

London 2012  
Accessible Transport Strategy  
for the London 2012 Olympic  
and Paralympic Games  
May 2008



*all change*

# highlights

Our vision is to use the power of the London 2012 Olympic and Paralympic Games to inspire change. We believe this unique event will be a catalyst to improve the accessibility of transport networks across London and the UK.

We have the chance to empower disabled people to make full use of public transport to get to the Games.

By funding new initiatives, contributing to planned schemes and working with delivery partners on existing schemes, we plan to host a truly inclusive 2012 Games.

We also hope the experience of using public transport during the Games will encourage disabled people to continue using public transport after 2012.



### **Stratford Regional Station**

The Olympic Delivery Authority (ODA) is investing more than £100m to improve accessibility and capacity at Stratford Regional Station. Nine new lifts will help disabled people access all platforms, and widened and cleared platforms will provide more manoeuvring space. Improved signage, tactile paving and steps with highlighted edges will assist people with visual impairments. See page 23.

### **Lifts at Stratford International Station**

Four lifts will provide enough accessible capacity at Stratford International Station to meet the predicted demand from wheelchair users during peak periods of the Games. See page 19.

### **Boosting capacity on highly accessible services**

The Docklands Light Railway (DLR) and much of the Jubilee Line are highly accessible services that will help disabled people get to the Games. The ODA is co-funding 22 of an additional 55 new DLR rail cars. This will help the DLR run three-car instead of two-car trains across the majority of its network. A new signalling system, due for completion in December 2009, will increase Jubilee Line train frequency by 25 per cent. Both initiatives will increase capacity and therefore make it easier for disabled people to use these services. See pages 27 and 28.

### **Access for All**

The Department for Transport's (DfT's) £370m Access for All programme, launched in 2006, has ring-fenced £35m per year until 2015 to provide obstacle-free, accessible routes to and between platforms at priority stations. One hundred stations are due for completion by 2011. See page 25.

### **The Javelin®**

The Javelin® will provide a fast accessible service to the Games. It will transport spectators from central London to the Olympic Park in seven minutes and from Ebbsfleet International Station in Kent in 10 minutes. See page 26.





### Audio and visual information

As part of the Underground's refurbishment work, audible and visual information will be provided on all platforms and in all ticket halls. Induction loops will be installed at every Help and Information Point to provide 'listening points' for hearing aid users. See page 28.

### Around the UK

The Rail Vehicle Accessibility Regulations (RVAR) and the new European standards for heavy rail will ensure that all new rolling stock is accessible to disabled people and other sections of the community across the UK. National Rail will play a significant role in providing accessible journey opportunities during the Games. See page 25.

### iBus

Transport for London's (TfL's) iBus initiative – adding real-time information on board buses with new 'on-board next stop' visual displays and announcements – will be rolled out across all of London's buses by 2009. This particularly benefits passengers with hearing and visual impairments, people with learning difficulties, first-time visitors or those whose first language is not English. See page 30.

### Defining a new network

We will bring together accessible elements of all modes of public transport to create a Games network of accessible transport. The aim of this network is to empower disabled people to make informed choices across the full range of accessible travel options available to them so they can get to the Games by public transport. See page 20.

### Walking and cycling

All schemes led by London 2012 will meet the ODA's forthcoming Inclusive Design Standards. Schemes will include provision for hand cyclists, accessible bicycle stands, and clear pedestrian and cycling demarcation. See page 33.





### **A better Underground for the Games**

Approximately 25 per cent of the Underground network is planned to be step-free by 2012. We are working with London Underground on other opportunities to offer level access on to trains, such as providing raised areas on platforms. See page 27.

Improvements to 175 Underground stations by 2012 will help visually impaired people. Platforms and staircases will feature tactile warning surfaces and handrails will be fixed at appropriate heights and contrast visually to the wall. Steps and stairs will have highlighted edges. See page 28.

### **Blue Badge and access hubs**

Some disabled or older people will have to use a car for all or part of their journey so we will provide a limited amount of dedicated, pre-booked Blue Badge parking at all venues. We also plan to create dedicated Blue Badge parking areas at key accessible transport hubs that serve Games venues to encourage disabled people to use public transport for at least part of their journey. See page 35.

### **Automatic access**

We are working with the Department for Transport (DfT) to launch a feasibility study into incorporating a passenger-operated, retractable ramp in designs for new rolling stock on Network Rail services. This stock could be operational on some routes by 2012. See page 27.

### **Door-to-door services**

Accessible door-to-door services for disabled people, such as Dial-a-Ride and Community Transport, exist across the UK. We will promote these services, which can help to transport people to accessible transport hubs, including stations that directly serve Games venues. See pages 32 and 35.





Paul Brannick from Moston gets ready to use the Manchester tram service. Light rail and tram services are highly accessible and serve many Games venues within London and around the UK.

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Peter Barker from Tunbridge Wells and his dog Rupert travelling on the river service from Embankment to Canary Wharf. Most riverboats operating on the Thames are accessible and all river piers currently in use are accessible via a ramp. During the Games, river services will help disabled people to get to River Zone venues.





# foreword

Our vision is to use the power of the London 2012 Olympic and Paralympic Games to inspire change and be a catalyst for real and lasting benefits for London and the UK.

We want to change the experience disabled people have when using public transport during the Games and to leave a legacy of more accessible transport.

Access improvements can help many people travel more easily, such as people with small children and even passengers carrying luggage.

However, for some disabled and older people, these improvements may mean they can use public transport for the first time, unlocking a host of new travel opportunities.

We want to fulfil our aim of hosting a 'public transport' Games and encourage people to use it for at least part, if not all, of their journey. To do this, we must ensure accessible public transport options are available for disabled people of all impairments.

This strategy outlines how we plan to achieve this: funding new access initiatives, contributing to schemes planned by our delivery partners and working with these partners on existing initiatives. We have engaged with organisations of disabled people, our delivery partners and transport stakeholders. Their views have helped to shape this strategy.

This is the first time the Olympic Games and Paralympic Games have been planned together right from the start – helping to streamline new standards of accessibility.

By improving access to the Games, we are making changes that will help to ensure everybody can enjoy a sense of freedom during their travels long after 2012.



A handwritten signature in black ink that reads "John Armitt".

**John Armitt**  
Chairman,  
Olympic Delivery Authority



A handwritten signature in black ink that reads "Sebastian Coe".

**Sebastian Coe**  
Chair, London Organising Committee  
of the Olympic Games and Paralympic Games



Aimee from Romiley travelling on the Metroshuttle. These low-floor buses operate on three circular routes that cover the main areas of central Manchester.

## The London 2012 Olympic and Paralympic Games

More than half a million spectators could need transport on the busiest days of competition.

London and the UK will come alive with sporting and cultural celebrations when the world's best athletes compete in the London 2012 Olympic and Paralympic Games. During the Olympic Games, around 10,500 athletes from more than 200 nations will compete in 26 different sports. Over 16 days of competition, approximately 7.7 million tickets will be available.

The Olympic Games will be followed by the Paralympic Games. During the Paralympic Games, about 4,200 of the world's top Paralympic athletes from 162 countries will compete in 20 sports. Over eleven days of competition, about 1.5 million tickets will be available.

### Key dates

The Opening Ceremony of the Olympic Games will be held on Friday 27 July 2012. The Olympic Games will end on Sunday 12 August. The Paralympic Games Opening Ceremony will take place on Wednesday 29 August 2012. They will run for 11 competition days and end on Sunday 9 September (see figure 1, below).

Although most competition events will take place in London, cities and towns across the UK – from Weymouth and Portland to Glasgow, and Birmingham to Cardiff – will also host sports and cultural events.

Figure 2 (page 8–9) details the events that will take place at each venue.

## 7.7 million

Number of tickets available for the Olympic Games.

## 1.5 million

Number of tickets available for the Paralympic Games.

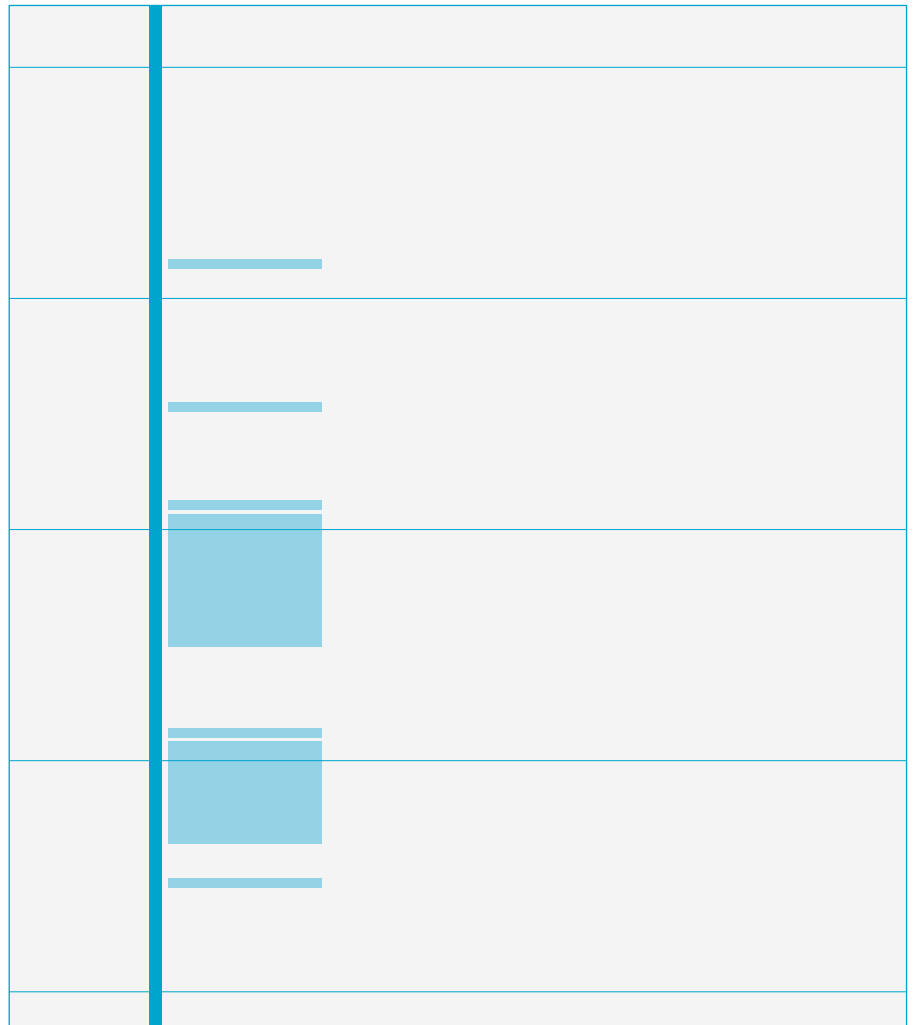
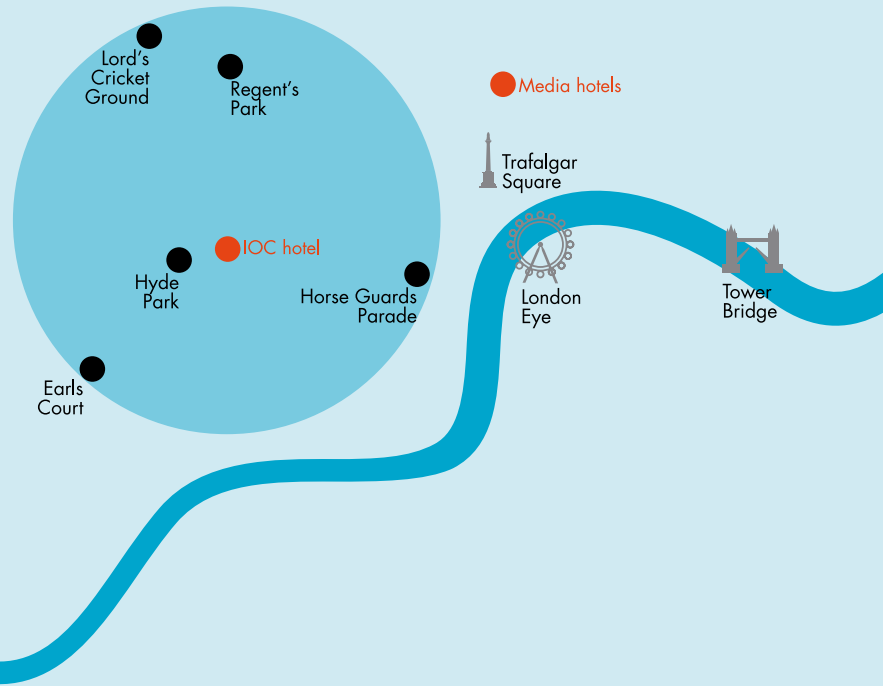


