

Annette Egginton

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24 October 2016

Steve Murphy
Managing Director
MTR Crossrail

Dear Steve,

Review of MTR Crossrail (trading as TfL Rail) Disabled People's Protection Policy (Condition 5 of your Station Licence and GB Passenger Statement of National Regulatory Conditions)

Thank you for providing updated versions of your Disabled People's Protection Policy (DPPP) documents for review. A copy of your revised DPPP is attached to this letter, and will be published on our website along with a copy of this letter.

I confirm that we have reviewed your DPPP against the 2009 Guidance "*How to write your Disabled People's Protection Policy: A guide for Train and Station Operators*" (the guidance) and can confirm that your revised DPPP meets the requirements of Condition 5 of your station licence and GB Passenger Statement of National Regulatory Conditions (SNRP).

We welcome your commitments to the following:

- 'Turn Up and Go' policy which means that customers can turn up at any TfL Rail station without pre-booking and staff will provide assistance, including assistance with luggage.

Since your DPPP was originally submitted to ORR we have had some exchanges in the intervening period in order to bring about the changes required to make it fully compliant with the Guidance.

The main area where you clarified your policy during our review was regarding Passenger Assist. In recognition of the fact that you manage both trains and stations you are required to participate in Passenger Assist. The guidance states that operators are expected to provide sufficient resource to maintain Passenger Assist and improve performance. You have now made this commitment in your document.

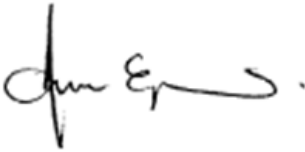
We note that the guidance states that ramps should be made available at all staffed stations, either on the station or on the train, however you have confirmed that you currently only have ramps available at accessible stations and not at all staffed stations. You have informed us that you will be taking delivery of new rolling stock from May to



November 2017 which will carry ramps on each train and will therefore resolve this issue. Please could you keep us updated on the planned delivery timescales for this new rolling stock to ensure that ramps are provided as per the requirements of the guidance in the planned timescales.

It is important that passengers have access to accurate and consistent information before travelling. You have committed to ensuring that up to date information is available on the National Rail Enquiries websites and the Stations Made Easy pages. In addition to this, we expect all supporting information, such as that provided on your website and on your trains, to be consistent with the information provided in your DPPP.

Yours sincerely



Annette Egginton

Making rail accessible: Helping older and disabled customers

May 2016



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Our commitment to you

TfL Rail is managed by Transport for London (TfL) and operated by MTR Crossrail.

We operate rail services between Liverpool Street and Shenfield.

At TfL Rail, we are committed to providing you with a safe, reliable and friendly service. We want to make sure that you can use our services safely and in comfort.

Our commitment to you (continued)

We recognise that our passengers may have different requirements when they travel with us and we are committed to making your journey as easy as possible. This applies not only to wheelchair users, but also:

- Passengers with visual or auditory impairment or learning disabilities
- Passengers whose mobility is impaired through arthritis or other temporary or long term conditions
- Older people
- Passengers accompanying disabled children in pushchairs
- Disabled passengers requiring assistance with luggage

We welcome your feedback on the service we provide and any suggestions you may have for improvements. Our contact details are shown on the back page of this leaflet.

Commitments

TfL Rail is committed to helping less able passengers travel more easily by offering the following services:

- Assistance at stations and to board and alight from trains when using our services or making connections at the stations we manage
- Alternative accessible transport when our stations or trains are inaccessible
- Clear, consistent and up-to-date passenger information
- A range of discounts to reduce the cost of the journey

TfL Rail is committed to working with TfL, Network Rail and the Department for Transport to support the delivery and development of Access for All schemes.

Aside from upgrades to stations and trains, we regularly review our arrangements as part of our wider Equality and Inclusion agenda.

This document, along with our policy document 'Making Rail Accessible: guide to policies and practices', is reviewed annually.

