1. **Pavements: Station access for wheelchair users** should not be exclusive to those who can drive and park in the 3 wheelchair spaces, or who come by bus. Robert lives 100 yards from the station entrance but it is inaccessible to him because:
	1. The pavement has many pot-holes and gratings and it is barely wide enough for a manual wheelchair, electric wheelchairs are wider.  Thus the pavement needs resurfacing and widening - particularly in front of the noticeboard close to the main road.
	2. The pavement is much wider as it approaches the station and well surfaced, but steep. The ***Highways Agency , DDA Compliance programme, Spring 2010*** says:
		1. *"an 8 per cent (1 in 12) slope is the maximum that may be used; anything greater than this will cause difficulty for manual wheelchair users."*
		2. covers and gratings cause problems for wheelchair users, and "*may be mistaken by blind people as a tactile surface"*Tactile surfaces are a system of textured ground surface to alert blind people to impending dangers, such as junctions, stairways. etc.
2. The **cobble design surface** in front of the station impedes access.
	1. Wheelchair users cannot wheel over it.
	2. People with poor mobility find it unsafe.
	3. Blind people may perceive the cobbles to be a tactile surface.
3. The **pathway from the car park** which runs parallel to the booking office:
	1. Partially blocked by signs and tables outside the café.
	2. Is the ramp wide enough for electric wheelchair users?

It is proposed that the gated entrance to Platform 2 be kept permanently open so that wheelchair users can have direct access.

1. **Ticket purchase:**
	1. Wheelchair users can neither speak to nor see the ticket seller in the booking office. Nor reach the information leaflets on the shelf to the left of the booking office; can only reach lower leaflets to the right of the booking office.
	2. The ticket dispenser does not sell *Metro Concessionary travel tickets* so disabled people and pensioners are obliged to buy local tickets at the booking office.
2. High contrast ***wayfinder*signage** is needed for those of us who are visually impaired.
3. **Induction loops** are needed for people with impaired hearing.
4. **Lowered kerbs.**
	1. need measuring to ensure they are wide enough for electric wheelchairs.
	2. Should be clearly marked.
	3. Needed at taxi drop-off points.
5. **Disabled parking bays** need to be clearly marked. Once we have lifts will 3 bays be enough?
6. Repainting of **markers on steps** and highlighting of **handrails.**
7. **Subway**  needs resurfacing and increased lighting .
8. **Electricity supply to bus stop** to enable lighting to be installed so that timetables can be read after dark.
9. The closest **accessible taxis** are based in Halifax: contact details need to be displayed.
10. The toilets close when the station staff leave; will the lifts continue to operate when there are no staff?