Accessible Transport and Major Events

Lessons from planning the London 2012 Olympic and Paralympic Games

Transport Practitioner's Meeting 2010
July 21-22, York, UK

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Outline

- Goals
- Challenges
- Rail demand and capacity analysis
- Solutions
- Lessons and benefits

Olympic Park development site

London 2012

- The Olympic Games – the world's biggest event
  - 203 countries
  - 5,000 Olympic Family
  - 17,800 athletes & team officials
  - 22,000 media
  - 8 million tickets sold
- The Paralympic Games – two weeks later
  - 170 countries
  - 1,000 Paralympic Family
  - 4,000 athletes & team officials
  - 4,000 media
  - 2 million tickets sold
- 100,000 workforce including volunteers
- 4 billion global audience

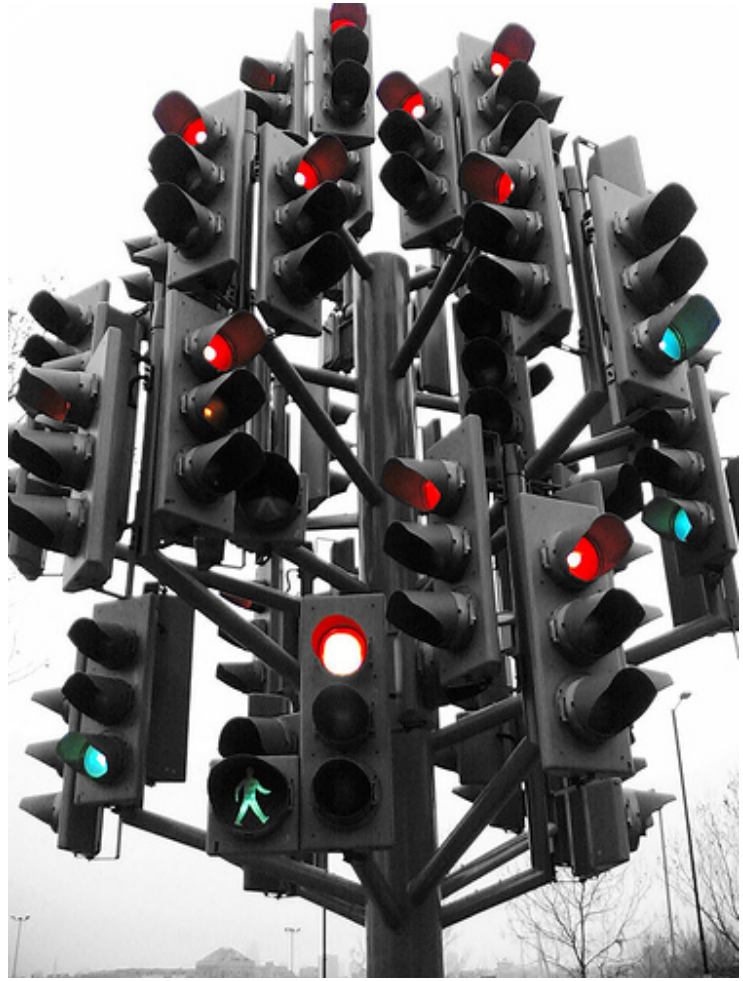
ODA Transport Goals

- "Deliver the most accessible Games ever" for the benefit of all spectators
- Games transport strategy =
  - prioritising athletes (LOCOG)
  - a public transport games
  - an accessible games
  - a sustainable games
- Create a lasting legacy value from the Games
- Stakeholder engagement and working with delivery partners