Assistance for passengers

We have staff at all our TfL Rail managed stations from first to last train who provide the following assistance services for our older and disabled passengers:

- Assistance with boarding and alighting, including luggage assistance (up to one item of hand luggage and two items of luggage not exceeding 300mm x 700mm x 900mm in size)
- Assistance with transferring between trains or other modes of onward transport calling at our stations
- Wheelchair assistance including wheelchair ramps at all accessible stations

TfL Rail operates a turn up and go service for passengers requiring assistance. All stations are staffed while trains are running. To request assistance please speak to a member of staff who will be happy to help. They will also make sure that staff at your destination are ready to help you alight.

If you are travelling from one of our stations with step-free access to the train and require assistance at your destination please let a member of staff know before you board the train. We will make sure that someone is ready to provide you with assistance on arrival.

Assistance for passengers (continued)

Although we aim to help passengers board or alight from trains as quickly as possible, there may be a delay of up to five minutes at terminating stations. You will be informed of any possible delay at the time of booking and we recommend you allow extra time to make any connections.

TfL Rail offers a service for passengers to book assistance 24 hours in advance, and this may be necessary for journeys which involve travel on trains or stations managed by another company.

TfL Rail participates in and fully supports the Passenger Assist system to ensure that our passengers can book assistance for their entire journey, regardless of which Train Operating Company runs the other train services or stations involved.

If you need assistance for your journey, please contact our TfL Contact Centre by phone on 0343 222 1234* or via tfl.gov.uk giving where possible 24 hours' notice, especially when your journey continues beyond TfL Rail. For passengers who are deaf or hard of hearing, booking assistance is possible by Minicom textphone on 0800 112 3456.

* Service and network charges may apply. See tfl.gov.uk/terms for details.

Assistance for passengers (continued)

Although seats cannot be reserved on TfL Rail services, we will make every effort to ensure that wheelchair spaces are prominently marked for wheelchair users so that disabled passengers can get a seat on the train. We have clearly marked priority seats on all our trains for use by disabled passengers or those less able to stand.

We are committed to keeping industry databases updated with any changes to the accessibility of facilities and services at our stations to ensure that information on the National Rail Enquiries and TfL websites are up to date.

The 'Stations made easy' pages on the National Rail Enquiries website provide more information regarding the accessibility of facilities and services and will be updated whenever there is a change to accessibility as follows:

- Any physical constraints preventing disabled passengers from using the station
- Any significant temporary work affecting station accessibility
- Any changes to stations that would make them temporarily inaccessible, eg lifts and toilets out of order
- Any facilities on trains being unavailable if this would have a material impact on a disabled passenger's journey, including the temporary use of inaccessible trains

Alternative accessible transport for older and disabled passengers

Where our stations are not accessible to you (preventing you from accessing the train) we will provide alternative transport at no additional cost (eg accessible taxi or direct local bus). This will include those occasions when a station becomes temporarily inaccessible, eg when a lift is out of order and you are unable to manage the stairs, or when any replacement service during service disruption is inaccessible.

When you arrive at the station, we will ensure that alternative transport is arranged to take you between:

- Your station of origin and the nearest or most convenient accessible station and/or
- Your destination station and the nearest or most convenient accessible station

We only provide alternative transport services between stations served by TfL Rail or other National Rail operators when our stations and trains are inaccessible. Passengers using alternative accessible transport are required to hold a valid ticket for the journey they wish to make.

Passenger information

We provide clear and consistent information regarding train departures and we work closely with other Train Operating Companies to ensure that our information is in line with industry good practice. Our staff are available at all times to provide up-to-date information and there are also passenger Help Points, fitted with induction loops, on all stations.

We are committed to ensuring that up-to-date information about our facilities, services and the accessibility of our stations and trains is available on the National Rail Enquiries website at nationalrail.co.uk

The TfL Rail Customer Experience Team are responsible for ensuring that our industry databases are updated with any changes to the services we provide within 24 hours.

You can also get full details of the services that we offer from our TfL Contact Centre or any member of station staff. Our station staff have access to the National Rail Enquiries website and the 'Stations made easy' pages and can provide information about our facilities, services and the accessibility of our stations and trains.

