

access

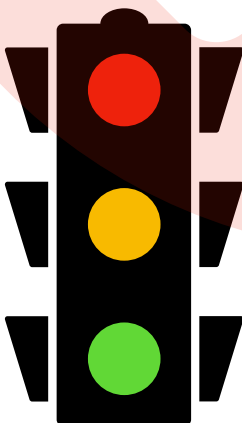
ACCessibility Evaluation Survey for Stations



This checklist has been devised to help those responsible for station accessibility to quickly and easily identify and prioritise areas and issues for improvement.

It has been prepared through consultation with stakeholders from the UK rail industry, mobility impaired passengers and those who travel with them, the observation of passenger behaviours and is supported by a review of published literature.

It uses a 'traffic light' approach to rapidly evaluate 21 core factors which this research identified as particularly important to station accessibility. For each question, simply choose the rating which most closely represents the current situation at the station.



Indicates that provision for this accessibility factor appears to be inadequate.

Indicates that there is some provision, but it is worth reviewing for possible improvement.

Indicates that the station's provision for this factor is good.

For each question, information;



is provided to clarify its meaning and help you make your rating.

It is recommended that ACCESS methodology be applied by observation, for example a station walkthrough, and in a range of conditions, such as quiet and peak times, different weathers, day and night etc.

ACCESS can be used as frequently as desired for monitoring purposes, but results should be reviewed at least annually to help set priorities for investment and best use of resources.

1

Is there disabled parking/drop-off near to the station entrance?

Yes, with step free access

Yes, but at a distance or including steps

No



Are there Blue Badge parking areas with close and easy access to the station?

2

Is there a guide to station facilities at key locations?

Yes, easily accessible for all during station opening hours

Yes, upon request

No



Key locations include – Station entrances, ticket area, platforms, steps, ramps and waiting areas.

3

Are key areas of the station well lit?

All key public areas are well lit

Some key areas poorly lit, or excessive light in any public area

Poor lighting throughout



To obtain an accurate assessment, check during the hours of darkness.

4

Are floor surfaces even and suitable for the normal range of conditions and activities?

Yes, with step free access

Yes, but at a distance or including steps

No



No irregularities in excess of 5mm at any given point in surfaces of walking areas.

5

Is there step free access to all public areas of the station?

Yes, during all station opening hours

Yes, but not during all station opening hours

Not all public areas have step free access



Includes temporary ramps, lifts from the concourse and other access points to the platform(s).

6

Are all public areas comfortably accessible by wheelchair?

Yes, all areas can be comfortably accessed

Accessible, but with some limited clearances or minor discomfort

Accessible, but with significant risk or discomfort



Is the customer inconvenienced or experiencing minor discomfort whilst accessing public areas?

7

Are all lifts suitable for wheelchair users?

Yes, for all areas and all station opening hours

Yes, for all areas but not for all station opening hours

Lifts are not suitable for wheelchair users



Consider capacity and weight limit to accommodate at least one wheelchair user and a passenger.

8

Is tactile paving provided in all key locations?

Yes, including non-essential areas

Yes, but missing in some non-essential areas

Critical paving missing in key areas (including platform edges)



Key locations include platform edges, steps, curbs, ramps and crossings, if applicable.

9

Is the signage provided adequate, clear and easily legible?

Yes, in all public areas

Yes, in most relevant areas

No



Is tactile/braille signage provided in lifts and accessible toilets for functional use.

10

Is there provision for those not proficient in English?

Yes, full support for multiple languages for all station services

Yes, in all public areas

No language support



Includes, at least, English. French. German, Italian, Polish and Spanish.

11

Are noise levels excessive in public areas?

No, appropriate noise levels in all key areas

Some noise in key area(s), which could be avoided by someone sensitive to noise

Excessive and/or unavoidable noise in any key area



Green: below that of a normal conversation;
Amber: above normal conversation level;
Red: unable to have a conversation

12

Are all announcements - including real time travel information - available in multiple media?

Multiple media supplied in all key areas

Visual and audio media supplied in all key areas

Not all key areas covered, or only one medium available



Includes hearing loops, displays, staff assistance, braille.

13

Is hearing aid equipment installed in key locations?

Equipment installed at all key areas

Equipment installed in some key areas

No equipment installed



An example of hearing aid equipment is a Hearing Aid Loop.

14

Are audio announcements clear at all times and locations?

Announcements are clear at all times AND in all locations

Announcements are clear at all times OR in all locations

Announcements are not clear at all times or in all locations



Key locations/areas are platforms, ticket office areas, ramps, stairs and waiting rooms.

15

Are ticket machines intuitive to use?

Ticket machines can be used independently by all

Some guidance or support required and is available

No assistance is available



Are the ticket machines easy to use and understand.

16

Is there an alternative to ticket machines for those who need it?

Yes, during all station opening hours

Yes, during certain times

No alternative is available



Alternatives to ticket machines include the ticket office, online or mobile app.

17

Is there sufficient platform furniture?

Yes, in all key areas

Yes, in most key areas

No



Do the majority of less able passengers, such as the elderly, have the option of a seat?

18

Are platform and step edges clearly identifiable?

Yes, in multiple formats

Yes, in a single format

No



Multiple Format means platform or step has a tactile edge and painted line.

19

Is there step free access from train to platform?

Yes, platform/
train interface can
be navigated
independently by all

Yes, platform can
be navigated with
assistance

No



Are aids available? Are there specific areas for people requiring boarding aids?

20

Is there an easily accessible safe space?

Yes

Safe space
available, but access
is difficult or limited

No safe space



Areas where people will not be exposed to discrimination, criticism, harassment, or any other emotional or physical harm.

21

Are staff trained to recognise a wide variety of mental impairments?

Yes, significant
awareness for all
staff

Yes, some
frontline staff

Little to no
awareness



Mental impairments include panic disorder, anxiety disorder and depression.

Station	
Date(s) of completion	
Completed by	
Notes	





ACCessibility Evaluation Survey for Stations

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BCRRE

The Birmingham Centre for Railway Research and Education conducts multidisciplinary research in the area of railway systems with a focus on the interaction between people and machines.

www.birmingham.ac.uk/railway



David Hitchcock Limited is an independent ergonomics consultancy specialising in human interaction issues throughout the rail industry.

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