

# Making rail accessible: guide to policies and practices

January 2017

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## Our strategy

We are committed to continually improving the accessibility of our services to all passengers, particularly those with disabilities or who simply need some extra assistance.

Chiltern Railways also maintains a fund for minor improvements and are committed to working with Network Rail to support the development of delivery of Access for All and Inclusive Design schemes in accordance with the Design Standards for Accessible Railway Stations (DfT March 2015). More details on station projects involving Network Rail can be found at <http://www.networkrail.co.uk/improvements/access-for-all/>

For smaller projects, such as refurbishments of station buildings, the DfT Design Standards are continually consulted throughout the project scoping and construction process and passenger's opinions are gained through an early consultation process.

Aside from physical adjustments to stations and rolling stock, we regularly review our arrangements with a variety of stakeholder groups such as our Passenger Board which contains experts on mobility issues, statutory consultation bodies such as Transport Focus and London TravelWatch, our industry representative body RDG and individual interest groups.

## Management arrangements

The Customer Services Director is responsible for our Disabled People's Protection Policy, supported by the Head of Customer Service Quality.

The Customer Services, Operations and Safety, and Engineering Directors are responsible for frontline delivery and for ensuring the arrangements described in this policy are delivered at stations and on trains.

Through our governance arrangements this policy has been approved by the Executive Team and signed off by the Managing Director.

We have a number of communication and training arrangements in place to communicate the requirements of this policy to frontline staff. Our team briefing process provides a high-level brief to all employees of the company regardless of their role and this is supported by 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 a 'Disability Awareness Training' course within the last two years. Separately all new entrants to the business (regardless of role) receive classroom training as part of the company induction training arrangements.

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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 customers when using our network to our 24-hour Control Office. These issues are reviewed by senior management team on a daily conference call attended by representatives from all operational departments of the business.

Our Customer Relations team monitors all customer complaints and comments relating to the services we provide to disabled customers. Each person who contacts Customer Relations will have one point of contact within the team for consistency throughout their discussions. The feedback and complaints are passed to the Head of Stations and on train service reports, local management and the Customer Service Safety & Standards Manager for investigation. The outcomes of the investigation are used in training and to help inform staff who carry out the disabled assists.

Whilst Chiltern Railways do not specifically track the return on investment of improvements for disabled people, we do have regular meetings with our Passenger Board, Rail User Groups and local interest groups.

## Monitoring and evaluation

Our Head of Customer Service Quality will review our Disabled People's Protection Policy annually with the amended policy being formally approved by the Executive Team.

The Head of Stations and on train service reports on statistics including the following:

- The number of assistance requests received.
- The number of complaints regarding our services to disabled customers.
- The number of customer service staff having completed necessary training.

In addition to this the Head of Business Assurance undertakes audits of our compliance with this policy. The data collected from these sources will be used to evaluate the effectiveness of our policy and ensure that any deficiencies in our arrangements are identified and resolved. Where appropriate the Executive Team will ensure that the relevant directors implement corrective action if any deficiencies in our arrangements are identified.

Passengers who have booked assistance through Passenger Assist (and have agreed to be contacted) will be contacted and asked to complete an online survey regarding the service we have provided.

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All comments will be monitored and appropriate actions will be taken where assistance has not been provided to the expected level. The survey can be found at: <https://www.surveymonkey.com/r/ChilternCustomerAssistance>

In addition to these measures our Complaints Handling Procedure is designed to highlight any individual accessibility issues identified by members of the public to the relevant manager for resolution. The feedback received from customers is used to guide us in training the station teams in order to provide the best quality of service possible.

Before publication, our DPPP will be sent annually to the ORR for review and approval.

### **Access improvements**

Chiltern Railways is committed to making every possible effort to meet the standards of the DfT's 2015 Code of Practice for Train and Station Services for Disabled Passengers and the PRM-TSI regulations. Our intention is that legal compliance will be a minimum standard. Wherever possible, Chiltern Railways will adopt a best-practice approach to access for disabled passengers.

However, there may occasionally be circumstances where Chiltern Railways is unable to comply fully with the

Code regarding:

- New or enhanced station facilities.
- Refurbishment of existing rolling stock.
- Station or on-train services.

In these cases, Chiltern Railways will approach the DfT to seek dispensation from the relevant section of the Code at the earliest possible stage after all other possible options have been considered.

A number of access improvement schemes have been completed over the last 12 months, including:

- New benches at all our stations, to replace those which no longer complied with the DfT's standards.
- One fully accessible brand new station built in 2015 (Oxford Parkway).
- Two existing stations completely rebuilt to be fully accessible (Islip and Bicester Village, previously called Bicester Town).
- New and additional seating at all our stations.
- New mobility assistance buggies purchased for Marylebone Station to enhance the customer experience.
- Accessible booking office window installed at Haddenham and Thame Parkway.
- All future major projects at stations in conjunction with Network Rail will feature the "Inclusive Design for All" process at the development stage.

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## Working with others

We remain in regular contact with key stakeholders through our quarterly Passenger Board meetings. This provides an opportunity for us to update stakeholders on key issues affecting our network and gain their support for our key projects. The membership of this forum includes Local Authorities and statutory bodies such as London TravelWatch.

