



Report on access surveys of Translink rail halts

September 2012

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Michael Lorimer or Cathy Boyd
Imtac
Titanic Suites
55-59 Adelaide Street
Belfast BT2 8FE

Telephone/Textphone: 028 9072 6020 or 028 90 726 005

Fax: 028 9024 5500

Email: info@imtac.org.uk

Web: www.imtac.org.uk

About Imtac

Imtac is a committee of disabled people and older people as well as others including key transport professionals. Our role is to advise Government and others in Northern Ireland on issues that affect the mobility of older people and disabled people.

Our aim is to ensure that older people and disabled people have the same opportunities as everyone else to travel when and where they want.

About this report

As part of the review of Translink's Access Guide the secretariat of Imtac completed access surveys in 40 rail halts in Northern Ireland. The 41 station halts were assessed against the 13 accessible station criteria outlined in the Translink Access Guide.

The purpose of the surveys was to provide accurate information about the accessibility of each halt for use in an updated Access Guide and on the Translink website. This information is included in appendix 1 of this report.

General comments on the accessibility of rail halts

Findings from the station halts access survey suggest that significant improvements have been made to station halts to standardise features such as lighting, sheltered seating, audio announcements, ramp access, colour contrasting and the provision of timetable information.

Despite the improvements there remain access difficulties at each of the rail halts compounded by the fact that nearly all the facilities are unstaffed. These access issues mainly relate to the length and gradient of ramps, stepped access to stations and between platforms and difficulties associated with pedestrian approaches in and around stations. In the majority of cases there is no realistic way of addressing these difficulties. This is because the resources involved are significant

and because the maintenance of solutions such as the provision of lift access at unstaffed stations would be extremely difficult.

The surveys highlighted a number of access issues that Imtac believes could be addressed by Translink at minimal cost. These issues include the provision of tactile / corduroy paving and colour contrasting on handrails and step-nosing. We have included details of these issues in appendix 2.

Appendix 1:

Detailed information for the inclusion in Translink's Access Guide and website

Bangor Line access audit findings

<u>Titanic Quarter / Bridge End station halt</u>	
Overall finding: passengers requiring assistance at this halt should be advised to contact Translink prior to travel	
Translink station facilities criteria	Access audit findings of facilities at this halt
Step free access around the station	Yes
Easy access around all facilities for disabled people including wheelchair users	No
Staff available to provide assistance	No
Accessible ticket offices	No
Well-designed timetable information	Yes
Hearing loop system	No
Sheltered waiting facilities and seating	Yes
Accessible visual information boards	No
Audio announcements	Yes
Accessible toilets	No
Accessible parking	No
Tactile surfaces including edging	Yes

on platforms	
Other accessible transport such as taxis available	No
<p><u>Additional information:</u></p> <ul style="list-style-type: none"> • Access to platforms via lengthy ramp • Lengthy pedestrian routes between platforms 	
<p><u>Sydenham station halt</u></p> <p><u>Overall finding:</u> passengers requiring assistance at this halt should be advised to contact Translink prior to travel</p>	
Translink station facilities criteria	Facilities at this station halt
Step free access around the station	No
Easy access around all facilities for disabled people including wheelchair users	No
Staff available to provide assistance	No
Accessible ticket offices	No
Well-designed timetable information	Yes
Hearing loop system	No
Sheltered waiting facilities and seating	Yes
Accessible visual information boards	No
Audio announcements	Yes
Accessible toilets	No
Accessible parking	No
Tactile surfaces including edging on platforms	Yes
Other accessible transport such as taxis available	Yes

Additional information:

- Access to platform via lengthy ramp
- Access between platforms via footbridge
- Metro 3a bus service stops near this halt

Hollywood station halt

Overall finding: passengers requiring assistance at this halt should be advised to contact Translink prior to travel

Translink station facilities criteria	Access audit findings of facilities at this halt
Step free access around the station	Yes
Easy access around all facilities for disabled people including wheelchair users	No
Staff available to provide assistance	No
Accessible ticket offices	No
Well-designed timetable information	Yes
Hearing loop system	No
Sheltered waiting facilities and seating	Yes
Accessible visual information boards	No
Audio announcements	Yes
Accessible toilets	No
Accessible parking	Yes
Tactile surfaces including edging on platforms	Yes
Other accessible transport such as taxis available	Yes

