

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 recap on London Underground step free access;

an update on latest delivery;

an overview of the programme;

the programmes role as a cornerstone of wider work towards a more inclusive network; and

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

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