

## Guidelines for updating accessibility customer information products

### Key principles:

The objective is to reflect key changes in an online update within 2-4 weeks (the minimum achievable given the actions which need to be completed). Changes will be reflected in the print versions of documents within 1-4 months, subject to any more significant changes which need to be incorporated.

### Background

The current position is that all accessibility maps and guides are updated alongside the standard Tube map. Changes to the standard Tube map tend to be made based on things that will impact all customers. These might include:

- Long term station closures or partial station closures (e.g. non stopping the Northern line at Tottenham Court Road)
- Significant changes to service patterns
- New stations/sections of line

New step-free stations do not usually trigger an update of the map on their own e.g. the standard map was updated in August 2011 and did not include step-free access at Green Park although this became available at the end of the month. This is because changes that are expected to happen in the near future are not usually incorporated until they have actually happened. A number of stations becoming step-free would trigger an update.

Car line diagrams are updated less frequently. These updates usually take into account upcoming changes, which are covered with stickers that are then removed when the change comes into effect.

While this pattern of updates is appropriate for the Large Print and Black & White maps, which are essentially copies of the standard map product, it does not work effectively for products such as the Step-Free Tube guide (SFTG), which include a higher level of detail. For the audience of this map, some changes may mean that they are unable to make a journey which is usually possible. In the past, tying this product to the standard map update schedule has meant that significant changes have not been included for a number of months e.g. step-free access to the Northern line at Kings Cross

Online versions of the map can be updated relatively quickly, at a cost of around £100 each (based on ad hoc September 2011 update). Print versions take longer. This affects what can reasonably be updated, as changes of short duration may be almost complete by the time a new version of the map has been developed.

### Guidelines

In future, the SFTG and Avoiding Stairs Guide will be separated from the standard map updates as necessary and a schedule developed which more closely reflects the needs of the audience for these products. More use should also be made of online updates to communicate key information.

Key dates when printed updates will be produced will be planned for each financial year in advance and will be based on significant changes to the step-free network. When a change occurs, if there is a printed update scheduled within a given period (timescale A), the change will be incorporated then. If a printed update is not scheduled within the given time period, an online update will be provided as soon as possible and within the timescales shown below. Producing a print update automatically leads to an update of the online version.

Change to network	Amount of time to wait for print update (A)	If no print update with time A, timescale to provide online update
Zone 1 station becomes step-free	Within 1 month. To be considered as an event around which a print update is planned.	2 – 4 weeks
Zone 1 station has level access provided	Within 1 month	2 – 4 weeks
Station outside Zone 1 becomes step-free	Within 3 months	4 weeks
Station outside Zone 1 has level access provided	Within 3 months	6 weeks
Closure of station or step-free or stair free access within zone 1 for more than 3 months	Within 2 months (depending on length of closure)	At start of closure
Closure of station or step-free or stair-free access outside zone 1 for more than 3 months	Within 3 months (depending on length of closure)	At start of closure
Closure of station or step-free or stair-free access within zone 1 for less than 3 months	Do not include in print updates due to short duration	To be shown in Journey Planner and Real Time Information pages
Closure of station or step-free or stair-free access outside zone 1 for less than 3 months	Do not include in print updates due to short duration	To be shown in Journey Planner and Real Time Information pages
Significant change to train service (removal or introduction)	At start of change	At start of change
Information on new accessible facilities e.g. trains	Once trains have reached a critical mass e.g. 75% of total fleet	N/A

Where possible, printed updates should be planned to take into account known changes and address them within an acceptable time period in order to minimise the number of updates required. Most significant changes are known about some time in advance so this should be achievable. The timescales above show the two options for updates. If the timescale in the print column cannot be met within the planned update cycle, then an online update should be completed to ensure that the information is available.

The timescales above could be varied slightly to ensure that we achieve value for money when commissioning updates e.g. to avoid going to print with a new version if we are aware that there will be significant change in the near future.

When a situation arises where the print version and the online version differ, we will ensure that this information is clear on the website.

### **Updates to standard map products**

The standard Tube map and car line diagrams both show where step-free access is available. As these are the most widely available products, it is important that these are up to date, especially now that these distinguish between step-free access to the platform and step-free access to the train. Where possible, the same timescales as above should be used to provide online updates to the map, to ensure that products downloaded from [tfl.gov.uk](http://tfl.gov.uk) are consistent with each other. Updates to the printed versions of standard maps should continue to be made alongside planned updates.

Line diagrams are updated less frequently due to the time and cost of replacing them throughout the network. Where possible, known future changes should be incorporated and covered until they are implemented.

### **Other sources of step-free information**

Details about step-free access are incorporated into the TfL Journey Planner and from May 2012 this will also include information about any step and gap between the platform and the train. Details about short term closures or lift breakdowns are also flagged in Journey Planner, on the Real Time Information section of the website and on update boards in stations, allowing customers to ensure that the journey they are planning is available at the time they wish to make it.