

Department for Transport (DfT) Design Standards for Accessible Stations (2015)

Key Commentary and Policies :

(https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/425977/design-standards-accessible-stations.pdf)

Guidance Subject : First Letter Related Standards: National or European Standards (A Number) OR Code of Practice Guidance (A Letter)

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A1, p15	Information regarding the level of accessibility of all stations must be freely available. Operating rules shall be made to ensure that information regarding the level of accessibility of all stations is available. (PRM TSI: 4.4.1)
A1c, p17	As well as stating whether the facility exist at the station, it may also be pertinent to outline whether the facility is available at all times that trains run and what issues a passenger may face.
A1e, p18	Passengers should be able to readily obtain the accessibility information for a particular station from the station operator’s phone line, on the internet and by request from any of the operator’s ticket offices or customer information points. Online information should be accessible to all users, in accordance with the W3C Web Accessibility Initiative’s criteria for “Triple-A” compliance.
C1.1, p23	A sign or, if appropriate, signs should be provided at the entrance to each car park and at each change in direction to direct disabled motorists to designated parking spaces. (BS 8300:4.4.1)
C1.2, p23	Designated disabled persons’ parking spaces (Figure C2.1) should be located on rm and level ground, as close as is feasible to the accessible entrance. Access routes on level ground should have resting places not more than 50 m apart for people with limited mobility. (BS 8300:4.2.2)
C1.3, p24	It is recommended that an accessible help point that can be used by all users, including wheelchair users, to summon assistance from staff is installed near the designated disabled persons’ parking spaces.
C1.a, p25	Where the car park is operated by a third party, the station operator should ensure that conditions are introduced at the next review of the contract to require compliance with the standards in the Code.
C1.i ,p26	It is recommended that there is an accessible route between the general car parking and the station. This means that if all of the disabled spaces are occupied, a disabled person can still use the main car park.
C2, p28	Dimensions for a disabled bay should be 3.6m by 6.6m with a standard bay (2.4m x 4.8m) supplemented by a 1.2m buffer safety zone between spaces and at the rear. Disabled sign as 1.4 large and strip edge ‘blue badge holders only’ located at the front of the bay. (BS 8300:4.2.3)
C3.2, p32	Designated parking spaces and any access routes from such spaces to the building entrance should be lit artificially to achieve a minimum luminance of 20 lux, but with an illuminance of 100 lux on ramps and stairs. (BS 8300:4.2.3)

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C3.3, p32	Safety zones surrounding parking spaces should be marked so as to visually contrast with the surface to which they are applied. See BS 8300:2009, Section 4, Figure 3. (bs 8300:4.2.3). All new bays must refer to blue badge holders.
D1.1 p38	A designated setting-down point suitable for disabled passengers should be provided on firm and level ground, close to the accessible entrance to the station. (BS8300:4.5) The location of the setting down point should be clearly indicated (BS 8300:4.5)
C3.b, p33	Dropped kerbs or level access marked with yellow hatching should be provided at exits from the car park to surrounding footpaths and at, or close to, the entrance(s) of the station. These should be kept free of obstruction. They should be marked by the appropriate tactile surface, so that visually impaired people are aware when they are moving onto the highway.
C3.d, p33	Where the dropped kerb at the controlled crossing is in the direct line of travel, e.g. at crossing points on junctions, the tactile surface should be laid to a depth of 1200 mm. At all other controlled crossings a depth of 800 mm should be provided.
C3.e, p34	It is inappropriate to install long sections of tactile paving. Parking bays should not be completely level with the surrounding footway; a 25 mm up stand to the footway will provide some indication of the change from footway to highway.
C4, p35	Use of the designated disabled persons parking spaces must be regularly monitored to limit misuse by non-disabled motorists and to confirm the number of designated spaces remains appropriate for the number of disabled motorists using the station
C4.b	Any pay and display machines should be placed close to the blue badge holder spaces. It is recommended that the ticket machines are easily accessible to all disabled people. Any charging policies must be clearly stated on signs near the ticket machines. There should be alternative payment provisions in place for passengers who are unable to use the pay and display machines.
D1.1, p38	A designated setting-down point suitable for disabled passengers should be provided on firm and level ground, close to the accessible entrance to the station. BS 8300:4.5. The location of the setting down point should be clearly indicated. (BS 8300:4.5)
D1.3, p38	The setting-down point should be provided in addition to the designated disabled persons' parking spaces. (BS 8300:4.5)
D1.b, p39	Wheelchair access to most taxis is on the nearside, though some taxis load wheelchair users through the rear door or the far side door. Where taxi ranks are being designed or redeveloped, they should be designed to facilitate access into all vehicle types without creating safety risks for either customers or drivers.
D1.c, p39	It is recommended that road-level set-down points are near to a dropped kerb so that it is possible for wheelchair users to get onto the safety of the pavement quickly. Passengers should ideally be dropped in a safety zone
D1.d, p39	Set-down and pick-up points should be free of all obstacles and wide enough to allow transfer to and from a wheelchair without being obstructed by other pedestrians.
D1.g, p40	In the case of buses, it is recommended that raised "Kassel" type kerbs are used to help facilitate access. If this type of kerb is introduced, dropped kerb access at appropriate points should be included as well. The Public Service Vehicles Accessibility Regulations 2000 (PSVAR) contain a requirement for buses to carry a ramp or lift in order to overcome the height differences by 2015, 2016 and 2017, depending on the bus type