Figure 1 Key dates

● Wembley

## Central Zone



● Wimbledon



Lord's Cricket Ground



ExCeL

## Olympic Park

Wheelchair Tennis and Paralympic Archery  
 Hockey Centre  
 IBC/MPC  
 Handball Arena  
 Basketball Arena  
 Olympic Stadium  
 Velodrome and BMX Circuit  
 Fencing Arena  
 Aquatics Centre

Olympic Village

North Greenwich Arena 1

North Greenwich Arena 2

Greenwich Park

ExCeL

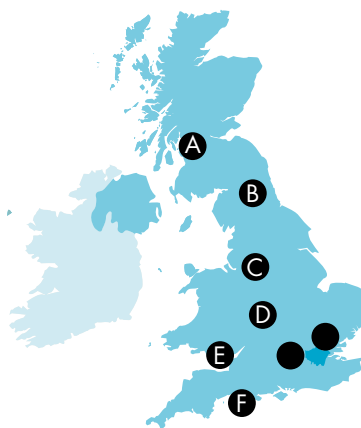
The Royal Artillery Barracks

## River Zone



Wembley Stadium

## Outside London



- A Hampden Park
- B St James' Park
- C Old Trafford
- D Villa Park
- E Millennium Stadium
- F Weymouth and Portland
- G Broxbourne and Mountain Bike venue
- H Eton Dorney

## Index of London 2012 venues

<b>Broxbourne</b> Canoe/Kayak (Slalom)	<b>Lord's Cricket Ground</b> Archery	Hockey, Cycling (Track), Athletics, Judo, Swimming, Wheelchair Rugby, Goalball, Wheelchair Basketball, Football (seven-a-side and five-a-side), Cycling (Track), Athletics, Wheelchair Fencing, Wheelchair Tennis, Archery
<b>Earls Court</b> Volleyball	<b>Millennium Stadium</b> Football	
<b>Eton Dorney</b> Rowing, Canoe/Kayak (Flatwater), Rowing	<b>Mountain Bike venue</b> Cycling (Mountain Bike)	
<b>ExCeL</b> Boxing, Judo, Taekwondo, Table Tennis, Weightlifting, Wrestling, Boccia, Powerlifting, Table Tennis, Wheelchair Basketball	<b>North Greenwich Arena 1</b> Basketball (Finals), Gymnastics (Artistic/Trampoline)	<b>Regent's Park</b> Cycling (Road), Cycling (Road)
<b>Greenwich Park</b> Equestrian, Modern Pentathlon (Riding/Running), Equestrian	<b>North Greenwich Arena 2</b> Badminton, Gymnastics (Rhythmic), Sitting Volleyball	<b>St James' Park</b> Football
<b>Hampden Park</b> Football	<b>Old Trafford</b> Football	<b>The Royal Artillery Barracks</b> Shooting, Shooting
<b>Horse Guards Parade</b> Volleyball (Beach)	<b>Olympic Park</b> Aquatics (Diving, Swimming, Synchronised Swimming, Water Polo), Modern Pentathlon (Swimming, Shooting, Fencing), Basketball, Handball, Fencing, Cycling (BMX),	<b>Villa Park</b> Football
<b>Hyde Park</b> Triathlon, Aquatics (Open Water Swimming)		<b>Wembley Stadium</b> Football
		<b>Weymouth and Portland</b> Sailing, Sailing
		<b>Wimbledon</b> Tennis

## Key

- Olympic Sport
- Paralympic Sport
- Venue
- Accommodation

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Some of those travelling to the Games will be disabled people who can only use public transport if it is accessible.

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**23,000**

Estimated number of ticket holders who will have some difficulty using, or will be unable to use, stairs and escalators on the busiest day of competition at the Olympic Games.

### **The accessible transport challenge**

Hosting the London 2012 Games will be the biggest transport challenge that London and the UK have ever faced. More than half a million spectators could need transport on the busiest days of competition. They will be joined by the London 2012 workforce, which is estimated to have reached 100,000 people by 2012. In addition, some 50,000 Games Family members, such as athletes and officials, will need bespoke transport services during the Olympic Games. Some of those travelling to the Games will be disabled people who can only use public transport if it is accessible. Experience from previous Games suggests that seven per cent of spectators will have some difficulty negotiating stairs and escalators and a further one per cent will be unable to use stairs or escalators at all. On the busiest day of competition of the Olympic Games, this could mean that 23,000 ticket holders could be people who will have some difficulty using, or will be unable to use, stairs and escalators.

### **Transport Plan for the London 2012 Olympic and Paralympic Games**

In October 2007, the Olympic Delivery Authority (ODA) published the first edition of its 'Transport Plan for the London 2012 Olympic and Paralympic Games'. The Transport Plan sets out the overarching strategy for delivering transport during the Games.

One of the key aims within the Transport Plan is to provide accessible transport for everyone travelling to the Games. This develops the London 2012 bid commitment to 'deliver the most accessible Games ever'.

### **The Accessible Transport Strategy**

This first edition of the Accessible Transport Strategy outlines how we plan to meet this objective and provide accessible public transport options for those people who need it to travel to the Games.

The strategy has been developed using the transport planning framework set out in the Transport Plan. As such, it is compatible with the principles contained in the Transport Plan and should be considered as a supporting document to it.

Future editions will contain more detail, which will be developed further in the lead up to the Games through ongoing discussions with transport providers across all modes and by working with organisations of disabled people.

### **Objectives**

The objectives of this Accessible Transport Strategy are to:

- ensure that a wide variety of accessible journey options to and from London 2012 events are available to spectators, the Games Family and workforce; and
- develop and promote a philosophy of inclusion among London 2012 staff and our transport delivery partners throughout the planning and operation of Games transport.

To meet our objectives, we have developed a ten-point plan to deliver accessible transport for the Games:

#### **1. Contribute to projects that will improve accessible transport options**

We are funding new schemes, such as the work to improve access at Stratford Regional Station. We are also working with Transport for London (TfL) and other delivery partners to make best use of planned schemes to enhance accessible transport around the UK. We are also making contributions to enhance schemes already proposed by others, such as increased lift capacity at Custom House Docklands Light Railway (DLR) station.

#### **2. Establish a Games network of accessible transport**

We will bring together accessible public transport, complementary services such as Dial-a-Ride and dedicated shuttle services to establish a Games network of accessible transport. This network will be promoted through an online and printed map showing accessible routes and accessible transport hubs.

#### **3. Provide a range of services to Blue Badge holders**

We will provide a number of travel options for people who need to use a car for part or all of their journey to Games events. This will include Blue Badge parking at Games venues. We are also proposing Blue Badge park-and-ride facilities at key stations

on the accessible network and linking parking with our proposed Games Mobility service.

#### 4. Provide a Games Mobility service at all venues

This service will provide assistance from spectator entry points, through public circulation areas and within the venues for those who need it. It will provide a range of services that could include the loan of wheelchairs and scooters, volunteer assistance, transfer by electric powered buggy and a land train where appropriate.

#### 5. Integrate complementary transport services into London 2012 transport planning

We will use the capacity provided by complementary service providers (eg Community Transport and Dial-a-Ride) to deliver high-quality accessible travel to Games events. One of our main proposals is to use complementary services as a link to accessible transport hubs. Such transport operators also have expertise in accessible transport provision, including high standards of customer service and driver training.

#### 6. Research accessible transport requirements, and share ideas and examples of best practice

By working with our transport delivery partners and disabled people, we will conduct research into accessible transport delivery to inform transport planning for the Games, and share ideas and examples of best practice. The Accessible Transport Panel already provides an opportunity for this by bringing together representatives from different modes

to discuss issues such as disability equality training and customer care standards and policies.

#### 7. Promote independent travel to Games events

We will work with our transport delivery partners to create arrangements which empower disabled passengers to travel easily and independently to Games events. This will include expanding travel training schemes, more flexible conditions of carriage and passenger information promoting accessible travel options.

#### 8. Ensure access facilities are in good working order

We will work with transport delivery partners to ensure that essential access facilities operate fully in the period leading up to and during the Games. These facilities include lifts, escalators, automatic doors, induction loops and accessible toilets at key rail and bus stations and interchanges.

#### 9. Ensure that Games Family vehicles are accessible

We will provide an appropriate number and range of accessible vehicles to meet the needs of the Olympic Family and Paralympic Family. This will include vehicles with tail lifts, ramps, grab handles and adequate manoeuvring space.

#### 10. Provide high-quality information in a variety of formats

We will provide information in accessible formats and work with our delivery partners to ensure that information is accessible to all sections of the community.

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We have developed a ten-point plan to deliver accessible transport for the Games.

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We recognise and aim to help break down the barriers that exclude disabled people from using public transport.

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### Working together

The London 2012 Games will be delivered by many organisations, but chiefly the London Organising Committee of the Olympic Games and Paralympic Games Ltd. (LOCOG) and the Olympic Delivery Authority (ODA).

LOCOG, a privately funded organisation, is responsible for preparing and staging the Games. The ODA is the public body responsible for building and delivering the new venues and infrastructure, including transport, for the Games.

LOCOG and the ODA work together to plan and deliver transport for the Games. Generally, LOCOG leads on Games Family transport and the ODA leads on spectator and workforce transport.

### Transport delivery partners

We are working with a range of delivery partners to ensure integrated planning and delivery of projects.

Our current delivery partners include:

- Transport for London (TfL)
- Highways Agency
- Department for Transport (DfT)
- Network Rail
- train operating companies (TOCs)
- London & Continental Railways (LCR) including Union Railways (North)
- BAA
- other transport providers, including London boroughs, and local authorities and transport operators across the UK.

### Shaping the Accessible Transport Strategy

A major consultation exercise was carried out during the preparation of the first edition of the Transport Plan. Throughout this consultation we received some excellent feedback about how to best provide accessible transport and have incorporated some of those comments into this strategy.

### Access & Inclusion Forum

London 2012 has established its own mechanisms for engaging with disability stakeholders and key transport partners.