Additional information:

- Access to Bangor bound platform via lengthy ramp

- Lengthy and difficult pedestrian route between platforms
- Three accessible parking bays available
- Bangor bound Ulsterbus services available at station

Marino station halt

Overall finding: passengers requiring assistance at this halt should be advised to contact Translink prior to travel

Translink station facilities criteria	Access audit findings of facilities at this halt
Step free access around the station	Yes
Easy access around all facilities for disabled people including wheelchair users	No
Staff available to provide assistance	No
Accessible ticket offices	No
Well-designed timetable information	Yes
Hearing loop system	No
Sheltered waiting facilities and seating	Yes
Accessible visual information boards	No
Audio announcements	Yes
Accessible toilets	No
Accessible parking	No
Tactile surfaces including edging on platforms	Yes
Other accessible transport such as taxis available	No

Additional information:

- Access to platforms via long ramp
- Pedestrian approaches to station and between platforms is difficult

Cultra station halt

Overall finding: passengers requiring assistance at this halt should be advised to contact Translink prior to travel

Translink station facilities criteria	Access audit findings of facilities at this halt
Step free access around the station	No
Easy access around all facilities for disabled people including wheelchair users	No
Staff available to provide assistance	No
Accessible ticket offices	No
Well-designed timetable information	Yes
Hearing loop system	No
Sheltered waiting facilities and seating	Yes
Accessible visual information boards	No
Audio announcements	Yes
Accessible toilets	No
Accessible parking	No
Tactile surfaces including edging on platforms	Yes
Other accessible transport such as taxis available	No

Additional information:

- **Access to platforms via long ramps**
- **Pedestrian approaches to station and between platforms is difficult**
- **Access to Ulster Folk and Transport Museum via footbridge**

Seahill station halt

Overall finding: passengers requiring assistance at this halt should be advised to contact Translink prior to travel

Translink station facilities criteria	Access audit findings of facilities at this halt
Step free access around the station	Yes
Easy access around all facilities for disabled people including wheelchair users	No
Staff available to provide assistance	No
Accessible ticket offices	No
Well-designed timetable information	Yes
Hearing loop system	No
Sheltered waiting facilities and seating	Yes
Accessible visual information boards	No
Audio announcements	Yes
Accessible toilets	No
Accessible parking	No
Tactile surfaces including edging on platforms	Yes
Other accessible transport such as taxis available	No

Additional information:

- Access to platforms via long ramps
- Lengthy pedestrian route between platforms

Helen's Bay station halt

Overall finding: passengers requiring assistance at this halt should be advised to contact Translink prior to travel

Translink station facilities criteria	Access audit findings of facilities at this halt
Step free access around the station	No
Easy access around all facilities for disabled people including wheelchair users	No
Staff available to provide assistance	No
Accessible ticket offices	No
Well-designed timetable information	Yes
Hearing loop system	No
Sheltered waiting facilities and seating	Yes
Accessible visual information boards	No
Audio announcements	Yes
Accessible toilets	No
Accessible parking	No
Tactile surfaces including edging on platforms	Yes
Other accessible transport such as taxis available	No

Additional information:

- Pedestrian approaches to and around station difficult
- Stepped access between platforms via underpass

Carnalea station halt

Overall finding: passengers requiring assistance at this halt should be advised to contact Translink prior to travel

Translink station facilities criteria	Access audit findings of facilities at this halt
Step free access around the station	No
Easy access around all facilities for disabled people including wheelchair users	No
Staff available to provide assistance	No
Accessible ticket offices	No
Well-designed timetable information	Yes
Hearing loop system	No
Sheltered waiting facilities and seating	Yes
Accessible visual information boards	No
Audio announcements	Yes
Accessible toilets	No
Accessible parking	Yes
Tactile surfaces including edging on platforms	Yes
Other accessible transport such as taxis available	No

Additional information:

- Stepped access between platforms via underpass
- Level access on Belfast bound platform only
- One accessible parking bay available

Bangor West station halt

Overall finding: passengers requiring assistance at this halt should be advised to contact Translink prior to travel