Passenger information (continued)

The following maps and guides are also available from tfl.gov.uk

- **Audio Tube map**

A guide to Tube, Docklands Light Railway (DLR) London Overground and TfL Rail with information on Tube and DLR station facilities

- **Large print (colour or black and white) Tube maps**

These include Tube, DLR, London Overground and TfL Rail and are produced for visually impaired/colour-blind passengers; available at tfl.gov.uk/maps

- **Getting around London – Your guide to accessibility**

This provides help with planning journeys using Tube, DLR, London Overground, TfL Rail, buses, taxis and private hire vehicles, trains, trams and riverboats; available in large print and Braille at tfl.gov.uk/accessguides

- **Step-free Tube guide**

This identifies and gives further details on step-free access at Tube, DLR, London Overground and TfL Rail stations at tfl.gov.uk/accessguides

- **Tube toilet map**

The locations of toilet and baby changing facilities on the Tube, London Overground DLR, and TfL Rail at tfl.gov.uk/accessguides

Fares and tickets

Local boroughs provide Freedom Passes to give older and disabled Londoners free travel on almost all public transport in London (as far as Shenfield). Freedom Pass holders can travel free on Tube, DLR, London Overground, TfL Rail, bus, tram and National Rail services. Although time restrictions apply on some National Rail services, Freedom Pass holders can travel on TfL Rail services at any time. To find out more and apply online, visit freedompass.org or call your local council on 0300 330 1433.

If you're not yet eligible for a Freedom Pass, you might be eligible for a 60+ London Oyster card.

If you hold a Disabled Persons Railcard (disabledpersons-railcard.co.uk), please remember to show it when buying your ticket. Railcard discounts are also available from ticket machines. Visually impaired passengers without a Railcard are entitled to discounts when travelling with a companion and should present their Certificate of Visual Impairment (CVI) or BD8 certificate. Wheelchair users are also entitled to discounts without a Railcard as detailed in the table on pages 14 and 15.

Fares and tickets (continued)

Please note that non-Railcard discounts are only available from our ticket offices.

More information on fares and tickets can be found at tfl.gov.uk/fares and at disability-onboard.co.uk

Fares and tickets (continued)

The following discounts are available for travel on TfL Rail and other National Rail journeys:

| | Adult |
|--|---|
| Disabled Persons Railcard holder | 1/3 discount on most National Rail single or return fares |
| Companion to a Disabled Persons Railcard holder | As above |
| Wheelchair users and one companion, or wheelchair user travelling alone | 1/3 discount on Anytime single or return fares and Anytime day single fares (first or standard class) 50% discount available on National Rail Anytime day return fares |
| Blind or visually impaired passengers when travelling with a companion (no discount if travelling alone) | 1/3 discount on Anytime single or return fares and Anytime day single fares (first or standard class) 50% discount available on National Rail Anytime day return fares |

Pay as you go: Discounted fares are available to passengers who hold a Disabled Persons Railcard. The discount must be set on an Oyster card prior to travel and can be done at any TfL Rail ticket office.

Child

Standard child rate applies (where a child holds a Disabled Persons Railcard a 1/3 discount is available to an adult companion on most National Rail fares)

The standard child rate applies to a child travelling as a companion

75% discount available on most National Rail Anytime day single and return fares for child wheelchair users only

The standard child rate applies to a child travelling as a companion

Standard child rate applies

Freedom Pass holder: Free travel on TfL services, which includes travel on TfL Rail at any time. Free travel is also available on most National Rail services in London Fare Zones 1-9 after 09:30 Mondays to Fridays and anytime at weekends. To find out more visit freedom.pass.org

At the station

TfL Rail is committed to maintaining the accessibility of our stations. We are committed to provide sufficient resource to maintain Passenger Assist and improve performance.

As part of our planned programme we will be improving PA systems and electronic displays for communicating passenger information along the route. We aim to ensure that all information regarding train departures is kept up to date, especially during service disruption.

We provide information at all our stations and members of staff are available during all train running hours if you require any help.

We place timetables, posters and information leaflets where they are accessible to disabled passengers wherever possible. Where third parties provide facilities, we work closely with them to ensure that these facilities are as accessible as possible.

At the station (continued)

All our ticket machines offer discounted tickets to Disabled Persons Railcard holders.

Where our stations have automatic gates, these are staffed when in operation. If for any reason we cannot supervise ticket gates we will switch them to the 'open' position.

You can find more information regarding accessibility, facilities and services at our stations in the 'Station accessibility information' section of this leaflet.