For example, the Access & Inclusion Forum brings together organisations of disabled people from the five Host Boroughs (Hackney, Newham, Tower Hamlets, Waltham Forest and Greenwich), some national bodies and impairment-specific organisations. The role of the forum members is to share knowledge and experience with London 2012. The members of the forum have been involved in the development of this Accessible Transport Strategy.

### Accessible Transport Panel

We also work closely with colleagues from a wide range of transport providers and in May 2007 we established the Accessible Transport Panel. Membership of the panel is drawn from accessible transport providers and includes London Underground, TfL and the Association of Train Operating Companies. It also includes policy advisers, such as the Disabled Persons Transport Advisory Committee and specialists from TfL.

London 2012 also works with existing networks of disabled people of all impairments and will hold specific transport-focused events to meet with the deaf community and groups of visually impaired people.

Appendix 1 includes specific examples of some of the consultation we have undertaken to develop this strategy.

### Our approach

London 2012 has adopted the social model of disability in its approach to transport planning. This means we recognise and aim to help break down the barriers that exclude disabled people from using public transport. Historically disabled people have been limited in their ability to use public transport; not because of their individual impairments, but because public transport has previously been designed mainly to cater for non-disabled users.



London 2012 is embracing an inclusive approach to transport planning for the Games. This means we will strive to provide accessible transport across all modes for all client groups.

#### Terms we are using

Within this document, the term 'disabled people' refers to disabled people of all impairments. This includes wheelchair users, visually impaired people, deaf people, people with learning disabilities and ambulant disabled people, as well as people with 'hidden' impairments, such as epilepsy.

However, accessible transport, which incorporates level access, lifts, clear signage and easy-to-find facilities, not only benefits disabled people, but also other sections of the community, including:

- some older people;
- children;
- parents with infants;
- people who do not speak English;
- first-time visitors; and
- people carrying luggage.

Throughout this document the emphasis is on disabled people and some older people who, following improvements to accessibility, may be able to use public transport more easily or for the first time.





ATHENS 2004  
PARALYMPIC GAMES

1404

anon

1008

anon

1257

## Users of accessible transport

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London 2012 is committed to providing accessible, reliable and secure transport for all Games Family members.

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# 7%

Estimated proportion of spectators who will have some difficulty negotiating stairs and escalators during the Games.

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# 1%

Estimated proportion of spectators who will be unable to use stairs and escalators during the Games.

A wide range of people will require accessible transport to and from Games venues. These people can be described in three broad categories. These are:

- the Games Family, including athletes and team officials, technical officials, accredited media, members of the International Olympic Committee and the International Paralympic Committee, International Federations and Marketing Partners;
- spectators; and
- workforce, including paid staff, contractors and volunteers.

Some members of each of these three key client groups will need accessible transport.

### Games Family

The Games Family is made up of members of the Olympic Family and Paralympic Family, with athletes being the top priority. London 2012 is committed to providing accessible, reliable and secure transport for all Games Family members and ensuring the athletes get to their event on time.

There will be a relatively small number of Olympic Family members who will require accessible transport. However, demand for accessible transport from the Paralympic Family will be much higher. Approximately 2,500 Paralympic Family members use a wheelchair for daily living. London 2012 will ensure that transport provision for this client group is appropriate and equivalent to, or better than, that provided to the Olympic Family.

### Spectators

There will be around 800,000 tickets available for sale on the busiest day of competition at the Olympic Games and around 145,000 on the busiest day of competition at the Paralympic Games.

We will be encouraging spectators to use public transport for their journey to the Games. Each ticket will include travel on public transport on the Zone 1–6 network in London for the day of the event, to encourage spectators to use the transport system and take in the festivities throughout the city.

London 2012 is monitoring crowd composition at a wide range of sports events in the lead up to the Games. However, based on experience from previous Games and information from transport stakeholders, it is estimated that seven per cent of spectators will have some difficulty negotiating stairs and escalators and a further one per cent of spectators will be unable to use stairs and escalators at all.

### London 2012 workforce

By the time the Games start, it is estimated that the London 2012 workforce will have reached around 100,000 people, including up to 70,000 volunteers. Members of the workforce will be encouraged to use public transport to get to the Games and will be able to use it free of charge within the London area.

Some workforce members will require accessible transport. An assessment of this likely demand is currently underway and, where necessary, suitable accessible transport will be provided.

Winnie Lam from east London walks along London Bridge. Routes linking to London 2012 venues will be improved so they are more accessible to disabled people of all impairments.



## Delivering accessible transport

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Providing high-quality transfer services is crucial to give disabled members of the Games Family an excellent transport experience.

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London 2012 is committed to delivering accessible transport to all client groups. We will work in conjunction with our delivery partners to create innovative solutions that deliver safe, secure and inclusive transport.

### Games Family

Most members of the Games Family will be provided with bespoke coach- or bus-based transport services and free public transport within London. Disabled members of the Games Family, including media and Games officials, will be provided with a range of highly accessible transport options to meet their needs, including bus, coach, car and public transport.

### Accessible vehicles

Games Family transport services will be operated in strict accordance with the International Olympic Committee, (IOC), International Paralympic Committee (IPC) and London 2012 accreditation, accessibility and environmental criteria. We will ensure that, in addition to providing wheelchair-accessible vehicles, the needs of other disabled people are also met. This includes taking into account the height of seats, and the ease of entry and exit.

London 2012 will work closely with the IOC, IPC and the British Paralympic Association (BPA) to ensure there is a sufficient number of highly accessible vehicles for Games Family use.

### Public transport

Public transport within Greater London will be free to all Games Family members and they will be encouraged to use it where appropriate. The Games network of accessible transport has a key role to play in this regard. London 2012 will work closely with the IOC and IPC to publicise the network among disabled Games Family members.

### Olympic Route Network

To ensure athletes, other members of the Games Family and operational vehicles can move around quickly and easily, London 2012 will establish an Olympic Route Network (ORN). A Paralympic Route Network (PRN) will also be operated during the Paralympic Games.

The ORN and PRN comprise networks of roads, which will link Games Family accommodation areas with all competition venues and key non-competition venues, such as Heathrow Airport.

A wide range of temporary traffic management measures, including dedicated lanes on some stretches of the network, alterations to traffic signal timings and temporary closures, will be used to ensure Games vehicles can move to and from venues quickly and reliably. The ORN and PRN will be planned to ensure there is no serious negative impact on the travel journeys of disabled people living and working near these designated networks.

We will work closely with local disability groups and individuals to address and mitigate the potential impact on parking arrangements for disabled people, such as the temporary relocation of Blue Badge parking bays if necessary.

### Equipment

Paralympic athletes use a variety of equipment for daily living and for training and competition. This can include racing wheelchairs, throwing platforms and tandem bicycles, as well as spare parts and maintenance equipment. London 2012 will ensure that this equipment is transported with the athlete in the same or, if this is not possible, a dedicated vehicle.

### Arrivals and departures

Games Family arrivals and departures to and from the UK will predominantly be by air although some will travel by rail or by sea.

Heathrow Airport is designated as the official 'gateway' airport for the Games, and arrivals and departures services will be in place for the Games Family. London 2012 has established the Arrivals and Departures Stakeholder Group that brings together, among others, BAA and the UK Border Agency to advise on the development of these key services.

Providing high-quality transfer services is crucial to give disabled members of the Games Family an excellent transport experience from the moment they arrive in the UK.

We will work with members of the Arrivals and Departures Stakeholder Group to ensure that the transfer service between the aircraft and the airport terminal building runs efficiently and maintains the dignity and comfort of Games Family members.

If wheelchairs or mobility aids are being transported in the hold or luggage compartment, we will work with our delivery partners to ensure Games Family members are reunited with their equipment as soon as possible upon arrival.

A large proportion of Paralympic athletes have two wheelchairs, one for daily living and the other designed specifically for their sport. London 2012 and our partners will provide services to transport athletes and their equipment safely upon departure and arrival.

#### **In-Village Transit System**

The In-Village Transit System (IVTS) will provide a continuous, high-frequency shuttle service around the Olympic Village and Paralympic Village linking all the key service areas and facilities.

Highly accessible vehicles that can cater for large numbers of disabled people staying in the Paralympic Village during the Paralympic Games will be available for athletes and other Games Family members.

Details of improvements that would benefit spectators and workforce are described in the next chapter.

#### **Assessing the need for accessible public transport**

We are currently assessing the likely demand for, and capacity of, accessible transport to all venues. Up until now this study has concentrated on the venues in the Olympic Park, but we have also started to assess transport to other venues inside and outside London.

Some spectators requiring accessible transport will start their journeys from locations across the UK. However, we estimate that the majority of spectators will travel from within London on the day of their event. Further work is planned to assess the distribution of wheelchair users' journey origins to venues across the UK.



### Demand from wheelchair users

In order to make efficient use of all available accessible transport we will encourage disabled spectators to maximise the use of wheelchair spaces across all modes of transport during the Games. The Games network of accessible transport will facilitate this by highlighting the wide range of accessible journey options available across different modes of transport.

Most wheelchair users require a dedicated space on trains and buses. Therefore, we needed to ensure that wheelchair space capacity can meet demand through a more detailed study.

### Forecasting the number of wheelchair users visiting the Olympic Park

There will be approximately 1,200 wheelchair spaces for spectators across the venues in the Olympic Park. We had to assess whether there were sufficient wheelchair spaces to transport wheelchair spectators to these venues at the busiest time of the Games, when demand for these spaces is likely to be greatest. This is predicted to occur at the arrivals period for the morning session on Day 7 of the Olympic Games.

We identified the number of wheelchair spaces on the major modes of transport serving Stratford Regional and Stratford International Stations (Jubilee Line, DLR, Javelin® service, National Rail services, London Overground and London Buses), taking into account the designated wheelchair spaces or shared use areas within the vehicle, and the frequency of that mode of transport at that peak time. It also took account of the expected Blue Badge parking provision; current plans are for around 550 Blue Badge spaces to be made available to spectators.

However, this initial analysis did not take into account the other transport modes that disabled people may use, such as community bus services, direct coach services, Dial-a-Ride, taxis, Community Transport, cycling, walking or waterborne services. As such the capacity assessment is conservative.

We will carry out an assessment for these modes once the capacity on these services has been determined. Likewise, a conservative assumption has been made about the average number of wheelchair users travelling on each transport service, for example per train, or per bus.

We also assessed how wheelchair spectators would exit these stations using lifts to continue their journey towards the Park.

The upgrade works to Stratford Regional Station will provide lifts serving the new Northern Ticket Hall and further lifts serving the town centre link bridge. Each lift will be capable of carrying at least two wheelchair users and three people standing. Four lifts at Stratford International Station will provide enough capacity between the platform and the station exits to meet the predicted demand from wheelchair users during the peak periods of the Games.

Our initial conservative assessment indicates that major public transport modes, combined with Blue Badge parking, can offer the opportunity for over 1,400 wheelchair users to get to the Park during the period of the Games we estimate to be the busiest.

This is sufficient to meet the expected demand levels even when all 1,200 wheelchair spaces within venues across the Park have been reserved by wheelchair spectators.

A summary of our assessment is shown in Appendix 4. We will carry out similar reviews at all Games venues as our plans develop.

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We need to encourage disabled spectators to maximise the use of wheelchair spaces across all modes of transport during the Games.

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## We will work with transport delivery partners to create accessible transport hubs.

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### Paralympic Games

Experience from previous Games suggests that, although the percentage of disabled spectators attending the Paralympic Games is expected to be higher than that for the Olympic Games, the total number of attendees will be significantly lower at the Paralympic Games. Therefore, it is estimated that the number of disabled spectators attending the Paralympic Games will be lower than that for the Olympic Games.