Translink station facilities criteria	Access audit findings of facilities at this halt
Step free access around the station	Yes
Easy access around all facilities for disabled people including wheelchair users	No
Staff available to provide assistance	Yes
Accessible ticket offices	No
Well-designed timetable information	Yes
Hearing loop system	No
Sheltered waiting facilities and seating	Yes
Accessible visual information boards	No
Audio announcements	Yes
Accessible toilets	No
Accessible parking	No
Tactile surfaces including edging on platforms	Yes
Other accessible transport such as taxis available	No

Additional information:

- Access to platforms via long ramps
- Staffed part-time (Translink to confirm times)

Larne Line access audit findings

Whiteabbey station halt

Overall finding: passengers requiring assistance at this halt should be advised to contact Translink prior to travel

Translink station facilities criteria	Access audit findings of facilities at this halt
Step free access around the station	Yes
Easy access around all facilities for disabled people including wheelchair users	No
Staff available to provide assistance	No
Accessible ticket offices	No
Well-designed timetable information	Yes
Hearing loop system	No
Sheltered waiting facilities and seating	Yes
Accessible visual information boards	No
Audio announcements	Yes
Accessible toilets	No
Accessible parking	Yes
Tactile surfaces including edging on platforms	Yes
Other accessible transport such as taxis available	No

Additional information:

- Long ramped access on Larne bound platform
- Lengthy and difficult pedestrian route between platforms
- Four accessible parking bays available

Jordanstown station halt

Overall finding: passengers requiring assistance at this halt should be advised to contact Translink prior to travel

Translink station facilities criteria	Access audit findings of facilities at this halt
Step free access around the station	Yes
Easy access around all facilities for disabled people including wheelchair users	No
Staff available to provide assistance	Yes
Accessible ticket offices	No
Well-designed timetable information	Yes
Hearing loop system	No
Sheltered waiting facilities and seating	Yes
Accessible visual information boards	No
Audio announcements	Yes
Accessible toilets	No
Accessible parking	No
Tactile surfaces including edging on platforms	Yes
Other accessible transport such as taxis available	No
<p>Additional information:</p> <ul style="list-style-type: none"> • Access to platforms via road with no pavements • Staffed part-time (Translink to provide times) 	

Greenisland station halt

Overall finding: passengers requiring assistance at this halt should be advised to contact Translink prior to travel

Translink station facilities criteria	Access audit findings of facilities at this halt
Step free access around the station	Yes
Easy access around all facilities for disabled people including wheelchair users	No
Staff available to provide assistance	Yes
Accessible ticket offices	No
Well-designed timetable information	Yes
Hearing loop system	No
Sheltered waiting facilities and seating	Yes
Accessible visual information boards	No
Audio announcements	Yes
Accessible toilets	No
Accessible parking	Yes
Tactile surfaces including edging on platforms	Yes
Other accessible transport such as taxis available	No

Additional information:

- Long ramp access to Larne bound platform
- Access between platforms via lengthy ramps
- Seven accessible parking bays available
- Station staffed part-time (Translink to confirm times)

Trooperslane station halt

Overall finding: passengers requiring assistance at this halt should be advised to contact Translink prior to travel

Translink station facilities criteria	Access audit findings of facilities at this halt
Step free access around the station	Yes
Easy access around all facilities for disabled people including wheelchair users	No
Staff available to provide assistance	No
Accessible ticket offices	No
Well-designed timetable information	Yes
Hearing loop system	No
Sheltered waiting facilities and seating	Yes
Accessible visual information boards	No
Audio announcements	Yes
Accessible toilets	No
Accessible parking	No
Tactile surfaces including edging on platforms	Yes
Other accessible transport such as taxis available	No
<p><u>Additional information:</u></p> <ul style="list-style-type: none"> • Access between platforms via road with no pavement 	

Clipperstown station halt

Overall finding: passengers requiring assistance at this halt should be advised to contact Translink prior to travel

Translink station facilities criteria	Access audit findings of facilities at this halt
Step free access around the station	Yes
Easy access around all facilities for disabled people including wheelchair users	No
Staff available to provide assistance	No
Accessible ticket offices	No
Well-designed timetable information	Yes
Hearing loop system	No
Sheltered waiting facilities and seating	Yes
Accessible visual information boards	No
Audio announcements	Yes
Accessible toilets	No
Accessible parking	No
Tactile surfaces including edging on platforms	Yes
Other accessible transport such as taxis available	No
<p><u>Additional information:</u></p> <ul style="list-style-type: none"> • Access to platforms via lengthy ramps 	

