

Step-free access on the Tube survey

Please share your views by taking part in our online survey. It should take you no more than 10 minutes to complete.

If you prefer not to complete the survey, then please submit your response to us in writing to:

Haveyoursay@tfl.gov.uk; or FREEPOST TFL HAVE YOUR SAY

You can also phone us on 020 3054 6037 to leave your name and number and we will call you back.

Please note responses to the survey may be made publicly available after the engagement exercise has closed, this would typically be in the form of a report on the results of the engagement exercise, but any personal information will be kept confidential. Your personal information will be properly safeguarded and processed in accordance with the requirements of privacy and data protection legislation. For further information, please visit our [privacy](#) policy.

All fields marked with an asterisk (*) are required.

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Before the Covid-19 pandemic, how often did you use the Tube?

Daily	2-3 times a month
5 days a week	Less
2-3 times a week	Not at all

2

How often do you use the Tube network currently?

Daily	2-3 times a month
5 days a week	Less
2-3 times a week	Not at all

3

If the Tube network had more step-free stations, how often would you like to use the network?

Daily	2-3 times a month
5 days a week	Less
2-3 times a week	Not at all

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What type of journeys do you make on the Tube now? (Please tick all that apply)

Commuting: trips from home to usual place of work or from usual workplace to home

Business: trips for work

Education: trips to school or college

Shopping: trips to the shops or from shops to home

Personal business: visits to services, medical consultations, etc.

Visit friends: trips to visit friends, either at someone's home or elsewhere

Other leisure: mostly entertainment, sport, holidays and day trips

Accompanied trips: trips made to accompany someone else e.g. taking a child to school

I do not currently use the Tube

If you do not currently use the Tube, would you use the Tube if it was more accessible to you?

Yes

No

What type of journeys would you like to make on the Tube if it were more accessible to you? (Please tick all that apply)

Commuting: trips from home to usual place of work or from usual workplace to home

Business: trips for work

Education: trips to school or college

Shopping: trips to the shops or from shops to home

Personal business: visits to services, medical consultations, etc.

Visit friends: trips to visit friends, either at someone's home or elsewhere

Other leisure: mostly entertainment, sport, holidays and day trips

Accompanied trips: trips made to accompany someone else e.g. taking a child to school

I still would not use the Tube

Should we prioritise making stations step-free if they already: (Please tick all that apply)

Interchange with other Tube lines

Interchange with buses

Interchange with coaches

Interchange with National Rail (mainline stations such as Kings Cross)

Interchange with local rail (e.g. London Overground stations)

Are near to where I live

Are within easy reach of a Town Centre

Are within easy reach of a hospital or health care services

Provide easy access to areas of employment

Are within easy reach of educational establishments/centres

Provide easy access to areas of growth and development (i.e. where a lot of new housing and employment opportunities are planned)

Are near to social amenities such as leisure centres

Are near to community centres

Are near to tourist attractions

Are near to places of worship

Have a car park

Other (please specify)

Please pick your top three from the previous question in order of importance.

Interchange with other Tube lines

Interchange with buses

Interchange with coaches

Interchange with National Rail (mainline stations such as Kings Cross)

Interchange with local rail (e.g. London Overground stations)

Are near to where I live

Are within easy reach of a Town Centre

Are within easy reach of a hospital or health care services

Provide easy access to areas of employment

Are within easy reach of educational establishments/centres

Provide easy access to areas of growth and development (i.e. where a lot of new housing and employment opportunities are planned)

Are near to social amenities such as leisure centres

Are near to community centres

Are near to tourist attractions

Have a car park

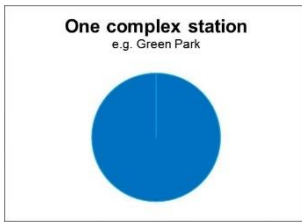
Other (please specify)

What should we prioritise in the next phase of step-free access (SFA) work?

In Phase 1 of the consultation we focussed on making as many stations step-free as possible and added 14 stations to the Tube's step-free network.

Installing SFA in complex/central London stations is costly and choosing one of these stations could use the entire budget for the whole programme.