On the train

Trains across our network provide dedicated wheelchair bays and prominent priority seating. All our trains give audio information in each carriage. Each train also provides visual information in each carriage and CCTV for greater security.

Wheelchairs are accepted on all our services.

On the train (continued)

To ensure that passengers have sufficient time to prepare to leave the train, we announce the next stop on leaving the previous station. On many of our trains this information is also displayed inside the carriage. We aim to ensure that we keep you regularly informed of how the train is running, especially during service disruption. If you have any feedback about this information please contact our TfL Contact Centre, whose contact details can be found at the back of this leaflet.

Our trains have priority seats for disabled passengers or those less able to stand. These seats are clearly signed and have a lighter colour fabric to help make them easier to find.

On the train (continued)

When providing assistance, our staff will make every effort to ensure that you get a seat or use the wheelchair spaces provided by assisting you when you board the train into the correct space/seat.

You can use mobility scooters on our trains. We can carry scooters and wheelchairs up to 700mm wide and 1200mm long with a maximum weight of 300kg (including your weight). Passengers may remain in scooters and wheelchairs when travelling and can use the dedicated wheelchair bays. We will provide alternative transport for passengers and scooters in the event of planned and unplanned disruption; this will be by an accessible bus or taxi.

We cannot carry scooters or wheelchairs in excess of these sizes and weight restrictions because of the limited space in train carriages and the size of train doorways.

Making connections

We are happy to provide assistance to any passenger making connections to other train services or other modes of onward transport calling at our stations. This includes providing help with boarding and alighting as well as luggage assistance.

Making connections (continued)

Where passengers identify themselves to our staff on arrival at the station, we will ensure that assistance is available if there is a change of platform at short notice.

While we operate a turn up and go service at our stations, passengers wishing to book assistance in advance should contact our TfL Contact Centre to book their assistance, allowing extra time to make their connections.

You can find out more about the assistance services we offer in the 'Assistance for passengers' section of this leaflet or by contacting us.

Accessible onward transport

London has a wide range of accessible transport options to help everyone get around.

London Buses operate all services, except heritage routes, with low-floor vehicles with wheelchair ramps, enabling all passengers to get on and off easily. The DLR and London Trams are fully accessible. All licensed taxis are accessible to people using wheelchairs.

Accessible onward transport (continued)

There is step-free access between TfL Rail and other operators' services at:

London Liverpool Street (London Overground only), Romford, Stratford and Shenfield

For more information, visit tfl.gov.uk/accessibility

Disruption to facilities and services

During service disruption, we will make regular announcements, where systems allow, and ensure that we update our information screens regularly to keep you informed. If there is a change of platform at short notice, we will ensure that we provide passengers, who identify themselves to our staff at the station, with assistance to change platforms. Our station staff are trained to look for any passengers who require assistance in these circumstances.

Disruption to facilities and services (continued)

Where you have booked assistance in advance, we will make every effort to contact you to make alternative arrangements. If it is likely that any rail replacement service will be inaccessible we will arrange to take you to the nearest or most convenient accessible station from where you can continue your journey without an additional charge.

During planned engineering work, we will provide clear information at our stations to advise passengers of replacement transport options. All replacement bus services run on behalf of TfL Rail during planned engineering work are fully accessible. When our facilities and services are not available or are not accessible, we will make every effort to provide alternative facilities.

The TfL Rail Customer Experience Team are responsible for ensuring that any changes to accessibility are updated on the National Rail Enquiries website within 24 hours. This information will include details of:

- Any physical constraints preventing disabled people from using the station
- Significant temporary work affecting station accessibility
- Changes to stations that would make them temporarily inaccessible
- On-train facilities being unavailable when this would affect disabled passengers' journeys

Contact us

Our Contact Centre is available for you to find out more about our services or provide feedback on the services and facilities that we provide.

We recommend that all requests are made by phone (0343 222 1234*) to the TfL Contact Centre to ensure that we can process your bookings as soon as possible.

Go to tfl.gov.uk/forms/12387.aspx for the most up-to-date version. You can also get copies of this leaflet and our guide to policies and practices from TfL Contact Centre. A large print version is available on request.