Downshire station halt

Overall finding: passengers requiring assistance at this halt should

be advised to contact Translink prior to travel

Translink station facilities criteria	Access audit findings of facilities at this halt
Step free access around the station	Yes
Easy access around all facilities for disabled people including wheelchair users	No
Staff available to provide assistance	No
Accessible ticket offices	No
Well-designed timetable information	Yes
Hearing loop system	No
Sheltered waiting facilities and seating	Yes
Accessible visual information boards	No
Audio announcements	Yes
Accessible toilets	No
Accessible parking	No
Tactile surfaces including edging on platforms	Yes
Other accessible transport such as taxis available	No

Additional information:

- Access to both platforms via lengthy ramps

Whitehead station halt

Overall finding: passengers requiring assistance at this halt should be advised to contact Translink prior to travel

Translink station facilities criteria	Access audit findings of facilities at this halt
Step free access around the station	Yes
Easy access around all facilities for disabled people including wheelchair users	No
Staff available to provide assistance	Yes
Accessible ticket offices	Yes
Well-designed timetable information	Yes
Hearing loop system	No
Sheltered waiting facilities and seating	Yes
Accessible visual information boards	No
Audio announcements	Yes
Accessible toilets	No
Accessible parking	Yes
Tactile surfaces including edging on platforms	Yes
Other accessible transport such as taxis available	Yes
<p><u>Additional information:</u></p> <ul style="list-style-type: none"> • Pedestrian routes between platforms difficult • Staffed part-time (Translink to confirm times) • Three accessible bays in car park • Limited Ulsterbus services available from station 	
<p><u>Ballycarry station halt</u></p> <p><u>Overall finding:</u> passengers requiring assistance at this halt should be advised to contact Translink prior to travel</p>	

Translink station facilities criteria	Access audit findings of facilities at this halt
Step free access around the station	Yes
Easy access around all facilities for disabled people including wheelchair users	No
Staff available to provide assistance	No
Accessible ticket offices	No
Well-designed timetable information	Yes
Hearing loop system	No
Sheltered waiting facilities and seating	Yes
Accessible visual information boards	No
Audio announcements	Yes
Accessible toilets	No
Accessible parking	No
Tactile surfaces including edging on platforms	Yes
Other accessible transport such as taxis available	No
<p><u>Additional information:</u></p> <ul style="list-style-type: none"> • Access to platform is via lengthy ramp • Pedestrian approaches to the station are difficult 	

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Magheramorne station halt

Overall finding: passengers requiring assistance at this halt should be advised to contact Translink prior to travel

Translink station facilities criteria	Access audit findings of facilities at this halt
Step free access around the station	Yes
Easy access around all facilities for disabled people including wheelchair users	No
Staff available to provide assistance	No
Accessible ticket offices	No
Well-designed timetable information	Yes
Hearing loop system	No
Sheltered waiting facilities and seating	Yes
Accessible visual information boards	No
Audio announcements	Yes
Accessible toilets	No
Accessible parking	No
Tactile surfaces including edging on platforms	Yes
Other accessible transport such as taxis available	No

Additional information:

- Access to platform via lengthy ramp
- Pedestrian approaches to station is difficult

Glynn station halt

Overall finding: passengers requiring assistance at this halt should be advised to contact Translink prior to travel

Translink station facilities criteria	Access audit findings of facilities at this halt
Step free access around the station	Yes
Easy access around all facilities for disabled people including wheelchair users	No
Staff available to provide assistance	No
Accessible ticket offices	No
Well-designed timetable information	Yes
Hearing loop system	No
Sheltered waiting facilities and seating	Yes
Accessible visual information boards	No
Audio announcements	Yes
Accessible toilets	No
Accessible parking	No
Tactile surfaces including edging on platforms	Yes
Other accessible transport such as taxis available	No

Additional information:

- Pedestrian approaches to station difficult
- Access to platform via steep ramp

Larne Town station halt

Overall finding: passengers requiring assistance at this halt should be advised to contact Translink prior to travel