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E1.4.,p44	If there are handrails or walls within reach along the obstacle-free route to the platform, they shall have brief information (for example platform number or direction information) in braille or in prismatic letters or numbers on the handrail, or on the wall at a height between 1450 mm and 1650 mm. (PRM TSI: 4.2.1.2.3)
E1.5, p44	Within the station confines, furniture and freestanding devices (including cantilevered and suspended items) shall be positioned where they do not obstruct blind or visually impaired people, or they shall be detectable by a person using a long cane. (PRM TSI: 4.2.1.7)
E1.1, p44	Free-standing columns that support an entrance canopy should not be positioned within the width of an access route. (BS 8300: 5.7.1.2)
E1.2, p44	Low-level posts, e.g. bollards, should not be located within an access route. They should be at least 1000 mm high and should contrast visually with the background against which they are seen (it is desirable also to incorporate a 150 mm deep contrasting strip at the top). (BS 8300: 5.7.1.2)
E1.a, p45	Station operators are encouraged to work with local authorities to ensure that stations are clearly and consistently signposted at street junctions, especially on pedestrian routes between public transport facilities.
E1.b, p45	It is recommended that pavements provide a 2000 mm obstacle-free, clear passage and have a maximum cross-fall of 2.5 per cent.
E1.d, p45	Pavements should have a good level of slip resistance, with a smooth consistent texture and should have a well-defined kerb edge.
E1.e, p45	Paving slabs should have an even surface to avoid the risk of tripping and be smooth enough for wheelchairs.
E1.f, p45	Where station facilities, such as car parks, are outside the station lease area, it is expected that all pavements between the station and the facility will meet the standard of this Code. This may involve co-operation between the station operator and local authority or other third party.
E1.g, p46	Lighting should be even and consistent throughout the station.
E1.j, p46	Obstructions should be minimised, with any unnecessary street furniture removed and the remaining facilities grouped together and made to contrast appropriately with the background.
E1.k, p46	Where bollards are necessary to separate and protect pedestrian areas, they should be consistently spaced and away from the general lines of pedestrian travel.
E1.m, p47	It is recommended that bollards contain a light fitted with louvres (to direct the light downwards to prevent glare) if they are placed in areas that are dark at night.
F1.7, p50	If there are handrails or walls within reach along the obstacle-free route to the platform, they shall have brief information (for example platform number or direction information) in braille or in prismatic letters or numbers on the handrail, or on the wall. (PRM TSI 4.2.1.2.3)
F1.a, p53	Station furniture should be designed and placed so that it does not interfere with the main pedestrian flow. Such items should be clearly visible to all passengers and designed in such a way to offer good tonal contrast with the surrounding environment.
F1.c, p53	Facilities such as telephones, vending machines and seating should be sited so that people using them do not get in the way of others.
F1.j p55	Where litter bins are provided, they should have good contrast against the background in which they are seen, and should be placed so that they are not an obstruction. It is recommended that the top is 1300 mm above ground level, with a recommended opening of 750–900 mm above the ground. The base must be wide enough to be detected by a cane.