The TfL Rail Customer Experience Director is responsible for making sure that we take the needs of disabled passengers into consideration.

For any comments relating to the content of this leaflet please refer to the contact details on the back page.

*Service and network charges may apply. See tfl.gov.uk/terms for details.

Station accessibility information

Notes below refer to the 'Step-free access' table on pages 26 and 27

1. Station with multiple entrances

Station with multiple entrances Step-free access may not be available at all entrances to the station – please check before you travel. There is no step-free access for passengers changing platforms.

2. Station with step-free access to some lines

Station with step-free access to some lines Step-free access is available for TfL Rail or National Rail services. There is no step-free access for passengers wishing to use London Underground.

3. Station with step-free access to TfL Rail services

Station with step-free access to TfL Rail services Step-free access is available for TfL Rail services. There is no step-free access for passengers wishing to use London Underground or National Rail.

The note below refers to the 'Passenger information (visual and aural)' column on page and 27

*** Visual passenger information only**
Station accessibility information
(continued)

All stations are managed by TfL Rail unless otherwise shown.

Additional notes:

- This station accessibility information is reviewed every six months and updated on the TfL website as required
- Updates on station accessibility can also be found on the National Rail Enquiries website
- The station accessibility information is correct as of May 2016

The station accessibility information is correct as of May 2016

Station accessibility information (continued)

| Station | Accessible seating | Accessible ticket machines | Accessible ticket office and counter | Catering or retail facilities |
|---------------------------------|--------------------|----------------------------|--------------------------------------|-------------------------------|
| Brentwood | ✓ | ✓ | ✓ | ✓ |
| Chadwell Heath | ✓ | ✓ | | |
| Forest Gate | ✓ | ✓ | ✓ | |
| Gidea Park | ✓ | ✓ | | |
| Goodmayes | ✓ | ✓ | | ✓ |
| Harold Wood | ✓ | ✓ | | ✓ |
| Ilford | ✓ | ✓ | ✓ | ✓ |
| Liverpool Street [Network Rail] | ✓ | ✓ | ✓ | ✓ |
| Manor Park | ✓ | ✓ | | |
| Maryland | ✓ | ✓ | | ✓ |
| Romford | ✓ | ✓ | ✓ | ✓ |
| Seven Kings | ✓ | ✓ | | ✓ |
| Shenfield [Greater Anglia] | ✓ | ✓ | ✓ | ✓ |

For notes and codes see pages 24 and 25

| Car parking and designated bays | Passenger information (visual & aural) | Secure station accreditation | Staff available at the station | Step-free access | Toilet facilities | Accessible toilet |
|---------------------------------|--|------------------------------|--------------------------------|------------------|-------------------|-------------------|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
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| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

Contact information

TfL Rail Customer Services Team

Phone: 0343 222 1234*

Textphone: 0800 112 3456

(08:00 – 20:00 seven days a week)

Write to us: TFL Rail
TfL Customer Services
Fourth Floor
14 Pier Walk
London SE10 0ES

If after contacting us you wish to take your comments further, please write to the independent statutory watchdog for transport users in and around London.

Write: London TravelWatch

169 Union Street

London SE1 0LL

Website: www.londontravelwatch.org.uk

Phone: 0203 176 2999

The information within this leaflet is available in large print from the Customer Services Team and is downloadable from tfl.gov.uk/tflrail

Information correct as of May 2016



tfl.gov.uk



24 hour travel information

0343 222 1234*



Sign up for email updates

tfl.gov.uk/emailupdates



@TfLRail



National Rail Enquiries

03457 48 49 50



TfL Rail
Making Rail Accessible:
Guide to Policies and Practices
October 2016

Document Control

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|---------------------|---------|-----------------|
| Liz Mullen | V 1.0 | October 2014 |
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A Our strategy

Crossrail is a major new rail service for London and the South-East. It is a joint venture between Transport for London (TfL) and the Department for Transport (DfT). Crossrail is managed by Transport for London (TfL) and operated by MTR Corporation (TfL Rail) Limited (MTR).

By 2019 Crossrail (operating as the Elizabeth Line) will connect the City, Canary Wharf, the West End and Heathrow Airport to commuter areas east and west of the capital. Easier, quicker and more direct travel opportunities across London will be possible via new railway lines, tunnels, stations and trains.