Translink station facilities criteria	Access audit findings of facilities at this halt
Step free access around the station	Yes
Easy access around all facilities for disabled people including wheelchair users	Yes
Staff available to provide assistance	Yes
Accessible ticket offices	Yes
Well-designed timetable information	Yes
Hearing loop system	No
Sheltered waiting facilities and seating	Yes
Accessible visual information boards	Yes
Audio announcements	Yes
Accessible toilets	Yes
Accessible parking	No
Tactile surfaces including edging on platforms	Yes
Other accessible transport such as taxis available	Yes

Additional information:

- Limited bus services are available from this station
- Staffed part-time (Translink to confirm times)
- No accessible spaces in adjacent car park

Larne Harbour station halt

Overall finding: passengers requiring assistance at this halt should be advised to contact Translink prior to travel

Translink station facilities criteria	Access audit findings of facilities at this halt
Step free access around the station	Yes
Easy access around all facilities for disabled people including wheelchair users	Yes
Staff available to provide assistance	No
Accessible ticket offices	No
Well-designed timetable information	Yes
Hearing loop system	No
Sheltered waiting facilities and seating	Yes
Accessible visual information boards	No
Audio announcements	Yes
Accessible toilets	No
Accessible parking	No
Tactile surfaces including edging on platforms	Yes
Other accessible transport such as taxis available	No

Additional information:

- Access to adjacent ferry terminal

Lisburn Line access audit

Moira station halt

Overall finding: passengers requiring assistance at this halt should be advised to contact Translink prior to travel

Translink station facilities criteria	Access audit findings of facilities at this halt
Step free access around the station	Yes
Easy access around all facilities for disabled people including wheelchair users	No
Staff available to provide assistance	No
Accessible ticket offices	No
Well-designed timetable information	Yes
Hearing loop system	No
Sheltered waiting facilities and seating	Yes
Accessible visual information boards	No
Audio announcements	Yes
Accessible toilets	No
Accessible parking	Yes
Tactile surfaces including edging on platforms	Yes
Other accessible transport such as taxis available	No

Additional information:

- Access to Portadown bound platform via lengthy ramp
- Pedestrian routes between platforms difficult with no pavements in places
- Four accessible parking bays

Hilden station halt

Overall finding: passengers requiring assistance at this halt should be advised to contact Translink prior to travel

Translink station facilities criteria	Access audit findings of facilities at this halt
Step free access around the station	Yes
Easy access around all facilities for disabled people including wheelchair users	No
Staff available to provide assistance	No
Accessible ticket offices	No
Well-designed timetable information	Yes
Hearing loop system	No
Sheltered waiting facilities and seating	Yes
Accessible visual information boards	No
Audio announcements	Yes
Accessible toilets	No
Accessible parking	No
Tactile surfaces including edging on platforms	Yes
Other accessible transport such as taxis available	No

Additional information:

- Access to Belfast bound platform via lengthy ramp
- Lengthy and difficult pedestrian route between platforms

Lambeg station halt

Overall finding: passengers requiring assistance at this halt should be advised to contact Translink prior to travel

Translink station facilities criteria	Access audit findings of facilities at this halt
Step free access around the station	Yes
Easy access around all facilities for disabled people including wheelchair users	No
Staff available to provide assistance	No
Accessible ticket offices	No
Well-designed timetable information	Yes
Hearing loop system	No
Sheltered waiting facilities and seating	Yes
Accessible visual information boards	No
Audio announcements	Yes
Accessible toilets	No
Accessible parking	No
Tactile surfaces including edging on platforms	Yes
Other accessible transport such as taxis available	No

Additional information:

- Access to Lisburn bound platform via lengthy ramp
- Access between platforms via footbridge or lengthy difficult pedestrian route
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Derriaghy station halt

Overall finding: passengers requiring assistance at this halt should be advised to contact Translink prior to travel

Translink station facilities criteria	Access audit findings of facilities at this halt
Step free access around the station	No
Easy access around all facilities for disabled people including wheelchair users	No
Staff available to provide assistance	No
Accessible ticket offices	No
Well-designed timetable information	Yes
Hearing loop system	No
Sheltered waiting facilities and seating	Yes
Accessible visual information boards	No
Audio announcements	Yes
Accessible toilets	No
Accessible parking	No
Tactile surfaces including edging on platforms	Yes
Other accessible transport such as taxis available	No