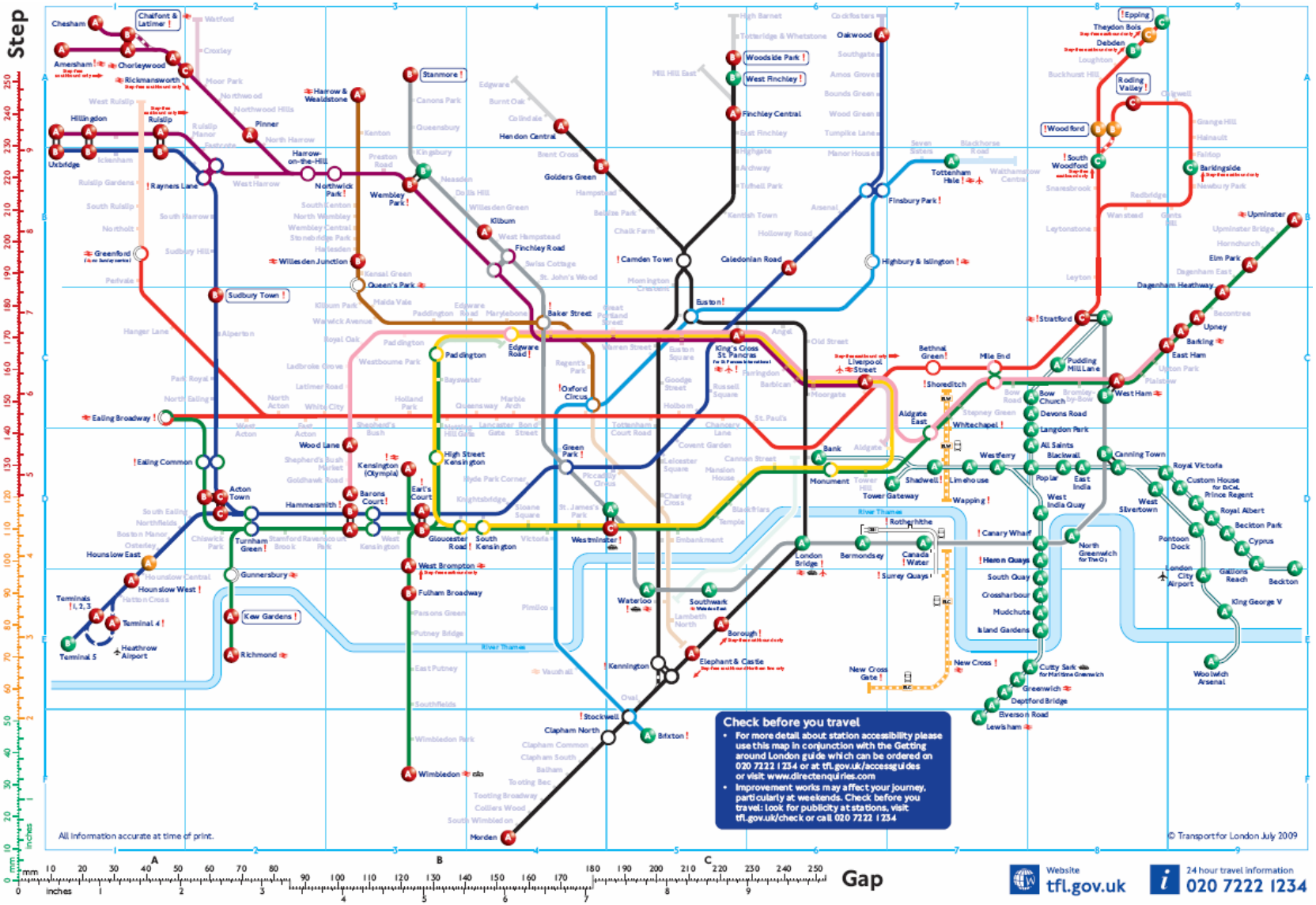
Challenges

Accessible Transport Challenges

- Existing infrastructure
- Busy transport network – capacity of platforms, vehicles, lifts
- Lack of confidence in public transport system -> changing people's perceptions
- Significantly more wheelchair users attending than currently experienced at other major sporting events
- Availability of consistent accessible information
- Timescale and resources



