



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
Telephone: 0845 602 3813

APPROVED

Version 3 – 20/11/07

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 access¹ 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 practice².

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.

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

² 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**

Station	Interchange Lines	Crossrail Proposals	Step-free access between street and platform?
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 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 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 nd 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 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 nd lift to Crossrail platforms	Yes
Whitechapel	LUL East London line	Lifts up from interchange subway 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 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 Future East London Transit	New PRM lifts from street to Crossrail platforms 3, 4 and 5; 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

Station	Interchange Lines	Crossrail Proposals	Step-free access between street and platform?
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

Station	Interchange Lines	Crossrail Proposals for PRM	Step-free access between street and platform?
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

Station	Interchange Lines	Crossrail Proposals for PRM	Step-free access between street and platform?
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