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F1.k, p55	“Tapering” obstructions such as the spaces below ramps and stairs, which cannot be detected by cane users and are not picked out by guide dogs, should be blocked in or protected by rails which extend at least 1000 mm above ground level. It is recommended that a tapping rail of a maximum height of 200 mm is also used.
F1.L, p55	Station furniture should contrast both in tone and in colour with surrounding objects. There should be good contrast between walls, floors and doors for the benefit of visually impaired people. Walls should not have a glossy finish, and floors should ideally have a matt or semi-matt finish
H1.1, p68	The illuminance level of the external areas of the station shall be sufficient to facilitate way finding and to highlight the changes of level, doors and entrances. (PRM TSI: 4.2.1.9)
H1.1, p68	Station forecourt lighting shall be in accordance with BS 5489-1 <i>Code of Practice for the Design of Road Lighting Part 1: Lighting of Roads and Public Amenity Areas</i> . BS 5489-1
H1.h, p70	Lighting levels should be good and consistent throughout routes used by passengers, day and night. There should be no sudden differences in lighting levels. Any transition on lighting levels should be smooth. No areas should be excessively bright or dark. There should be no areas of strong shadows.
I1.1, p71	Obstacle-free route floor surfaces and ground surfaces shall have low reflecting properties. (PR, TSI: 4.2.1.2)
I1.8, p74	It is recommended that floors have a matt or semi-matt finish, wherever possible, to avoid specular (undiffused) reflection and glare (Figure I1.1). (BS 8300: 8.1.5)
J1.1, p79	Transparent obstacles on or along the routes used by passengers, consisting of glass doors or transparent walls, shall be marked. These markings shall highlight the transparent obstacles. (PRM TSI: 4.2.1.5)
J1c, p80	Where large areas of glass are used for any facilities, they should be clear to all users and marked with a contrasting tonal colour. Tonal contrast is the difference in quality between two colours, including the difference in the amount of useful light that each reflects. Refer to <i>Colour and Contrast : A Design Guide for the Use of Colour Contrast to Improve the Built Environment for visually Impaired People (2001)</i>
J1e, p81	If a fully glazed door is adjacent to, or incorporated within, a fully glazed wall, the door should be clearly differentiated.
J2.2, p83	Within the station confines, furniture and freestanding devices (including cantilevered and suspended items) shall be positioned where they do not obstruct blind or visually impaired people, or they shall be detectable by a person using a long cane. (PRM TSI 4.2.1.7)
J2.3, p83	On each platform where passengers are allowed to wait for trains and at every waiting area, there shall be a minimum of one area fitted with seating facilities and a space for a wheelchair.
J2.4, p83	When this area is weather protected, it shall be accessible by a wheelchair user. (PRM TSI: 4.2.1.7)
J2.a, p84	Seats should be back-supported and at least one-third provided with armrests. There should also be a standing rest bar of at least 1400 mm length.
K1.a, p89	Information displayed on signs should use straightforward descriptions that do not require detailed knowledge of the station or the town/ city and be accompanied by recognised, adequately sized pictograms. This will make them more accessible for passengers with cognitive impairments.
K1.d, p89	It is recommended that all screens and signage are mounted in positions that are reasonably close to the main passenger desire lines, but which are, equally, not likely to impede or disrupt the passenger flow.

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K1.j, p91	The International Symbol for Access is commonly used as a universal sign for disability. However, it can cause confusion where the best route for wheelchair users is too long for those disabled people who can only walk a short distance. It is recommended in this case that an alternative logo, with an appropriate indication of any barriers (e.g. stairs) is adopted for the latter route. Proper use of the symbols for stairs, escalators, lifts and ramps will help give guidance and allow people to make informed choices of route for themselves.
K2.a, p94	Signs (Figure K2.1) are not a substitute for good station design. As far as possible, stations should be laid out in a logical way, so that finding a particular facility is partly intuitive.
K2.c, p94	Routes for wheelchair users and people with mobility impairments should be clearly signposted, particularly where they are not the main route out of the station or to facilities, such as platforms, toilets and ticket offices.
K2.d, p94	Sufficient information required to make the decision shall be provided. For example, “To the platforms” may be appropriate at the first decision-making point when entering the station, rather than specific signs for each platform.
N1.1, p128	Where manual ticket sales counters, information desks and customer assistance points (Figure N1.1) are provided along the obstacle-free route, a minimum of one desk shall be accessible to a wheelchair user and to people of small stature and a minimum of one desk shall be fitted with an induction loop system for hearing assistance. (PRM TSI: 4.2.1.8)
N1.c, p129	Waiting at booking offices is difficult for people who cannot stand for long periods. One solution is to provide handrails of a type that can be leant on in places where there are often queues or to provide “perch” seating.
N1.i, p130	Accessibility limitations at some stations, which could lengthen disabled passengers’ journeys, should not cause them to have to pay more for a ticket than non-disabled passengers.
Q1, p138	Lifts shall be provided where ramps are not available and shall be at least of type 2 in accordance with the specification referenced in the PRM TSI Appendix A, index 1. Type 1 lifts are allowed in the case of stations being renewed or upgraded only. PRM TSI 4.2.1.2.2
Q1, p139	Must be Type 2 or 3 lift as a new structure is being installed. This will depend on space dimensions and budget as Type 2 will accommodate one wheelchair user and an accompanying person whilst Type 3 would accommodate one wheelchair user (with rotation) and several other passengers.
Q1, p139	Type 2 car dimensions would be 1.1m(w) x 1.4 (d) and 630kg max weight whereas Type 3 is 2m (w) x 1.4m (d) with a 1275kg max weight. The width and depth are only based on internal measurements and not the external structure. These are European Standards as there are no National Standards
Q1.b, p140	Lifts should be located as near as possible to any stairs.
Q1.d, p140	Through lifts should be fitted wherever the geography of the station allows. These have a door at either end of the lift. This is much easier for wheelchair users, who do not have to turn round in the lift or back out of it – a manoeuvre which can be difficult and time consuming.
Q1.f, p140	Where space allows, the recommended minimum internal dimensions of a lift should be 1600 (wide), 1500 mm (deep) and 2300 mm (high).
Q1.g, p141	It is recommended that lift dimensions allow for the turning circle of the reference wheelchair (1500 mm). This is especially important where the lift only has a single entrance, as wheelchair users ought not to have to reverse out of the lift because it is too narrow for them to turn around