From 31 May 2015 TfL Rail (the first operational phase of the larger Crossrail project) started running services between Liverpool Street and Shenfield, taking over the stopping services which were operated by Abellio Greater Anglia. We are using the existing trains that operate on the route but these will be replaced gradually in 2017 by the new TfL Rail trains.

The Crossrail route will eventually serve 40 stations and run 118 km (72 miles) from Reading and Heathrow in the west, through new tunnels below central London to Shenfield and Abbey Wood in the east.

Crossrail services will be introduced as follows:

| | |
|---------------|--|
| May 2018 | Heathrow to Paddington (mainline platforms) when Crossrail takes over the Heathrow Connect service |
| December 2018 | Paddington (Crossrail platforms) to Abbey Wood |
| May 2019 | Paddington (Crossrail platforms) to Shenfield |
| December 2019 | Full through service (including services to Reading) |

TfL Rail staff all stations along the route from first to last train. All trains and stations have been cleaned and refreshed. Disabled people needing assistance will be able to turn up and go, with no need to pre-book assistance, as staff will be fully trained and equipped to assist passengers at all stations, as is already the case on London Underground and London Overground services.

TfL Rail will dramatically improve accessibility provision at stations and ahead of the wider Crossrail full opening in 2019 all TfL Rail/Crossrail stations both within London and outside will be step free.

MTR Crossrail are committed to accessibility improvements collaborating with

Network Rail, TfL and the Department of Transport (DfT) to support the delivery and development of Access for All schemes. Where MTR identify further positive changes to the passenger experience we will work with TfL and Network Rail to ensure, wherever possible, these are included with the programme of works.

Aside from physical adjustments to stations and trains, we regularly review our arrangements as part of our wider Equality and Inclusion agenda.

More detail about the progress of the new TfL Rail service is available on the Transport for London website at www.tfl.gov.uk/TfLrail

Our station staff, managers, Community Ambassadors (who work on our railway and within the wider community), and Travel Safe Officers (who help people with their tickets and have a wider responsibility to ensure that all our passengers are safe) are encouraged to engage with all passengers and identify any travel concerns.

B Management arrangements

The Passenger Experience Director is responsible for both the creation and implementation of the Disabled People's Protection Policy (DPPP) which is comprised of this policy document and a separate passenger information leaflet.

These are titled as follows:

- Making rail accessible: guide to policies and practices (this policy document)
- Making rail accessible: helping older and disabled passengers (passenger information leaflet, available from stations and online)

Our Passenger Experience Director ensures that both these documents are reviewed on a regular basis.

Our Passenger Experience Team is responsible for frontline delivery, and for ensuring the arrangements described in our DPPP are delivered at stations and on trains.

Through our governance arrangements, this policy has been approved by the Directors of the business and signed off by the Managing Director.

We have a number of processes and systems in place to communicate the requirements of this policy to frontline staff. Our team briefing process consists of:

- High level briefing to all employees
- Briefing during induction and refresher training

- Face to face briefing by line managers.

All frontline staff who are likely to have a direct role in the delivery of the arrangements described in this policy have attended an 'Equality & Inclusion and Disability Awareness Training' course. Separately, all new entrants to the business (regardless of role) receive a comprehensive training session as part of the company induction training arrangements. As a result of these arrangements, all staff (including managers) have received specific training in responding to the accessibility needs of our passengers, including disabled persons. Refresher training is important and will be managed locally.

To ensure that the business and senior managers receive feedback on the effective delivery of the arrangements described in this policy, frontline staff are required to report any issues encountered by disabled passengers when using our network to our Control Room. These issues are reviewed by the Directors of the business on a daily basis. In addition, the TfL Passenger Contact Centre monitors all passenger complaints and comments relating to the services we provide to disabled passengers.

The report provided by TfL is comprehensive and allows the Head of Passenger Experience to very quickly identify issues and themes, and inconsistencies in service delivery, and address these by the use of action plans which will include briefings to staff and refresher training where required. In addition, daily conference calls take place involving the executive and senior managers, and staff are encouraged to report issues and concerns to the Head of Passenger Experience.