Experience from previous Games also suggests that background travel demand (not related to the Games) will be lower during the Olympic Games than during normal conditions. This is due to a variety of factors, including the school summer holidays, people only travelling where necessary in order to avoid Games-time traffic and people varying their working hours to avoid peak-time travel during the Games. However, as the Paralympic Games are held after the school summer holidays, background travel demand during this time is not expected to be reduced to such an extent and we will factor this into our plans.

London 2012 will conduct a thorough review of capacity and demand for the Paralympic Games period. Currently, there is insufficient information regarding the Paralympic Games competition schedule to adequately forecast travel demand. The Paralympic Games are expected to attract a large number of school trips. This will mean that there could be a significantly higher proportion of trips made by direct coach than during the Olympic Games. Coaches will be given priority for parking.

### The Games network of accessible transport

Over recent years, many improvements to accessibility have been made to the wide range of public transport modes in London and across the UK. By also utilising Dial-a-Ride, Community Transport services and accessible shuttle buses where appropriate, there will be sufficient accessible options across all modes to form a multi-modal Games network of accessible transport.

This network will empower disabled people to make informed choices across the full range of accessible travel options available to them during the Games. This will help us to host an inclusive public transport Games.

### Opening up accessible transport options

London 2012 will work with its transport delivery partners to create a map showing the accessible network stretching around the UK. It will cover venues as far south as Weymouth and Portland, and as far north as Glasgow, encompassing all Games destinations and important origin locations.

The network map will show the highly accessible elements of mainstream mass-transit services such as local buses, light and heavy rail and Underground services, as well as complementary transport such as Dial-a-Ride. Lift provision and level access are key features of accessible transport but other elements include low counters at ticket offices, sufficient manoeuvring space, good signage and real-time information accessible to sensory-impaired people. These elements will all be shown on the network.

It is envisaged that the network will be available online and in print, enabling passengers to discover, in fine detail, service levels and provision of facilities on all modes serving Games competition and non-competition venues around the UK. The map will be useful to disabled people, as well as others who benefit from accessible transport such as those with children in pushchairs.

We will work with transport delivery partners to create accessible transport hubs (typically at major rail or bus stations) and provide Blue Badge parking and drop-off areas for taxis, Dial-a-Ride and Community Transport.

Once the accessible multi-modal network has been defined, we will promote these key accessible 'hubs'.



### Personal journey planning

London 2012 plans to provide each spectator who may need accessible transport with information about accessible transport options as soon as they make a ticket enquiry. This will enable transport information to be tailored to individual needs, and help us to plan spectator transport and advise spectators on the most accessible routes.

During the Games, we plan to provide highly accessible, real-time travel and service information to passengers. This information will be communicated in different ways, including through media, displays at stations, bus stops and potentially via the internet and SMS. We will produce this information in different accessible formats that can be used by all disabled people, including people with sensory impairments.

### Travel schemes for disabled people

Any measures that will assist and encourage disabled people or people who are not confident using public transport, such as some older people, to use accessible transport during the Games will reduce pressure on Blue Badge parking. It will also help to ensure efficient use of available capacity on the accessible transport network.

Around the UK, a number of travel training schemes offer short-term assistance to help disabled and some older passengers gain confidence in using accessible public transport.

These services offer advice on planning a journey using an accessible route and also provide a trained staff member to accompany a passenger for the first few times they use accessible bus, tram, DLR or Underground services.

We aim to work with providers of these important services to expand their operation in the lead up to the Games. Expansion will encourage use of the accessible network and provide significant benefits for disabled passengers after the Games.

### Maximising our reach

Promoting and marketing the accessible network will play an important part in encouraging disabled people of all impairments to use public transport to get to the Games. We will consider the best way to inform the disabled community about the accessible transport options available, such as through our website and publications. This could also include information in mainstream and specialist disability press, other media, and working with UK-wide disability groups.

Discussions with key disability groups and delivery partners on the best way to provide disabled people with this information are already underway. Information to this group will be available in different formats to ensure it can be accessed by everyone.

### Best practice customer service

Good customer care and disability equality training for staff is important to the success of the accessible network. Most transport operators now provide this training and we will work with our delivery partners to share ideas and examples of best practice. In particular, London 2012 will bring together the operators of complementary transport (such as Community Transport and Dial-a-Ride) with public transport providers, such as London Underground, to facilitate this process. This is vital to help ensure disabled people experience the highest quality and uniform standards of service across all modes.





Neil Mullock from Ardwick, left, and Paul Brannick from Moston travel on the Manchester tram service. These trams provide space for wheelchairs, pushchairs and prams, and all stations are fully accessible.

## Modes of transport

The Olympic Delivery Authority is investing more than £100m in a major package of works to upgrade Stratford Regional Station.

13

Estimated number of different modes of transport that could be used by disabled people travelling to the Games.

Part of our strategy is to deliver accessible transport for the Games through a combination of funding new schemes, by contributing to planned schemes and by working with delivery partners on schemes already in place across different modes.

We estimate that at least 13 different modes of transport could be used by disabled people travelling to the Games. This includes dedicated complementary services such as Dial-a-Ride. Each mode is described below, with a description of the improvements planned to be delivered by 2012, and additional measures that we intend to implement to create better travel opportunities for everyone during the Games.

### Stratford Regional Station

Stratford Regional Station will be the main arrival point for those spectators arriving at the Olympic Park by National Rail.

The Olympic Delivery Authority is investing more than £100m in a major package of works to upgrade Stratford Regional Station. The upgrade will boost accessibility and capacity at the station. Specific access improvements at the station include:

- better signage;
- more lift capacity;
- highlighted steps for visually impaired people to show where the edge of the step is;
- tactile paving; and
- lift access to new platforms and to National Rail platforms that are not currently accessible (platforms 10a, 11 and 12).

Figures 3 and 4 (page 24) show the planned access enhancements at Stratford Regional Station.

This project is scheduled for completion by the end of 2010 and will make Stratford Regional Station a highly accessible gateway for the Olympic Park, with benefits for people using the station during the two years before the Games. The improvements also include:

- the re-opening of the eastern subway to make the station less congested;

- wider platforms with many obstacles removed;
- a new platform for the westbound Central Line, making it much easier to interchange with the DLR and Jubilee Line and relieving congestion in the subways. The new platform will provide level access between the platform and the train;
- state-of-the-art information display monitors installed throughout the station;
- audible information and announcements throughout various parts of the station; and
- an increase in the number of CCTV and customer help points.

The ODA is coordinating these works to complement additional station improvements promoted by our delivery partners:

- DLR is delivering two new platforms for use by London Overground. These platforms will be connected to all the extended subways.
- A project to extend the DLR between Stratford Regional Station and Stratford International Station, part funded by the ODA, will provide an accessible link between the stations;
- A new accessible ticket hall will open on the north side of the Station, as part of the Stratford City development, providing a convenient route to the Olympic Park and the new development.
- An official pick-up/drop-off area with drop kerbs, created at the station for the first time. (This will be in a temporary location from summer 2008, and in permanent locations on the north and south sides of the station from 2010).

London 2012 is also participating in a project coordinated by TfL to look at the issues of standardising information and signage, and improving wayfinding at the station.

### International travel

Initial assessments suggest that approximately 30 per cent of spectators visiting the Olympic Games will come from overseas and it is important that their first experience of transport is positive. For most international visitors, their UK transport experience will start at the arrival airport.

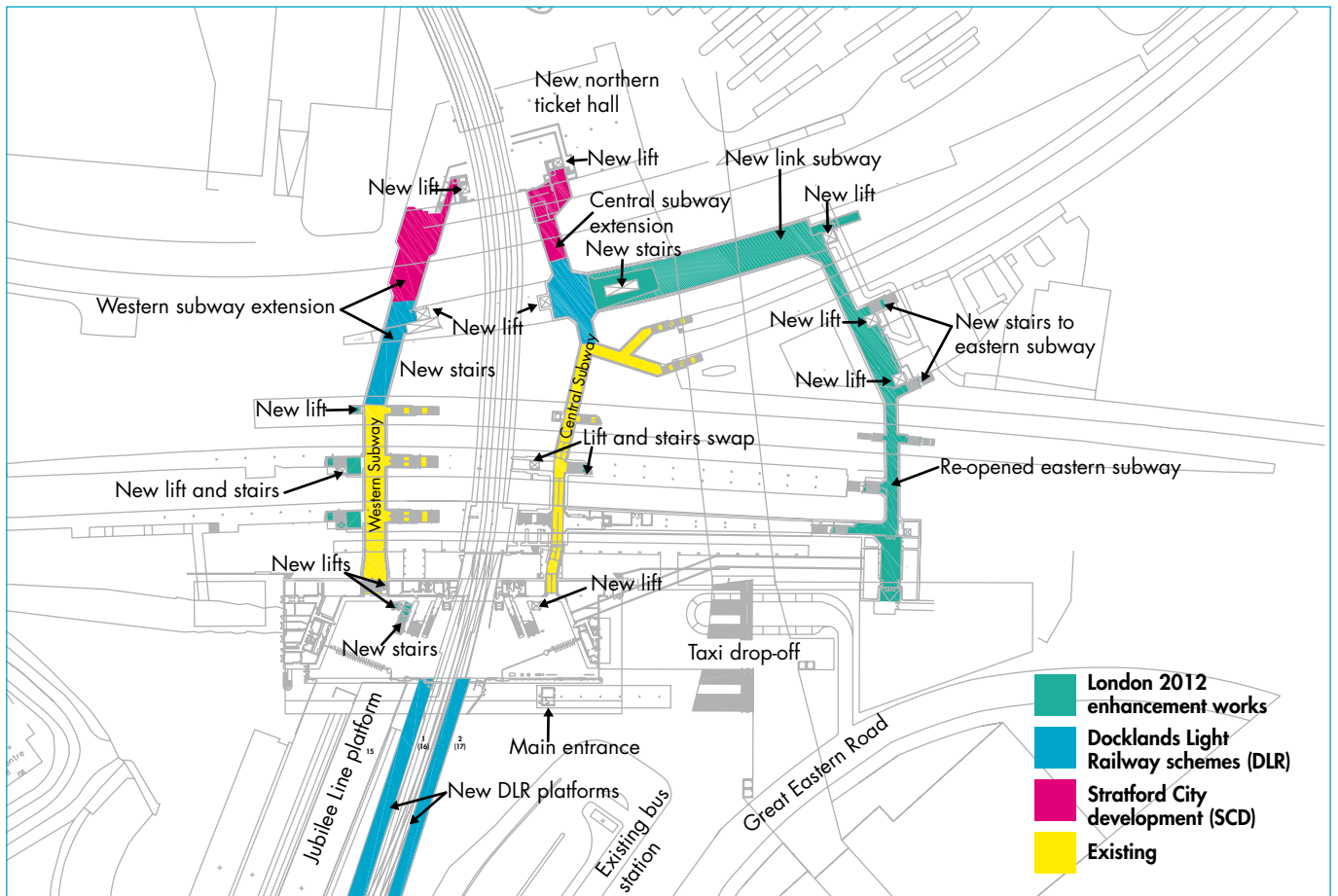


Figure 3 Subway level plans showing access enhancements at Stratford Regional Station.

