

Operational Standards Notice No.107

Assisting wheelchair users **up** a moving escalator

Staff involved:

All station staff – designated stations

Effective: From 4th March 2012
until further notice

OPERATIONAL STANDARDS NOTICE

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General

London Underground has a responsibility to assist all of its customers in the event of station evacuation or where the planned journey is interrupted by severe service disruption. London Underground must also demonstrate to the London Fire Brigade our ability to safely evacuate our customers in wheelchairs, particularly with the anticipated increase in customer numbers for the Olympics.

Depending on the circumstances, there are several options for assisting wheelchair users, such as a combination of any of the following:

- boarding another accessible train
- using other step free access, if available
- waiting in a place of safety either for assistance from the emergency services, or until the service resumes.

Additionally, at the listed designated stations, wheelchair users can now be assisted **up** a moving escalator by competent staff. Powered and racing wheelchairs are not appropriate for carriage on London Underground escalators

All possible options should be discussed with the wheelchair user.

Who will carry out the procedure?

Only competent staff at the designated stations (listed below) will be able to assist wheelchair users on escalators.

A training course which includes practical experience of assisting a wheelchair on an escalator has been produced and is being delivered to all rostered or reserve staff who are required to work at the designated stations. This element is also being included in all new escalator training courses.

Competence will be assessed as part of the normal competence management system cycle.