

LT153/10

*introducing...*

*The Unit for  
Disabled Passengers*



**London Transport**

The Unit for Disabled Passengers was set up in 1984 to act as a focal point within London Transport to co-ordinate initiatives aimed at making public transport in London more accessible to people with disabilities. This means working with engineers and designers to make buses and Underground trains easier to use, with architects to improve facilities at Underground stations as they are modernised, and with bus and Underground operators to ensure that their staff are properly trained in how to offer help to disabled and elderly passengers.

The 24 double-deck buses which operate the two Airbus services (A1: Heathrow-Victoria and A2: Heathrow-Russell Square via Euston) have been converted to carry two passengers in wheelchairs, and small buses for wheelchair-users and other passengers provide an hourly "Carelink" service which connects the main line stations at Victoria, Paddington, Euston, St. Pancras, King's Cross, Liverpool Street and Waterloo. Some trips on the Original London Transport Sightseeing Tour are now wheelchair-accessible. Specially-converted single-deck "Mobility Buses", with side-lifts and room for five wheelchairs as well as ambulant passengers, are running regular services in north-east London and in Romford, Brent, Harrow, Ealing, Lewisham, Southwark, Croydon and



*Carelink meets Airbus at Euston*

Wandsworth. It is hoped to run more of these buses in other areas shortly. All these services have specially-trained staff, and are available for all passengers.

Dial-a-Ride wheelchair-accessible minibuses provide a door-to-door service for disabled Londoners who are unable to use ordinary buses and trains. The Unit uses a special Government grant to fund the 29 local Dial-a-Rides and encourage them to be as cost-effective as possible. Acting for the participating London Boroughs, the Unit also administers the London Taxicard scheme whereby severely disabled Londoners can use black taxis—increasing numbers of which are now wheelchair-accessible—at much reduced fares.

But what about the 500,000 or more other disabled people in London who could use the existing public transport system? The Unit is keenly promoting easier access to ordinary buses and Underground trains: for example, 300 double-deckers operated by London Buses and Grey Green have lower and easier entrance and exit steps, colour-contrasted and thicker hand-rails, and "Bus Stopping" signs that light up to go with the audible bell signal—a particular boon for people with impaired hearing. Similar features are being incorporated in 2,500 other buses operated by London Buses and by other operators under contract to London Transport.

Better signs, brighter lighting, stronger colour contrasts and more platform seats are features of the many Underground station modernisation projects now under way. Microphone-linked induction loops for hearing-aid users are being installed at all Underground booking-office windows. New Underground trains for the Central Line will have, for the benefit of visually-handicapped passengers, audible door buzzers to accompany the push-button door controls which light up. The new Docklands Light Railway has wheelchair access from street to platform level and on to trains at every station.

London Transport is also investigating the possibility of providing lifts from street to platform level at a number of "core" Underground stations.

The Unit for Disabled Passengers also maintains a watching brief on developments elsewhere and acts as a catalyst to future development in London. It serves as an information and advice centre both for individual passengers and for the various disability organisations.

The Unit is already in regular contact with about 100 such organisations, and this is very much a two-way dialogue: the Unit actively seeks guidance and views on the types of public transport facilities which



*A modernised platform on the Central Line, with stronger colour contrasts, brighter lighting, more informative train indicators—and more seating.*

disabled people need, and believes that a great deal can be achieved without excessive cost if the task is approached with understanding and imagination.

We want to have *your* ideas too.

Write to the Unit for Disabled Passengers, London Transport, 55 Broadway, London SW1H 0BD. Or ring us on 071-222 5600 at any time during normal office hours. We shall be delighted to hear from you.

London Transport has installed a "Minicom" telephone terminal to enable deaf and hearing-impaired callers equipped with — or with access to — a similar facility to make enquiries about London's bus, Underground and Docklands Light Railway services. Information about London Transport's other special facilities for disabled passengers can also be obtained via this link.

The telephone number for the London Transport Minicom service, which cannot be used for voice calls, is 071-227 3015.

## **AVAILABLE FROM THE UNIT FOR DISABLED PASSENGERS**

The following publications and other material especially geared to the needs of disabled passengers are available from the Unit. They are free unless otherwise shown. Write to or telephone the Unit (see previous page).

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### **'ACCESS TO THE UNDERGROUND'**

A 120-page handbook for elderly and disabled people. Includes stations on the Docklands Light Railway

*Price £1 including postage (70p over the counter at any of our Travel Information Centres)*

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### **'ACCESS TO CENTRAL LONDON UNDERGROUND STATIONS'**

At-a-glance list of stations in the Central Area, showing whether access is by stairs, escalator or lift.

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### **'THE DOCKLANDS LIGHT RAILWAY TRAVELLERS' GUIDE'**

A guide to this fully accessible railway

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### **'ACCESS AROUND LONDON FOR DISABLED PEOPLE'**

A guide especially for visitors to London

*Cassette and Braille versions also available*

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### **LARGE PRINT UNDERGROUND MAP**

Folds out to measure 23 inches by 16 inches

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### **'A TALKING MAP OF THE LONDON UNDERGROUND' 'A TALKING UNDERGROUND STATION GUIDE'**

Cassette tapes for visually-handicapped people

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## **TACTILE CENTRAL LONDON UNDERGROUND MAP**

Produced in conjunction with the RNIB

*Price £5 including postage (free of charge to registered blind people)*

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## **LARGE PRINT CENTRAL LONDON BUS MAP**

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### **ACCESSIBLE BUSES**

Individual leaflets about the wheelchair-accessible Mobility Buses, Airbus, Carelink and Original London Transport Sightseeing Tour facilities.

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### **'DIAL-A-RIDE' AND 'TAXICARD'**

Information leaflets

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### **'A CONDUCTED TOUR OF THE LONDON TRANSPORT MUSEUM'**

Cassette tape which can be borrowed free by visually-handicapped visitors to the LT Museum at Covent Garden or retained for listening to at home

*Also available from the Unit for Disabled Passengers*

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### **'HELPING HAND' NOTEPADS**

Pre-printed forms for use on buses to help people with communication difficulties

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### **'ON THE BUS'**

A three-part training video produced by Battersea Studios Production Company for people with learning difficulties

*Price £17.50 including postage*

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