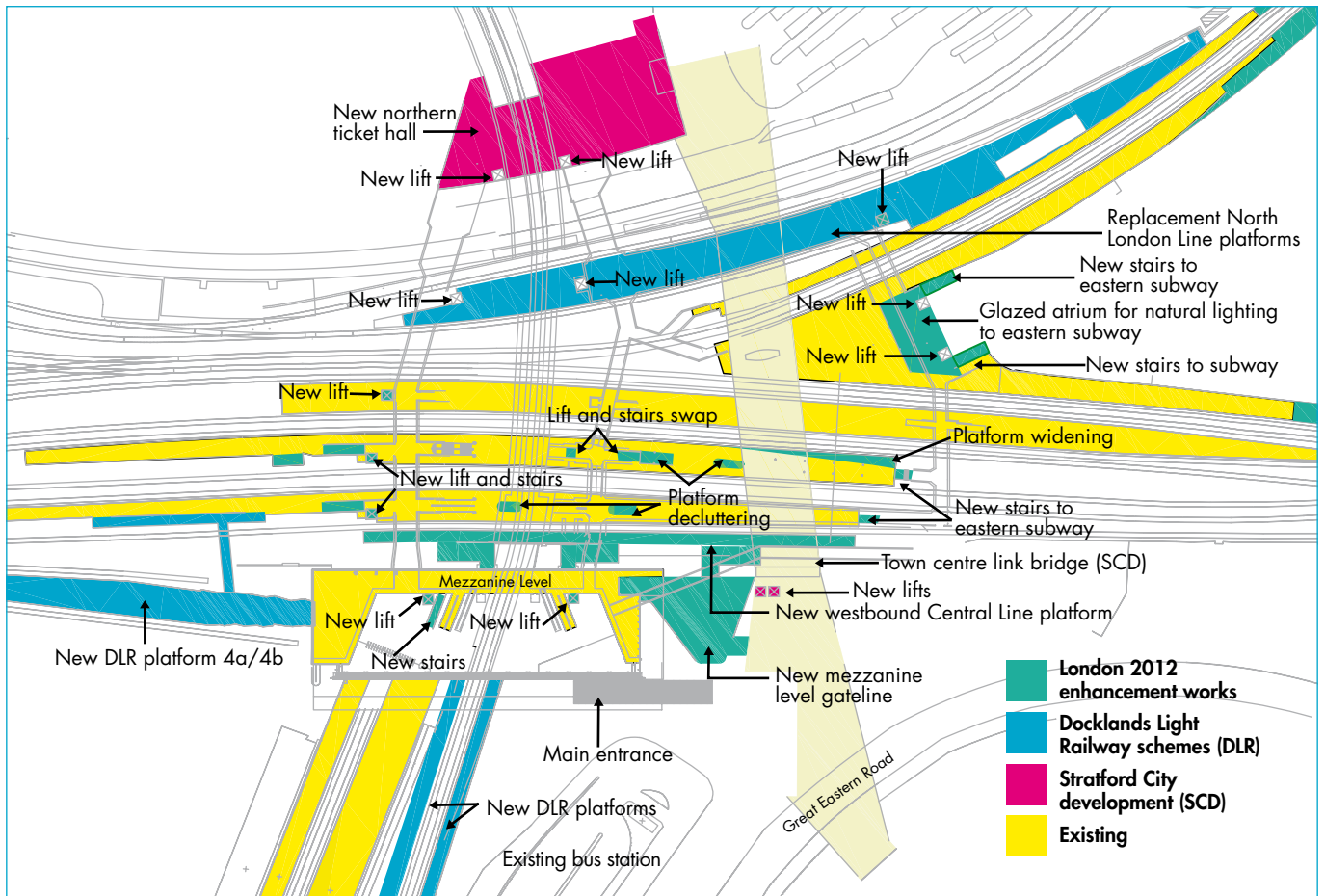


Figure 4 Upper level plans showing access enhancements at Stratford Regional Station.

Points of arrival need to have adequate services for disabled travellers, including facilities for those with assistance dogs. Most arrival airports have accessible transport links and they will form a key element of the network. The London Organising Committee (LOCOG) is working with airport operators to ensure that high levels of service are available to those requiring accessible transport.

### Rail

London 2012 venues around the UK are well-served by railway stations and we will work closely with transport delivery partners to review facilities at these stations and, where necessary, seek to provide improved access.

### Railcards

More than 96,000 people now hold a Disabled Person's Railcard in the UK. Figures from the Association of Train Operating Companies (ATOC) show that the rail disability market increased 15 per cent during 2007. This reflects improved accessibility on rail and also the growing confidence of disabled travellers. The UK also has 820,000 Senior Railcard holders and 300,000 Family Railcard holders. Both of these client groups can also benefit from improved accessible travel options during the Games.

### Access for All

All station improvement schemes must now provide for accessibility enhancements. The Department for Transport's (DfT's) £370m Access for All programme launched in 2006 has ring-fenced £35m per year, until 2015, for the provision of obstacle-free, accessible routes to and between platforms at priority stations. These routes must meet modern standards under the accessibility regulations in the Disability Discrimination Act 2005 and the DfT Code of Practice. The DfT has announced that around 100 stations are due to be completed by 2011.

In addition, the DfT's Small Schemes Fund contributes around £7m per year to fund local and innovative access solutions at stations. This fund will contribute up to 50 per cent of a scheme's capital costs up

to a maximum of £250,000. These small schemes are managed in annual bidding rounds, and currently the DfT is contributing to work at more than 740 stations. Examples of improvements delivered through this scheme include the provision of passenger information systems, lighting, automatic doors and induction loops.

Access for All and the Small Schemes Fund are already being used to improve access to some stations that will serve Games venues, origins and key interchanges, such as Lewisham. Stations serving 2012 Games venues outside of London will also benefit from this scheme. This includes Weymouth Station, which spectators will use to reach the Olympic and Paralympic Sailing events at Weymouth and Portland.

London 2012 will work closely with the DfT, Network Rail and train operating companies to create partnership funding opportunities that will benefit passengers travelling to the Games.

### Rail vehicle accessibility

The Rail Vehicle Accessibility Regulations (RVAR) and the new European standards for heavy rail will ensure that all new rolling stock is accessible to disabled people and other sections of the community. Access to older vehicles is often improved when vehicles are refurbished.

National Rail will play a significant role in terms of providing accessible journey opportunities during the Games.

### London Overground

Within London, spectators attending the Olympic Park and the River Zone venues will benefit from the upgrade work planned for the East London Line and the North London Line. These routes now form part of the London Overground network, managed by Transport for London (TfL). The ODA is contributing £107m to the upgrade of the North London Line and will work with TfL and the train operator London Overground Rail Operations Ltd on the access improvements included in the programme for both these routes,

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The Olympic Delivery Authority is contributing £107m to the upgrade of the North London Line.

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which will double the frequency of trains and enable longer eight-car trains.

#### The Javelin®

During the Olympic Games, Stratford International Station will be served by a rail shuttle service operating between St. Pancras International and Ebbsfleet Stations. This service, known as the Javelin®, will use the new High Speed 1 lines.

These trains offer high levels of accessibility and will deliver spectators from central London to the Olympic Park in seven minutes, and from Ebbsfleet International Station in Kent in 10 minutes.

At Stratford International Station, we are investigating options to provide level access from the Javelin® onto platforms during the Games. This will also reduce dwell times for trains and help improve punctuality.

London 2012 has entered into an agreement to co-fund with Union Railways (North) and the DfT a new permanent entrance to the station at its eastern end. This entrance will comprise a bridge, two escalators, a

fixed staircase and an accessible lift. This will provide additional access options for spectators during the Games, as well as people using the domestic high-speed service from December 2009.

During the Paralympic Games, a similar service will be provided by the same trains used for the Javelin® services although they will have reverted to Southeastern Railway's normal commuter service to and from Kent.

#### The Assisted Passengers Reservation Service

The Assisted Passengers Reservation Service (APRS) enables disabled passengers to book assistance at stations and on trains when they travel by rail. We will work in partnership with ATOC (the Association of Train Operating Companies) and Passenger Focus (the independent national rail consumer watchdog) to carry out research into best practice in the delivery of the APRS. The aim will be to share the results with delivery partners to promote a consistently high-quality standard of operation before, during and after the Games.

Currently the APRS can only provide its standard level of service to those passengers who book at least 24 hours in advance of their journey. Although this may be possible for some visitors to the Games, the nature of the event means that this may not always be the case, especially on return journeys. We will work closely with the rail industry to ensure that the APRS is flexible enough to deal with the circumstances during the Games, and does not place undue pressure on station staff.

#### Carriage of mobility scooters

Many older and disabled passengers now use mobility scooters, which provide a high level of independence and freedom. As more rolling stock compliant with the Rail Vehicle Assessment Regulations (RVAR) comes into use these passengers will want to take their scooter with them on the train and train operating companies (TOCs) are beginning to respond to this demand. London 2012 will encourage TOCs to respond positively to this trend so that such passengers can be as mobile as possible when travelling to the Games. Furthermore, we will work with TOCs to establish a standard policy on carriage of mobility scooters during the Games.

#### Ramps for trains

Great improvements are being made to station access facilities and to the accessibility of rolling stock. All passengers, including disabled people, want to travel easily and independently and many wish to board the train unaided if possible. London 2012 is working with the DfT to launch a pilot study into the feasibility of incorporating an integral automatic retractable ramp, operated by the passenger, in designs for new rolling stock that could be operational on some routes by 2012.

#### London Underground

The London Underground consists of 270 stations on 11 lines covering much of Greater London. When the Underground first began operations in 1863, accessibility was not considered an important factor in transport planning. However, in recent years, improvements have been made including the provision

of step-free access at stations and onto trains, and there is greater use of audible and visual real-time information systems.

#### Jubilee Line

The Jubilee Line extension, which runs from Westminster Station to Stratford Regional Station, is highly accessible and offers level access onto each platform and also level access onto the train. A new signalling system, due to be introduced by December 2009, will reduce journey times and increase train frequency and capacity by 25 per cent. The Jubilee Line will provide an excellent accessible route to the Olympic Park.

#### Step-free access

London Underground has developed a 'Step-Free Programme' that seeks to create accessible routes from street level to platforms. It is planned that approximately 25 per cent of the network will be step-free by 2012. London Underground has agreed that extra step-free projects at key stations, including Southfields (for Wimbledon), Green Park (for central London venues), and Baker Street (sub-surface lines) will be brought forward to be delivered in time for the Games. Southfields apart, these stations have been selected to provide accessible interchange between lines and so open up more journey possibilities by creating a network of step-free stations.

It should be noted that stations described as step-free only offer accessible routes from street level down to platforms. They do not necessarily ensure level access from the platform onto the train. We will work in partnership with London Underground to ensure that as many as possible of the step-free stations serving Games venues also offer level access onto the trains.

Additional opportunities for offering level access onto Underground trains will be created by London Underground's acquisition of new rolling stock on the Metropolitan and Hammersmith & City Lines. In addition, London Underground has successfully trialled the provision of raised areas on platforms to create level access onto trains. This will result in a Platform/Train Interface

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It is planned that approximately 25 per cent of the Underground network will be step-free by 2012.

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## 175

Number of stations London Underground plans to modernise and refurbish by 2012.

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London 2012 is determined to take full advantage of the improved accessibility of London Underground.

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(PTI) improvement scheme. A level platform/train interface benefits disabled passengers and assists with crowd movement on busy platforms at peak times. Discussions are ongoing with London Underground to ensure that the proposed PTI improvement scheme targets key stations serving Games venues and key interchanges.