Our Head of Passenger Experience will review our DPPP every six months. The results of this review will be formally considered by the Directors of the business. If necessary, they will ensure that the relevant directors implement corrective action if any deficiencies in our arrangements are identified. Additionally our DPPP will be reviewed annually with the Office of Rail and Road Regulation (ORR). All changes will be communicated internally to all staff via our Internal Communications Team.

We recognise the importance of working to ensure that any special arrangements requested by our passengers are seamless. In order to achieve this we maintain regular contact with others within the rail industry benchmarking our service to establish what works, how we know it works, and how we improve service delivery. This will be via feedback and also through a team of specialist auditors and analysts who will examine in detail our service delivery.

Our Control and Passenger Experience teams liaise with their counterparts to make arrangements for assistance for an entire journey, including where this starts or finishes beyond the TfL Rail network.

At a policy level MTR is a member of the Association of Train Operating Companies (ATOC) and participates in all relevant ATOC initiatives associated with improving access to railway services as well as following guidelines set by TfL.

C Monitoring and evaluation

In addition to our routine reviews, our Head of Passenger Experience will undertake a review of our performance on a six-monthly basis, including:

- The number of assistance requests received, and the number of complaints regarding the arrangements that we make
- The number of complaints regarding our services to disabled passenger
- The number of passenger service staff having completed the necessary training within the first six months of operation

Benchmarking our service to establish what works, how we know it works, and how we improve service delivery. This will be via feedback and also through a team of specialist auditors and analysts who will examine in detail our service delivery.

The data collected as part of the review will be formally considered by the Directors of the business in order to evaluate the effectiveness via feedback for TfL of our policy and ensure that any deficiencies in our arrangements are identified and resolved. This is in addition to the daily conference calls involving the executive and departmental Heads, and encouragement of staff to report issues and/or concerns. It is intended that this feedback and our performance be published.

We will continue to provide sufficient resource to maintain Passenger Assist and improve performance and are committed to updating information as often as practicable and at least annually.

D Access improvements

TfL Rail is committed to making every possible effort to meet the standards of the DfT's Code of Practice for accessible train and station design. Wherever possible TfL Rail will adopt a best-practice approach to access for disabled passengers.

However, there may occasionally be circumstances where TfL Rail is unable to

comply fully with the Code regarding:

- New or enhanced station facilities
- Major enhancement works on stations
- Refurbishment of existing trains
- Station or on-train services

In this case, TfL Rail will approach the ORR to seek dispensation from the relevant section of the Code at the earliest possible stage after all possible options have been considered.

E Working with others

TfL Rail will maintain regular contact with key stakeholders on key issues affecting our network. These include: London TravelWatch; Office of Rail Regulation; Transport Focus; Disabled Persons Transport Advisory Committee (DPTAC); relevant London Boroughs; Campaign for Better Transport (CBT); Railfuture and the British Transport Police (BTP).

We consult on the content of our minor improvements programmes and maintain a regular dialogue with local user groups (including Havering Association for people with Disabilities and the Brentwood Access group) and local councils. We endeavour to attend the majority of user group and local transport liaison meetings, local authority mobility forums and industry-related accessibility meetings. Where required, we are committed to working with representative groups such as Scope, Alzheimers Society, and Action on Hearing Loss.

When feedback is received on the services we provide this will be subject to immediate action and response within three days.

F Staff training

All new staff receive disability training (for both visible and non-visible disabled passengers) as part of their company induction, whilst existing staff receive regular updates. Our training provides delegates with information on our legal obligations to passengers and staff and covers the following areas:

- Disability and discrimination, including in relation to the Equality Act 2010
- The Social Model of Disability
- The Rail Vehicle Regulations
- The effects of different types of disability
- Disabled passengers using the TfL Rail network
- Communication with disabled passengers and colleagues

We include in our training a number of simulated and practical activities, including:

- Methods of leading the visually impaired
- Assisting a wheelchair user on and off the train
- Understanding the needs of those with non-visible disabilities
- First-hand experience training of living and travelling with a disability

Members of staff in passenger-facing roles are provided with specific training to assist them when speaking to the public, which focuses in particular on the clarity of speech, intonation, emphasis, timeliness and language. This training is designed to raise awareness of potential communication issues and emphasise how ineffective communication can impact upon disabled passengers. This requirement is subject to feedback via Mystery Shopper process and internal audits. In addition, any passenger feedback would be acted upon and the necessary training refreshed.

