



Access all areas

Buses, Tubes, trains and trams – as well as river boats and the cable car – are now equipped with a range of features to make it easier for everyone to travel.

STEP-FREE access and accessible travel on London's public transport network benefits many people from those with buggies and bags through to older people who find steps a challenge.

Take a look at some of the measures being put in place.

No steps

Around a quarter of Tube stations and half of London Overground stations are now step-free. It means people don't have to use stairs or escalators, and they can avoid the gap between the platform and the train.

TfL has carried out work to ensure that either lifts or boarding ramps are provided when there isn't level access between the platform and the train.

The Jubilee line east of Westminster, the entire DLR network, and new stations on London Overground all have level access.

New low-floor Tube trains are also being introduced on the Metropolitan, Hammersmith & City, Circle and District lines to eliminate the gap between the platform and the train.

Some step-free Underground, London Overground and DLR stations may still have a gap between the platform and the train. Check the Tube map for the blue symbol which shows step-free access from street to train; and the white symbol for step-free access from street to platform.

Most piers, all tram stops, the Emirates Air Line and all DLR stations are also step-free, and the new Elizabeth line stations will be too.

Low-floor buses are now running on all routes that can be lowered to reduce the step-up from the pavement. They also have access ramps located in the middle of the bus, and all London taxis have wheelchair ramps.

Digital displays

Audible and visual travel information is provided across the bus and train networks so people with hearing or sight impairments can easily identify the service they need, their stop or their station.

Hearing aid induction loops are fitted at many ticket offices. Look out for the T-loop symbol.

Assistance dogs can travel for free on all public transport services in London, as well as in taxis and private hire vehicles, and can use either deck of a double-decker bus.

Seats

All buses, Tubes, trains and trams have priority seats for anyone who needs one and every bus and most trains have designated wheelchair priority spaces. Look for the wheelchair symbol on the outside of the carriage or use the level-access boarding point. Some boats can accommodate wheelchairs too.

Pregnant women can get a Baby on Board badge from TfL that encourages other passengers to offer them a seat. Plus a new badge scheme – Please offer me a seat – is being trialled for people with hidden conditions who may struggle to get a seat when they need one.



for information and assistance, or in an emergency.

Resources

TfL produces a range of free accessibility guides and maps, which can be downloaded from the TfL website. The Tube map gives an overview of step-free stations, there's a guide to which stations have boarding ramps, and map showing step-free journeys and avoiding stairs.

■ For more details on accessible travel, visit tfl.gov.uk/ accessibility and follow @TfLAccess



Staff help

All Tube, TfL Rail and London Overground stations are staffed when services are running, along with some piers and Victoria Coach Station.

Staff are there to give help and assistance, deploy boarding ramps and radio ahead so a member of staff is there to meet the person at the other end. There's no need to pre-book; TfL operates a turn-up-and-go service so people simply ask a member of staff when they get to the station.

TfL's Travel Support card helps customers communicate with staff by allowing them to write down what help they need.

Help points are also installed throughout the public transport networks so people can contact staff

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