Step free Underground stations

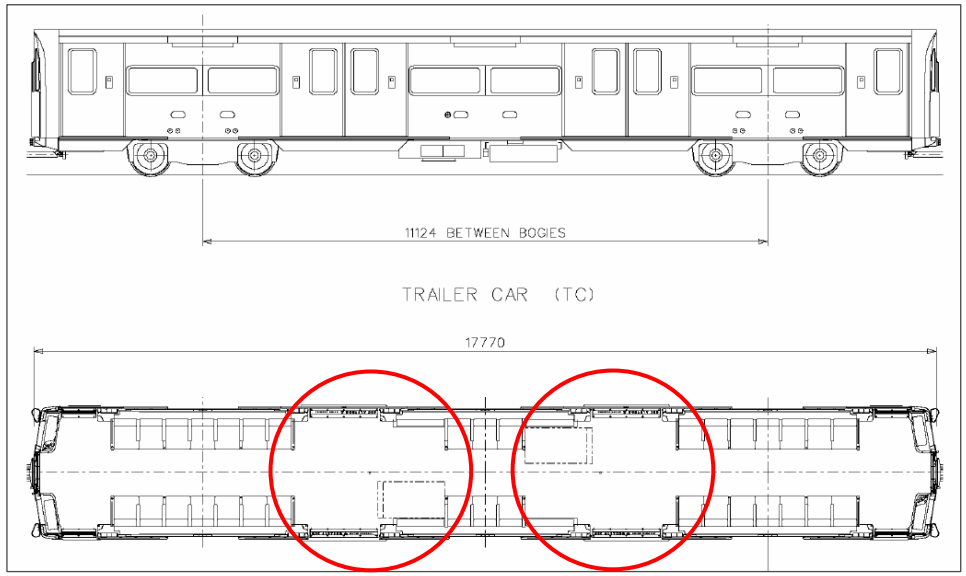


Lift capacity at stations

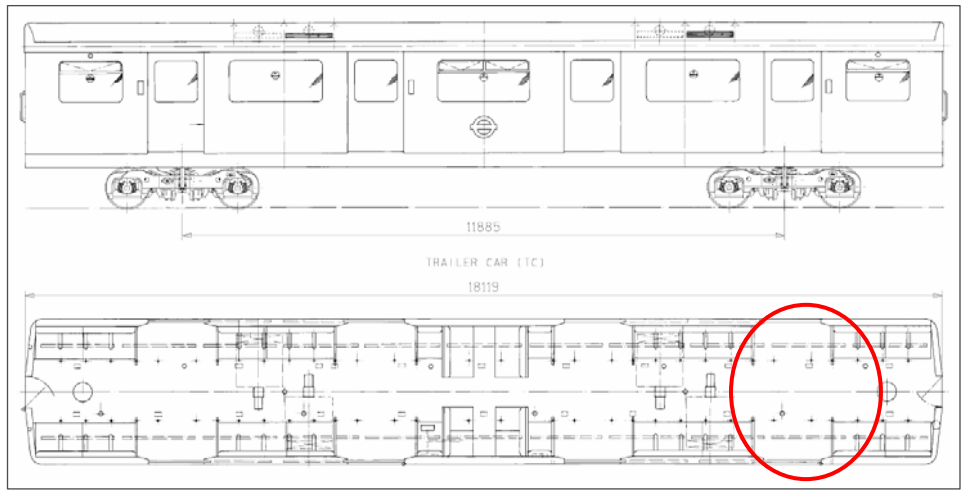
- Many sub-surface stations rely on lifts for step free access
- Lift movements may be constrained by drive technology
- Extra staffing required to provide assistance

