

Network Rail and Transport for London bring step-free access to Hayes & Harlington station

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Network Rail has completed upgrades at Hayes & Harlington station ahead of the Elizabeth line opening in the first half of 2022. It is the sixth TfL Rail station to be upgraded to provide step-free access in the past seven months as part of the Crossrail project.

New lifts, ticket machines and other station improvements including clearer customer information for planning onward journeys have been provided along the TfL Rail western route at Acton Main Line, West Ealing, Ealing Broadway, West Drayton and Southall since March this year.

Every station on the transformational Elizabeth line will have step-free access available when the line opens in the first half of 2022. Customers are already benefitting from new lifts to London Underground platforms at Moorgate station and London Underground and London Overground platforms at Whitechapel following the station handovers by Crossrail this summer.

Hayes & Harlington station is served by TfL Rail services out of Paddington and also acts as an interchange station for those travelling to and from Heathrow Airport. It now benefits from major improvements including a redeveloped station entrance made from glass and steel. Inside is a new, bright, spacious

ticket hall that provides a more welcoming environment for passengers with a wide gateline for tickets and contactless payments, new ticket machines and customer information screens.

A new footbridge leads from the ticket hall to platforms with three new lifts that provide step-free access to all five platforms at the station. The station is staffed at all times while trains are running with ramps available for those that need them to board trains. All TfL Rail stations operate a turn-up-and-go service for customers needing assistance.

A new waiting room and toilets have been completed, and new canopies will provide additional shelter for those waiting to board trains. The station originally opened in the 1800s and Network Rail has extended all the platforms to accommodate the Elizabeth line trains, which are more than 200 metres long.

Rail Minister Chris Heaton-Harris, said: "Completing the transformation of the sixth and final station on the Elizabeth line's Western route brings these Victorian stations into the 21st century and improves services for passengers.

"Hayes & Harlington is the latest station to have step-free access, but every station on the line will have this in place when the Elizabeth line opens next year – a crucial step forward for accessibility in the capital."

Heidi Alexander, Deputy Mayor for Transport, said: "The improvements made to Hayes & Harlington station will make a huge difference to all those using the station, particularly those who need step-free access. It's great to see so many stations being upgraded as part of the Crossrail project as we count down to the opening of the Elizabeth line, which will transform travel across the capital."

Howard Smith, TfL's Chief Operating Officer for the Elizabeth line, said: "Hayes & Harlington is a busy interchange for customers using Heathrow Airport and now the station has lifts available for anyone who needs to use them, benefitting those travelling with luggage, wheelchair users, as well as those with buggies. The work to deliver the Elizabeth line means that customers using TfL Rail services out of Paddington benefit from stations with new facilities including step-free access ahead of the Elizabeth line opening next year, which will transform accessibility in the capital."

Elizabeth line Director at Network Rail, Tim Ball, said: "The opening of the new facilities at Hayes & Harlington is a real milestone after years of hard work. It is the sixth and final station in west London to open this year having been transformed by Network Rail and brought into the 21st century as part of the preparation for the Elizabeth line. With gleaming new ticket halls, these stations now all benefit from massively improved passenger flow and enhanced accessibility with lifts and footbridges delivering the promise of step free access to all platforms serving the Elizabeth line."

Construction work continues across the TfL network at Osterley, Sudbury Hill and Harrow-on-the-Hill to deliver step-free access by the end of the year and the new Northern line stations at Nine Elms and Battersea Power Station will also have step-free access from street to train when the extension opens on 20 September.

London will ultimately fund the majority of the cost of the Elizabeth line, and when the railway opens in the first half of 2022, it will operate as three separate railways. Customers from Hayes & Harlington will initially have to change at Paddington for services into the central section of the route.

Photo credit: Transport for London