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Q1.h, p141	Seating should be provided close to lift entrances for waiting passengers who cannot stand for long periods.
Q1.j, p141	Lifts should have a clear landing of at least 1500 mm x 1500 mm outside the lift entrance/exit.
Q1.p, p142	It is recommended that, when lifts are constructed, operators consider using glass doors. This is so that passengers using the lift can be seen and passengers waiting for the lift can see if anyone is using it. It may be that, in appropriate locations, the walls of the lift and the lift shaft can also be constructed using glass.
Q1.g, p164	Open areas beneath stairs should be protected to prevent passengers from inadvertent collision with structural supports and areas of reduced headroom.
S1.9, p175	The boundary of the danger area, furthest from the rail side edge of the platform, shall have a visual marking and tactile walking surface indicators. (PRM TSI 4.2.1.12)
S1.11, P176	Tactile walking surface indicators can be one of the two types: • an attention pattern indicating a hazard at the boundary of the danger area • a guiding pattern indicating a path of travel at the safe side of the platform. (PRM TSI 4.2.1.12)
S1.13, p176	The end of the platform shall either be fitted with a barrier that prevents public access or shall have a visual marking and tactile walking surface indicators with an attention pattern indicating a hazard. (PRM TSI 4.2.1.13)
S1.e, p177	The appropriate tactile surface should be installed along the entire length of a platform when any rebuilding or resurfacing takes place. See <i>Guidance on the Use of Tactile Paving Surfaces</i> for further guidance.
S1.n, p179	It is recommended that entrances to platforms from lifts, escalators, ramps or stairways are parallel with the platform edge wherever possible to minimise the chances of people falling onto the line.
S1.r, p180	Where platforms terminate in an end ramp that leads to the track for the ease of maintenance work, passengers should be prevented from walking down the end ramp and onto the track. A fixed barrier should be provided at the end of the level platform surface, at least 1100 mm in height; it should be fitted with cross-members and be rendered to contrast with the background against which it is seen. It may need to be fitted with a lockable gate so that there is access to the track for maintenance staff. A sign bearing the wording “No entry – staff access only” or similar should be affixed to the barrier. The barrier should be fitted across the entire width of the platform, up to and aligned with the inner edge of the tactile warning surface(s) on the platform edge.
T1.b, p183	Where there is minimal seating, it should be clearly marked as being priority seating for disabled people, older people, pregnant women and those carrying young children. Such seating should be near to entrances, travel information, toilets and other facilities.
T1.c, p183	The seats shall be back-supported and at least one-third provided with armrests. Not all seats should have armrests though, so that bigger people or those with back problems can use them
T1.e, p183	Armrests should be coated or constructed from slip-resistant material to ensure that good grip is provided, and they should contrast with the seat finish to aid partially sighted people.
T1.k, p183	Seating and spaces for wheelchair users should be protected from the elements, such as wind and rain.

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T1.r, p186	Waiting rooms and shelters should allow all passengers to stay informed of train arrivals and departures and any critical changes, such as platform alterations. They should be able to hear announcements and view the customer information system. It is recommended that passenger information systems are placed in front of the main bank of seats/space(s) in the line of sight and at a height that is comfortable for all passengers. Where practicable, the ability to see and hear a train approaching is desirable.
T1.u, p186	The use of stainless steel and glass in waiting rooms and shelters should be carefully considered and any glass panels should be adequately marked with highlighting or manifestations (see Section J1:Walls and transparent devices).
V1.5, p224	At surface level, the lift platform shall have a minimum clear width of 800 mm and a length of 1200 mm. (PRM TSI 5.3.1.3)
X1.a, p235	It is recommended that station operators gather and update details about local services, so that station staff can provide information about access to taxis, buses, trams, metro systems and other local transport. This information may include: • walking distances, steps and any obstacles that may get in the way of a disabled person; • timetables; • toilet facilities; • refreshment facilities; and • suitable waiting areas.
X1.b, p235	Passenger train operators and station operators should consult and work with relevant stakeholders (local authorities, transport operators, disability and access groups) to ensure practical integration of services and information sharing on service interchanges.
Y1.1, p236	Professional training of staff performing the tasks of accompanying trains, delivering service and help for passengers at a station and of selling tickets shall include the subject of disability awareness and equality, including the specific needs of each category of (PRM. PRM TSI: 4.6)