Additional information:

- Access to Belfast bound platform via long ramp
- Access to Lisburn bound platform via steps
- Lengthy and difficult pedestrian route between platforms
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Dunmurry station halt

Overall finding: passengers requiring assistance at this halt should be advised to contact Translink prior to travel

Translink station facilities criteria	Access audit findings of facilities at this halt
Step free access around the station	Yes
Easy access around all facilities for disabled people including wheelchair users	No
Staff available to provide assistance	No
Accessible ticket offices	No
Well-designed timetable information	Yes
Hearing loop system	No
Sheltered waiting facilities and seating	Yes
Accessible visual information boards	No
Audio announcements	Yes
Accessible toilets	No
Accessible parking	No
Tactile surfaces including edging on platforms	Yes
Other accessible transport such as taxis available	No

Additional information:

- Access to platforms via lengthy ramps
- Difficult pedestrian approaches to halt

Finaghy station halt

Overall finding: passengers requiring assistance at this halt should be advised to contact Translink prior to travel

Translink station facilities criteria	Access audit findings of facilities at this halt
Step free access around the station	Yes
Easy access around all facilities for disabled people including wheelchair users	No
Staff available to provide assistance	No
Accessible ticket offices	No
Well-designed timetable information	Yes
Hearing loop system	No
Sheltered waiting facilities and seating	Yes
Accessible visual information boards	No
Audio announcements	Yes
Accessible toilets	No
Accessible parking	Yes
Tactile surfaces including edging on platforms	Yes
Other accessible transport such as taxis available	No

Additional information:

- Lengthy and difficult pedestrian routes between platforms
- Lengthy ramped access on Belfast bound platform
- Three accessible parking bays

Balmoral station halt

Overall finding: passengers requiring assistance at this halt should be advised to contact Translink prior to travel

Translink station facilities criteria	Access audit findings of facilities at this halt
Step free access around the station	Yes
Easy access around all facilities for disabled people including wheelchair users	No
Staff available to provide assistance	No
Accessible ticket offices	No
Well-designed timetable information	Yes
Hearing loop system	No
Sheltered waiting facilities and seating	Yes
Accessible visual information boards	No
Audio announcements	Yes
Accessible toilets	No
Accessible parking	No
Tactile surfaces including edging on platforms	Yes
Other accessible transport such as taxis available	Yes
<p><u>Additional information:</u></p> <ul style="list-style-type: none"> • Access to Belfast bound platform via lengthy ramp • Access between platforms via lengthy ramps and difficult pedestrian route • Access to Metro and Ulsterbus services from Lisburn bound platform only 	
<p><u>Adelaide station halt</u></p>	

Overall finding: passengers requiring assistance at this halt should be advised to contact Translink prior to travel

Translink station facilities criteria	Access audit findings of facilities at this halt
Step free access around the station	No
Easy access around all facilities for disabled people including wheelchair users	No
Staff available to provide assistance	No
Accessible ticket offices	No
Well-designed timetable information	Yes
Hearing loop system	No
Sheltered waiting facilities and seating	Yes
Accessible visual information boards	No
Audio announcements	Yes
Accessible toilets	No
Accessible parking	No
Tactile surfaces including edging on platforms	Yes
Other accessible transport such as taxis available	No

Additional information:

- Access to Lisburn bound platform via long ramp
- Access to Belfast bound platform via footbridge
- Pedestrian access from Boucher Road via footbridge

Scarva station halt

Overall finding: passengers requiring assistance at this halt should

be advised to contact Translink prior to travel

Translink station facilities criteria	Access audit findings of facilities at this halt
Step free access around the station	No
Easy access around all facilities for disabled people including wheelchair users	No
Staff available to provide assistance	No
Accessible ticket offices	No
Well-designed timetable information	Yes
Hearing loop system	No
Sheltered waiting facilities and seating	Yes
Accessible visual information boards	No
Audio announcements	No
Accessible toilets	No
Accessible parking	No
Tactile surfaces including edging on platforms	Yes
Other accessible transport such as taxis available	No

Additional information:

- Access to Belfast bound platform is via long ramp
- Access between platforms is lengthy and difficult via a road with no pavement.
- Pedestrian approaches in and around the station are poor.

