manor Park     |   | None  | No  |
| Ilford         | Future East London transit  | New station with lifts from street to Crossrail platforms 2/3 and 4/5<br>Passive provision for lift to platform 1 | Yes   |
| Seven Kings    |   | None  | No  |
| Goodmayes      |   | New PRM lifts from street to Crossrail platforms 3 and 4  | Yes   |
| Chadwell Heath |   | None  | No  |
| Romford        | GA, London, Tilbury & Southend Line<br>Future East London Transit | New PRM lifts from street to Crossrail platforms 3, 4 and 5;<br>Passive provision for lift to platform 2          | Yes   |
| Gidea Park     |   | New PRM lift from street to Crossrail platforms 3/4   | Yes   |
| Harold Wood    |   | New PRM lifts from street to Crossrail platforms 3 and 4, and from station car park up to ticket hall             | Yes   |
| Brentwood      |   | None (station to be upgraded by DfT Access for All programme)   | Yes   |
| Shenfield      | GA  | No works  | Yes   |

**South-east Section to Abbey Wood**

| <b>Station</b> | <b>Interchange Lines</b>  | <b>Crossrail Proposals</b>  | <b>Step-free access between street and platform?</b> |
|----------------|---|---|--|
| Isle of Dogs   | DLR & LU Jubilee line via street  | Full PRM provision from street to platforms   | Yes  |
| Custom House   | Dockland Light Rail   | Full PRM provision from street and Excel entrance to platforms  | Yes  |
| Abbey Wood     | North Kent suburban service; bus links to Thamesmead; proposed Greenwich Waterfront Transit | Full PRM provision including lift access from ground level and road overbridge to ticket hall and platforms | Yes  |

**Maidenhead and Heathrow to Paddington**

| <b>Station</b> | <b>Interchange Lines</b>  | <b>Crossrail Proposals for PRM</b>  | <b>Step-free access between street and platform?</b> |
|----------------|---|---|--|
| Maidenhead     | First Great Western Link (FGWL) to Marlow                       | Rearrangement of subways to access upgraded lifts; enlarged ticket hall with PRM access to new platform for Marlow branch service | Yes  |
| Taplow         |   | None  | Eastbound only                                       |
| Burnham        |   | None  | No   |
| Slough         | FGWL to Windsor and residual services from Reading and the West | New passenger overbridge and PRM lifts; new ticket barrier and ticket hall layouts  | Yes  |
| Langley        |   | None  | Eastbound only                                       |

| <b>Station</b>         | <b>Interchange Lines</b>   | <b>Crossrail Proposals for PRM</b>   | <b>Step-free access between street and platform?</b> |
|------------------------|--|--|--|
| Iver                   |  | None   | No   |
| West Drayton           |  | New ticket hall and PRM access bridge and lifts  | Yes  |
| Heathrow Terminal 5    | London Underground (LUL) Piccadilly line   | No works by Crossrail  | Yes  |
| Heathrow Terminal 4    | LUL Piccadilly line  | No works by Crossrail  | Yes  |
| Heathrow Terminals 123 | LUL Piccadilly line  | No works by Crossrail  | Yes  |
| Hayes & Harlington     | Interchange station for passengers from west into Heathrow   | New ticket hall and PRM access bridge and lifts  | Yes  |
| Southall               |  | New ticket hall and PRM access bridge and lifts  | Yes  |
| Hanwell                |  | None   | No   |
| West Ealing            |  | New ticket hall and PRM access bridge and lifts  | Yes  |
| Ealing Broadway        | FGWL, Heathrow Connect (to be taken over by Crossrail), LUL Central and District lines, and proposed WLT | New stairs, escalators and lifts from new ticket hall to all Crossrail and Underground platforms | Yes  |
| Acton Main Line        |  | New ticket hall and PRM access bridge and lifts  | Yes  |

**Woolwich**

| Station  | Interchange Lines | Crossrail Proposals                         | Step-free access between street and platform? |
|----------|-------------------|---|---|
| Woolwich |                   | Full PRM provision from street to platforms | Yes   |