Transport Information

1 Queuing at Stations

TfL say “When there are queues outside a station, customers who identify themselves as disabled should be allowed to enter the station without queueing.”

2 Turn up and go

Social distancing

We are committed to continuing to offer our customers a turn-up -and-go service. However, we need to make some changes to protect everyone's health.

Our staff need to maintain a distance of 2 metres at all times. This means that:

If a visually impaired person requests customer assistance, underground staff will arrange a taxi to take them to their destination station

We will maintain a two-metre distance when supporting customers with a mobility impairment (for example, by providing manual boarding ramps)

In situations where face coverings make communication difficult, our staff will use written messages on paper, whiteboards or mobile devices.

Running tethers will hopefully be used for guiding soon.

Weblink: <https://tfl.gov.uk/transport-accessibility/help-from-staff>

3 Face coverings

Face coverings must be worn by those who can, for their entire journey from Monday 15th June. Exemptions for the use of face coverings will apply to those with certain health conditions, disabled people and children under the age of 11. (Although children under the age of 3 should not wear them.)

TfL will be giving out free face coverings at stations.

4 How is TfL making sure the needs of disabled people are considered?

TfL’s Independent Disability Advisory Group now meets weekly so we can respond to issues quickly. Some things are changing on an daily or even hourly basis which makes it difficult but some of the things we have provided direct feedback about in the last month are:

Face coverings

Turn up and go

Street scape (new extended pavements.)

Temporary works

Here’s a link to an article by IDAG published last month: <https://www.linkedin.com/pulse/message-from-tfls-independent-disability-advisory-group-wootten/?trackingId=CociBXTeStylqSlULCe8zw%3D%3D>

5 Other links to important information

Most up to date travel information during the pandemic

Coronavirus specific information: <https://tfl.gov.uk/campaign/coronavirus-covid-?intcmp=62419>

Restarting London: <https://tfl.gov.uk/campaign/restart>