

Customer Service and Operational Performance Panel



Date: 4 October 2023

Item: Step-Free Access Update

This paper will be considered in public

1 Summary

- 1.1 The purpose of this paper is to provide an update to the Panel on step-free access.
- 1.2 The presentation attached as Appendix 1 provides:
- (a) a recap on London Underground step free access;
 - (b) an update on latest delivery;
 - (c) an overview of the programme;
 - (d) the programmes role as a cornerstone of wider work towards a more inclusive network; and
 - (e) an overview of next steps.

2 Recommendation

- 2.1 **The Panel is asked to note the paper.**

List of appendices to this report:

Appendix 1 – Step-Free Access presentation

List of Background Papers:

None

Contact Officer: David Rowe, Director of Investment Delivery Planning
Email: DavidRowe@tfl.gov.uk