

Operational Standards Notice No. 104

Use of escalators by customers with dogs

Staff involved:

Station supervisors - all lines

Station staff - all lines

Effective: From 27th November 2011
until further notice

OPERATIONAL STANDARDS NOTICE

Use of escalators by customers with dogs

At present dogs are not allowed on moving escalators unless they are picked up and carried.

However, where both the dog and their handler have been trained and assessed by an approved organisation as being suitable to walk on moving escalators, it will no longer be necessary to stop the escalator as shown in section 31.3 of Rule Book 9.

This will apply to

- police dogs
- other authorised assistance dogs whose handlers will be issued with an identity pass.

All other dogs must continue to be picked up and carried on a moving escalator. Where the dog is too large for this, the escalator must be stopped as at present.

This notice updates Section 31.3 of Rule Book 9 as shown on the following page. The Conditions of Carriage and LRT byelaws have also been amended to reflect this change.

***NOTE:** As an exception, at Greenford station the escalator must be stopped for all dogs which are too large to be carried, whether the dog is a police or assistance dog or not. This is because the escalator at Greenford has wooden treads which present a greater trapping risk for the dog's claws and tail.*

Registered Guide Dog Owner

GUIDE DOGS

Number here
GDO name here

escalator
trained
partnership

The bearer of this card is a registered guide dog owner, and is entitled to take their guide dog on a journey by any form of public transport within the EU without paying the fare for the dog.

If found, please return to: Guide Dogs,
Central Office, Hillfields, Burghfield
Common, Reading RG7 3YG

A charity registered in England and Wales (209617) and Scotland (SC038979), and in accordance with the National Assistance Act 1948

Example of the id guide dog owners carry. The 'escalator trained partnership' logo will be present when the dog has been trained in using escalators.

If the logo is not present, then the dog has not been trained in this technique.