G **Emergency procedures**

Every station managed by TfL Rail will be resourced from first train to last train and emergency help-points are provided on every station with a direct link to the Control Centre. Currently, not all help-points have induction loops-. There is a programme of work which will see induction loops installed at all stations within 12-18 months.

In addition, each station has a local emergency plan which details the actions that station staff must take in an emergency. It includes the detailed evacuation arrangements and takes into account the needs of disabled passengers.

All station staff are fully trained in their responsibilities for the emergency plan and evacuation exercises are held annually at all stations.

Should our emergency procedures have to be applied at a station that does not have step-free access, wheelchair users and those unable to use stairs may have to be taken to a place of safety, such as a safety refuge, until the emergency services arrive with suitable aid and support to evacuate the wheelchair user.

Also, all our drivers along with our station staff and Travel Safe Officers have been trained in the emergency and evacuation procedures for our trains. Particular assistance will be given to disabled people, young children or senior citizens when evacuating a train.

H Communications strategy

We follow TfL's design standards, where possible, to ensure that all our printed information (including timetables and publicity leaflets) is designed to meet the needs of disabled passengers. We work with London Boroughs and other relevant organisations to make publicity and information available within the community, for example: at libraries, community centres and local travel hubs in different formats such as Easy Read and Braille.

We also work with local authorities to ensure stations are consistently signposted within the local area. Another initiative includes the provision of signage from our stations to nearby bus stops to help passengers when rail replacement bus services are running. Within our stations, our station enhancement programme will renew the majority of station signage in line with TfL branding guidelines. This permanent signage meets the requirements of the DfT's Code of Practice. This enhancement programme has also equipped all our stations with modern passenger information, public address and help point systems. All audio based systems are equipped with induction loops.

For passengers who wish to contact the TfL Passenger Contact Centre, a Minicom text phone service is available which supplements the existing email and standard telephone communication channels.

Online information about TfL Rail's services can be accessed via the TfL website. This website has been carefully designed to meet the needs of all users and current standards.

I Car parking

NCP (on behalf of TfL) manage car parks at Brentwood, Gidea Park and Harold Wood. The designated disabled parking spaces at our station car parks are monitored jointly

by our CCTV network (with direct access to our Control Room) and by our car parking contractor.

Enforcement of our parking scheme is undertaken by our car parking contractor and it is their policy to prosecute persons who infringe the regulations that apply to our car parks.

While we only have a small number of stations with car parks, we view our car parks as part of the entire journey experience. TfL regularly review the demand for car parking and commit to providing to the DfT the usage figures for Blue Badge spaces where the number of designated disabled parking spaces is less than five per cent of the total number of parking spaces available. In addition we would not expect those passengers who qualify but cannot locate a Blue Badge space to be charged.

J Contact information

The TfL Passenger Contact Centre can be contacted as follows:

By phone: 0343 222 1234

By textphone: 0800 112 3456

Fax: 0343 222 6000

Online: www.tfl.gov.uk/TfL_rail

For all TfL Assisted Travel visit our website: www.tfl.gov.uk/TfL_rail

Or by post: Transport for London Passenger Services, 14 Pier Walk, London SE10 0ES

Or contact National Rail Enquiries: 08457 48 49 50 or website www.nationalrail.co.uk

Telephone between 0900 and 1700 Monday to Friday (except Bank Holidays). Calls outside office hours will be routed to a recorded message stating the opening hours and along with options for receiving automated information.

If after contacting us you wish to take your comments further, please write to the independent statutory watchdogs for transport users in and around London.

London TravelWatch,
169 Union Street, London,
SE1 0LL

enquiries@londontravelwatch.org.uk
www.londontravelwatch.org.uk

Transport Focus

Telephone 0300 123 2350
Fax 0845 850 1392
Email info@transportfocus.org.uk
Website transportfocus.org.uk

The information within this booklet is available to download from

- tfl.gov.uk/tflrail

Information correct as at October 2015