With this in mind, should we focus on installing lifts at:



One complex station
e.g. Green Park

- One complex station (e.g. Green Park)



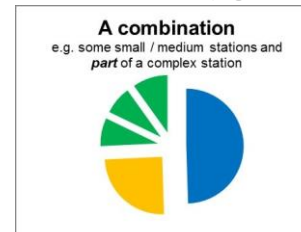
A few medium stations
e.g. Wembley Park

- A few medium stations (e.g. Wembley Park)



More small stations
e.g. Osterley

- More small stations (e.g. Osterley)

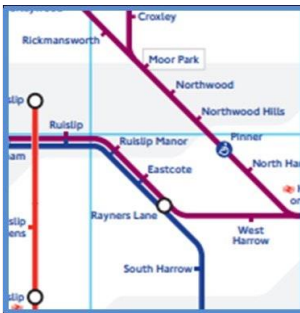


A combination
e.g. some small / medium stations and part of a complex station

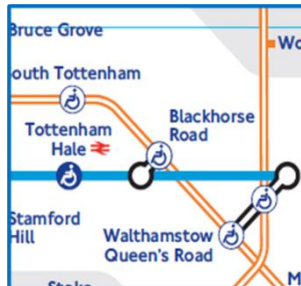
- A combination (e.g. some small/medium stations and part of a complex station)

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Should we prioritise making stations step-free in areas:



- Where there are minimal accessible stations in a specific area or on a specific line ('plug a gap')



- Where there are already some accessible stations ('create a hub' e.g. by making Blackhorse Road step-free)

- No preference

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Should we prioritise:



- Making a smaller number of stations step-free to all lines



- Making a greater number of stations partially step-free (e.g. to one line)

- No preference

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If TfL made your three most important stations step-free, what impact would this have on your daily life? (Please tick all that apply)

- Make the Tube network accessible to me where it currently is not
- Make the journeys I already take easier
- Make the journeys I already take quicker
- Make the journeys I already take less stressful
- Make the journeys I already take but with friends and family
- Widen job opportunities
- Widen social opportunities
- Widen opportunities to access educational facilities
- Other (please specify)
- Manual boarding ramps

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We use a variety of methods to overcome the step and gap between the train and the platform. For example we can use manual boarding ramps or we can raise part of the platform so it's the same level as the train floor.

Sometimes the layout of the platform or the design of the train means that we can only use manual boarding ramps, but sometimes we do have a choice.

How do you feel about manual boarding ramps?

- I don't need them
- I use them with few or no problems
- I use them but frequently have problems
- I will only use step-free stations that do not have manual boarding ramps
- I only use them as a last resort
- I use them if I know the station

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Toilets

Inside some stations on the Tube network, there isn't much space which can mean that finding room to build new accessible toilets can be difficult.

However we want to understand how important to you is having access to a toilet at a Tube station.

How important to you is having access to a toilet at a Tube station?

- Not at all important
- Fairly important
- Extremely important
- I don't know

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How important to you is having access to a changing places toilet at a Tube station?

- Not at all important
- Fairly important
- Extremely important
- I don't know

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Is there anything else you want to tell us about step-free access, toilets or manual boarding ramps on the Tube?

We note that National Rail and London Overground stations are specifically identified as a possible reason for a Step Free implementation. We concur with this reason, and have two supplementary observations:

- Reference should also be made to the step free nature – or not – of stations and direct journeys to/from that National Rail / London Overground station, as Underground Step Free Access can then allow many additional journeys. For instance, completing Step Free works at West Brompton would provide a both ways access point into the Underground from significant numbers of Step Free Overground and National Rail stations.
- Occasionally, the presence of a Step Free National Rail or London Overground station may be a reason to focus investment elsewhere – for instance City Thameslink (which has the rare National Rail feature of level access street to train capability) can support journeys to the area and reduce the relative importance of Step Free access at St Pauls (and to a lesser degree Chancery Lane).

We believe that investment decisions on Step Free should consider both London Overground and Underground stations together, in a pooled decision.

There is, we suggest, an unasked question, which is to improve understanding of how “perfect” a Step Free journey needs to be to encourage more Underground use. By this we mean is the most important requirement to provide some journeys from the closest station to the start point to the nearest station to the end point with as few interchanges as possible (ie making it easiest and most convenient for what will inevitably be fewer people) or are more journeys by more people, most possible, but less than perfect, better. For example, if A & B live equidistant from station C (but still quite possible to get to), and want to get to D & E respectively, which are both, again equidistant from F, which is better from Option 1: Choose between both A & D and both B & E – or Option 2: Choose C & F. In the case of Option 2, fewer may be provided with “best”, but more travellers get something usable. Likewise, is an extra mid-journey change of trains acceptable, particularly if it could be made level, and Lift free, train to train (eg as might be possible at low cost between the Bakerloo and Victoria lines [same direction only] at Oxford Circus).