London 2012 is determined to take full advantage of the improved accessibility of London Underground. We will put in place dedicated additional measures to enable disabled and some older people to make the fullest use of the system for at least part of their journey. For example, we recognise that some disabled and some older spectators will need to drive from their homes for at least part of their journey to the Games. To encourage these spectators to use the transport system, we will conduct a feasibility study into the viability of a Blue Badge holders' park-and-ride scheme linking with the Underground network.

### Other improvements to London Underground stations

London Underground plans to modernise and refurbish 175 of its stations by 2012. This work includes:

- providing audible and visual information on all platforms and in all ticket halls;
- improving handrails to ensure they are at appropriate heights and provide a visual contrast with the wall;
- improving steps and stairs to provide a visual contrast at the leading edge of each riser and tread;
- removing, modifying or highlighting obstructions;
- providing a visual contrast between Help and Information Points and the surrounding walls;
- installing induction loops at every Help and Information Point and providing 'listening points' for hearing-aid users at some of the more well-used stations;
- improving lighting and public announcement systems;
- improving signs and wayfinding to help people navigate around the stations and trains, including the use of more pictograms;

- installing tactile warning surfaces on every platform and on all staircases;
- increasing the amount of seating in ticket halls, on platforms and in long corridors and walkways;
- providing more priority seating on trains, at stations, in ticket halls and on platforms;
- further improving the safety and security of stations by increasing the coverage and quality of CCTV, providing safer waiting areas at specific stations, and Help and Information points in every ticket hall, corridor and on every platform; and
- providing accessible unisex toilets at all step-free stations where toilets already exist.

London 2012 is working closely with London Underground on a project to develop clear advice on levels of accessibility at all stations during the Games. This project will provide better information for passengers and contribute towards the provision of the accessible network.

### The Docklands Light Railway and other light rail

Many Games venues are served by highly accessible light rail or tram. The Metrolink light rail system offers accessible transport in Manchester and on to the neighbouring borough of Trafford, one of the venues for the Football competition. In Newcastle, the Tyne and Wear Metro operates to St. James' Park, another venue for the Football competition. Croydon Tramlink operates in south-west London, interchanging with bus, National Rail and the Underground, and also serves Wimbledon.

The Docklands Light Railway (DLR) currently provides a highly accessible public transport service throughout east London and will directly serve many of the Games venues at the Olympic Park and the River Zone.

The DLR network operates from Beckton in the east of London to Bank for the City of London in the west, from Lewisham in the south and to Stratford in the north.





The entire DLR network includes lifts or ramps at all stations, real-time information systems, textured paving at platform edges, well-trained staff on all trains and, most importantly, unaided level access from platforms onto trains using all doors on each carriage. Given this, the DLR will form a significant element of a successful accessible network.

London 2012 commissioned a survey of mode choice and passenger satisfaction among disabled people at the Disability Capital 2007 event held at ExCeL. This recorded high levels of satisfaction among those using DLR services. It is anticipated that substantial numbers of older people and disabled people of all impairments will choose to travel to the Games using this mode.

To meet the underlying demand and the needs of the Games the capacity of the DLR is being increased. The ODA is providing funding towards enhancements that will improve accessibility, which will be delivered before the Games. These include:

- co-funding 22 of an additional 55 DLR rail cars to increase frequency and capacity;

- funding improvements to Stratford Regional Station, including lifts to London Underground and National Rail platforms, to allow better interchange between the DLR and other modes of transport;
- part funding the conversion of the North London Line from heavy rail to DLR operation between Canning Town and Stratford stations, including an extension to Stratford International; and
- Increased capacity at Blackwall Station and East India Station to allow three-car train operation to Woolwich Arsenal.

In addition, a scheme to provide extra lift capacity at Prince Regent and Custom House Stations will be implemented before 2012. These works will reduce the waiting time for lifts and improve crowd movement at these two stations which serve ExCeL.

Due to the location of the DLR, the proposed enhancements will benefit passengers travelling to both the Olympic Park and the River Zone venues, as well as contributing to the delivery of the rail strategy for the Central Zone venues and cultural events.

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## London 2012 will put in place additional measures so disabled people can make the best use of the DLR for at least part of their journey.

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London 2012 will put in place additional measures so disabled people can make the best use of the DLR for at least part of their journey. For example, we recognise that some disabled spectators will need to drive from their homes to undertake at least part of their journey to the Games. To encourage these spectators onto the DLR, we will carry out a feasibility study into the viability of a Blue Badge holders' park-and-ride scheme linking with the DLR system.

To make access to DLR trains easier trains have a designated door for disabled people to use. The location is indicated on station platforms and is marked on the designated doors.

In the two hours before events begin, carriages are likely to be extremely busy with platform crowding at peak times. To improve access, London 2012, in conjunction with DLR, will trial the provision of dedicated priority access on the platforms for some older and disabled people to use. The location could be monitored by the on-board member of staff.

A scheme to provide cosmetic improvements and enhanced lighting around accessible facilities, including lift lobbies and ramps at key stations, is also being considered.

Although necessary for a successful 2012 Games, these schemes will provide significant benefits after the Games, including:

- greater capacity on the network;
- easier access; and
- the opportunity for disabled and some older people to experience the high levels of access on the DLR.

### Access facilities at stations and interchanges

If disabled people and some older people are to be encouraged to use accessible transport modes, it is essential that access facilities – such as lifts, escalators, automatic doors, induction loops and accessible toilets at key rail and bus stations and interchanges – are fully operational during the Games.

We will work in partnership with all relevant transport delivery partners to identify the most important stations

and ensure that such facilities receive a full maintenance inspection in the days before and during the Games, and that repairs can be made quickly. This will also benefit parents with children and visitors with luggage.

### Bus

Across the UK, Part 3 of the Disability Discrimination Act (DDA) now places duties on bus and coach operators to ensure accessible levels of service to disabled people and to provide disability equality training for staff and drivers.

Within London, more trips are made by bus than by any other mode. London bus services are planned and managed by TfL and over recent years accessibility on London buses has improved considerably. The entire London bus network is now served by wheelchair accessible buses, except a small number of 'heritage' vehicles.

The implementation of TfL's iBus initiative is adding real-time information on board buses with new 'on-board next stop' visual displays and announcements. This particularly benefits passengers with hearing and visual impairments, learning difficulties or those whose first language is not English. This programme will be rolled out across all of London's buses by 2009.

There are many disabled people who find bus travel difficult and may not have used a bus in many years, despite an increase in the number of accessible vehicles. The use of buses to all venues will be encouraged both as part of the forward planning and during the Games, by working closely with bus industry colleagues.

By 2012, most of the vehicles operating outside London will also be accessible with ramped access, well-designed handrails and, in some cases, both audible and visual announcements.

Latest DfT statistics show that 47 per cent of buses in England outside of London were low-floor wheelchair accessible at 31 March 2007. Of these, 26 per cent of buses outside London also meet the standards in the Public Service Vehicles



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The use of buses to all venues will be encouraged during the Games.

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Accessibility Regulations (PSVAR). The number of accessible buses is increasing significantly as new vehicles, which have to meet these regulations, join the fleet.

Infrastructure on the UK bus network has also been improved with more accessible bus stations and greater use of accessible real-time information. Other bus station improvements are planned that will benefit spectators visiting venues across the UK. For example, work to replace Cardiff Central Bus Station, which serves the Millennium Stadium, began in January 2008.

We will work with local operators and passenger transport authorities to promote and share good practice and customer information. Drivers already receive training on disability awareness and on how to operate ramps used in vehicles. We will work with operators to help to ensure good-practice driver training is achieved across all bus operators.

Accessible bus services operate in some areas that are not currently served by other accessible modes of mass transit. We will ensure that bus services play a key role in the development of the accessible network by both enhancing existing services, where there is a clear demand, and by introducing Games-specific limited stop services where there are gaps in the network. Plans are being developed for a

number of dedicated spectator bus services during the Games. These operations will offer direct limited stop services from key locations to the Olympic Park and some of the other venues in London and across the UK. We will aim to set high standards of accessibility and staff training on these services.

#### Bus transit

East London Transit and Greenwich Waterfront Transit are busway transit schemes promoted by TfL that will improve public transport in the London Thames Gateway area.

On these routes, high levels of bus priority and vehicle quality will improve journey times, reliability and passenger experience. The schemes, which are being delivered in phases, will be highly accessible and connect local town centres, support regeneration and serve key development sites.

The East London Transit will open in 2009 and run from Ilford to Dagenham Dock via Barking town centre. The Greenwich Waterfront Transit will open in 2011 and run from Abbey Wood to North Greenwich, via Woolwich town centre. It will serve the North Greenwich Arena and the Royal Artillery Barracks venues.

### Dial-a-Ride

Dial-a-Ride is the generic term for an accessible door-to-door bus service for disabled people who cannot use public transport. Such schemes exist throughout the UK: for example the Birmingham service is one of the largest operations in the world. This service is known as Ring and Ride and it will play an important role as part of the accessible network, serving Villa Park in Birmingham, one of the venues for the Football competition.

London Dial-a-Ride is managed by Transport for London and operates 357 accessible vehicles utilising six strategically positioned depots and two sub-bases. In 2006-07, London Dial-a-Ride provided over 94,000 trips with 23 per cent of trips being undertaken by wheelchair users.

Although it is possible to request a journey on the day of travel, most Dial-a-Ride journeys are booked the previous day. Generally the service transports passengers to local facilities, usually within a three-mile radius of their home.

Dial-a-Ride will form an important element of the network. Where appropriate, we will actively encourage some disabled and some older people to use Dial-a-Ride for at least part of their journey to the Games. In particular, we will promote Dial-a-Ride as a link service to transport disabled and some older people to accessible hubs that directly serve Games venues.

London 2012 will work in partnership with Dial-a-Ride services around the UK to provide additional or modified services, such as extended temporary memberships for visitors. This will enhance accessible travel opportunities during the Games.

We will liaise with all Dial-a-Ride service providers, to ensure their knowledge and expertise is utilised when devising training for Games drivers and volunteers.

### Coach

Coaches will play an important role in getting spectators to and from venues, as well as transporting the Games Family.

All coaches operating on regular scheduled services after January 2005 must comply with the PSVAR, which includes a requirement to provide on-board wheelchair spaces. As operators upgrade their fleets, it will become more common for vehicles to have wheelchair access. Many coaches providing services to Games venues around the UK will be compliant with the accessibility regulations by 2012.

London 2012 is working closely with the coach industry to plan, provide and promote coach services direct to Games venues, making full use of accessible vehicles, including drop-off facilities for coach passengers. Drop-off points will be well-located and connected to the Games Mobility service where necessary, ensuring that coach travel is an attractive option for disabled spectators.

In addition, private coach hire for groups, in particular for school groups visiting the Paralympic Games, will add to the scheduled services and be major contributors to a successful accessible network.

### Taxi and private hire vehicles

Accessible taxis and private hire vehicles are available around the UK. In cities such as Manchester all licensed hackney carriages offer good access, including ramps, induction loops and well-designed handrails.

Taxis and private hire vehicles provide a significant link to other accessible modes of public transport and London 2012 will encourage and promote interchange between these modes. Locations for pick-up and drop-off will be incorporated into the transport plans for each venue.

London has a pool of 21,000 licensed taxis, all of which are wheelchair accessible. London also has some 40,000 private hire vehicles and drivers.

