

Accessible transport in London during the Games

Olympic Games:
27 July – 12 August 2012

Paralympic Games:
29 August – 9 September 2012



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Transport
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London has a wide range of accessible transport options to ensure disabled people and those with reduced mobility can get around.

During the London 2012 Olympic and Paralympic Games, roads and public transport will be much busier than usual and changes will be made on parts of the network to allow the Games to take place.

Additional staff and volunteers, who will be trained to help disabled people, will provide assistance during the Games at key Tube, Docklands Light Railway (DLR) and Overground stations as well as major bus interchanges and river piers.

This guide gives information about accessible transport in London during the Games and how to plan your journeys. London 2012 will contact spectators directly about how to travel to their events.



London Underground

By the start of the Games around a quarter of the Tube network, 66 stations, will be step-free from street to platform. Many of these stations connect with National Rail, DLR, bus and river services.

The Tube map shows which stations are step-free. The blue symbol shows step-free access from street to train and the white symbol shows step-free access from street to platform. We have also produced maps for step-free journeys and for avoiding stairs. These are available at tfl.gov.uk/maps.



Step-free access
from street to train



Step-free access
from street to platform

Other facilities at Tube stations include wide-aisle gates, hearing aid induction loops, tactile paving and audio/visual information.

During the Games, boarding ramps will be in use at key stations, to help passengers board trains and we have installed platform humps at some stations to provide level access to trains. These locations will be shown on the step-free Tube guide and Journey Planner will use them when suggesting accessible routes.

There is likely to be high demand for lifts at certain stations.

The following accessible stations are expected to be exceptionally busy:

Canning Town, Green Park, King's Cross, London Bridge, North Greenwich, Stratford, Waterloo and Westminster.

Although Accessibility Assistants will help manage queues at lifts and reduce waiting times, we advise you to avoid these stations at the busiest times.

National Rail

Passengers will be able to book assistance as normal through the relevant Train Operating Company for their journey. Some services during the Games may be busier than usual, so we advise booking in advance and leaving plenty of time for your journey.

DLR

All stations and trains on the DLR network are fully accessible, with level access from street to train using lifts or ramps.

Every train has a staff member who can help you with your journey. Train features include passenger information and next stop announcements in every carriage,

hearing aid induction loops, wheelchair spaces in the centre of every vehicle, wide sliding doors and extra grab handles throughout carriages.

The following stations are expected to be exceptionally busy and we advise avoiding them at the busiest times:

Canning Town, Greenwich, Stratford and West Ham.

To check that lifts are working before your journey, call **020 7363 9777**.

London Overground

London Overground has new, fully accessible trains, and a number of stations are now step-free. These are marked on the Tube map.

All London Overground stations have hearing aid induction loops, tactile paving and customer information points.

To make your journey as easy as possible, please pre-book London Overground assistance at least 24 hours in advance by calling **0845 601 4867***. The helpline is open from 09:00 to 17:00 on weekdays.

*Calls cost 2p per minute (peak) and 0.5p per minute (off-peak) from a BT landline. Other operators' charges may vary.

Roads

The Olympic and Paralympic Route Networks will be in place to connect venues, accommodation and transport hubs across London to ensure reliable journeys for athletes, officials, workers and media. Some events such as the Cycling Road Races and Marathons will also take place on the roads.

This means there will be some changes to how the roads operate and some areas of London are expected to be much busier than usual.

Some pedestrian crossings will need to be closed and a small number of Blue Badge parking spaces will be suspended as part of the road changes. We will communicate these on our website in advance of the Games.

London Buses

All of our bus routes are accessible and the 8,000 buses in our fleet are low floor and wheelchair-accessible, with a ramp and allocated space for wheelchair users. Bus drivers have been trained to meet the access needs of disabled customers.

All buses have audio and visual information to inform passengers of the route, destination and next stop.

Some routes will need to be on diversion and some bus stops will be closed. This information will be communicated to passengers well in advance of the Games.

River services

All piers and most boats in London have step-free access. The number of wheelchairs that can be carried on river services varies, but you can contact the operators to find out about specific journeys. Visit **tfl.gov.uk/river** to find out more and get operators' contact details.



Planning journeys

Whenever possible this summer, plan your journeys well in advance, using all the available tools.

To find out more about how roads and public transport will be affected, visit **GetAheadoftheGames.com**.

To plan travel around London by public transport, use TfL's Journey Planner at **tfl.gov.uk/journeyplanner**. This has options to plan accessible journeys.

For further advice you can call London Travel Information on **0843 222 1234***.



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Website

tfl.gov.uk



24 hour travel information

0843 222 1234*

*You pay no more than 5p per minute if calling from a BT landline. There may be a connection charge. Charges from mobiles or other landline providers may vary.

All information correct at time of going to print May 2012.