Poyntzpass station halt

Overall finding: passengers requiring assistance at this halt should be advised to contact Translink prior to travel

Translink station facilities criteria	Access audit findings of facilities at this halt
Step free access around the station	Yes
Easy access around all facilities for disabled people including wheelchair users	No
Staff available to provide assistance	No
Accessible ticket offices	No
Well-designed timetable information	Yes
Hearing loop system	No
Sheltered waiting facilities and seating	Yes
Accessible visual information boards	Yes
Audio announcements	No
Accessible toilets	No
Accessible parking	No
Tactile surfaces including edging on platforms	Yes
Other accessible transport such as taxis available	No

Additional information:

- Pedestrian access between platforms is lengthy and difficult via a road with no pavement.

Belfast Line access audit findings

<u>City Hospital station halt</u>	
<u>Overall finding:</u> passengers requiring assistance at this halt should be advised to contact Translink prior to travel	
Translink station facilities criteria	Access audit findings of facilities at this halt
Step free access around the station	Yes
Easy access around all facilities for disabled people including wheelchair users	No
Staff available to provide assistance	No
Accessible ticket offices	No
Well-designed timetable information	Yes
Hearing loop system	No
Sheltered waiting facilities and seating	Yes
Accessible visual information boards	Yes
Audio announcements	Yes
Accessible toilets	No
Accessible parking	No
Tactile surfaces including edging on platforms	Yes
Other accessible transport such as taxis available	No
<u>Additional information:</u>	
<ul style="list-style-type: none"> • Access to platforms via long ramps 	

Derry~Londonderry access audit findings

Mossley West station halt

Overall finding: passengers requiring assistance at this halt should be advised to contact Translink prior to travel

Translink station facilities criteria	Access audit findings of facilities at this halt
Step free access around the station	Yes
Easy access around all facilities for disabled people including wheelchair users	No
Staff available to provide assistance	No
Accessible ticket offices	No
Well-designed timetable information	Yes
Hearing loop system	No
Sheltered waiting facilities and seating	Yes
Accessible visual information boards	No
Audio announcements	Yes
Accessible toilets	No
Accessible parking	No
Tactile surfaces including edging on platforms	Yes
Other accessible transport such as taxis available	Yes

Additional information:

- Long ramp access to platform
- Four accessible bays available

- Metro bus services available

Bellarena station halt

Overall finding: Translink state no wheelchair access to this station halt.

Translink station facilities criteria	Access audit findings of facilities at this halt
Step free access around the station	Yes
Easy access around all facilities for disabled people including wheelchair users	No
Staff available to provide assistance	No
Accessible ticket offices	No
Well-designed timetable information	Yes
Hearing loop system	No
Sheltered waiting facilities and seating	Yes
Accessible visual information boards	No
Audio announcements	No
Accessible toilets	No
Accessible parking	No
Tactile surfaces including edging on platforms	No
Other accessible transport such as taxis available	No

Additional information:

- Short steep ramp to platform

Castlerock station halt

Overall finding: passengers requiring assistance at this halt should be advised to contact Translink prior to travel

Translink station facilities criteria	Access audit findings of facilities at this halt
Step free access around the station	Yes
Easy access around all facilities for disabled people including wheelchair users	No
Staff available to provide assistance	No
Accessible ticket offices	No
Well-designed timetable information	Yes
Hearing loop system	No
Sheltered waiting facilities and seating	Yes
Accessible visual information boards	No
Audio announcements	No
Accessible toilets	No
Accessible parking	No
Tactile surfaces including edging on platforms	Yes
Other accessible transport such as taxis available	No

Additional information:

- Pedestrian approaches in and around station may be challenging

(Ulster) University station halt

Overall finding: passengers requiring assistance at this halt should be advised to contact Translink prior to travel

Translink station facilities criteria	Access audit findings of facilities at this halt
Step free access around the station	Yes
Easy access around all facilities for disabled people including wheelchair users	No
Staff available to provide assistance	No
Accessible ticket offices	No
Well-designed timetable information	Yes
Hearing loop system	No
Sheltered waiting facilities and seating	Yes
Accessible visual information boards	No
Audio announcements	No
Accessible toilets	No
Accessible parking	No
Tactile surfaces including edging on platforms	Yes
Other accessible transport such as taxis available	No