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# 357

Number of Dial-a-Ride accessible vehicles in London.

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# 94,000

Number of trips per year provided by London Dial-a-Ride.

The Taxicard and Capital Call schemes are door-to-door transport services providing subsidised trips for Londoners with 'mobility impairments'. The Taxicard scheme currently has more than 73,000 members.

We will work closely with operators of the Taxicard and Capital Call schemes to ensure that members are aware of the full range of accessible travel opportunities during the Games and to encourage members to use the schemes to interchange with accessible public transport modes. It is extremely important that taxi and private hire drivers across the UK deliver high-quality customer care to disabled people.

We will work with taxi driver associations, the Public Carriage Office and licensing local authorities in all cities hosting competition events to deliver Games-related driver training on accessibility issues and customer care to disabled people.

London 2012 is establishing a Taxi and Private Hire Working Group which will act as the forum at which to discuss these issues and promote improved standards of service.

It is also proposed that bespoke training will be developed in conjunction with the Go Skills Taxi and Private Hire Vehicles (PHV) Group to deliver improvements in this important area.

### Water transport

For competition venues in the River Zone, the Thames river passenger services are likely to make a small but significant contribution to spectator travel during the Games.

River services interchange with a number of accessible modes including bus, rail, Underground and DLR services. Many operators offer 50 per cent off the normal advertised adult fare on production of a valid Freedom Pass at the time of travel. A Freedom Pass gives older and eligible disabled people who live in a London borough free travel on public transport, including buses, Underground, trains, DLR and trams.

All river piers currently in use are accessible via a ramp down to the pier pontoon at river level. The relevant river piers for Games venues are:

- Woolwich Royal Arsenal pier for Royal Artillery Barracks;
- QEII pier for North Greenwich Arena;
- Greenwich Pier for Greenwich Park;
- Canary Wharf for ExCeL (with a connecting bus service); and
- various central London piers for the central London venues.

Most riverboats operating on the Thames are currently accessible to all sections of the community. London 2012 will work with key stakeholders such as TfL, London River Services and operators of river boat services to improve levels of accessibility further before the Games.

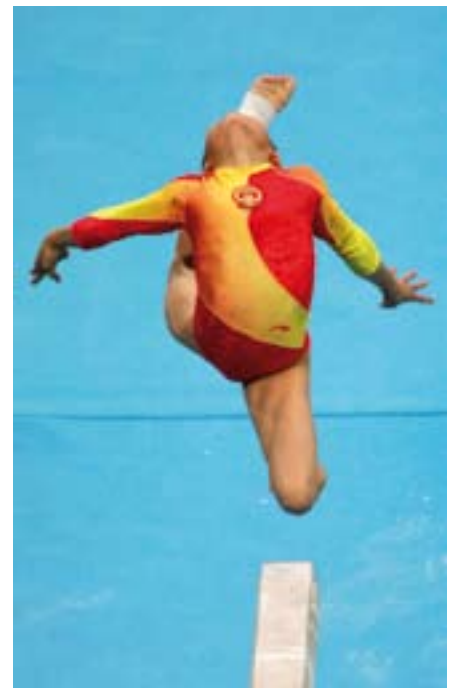
This will include ensuring that, where needed, ramps between riverboats and piers are provided, and that adequate numbers of suitably trained staff are available. We will also work to ensure that connecting bus or coach services between river piers and competition venues are accessible.

Travel information about river services as an accessible form of transport for travel to the Games will be made available to spectators.

### Walking and cycling

London 2012 is promoting walking and cycling as viable and attractive modes of transport for all spectators attending the Games. We will encourage people living or staying near Games venues to either walk part of, or the entire way, to the Games. There are a number of disabled people who already cycle in London and the London 2012 Games represent an opportunity to improve cycling routes and to boost cycling as a choice of travel to future sporting events.

The two main elements of the London 2012 walking programme include physical improvements to walking routes into the Olympic Park and other competition venues, and an Active Spectator Programme designed to promote travel by all active means, including walking.



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Schemes will include provision for hand cyclists and accessible bicycle stands.

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## People with sensory impairments benefit from clear, simple and accessible signage and wayfinding.

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### Physical programme

In London, TfL's Cycling, Walking and Accessibility Unit is one of our delivery partners. In conjunction with London boroughs, it is currently developing an £8m programme to improve cycling and walking routes that will serve Games competition venues. A number of 'core' routes leading to the Olympic Park and River Zone venues have been identified for further feasibility and scheme development.

There is also a smaller programme of improvements to cycle routes planned for competition venues outside London.

We will ensure that improvements identified on core routes (including access points) included in the London 2012 programme are planned and designed to be accessible and inclusive to all.

The Access & Inclusion Forum has clearly indicated that people with sensory impairments find routes shared between cyclists and pedestrians confusing and intimidating. We will work with the forum, and other stakeholders, such as TfL, local boroughs and landowners to develop ideas to mitigate against potential conflicts. This includes the scope for design and route management solutions during the Games that provide clear pedestrian and cyclist demarcation on schemes led by London 2012.

The ODA will fund upgrades at specific priority locations. The schemes on these core routes to encourage walking will be delivered by the boroughs around the Olympic Park and other delivery partners, such as British Waterways.

Other existing walking routes (both on and off road), as well as new ones being planned and delivered before 2012 by other agencies, will be promoted for use during the Games.

To define core routes, we will review on a route-by-route basis the requirements of, and likely demand by, different user groups during and after the Games. These groups will include pedestrians, wheelchair users and cyclists.

Safe and secure cycle parking to accommodate a range of bicycle types (including recumbents, trikes, tandems and other models) will be made available for cyclists at competition venues.

All schemes led by London 2012, such as the Greenway development, will meet the ODA's forthcoming Inclusive Design Standards. Schemes will include provision for hand cyclists, accessible bicycle stands, and aim to provide clear pedestrian and cyclist demarcation.

### Active Spectator Programme

An Active Spectator Programme (ASP) will be developed to promote walking and cycling as an enjoyable, healthy and free means for spectators to access Games venues.

The ASP could include maps and travel information on walking and cycling routes, personalised travel plans, led rides and walks and other measures to encourage and enable disabled or older people to walk and cycle all or part of the way to events.

London 2012 will continue to encourage agencies responsible for improving and maintaining street and pedestrian environments outside competition venues, and at mass transit points, to undertake street 'walkability' audits from an accessibility and inclusivity viewpoint. Where appropriate, this should be followed up through the delivery of specific measures to improve accessibility for all.

### Wayfinding

People with sensory impairments benefit from clear, simple and accessible signage and wayfinding schemes at transport hubs and interchanges. London 2012 will conduct research into best practice across modes with regard to signage and wayfinding. We will work with the Disabled Persons Transport Advisory Committee (DPTAC), TfL and local boroughs to explore opportunities for delivering signage and wayfinding systems that are appropriate for all, including visually impaired people.

## Community Transport

All the competition venues around the UK are well-served by Community Transport operators. These not-for-profit organisations provide a range of transport services which could provide alternative options during the Games, including accessible vehicles for group travel, car sharing schemes and link services in hard to reach communities. Where appropriate the use of such schemes will be promoted for part or the whole of a spectator's journey to either a competition venue or cultural event.

There are examples where Community Transport already provides such services. For example, the operators of Wembley Stadium work in partnership with a local Community Transport group to offer a shuttle service between Wembley Park Station and the Stadium. London 2012 will explore the opportunities for similar partnerships, to provide accessible shuttle services from key rail stations to London 2012 venues. These services could become a cornerstone of a successful accessible network and leave lasting benefits after the Games.

Group travel to both the Olympic and Paralympic Games will also be promoted. Local Community Transport operators offer a large fleet of accessible vehicles and well-trained staff. London 2012 will work with the Community Transport Association to promote accessible group travel during the Games, either directly to Games venues or on accessible transport modes.

London 2012 will work to link Community Transport services to transport access hubs that directly serve Games venues.

## Blue Badge parking

Although we are committed to encouraging as many spectators as possible to use public transport to travel to the Games, we acknowledge that some people will have to use a car for all or part of their journey. Therefore, a limited amount of dedicated, pre-booked Blue Badge parking will be provided at all Games venues.

The amount of Blue Badge parking at each venue will be determined as detailed planning for each venue develops. Further work will be carried out to determine how this parking will be booked and managed, and to make arrangements for disabled people from outside the European Union who will not have a Blue Badge.

Blue Badge parking will be provided close to the venue entrance and the routes between the parking areas and the entrance will meet accessibility standards.

At some Games venues, there may be opportunities for Blue Badge holders to use on-street parking or other facilities provided by third parties. London 2012 will work with the relevant local authorities to identify these facilities and to put in place measures that will manage demand to minimise the impact on local residents.

London 2012 is committed to minimise the number of miles travelled by car during the Games. We will encourage Blue Badge holders to use their car as little as possible where they can combine a car trip with use of the accessible network.

It is proposed that use of cars by Blue Badge holders will be incorporated into the network and accessible hubs that serve Games venues will be identified to create dedicated Blue Badge park-and-ride sites.

The Transport Plan proposes a number of temporary park-and-ride operations to serve key venues. These services will form an important part of the accessible network. Sufficient, well-designed Blue Badge parking will be provided at all park-and-ride sites. Buses and/or coaches used on park-and-ride operations will be highly accessible.

Some disabled people travel by motorbike and other powered two or three wheelers. Disabled people with motorbikes can apply for a Blue Badge. Appropriate facilities will be provided at all Blue Badge parking facilities serving Games venues.

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Use of cars by Blue Badge holders will be incorporated into the network.

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Helen Smith from Norwich gets dropped off by a Black Cab. London has a pool of about 21,000 licensed, wheelchair-accessible taxis. During the Games, Black Cabs will make an important contribution to accessible transport. Disabled people may use taxis for their entire journey or use taxis to reach accessible transport hubs.



## Venues

We are committed to ensuring that high-quality accessible journey options are available across the UK.

Although most events will take place in London, Olympic and Paralympic competitions will be held in locations around the UK.

Transport outside London is managed using different arrangements and local regulatory bodies. London 2012 will take into account local circumstances when planning accessible transport services.

We are committed to ensuring that high-quality accessible journey options are available across the UK. London 2012 will work closely with local disability groups and transport providers to deliver these services.

A transport strategy will be developed by London 2012 in conjunction with local stakeholders for each competition and non-competition venue. Currently, these plans are in an early stage of development and will be reviewed and developed in more detail as plans for the Games develop.

We will ensure that accessible travel options are available to all client groups during the Games. We will work closely with delivery partners, venue owners, venue operators and other stakeholders to ensure that, wherever possible, all modes of transport serving Games venues offer the best possible levels of accessibility for disabled people of all impairments.

Figure 5 (page 38) shows the accessibility and inclusion issues that will be addressed on a venue by venue basis and incorporated into the relevant transport strategy for each venue.

Where possible, all Games venues will offer high-quality access provision with gentle (or slight) gradients throughout the public areas, plentiful seating and resting points, accessible toilets and concession facilities, and well-lit, spacious general circulation areas.

London 2012 will ensure that all competition venues are served by parking for a limited number of Blue Badge holders.

We will ensure adequate drop-off facilities are in place for taxi, Dial-a-Ride and Community Transport vehicles and incorporate them into the planning for each venue. An accessible transport audit will be carried out for all competition venues. In addition, where necessary, an access audit will be undertaken for cultural events and 'live sites'.