We believe it is also important to investigate reducing the gap between train and platform as a possibility. We fully recognise that this will not help some wheeled users, particularly those that travel solo, but such reductions may help:

- Some adults who travel with helpers
- Children in prams and wheelchairs, accompanied by family members or carers
- Those who can walk, but have heavy luggage on this occasion
- Those who can walk but have only limited mobility

All the above options increase the options for “self-service” for a portion of less-abled travellers, which we believe to be a positive.

Note: Railfuture is Britain’s leading, longest-established, national independent voluntary organisation campaigning for a bigger and better railway network for passenger and freight users. This response draws together the views of the local Branch, of Passenger Group members and of affiliated Rail User Groups, as authorised by Railfuture’s national Board of Directors.

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About you

Privacy notice:

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What is your name?

Neil Middleton

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What is your email address?

neil.middleton@railfuture.org.uk

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What is your postcode?

AL5 2LN

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Are you:

Railfuture members meet all of the ticked options below. If only one is to be recorded, we suggest "A London Resident"

- A London resident
- A London business owner
- Employed within London
- A visitor to London
- A commuter to London
- Not local but interested in step-free access

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If responding on behalf of an organisation, business or campaign group, please provide us with the name.

Railfuture Ltd

Please note: If you are responding on behalf of an organisation it should be in an official capacity.

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How did you hear about this consultation? Please select the main way by which you heard.

- Received an email from TfL
- Received a letter from TfL
- Read about it in the press
- Social media
- Saw it on the TfL website
- Other (please specify)

What do you think about the quality of this consultation (for example, the information we have provided, any printed material you have received, any maps or plans, the website and questionnaire etc.)?

	Very good	Good	Adequate	Poor	Very poor	Not applicable
Website structure & ease of finding what you needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Written information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maps, images & related diagrams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online survey format	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Website accessibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Events & drop-in sessions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Promotional material	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Easy Read version of material	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Audio video of the material	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Do you have any further comments about the quality of the consultation material?

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Equality Monitoring

Please tell us about yourself in this section. All information will be kept confidential and used for analysis purposes only. We are asking these questions to ensure our consultations are open to all sections of the community and to improve the effectiveness of the way we communicate with our customers. You do not have to provide any personal information if you don't want to.

Gender (please select one option)

- | | |
|--------------|-------------------|
| Male | Non-binary |
| Female | Gender neutral |
| Trans male | Prefer not to say |
| Trans female | |

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Ethnic group (please select one option)

- | | |
|--------------------------------------|------------------------------------|
| Asian or Asian British – Bangladeshi | Black or Black British – Caribbean |
| Asian or Asian British – Chinese | Black or Black British – Other |
| Asian or Asian British – Indian | Mixed – Other |
| Asian or Asian British – Other | Mixed – White and Asian |
| Asian or Asian British – Pakistani | Mixed – White and Black African |
| Black or Black British – African | Mixed – White and Caribbean |

Other Ethnic Group
Other Ethnic Group – Arab
Other Ethnic Group – Kurdish
Other Ethnic Group – Latin American
Other Ethnic Group – Turkish

White – British
White – Irish
White - Other
Prefer not to say

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Age (please select one option)

Under 15	46-50
16-20	51-55
21-25	56-60
26-30	61-65
31-35	66-70
36-40	71+
41-45	Prefer not to say

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Sexual orientation (please select one option)

Heterosexual	Lesbian
Bisexual	Prefer not to say
Gay man	

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Faith (please select one option)

Buddhist	Sikh
Christian	Other
Hindu	No religion
Jewish	Prefer not to say
Muslim	

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Which of the following best describes your impairment(s)?

Railfuture members meet all of the ticked options below. If only one is to be recorded, we suggest "None: I am a non-disabled ally"

- ✓ I have a mobility impairment (e.g I am a wheelchair user)
- ✓ I am chronically ill/I have a long-term health condition
- ✓ I am blind or visually impaired
- ✓ I am deaf or hard of hearing
- ✓ I have a mental health condition
- ✓ I am neurodivergent
- ✓ I have a learning disability
- ✓ I am an older person
- ✓ I am the parent or carer for a disabled person
- ✓ None: I am a non-disabled ally