Additional information:

- Pedestrian approach to station is lengthy and difficult
- Short steep ramp to platform

Dhu Varren station halt

Overall finding: passengers requiring assistance at this halt should be advised to contact Translink prior to travel

Translink station facilities criteria	Access audit findings of facilities at this halt
Step free access around the station	Yes
Easy access around all facilities for disabled people including wheelchair users	No
Staff available to provide assistance	No
Accessible ticket offices	No
Well-designed timetable information	Yes
Hearing loop system	No
Sheltered waiting facilities and seating	Yes
Accessible visual information boards	No
Audio announcements	No
Accessible toilets	No
Accessible parking	No
Tactile surfaces including edging on platforms	Yes
Other accessible transport such as taxis available	No

Additional information:

- Pedestrian approaches to the station difficult
- Short steep ramp to platform

Portrush station halt

Overall finding: passengers requiring assistance at this halt should be advised to contact Translink prior to travel

Translink station facilities criteria	Access audit findings of facilities at this halt
Step free access around the station	Yes
Easy access around all facilities for disabled people including wheelchair users	No
Staff available to provide assistance	Yes
Accessible ticket offices	Yes
Well-designed timetable information	Yes
Hearing loop system	No
Sheltered waiting facilities and seating	Yes
Accessible visual information boards	No
Audio announcements	No
Accessible toilets	No
Accessible parking	No
Tactile surfaces including edging on platforms	Yes
Other accessible transport such as taxis available	Yes

Additional information:

- Staffed part-time (Translink to confirm times/months)
- Taxi rank available outside station

Cullybackey station halt

Overall finding: passengers requiring assistance at this halt should be advised to contact Translink prior to travel

Translink station facilities criteria	Access audit findings of facilities at this halt
Step free access around the station	Yes
Easy access around all facilities for disabled people including wheelchair users	No
Staff available to provide assistance	No
Accessible ticket offices	No
Well-designed timetable information	Yes
Hearing loop system	No
Sheltered waiting facilities and seating	Yes
Accessible visual information boards	No
Audio announcements	No
Accessible toilets	No
Accessible parking	No
Tactile surfaces including edging on platforms	Yes
Other accessible transport such as taxis available	No
<p><u>Additional information:</u></p> <ul style="list-style-type: none"> • Pedestrian route to station is difficult • Access to platform via short steep ramp. 	

Appendix 2:

Recommendations for access improvements at rail halts

1. Titanic Quarter / Bridge End Station
 - Colour contrasting of handrails required on ramped access
2. Sydenham
 - Corduroy warning pavement absent, required at footbridge
3. Helen's Bay
 - Corduroy warning pavement absent and required at underpass
4. Whiteabbey
 - Bollards at entrances require contrasting band
 - Contrast on handrails needs refreshed
5. Whitehead
 - Contrasting on step-nosing needs refreshed
6. Larne Town
 - Provision of accessible car parking space in adjacent car park
 - Colour contrasting required on handrails
7. Larne Harbour
 - Colour contrasting on handrails needs refreshed
8. Lambeg
 - Colour contrasting on handrails needs refreshed
9. Derriaghy
 - Colour contrasting required on some handrails

- Corduroy warning paving required around steps
10. Dunmurry
- Colour contrasting on handrails needs refreshed
11. Finaghy
- Corduroy paving required at stepped access on platform 2
 - Loose tactile paving on platform 1
12. Balmoral
- Additional handrail provision required on routes between platform
 - Colour contrasting required on existing handrails
13. Adelaide
- Corduroy paving required at stepped access
 - Colour contrasting on handrails needs refreshed
14. City Hospital
- Corduroy paving absent at steps
 - Contrasting on handrails and step-nosing needs refreshed
15. Mossley West
- Contrasting on step-nosing to be refreshed

- Accessible parking bays need repainted
- Bollard needs contrasting band

16. Bellarena

- This station has not been upgraded to the same standards as others on the network

17. Castlerock

- Colour contrasting on handrails needs refreshed

18. (Ulster) University

- Colour contrasting on handrails needs refreshed