### Games Mobility

Sometimes, particularly at the Olympic Park, spectators may have to travel considerable distances from the spectator entry points to their seat within the venue. A Games Mobility service will be provided and will operate during the Olympic and Paralympic Games. This service will help disabled spectators to move around the Olympic Park and all other venues where appropriate.

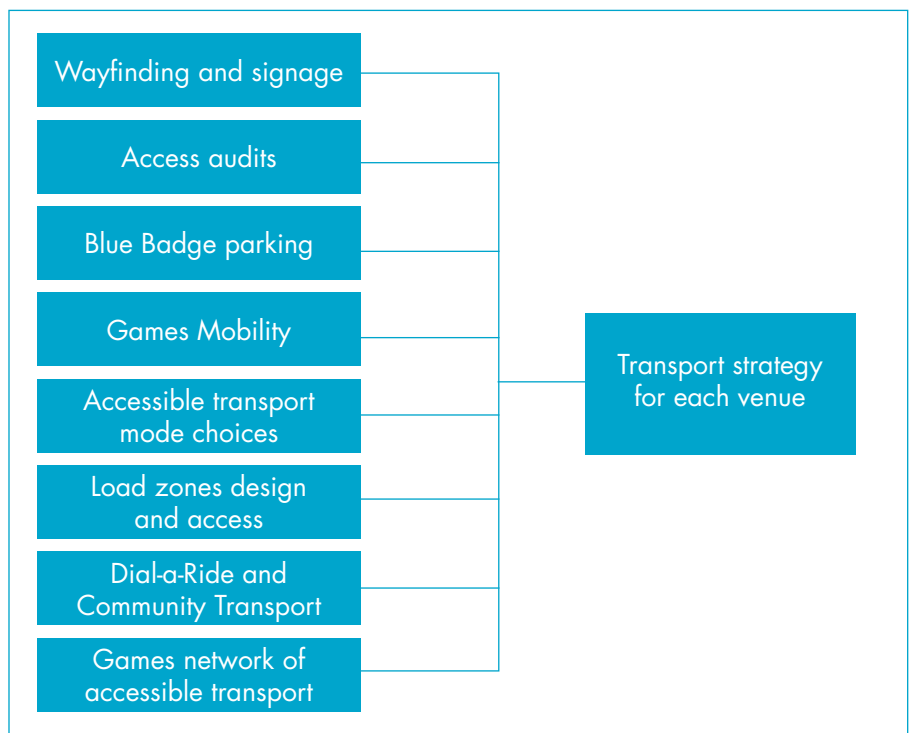
It is designed to provide assistance with spectator movement from spectator entry points, through public circulation areas and within the venues.

Games Mobility will provide a range of services that are likely to include:

- the short-term loan of wheelchairs and scooters to enable ticketed spectators to get to their seats more easily;
- volunteer staff, who have received disability equality training, to help spectators who need assistance to get to their seats; and
- transfers between the Games Mobility Centre and venues by electric powered buggy (or similar) where necessary.

The potential for providing a Games Mobility land train to transport disabled spectators or older spectators and their companions around the larger sites is currently being considered.

Spectator guides in different accessible formats, a tactile map of the Olympic Park and general Games information will also be provided. All London 2012 staff will receive appropriate disability equality training.



**Figure 5** Access and inclusion inputs to the transport planning process for each venue.





Lucy Davies from London was one of the many disabled people involved in the development of the Accessible Transport Strategy.

## Appendix 1 Stakeholder engagement

In addition to using the Access & Inclusion Forum and Accessible Transport Panel to engage with stakeholders, London 2012 has:

- attended local meetings (for example, the Tower Hamlets Access Group);
- been to regional conferences and national events to discuss London 2012 plans for transport during the Games and to seek the views of disabled people;
- given presentations at many local access groups;
- liaised with council access officers, including Weymouth and Portland Borough Council and the ODA's Borough Transport Forum;
- spoken at the London Access Forum, RADAR's regional assembly, a GLA seminar for Deaf and Disabled Londoners, and held workshops at Disability Capital 2007; and
- hosted a tour of the Olympic Park site for members of the Disabled Persons Transport Advisory Committee (DPTAC) Olympic Games Working Party.

We have also held meetings with other transport providers, such as South West Trains, Dial-a-Ride and the Community Transport Association.

Meetings are planned with local disability groups in all towns and cities hosting Games events.

This philosophy and process of engagement and involvement will continue and grow as planning for the Games becomes more detailed.

London 2012 also works with existing networks of disabled people – for example the London Access Forum (LAF) – and contributes to large one-off or annual events (for example, The National Community Transport conference in Manchester and Disability Capital Conference in London).

These events provide an opportunity to explain our plans, share ideas for the Games, and seek the views and opinions of local disabled people. London 2012 will ensure that it engages with disabled people of all impairments and will hold specific transport-focused events to meet with the deaf community and groups of visually impaired people.

London 2012 regularly meets with the International Paralympic Committee and the International Olympic Committee to discuss accessible transport for the Games.

We will continue to engage with disabled people's organisations and share transport plans for the Games. Along with all of our transport stakeholders, disabled people will be involved in the development and delivery of accessible transport for the Games.

## Appendix 2 Thank you to the organisations and individuals who agreed to give their time to help develop the Accessible Transport Strategy

Action and Rights of Disabled People in Newham; Artsline; Asian Deaf Women's Network; ATOC; Asian People's Disability Alliance; Choice in Hackney; Community Transport Association UK; ComCab London; Deaf Plus; Department for Transport (DfT); Docklands Light Railway; DfT Accessibility & Equalities Unit; Disabled Persons Transport Advisory Committee; Disability Action – Waltham Forest; Disability Coalition – Tower Hamlets; Disability Hackney; Greater London Authority; London Councils; London Dial-a-Ride; London Ethnic Minority Deaf Association; London Underground; Network Rail and train operating company staff at Manchester Piccadilly Station; Metrolink; Mobilise Organisation;

Public Carriage Office; Shopmobility Manchester; Stratford City Consultative Access Group; the five Host Boroughs (Hackney, Newham, Tower Hamlets, Waltham Forest and Greenwich); The Port of London Authority; Transport for London (TfL); Waltham Forest Community Transport; and Weymouth and Portland Borough Council.

Peter Barker (and his dog Rupert), Paul Brannick, Libby Cross, Lucy Davies, Stephen Duckworth, Driver Jackson, Winnie Lam, Aimee, Cath Miller, Paula Moulton, Neil Mullock, Helen Smith, John Williams and Malcolm Price.

## Appendix 3 Legal framework

### The Disability Discrimination Act 2005

Part 5 of the Disability Discrimination Act (DDA) gives the government powers to establish accessibility regulations for all land-based public transport, vehicles listed as taxis, all forms of rail and public service vehicles (buses and coaches).

Changing rolling stock and other vehicles to become fully accessible presents a variety of challenges. Some are easier to convert than others. To give vehicle manufacturers and operators enough time to make the necessary changes to vehicles and designs, the Government set different timetables for each type of vehicle to become accessible.

The timetables for each form of land-based public transport are set out below.

### The Rail Vehicle Accessibility Regulations (RVAR)

Since 1 January 1999 all new trains (including light rail, Underground and trams) must be accessible to disabled people.

By 1 January 2020 all rail vehicles will have to be accessible to disabled people.

### The Public Service Vehicle Accessibility Regulations (PSVAR)

These regulations apply to all buses and coaches used on local or scheduled services that can carry more than 22 passengers.

Since 31 December 2000 all full-size single-deck buses over 7.5 tonnes and all double-deck buses must be accessible to disabled people, including wheelchair users.

Since 31 December 2000 all new buses weighing up to 7.5 tonnes and all new coaches must have improved access for ambulant and sensory-impaired passengers. Additionally, since 1 January 2005 all new buses weighing up to 7.5 tonnes and all new coaches must be wheelchair accessible.

From 1 January 2015 all buses weighing up to 7.5 tonnes must be fully accessible and from 1 January 2016, all full-size single-deck buses over 7.5 tonnes must also be fully accessible.

From 1 January 2017 all double-deck buses must be accessible to disabled people and from 1 January 2020 all coaches must be fully accessible.

### Taxis and minicabs

Developing accessibility regulations for taxis has proved complex. The DfT intends to develop a consultation package for summer 2008 to seek views on the way forward to improve accessibility to taxis. This will cover taxi technical standards, enforcement and training. In the meantime, accessible taxi policies remain a matter for individual local licensing authorities.

Since 1 January 2000 all licensed taxis in London are required to be wheelchair accessible under separate legislation. Since then, many local authorities in other parts of the UK, mainly those covering large urban areas, have made similar regulations for licensed taxis in their areas.

### International travel

The DDA only applies within the UK. Although international forms of transport (by air or sea) are not included in the Act, the facilities at UK ports and airports are covered. The UK Government is working with European and international forums to develop and agree common standards for international forms of travel. Such common standards would mean that disabled people could expect the same standards of access and service, regardless of which airline, ferry company, airport or port they use.

A new European regulation on the rights of disabled air passengers comes into force in July 2008. This protects disabled people against discrimination and gives rights to guaranteed levels of assistance at airports and on board aircraft. Further European legislation on the rights of disabled passengers using maritime transport and international bus and coach transport is expected to be in place by 2012.

## Appendix 4

### Capacity of accessible modes serving the Olympic Park

Transport service	Direction	Actual wheelchair capacity per train/bus	Assumed average number of wheelchair users per train/bus	Assumed frequency during the three-hour peak period (increasing frequency from start to finish)	Three-hour morning peak capacity, wheelchair spaces (and % of total) based on actual number of <b>wheelchair spaces</b> per train/bus)	Three-hour morning peak capacity, wheelchair spaces (and % of total) based on assumed average number of <b>wheelchair users</b> per train/bus)
<b>Jubilee Line</b>	To Stratford Regional	28 multi-purpose areas per train	6 per train	27 trains per hour	2,268 (66%)	486 (34%)
<b>Docklands Light Railway</b>	Direct services to Stratford Regional and Stratford International	2 per 2 car set	2 per 2 car set	34 trains per hour	204 (6%)	204 (14%)
<b>Javelin®</b>	From St. Pancras International and from Ebbsfleet International	4 per train	3 per train	Up to 10 trains per hour in each direction	240 (7%)	180 (13%)
<b>TfL Overground</b>	Direct services to Stratford Regional Station (terminus station)	2 per train	1 per train	Up to 8 trains per hour	40 (1%)	20 (1%)
<b>National Rail</b>	Services from east London and East Anglia	Typically 2 per train	1 per train	Up to 30 trains per hour	120 (4%)	60 (4%)
<b>National Rail</b>	Services from Liverpool Street	Typically 2 per train	1 per train	Up to 20 trains per hour	90 (3%)	45 (3%)
<b>London Buses</b>	Assessed solely on 6 major bus routes to Stratford from outside the locality	1 per bus	1 per bus	58 buses per hour	174 (5%)	174 (12%)
<b>Total public transport</b>					<b>3,136 (92%)</b>	<b>1,169 (81%)</b>
<b>Blue Badge parking</b>	At the Olympic Park	Around 550 Blue Badge spaces (current assumptions)			275 (8%)	275 (19%)
<b>Total (including Blue Badge spaces)</b>					<b>3,411</b>	<b>1,444</b>

This calculation does NOT include additional capacity for wheelchair users provided by other modes including direct coach, taxi, Community Transport and Dial-a-Ride

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