Layout of trains

- Northern Line

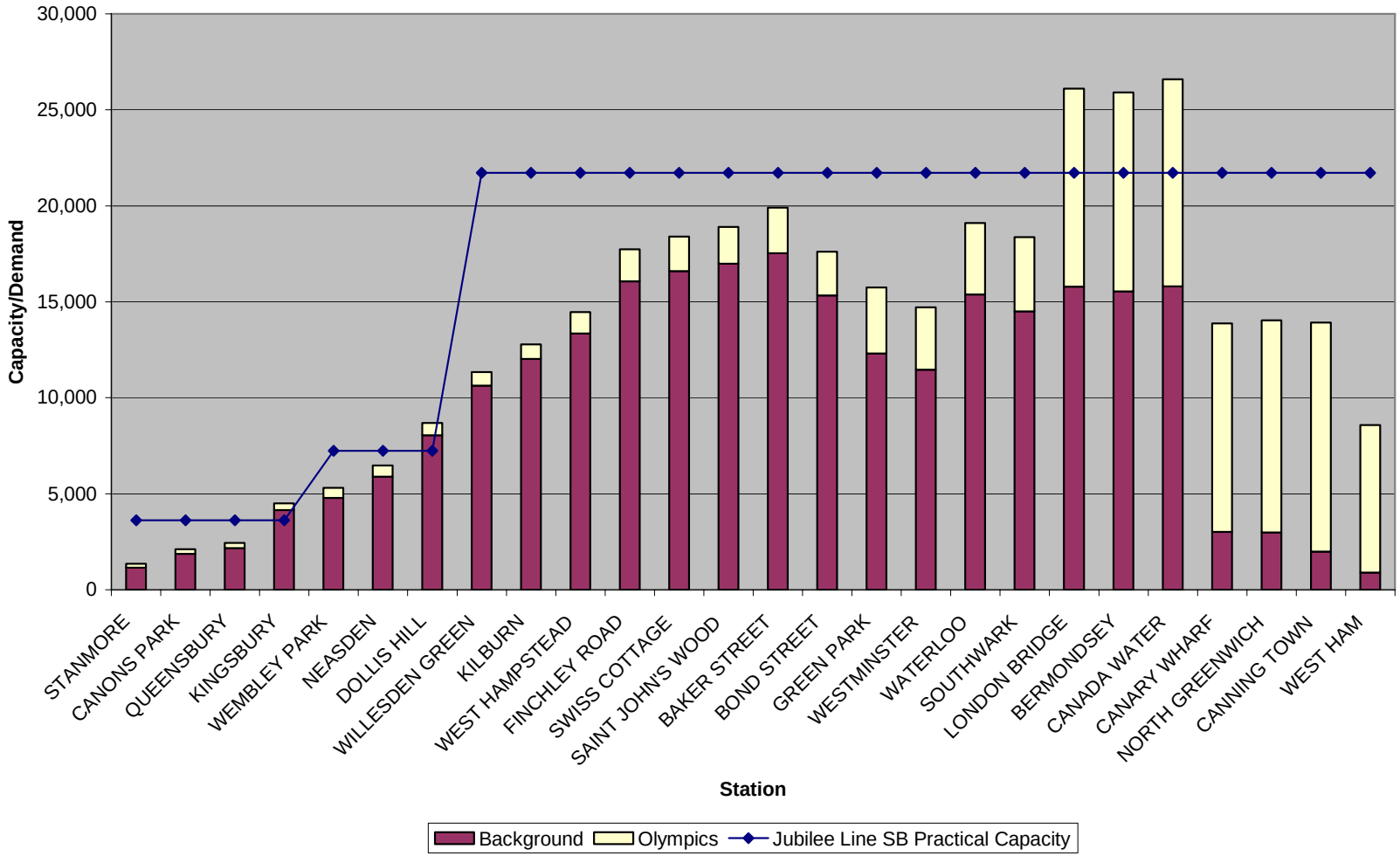


- District Line



Network capacity

Indicative results



Changing perceptions

Current London Underground usage	ODA planning assumptions
0.02% of trips on London Underground are made by wheelchair users	1% of spectators will be wheelchair users based on expected ticket sales
4% of trips are made by mobility impaired people	a further 9% will be mobility impaired people or have difficulty using stairs

Rail demand and capacity analysis

Step free network travel demand (London)

Indicative wheelchair user demand* during Olympics (busiest day)

	Wheelchair user rail mode share (assumed)	
	100%	35%
Underground Station	**Wheelchair users (daily)**	
Green Park	1,000	360
Earls Court	340	120

*includes boarders, alighters and interchange passengers

Step free network travel demand (London)

- Key step free stations
  - Venue stations (e.g. Stratford, Wembley Park, North Greenwich, Earls Court)
  - Interchange opportunities (e.g. King's Cross / St. Pancras, Green Park, Westminster)
  - Network access points (e.g. Heathrow, Stanmore, Morden)

Train capacities for mobility impaired passengers

- Effective wheelchair capacity
  - Wheelchair capacity per double/wide door
  - Number of doors available for boarding
- Train Practical capacity (4 passengers standing per m^2)
- Proportion of Practical capacity available to wheelchair users - generally less than 1%

Venue station wait times

- Compare wait times for all spectators and wheelchair users given train capacity and service frequency
- Recommend stations/platforms for priority boarding areas
- “Worse case scenario” approach – demand will vary throughout the Games

Solutions

Station improvements

- £100 million being spent by ODA to improve Olympic Park venue stations
- Work with service delivery partners to identify opportunities at key NR stations during the Games
- Work with LU to continue station and platform improvements
- Step free access at both Southfields and Green Park stations

Multimodal approach










Games Network of Accessible Transport (GNAT)

- Enable the user to obtain all required accessibility information in one place
- Confirm whether journey to and from the Games is accessible
- Avoid inaccessible routes
- Based on GNAT with “guaranteed” accessibility capability
- Provide a legacy, where accessible transport data is still included in journey plans after the Games

Lessons and Benefits

- Stakeholder engagement and working with delivery partners takes time and negotiation – every delivery partner works differently
- Funding constraints for delivery partners impacts on ability to deliver accessible services
- Transport modelling helps illustrate value of accessible network
- Multimodal perspective required to meet delivery aspirations
- Major events highlight challenges and create opportunities for lasting change
- Legacy benefits not only from infrastructure improvements – communication, training, service delivery and consistency of information

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