We consult the statutory bodies such as Transport Focus and London Travelwatch as well as our Passenger Board on the content of our improvement programmes. We also maintain a regular dialogue with our local Rail User Groups where we endeavour to attend their local meetings.

We also regularly engage with bodies such as Age UK, Scope and RNIB via the trade body the Rail Delivery Group (RDG).

For new projects at stations involving Network Rail, we fully endorse the Inclusive Design programme and encourage the process from the project discussion phase. This will ensure that the design of mainstream structures or services are accessible to, and usable by, as many people as reasonably possible, in a wide variety of situations and to the greatest extent possible without the need for special adaptation or specialised design.

## Staff training

All new staff receive disability training as part of their company induction. Our training provides delegates with information on our legal obligations to customers and staff and covers the following areas:

- Disability and discrimination, including the Equality Act.
- The Passengers with Reduced Mobility – Technical Specification of Interoperability Rail Vehicle Regulations (PRM-TSI).
- The effects of different types of disability
- Disabled customers using the Chiltern Railways network.
- Communication with disabled customers and colleagues.

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

- Methods of leading people with visual impairments.
- Assisting wheelchair users on and off the train and in station lifts.

Members of staff in customer facing roles and those who use the telephone to speak with customers are provided with specific training to assist them understand the importance of:

- clarity of speech
- intonation
- emphasis.
- timeliness
- language

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This training is designed to raise awareness of potential communication issues and emphasise how ineffective communication can impact upon disabled customers.

## Emergency procedures

Every station managed by Chiltern Railways has a local emergency plan which details the actions that staff (either station, on board, remote staff in our Control or security staff) must take in an emergency. These plans include detailed evacuation arrangements and take into account the needs of disabled passengers and refuge points on stations are clearly signposted. The assistance provided to disabled passengers varies between locations based upon a risk assessment, but includes the provision of wheelchairs and ramps and identification of and direction to safe havens (refuge points) if normal evacuation routes are not accessible.

Our staff, both on board and station staff, have all been trained in the correct emergency and evacuation procedures. Our policy is not to evacuate wheelchair passengers from trains without the support of the emergency services unless the situation is life-threatening.

## Communications strategy

All our publicity meets industry best practice design standards which are designed to meet the needs of disabled

customers. We seek to make disabled people aware of our services by methods including advertising, sending information out to other public sources (such as libraries, bus companies and local authority shops). We also work with local authorities, charities and local access groups.

We have a dedicated **Minicom/Textphone number 08457 078051**. A human operator can always be contacted during our opening hours.

Chiltern Railways website **www.chilternrailways.co.uk** adheres to industry recognised W3C accessibility standards. Signage on stations refers to industry best practice outlined in Sections K1-9 of Accessible Train Stations Design for Disabled People: A Code of Practice. We also liaise with Local Authorities in the preparation of Station Travel plans.

## Car parking

The designated disabled parking spaces at our station car parks are monitored jointly by our CCTV network and by physical patrols by our Customer Service and Security Officers.

Enforcement of our parking scheme is undertaken and it is our policy to prosecute persons who infringe upon the regulations.

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We view our car parks as part of the entire journey experience and they fall within the remit for the Department for Transport Secure Station Accreditation Scheme. We regularly review the demand to ensure that we have sufficient car parking spaces available.

**Andrew Poole**

**Head of Customer Service Quality**

**July 2016**

# Making rail accessible: helping older and disabled passengers

January 2017

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## Our commitment to you

At Chiltern Railways we are committed to providing you with a safe, reliable, welcoming and value for money service. We want to make sure that you can use our services safely and comfortably and are investing in trains and improving our stations to provide a better journey experience.

This document has been designed to show how we are working to improve the services we provide. You can get a full version of this Disabled People's Protection Policy from our customer services team or from our website at [www.chilternrailways.co.uk](http://www.chilternrailways.co.uk).

The Executive Team fully approve and support this policy and as Managing Director I am responsible for making sure that the needs of all our passengers are considered in everything we do.

We welcome your feedback on the service we provide and any suggestions you may have for any improvements. If you would like to get in touch our contact details are shown on the rear cover.

**Dave Penney**  
Managing Director

## 1. Policy summary

Chiltern Railways is committed to helping all our passengers and particularly older and disabled passengers to travel more easily by offering the following services to our customers:

- Assistance at stations and on trains with boarding and alighting as well as finding a suitable seat when using our services or making connections.
- Alternative transport such as a taxi when our stations or trains are inaccessible.
- Clear, consistent and up-to-date customer information.
- A range of discounts where appropriate to reduce the cost of the journey for those qualifying to assist other passengers.

Chiltern Railways maintains a fund for minor improvements and is committed to working with Network Rail to support the delivery and development of Access for All and Inclusive Design schemes.

Aside from physical adjustments to stations and rolling stock, we regularly review our arrangements with a variety of stakeholder groups such as our Passengers Board who meet on a quarterly basis and contains experts on mobility issues, statutory consultation bodies such as Transport Focus and London Travelwatch, our industry representative body RDG and individual interest groups.

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The Chairman of the Passenger Board produces an Annual Report which is available at [www.chilternrailways.co.uk/passenger-board](http://www.chilternrailways.co.uk/passenger-board)

## 2. Assistance for customers

Chiltern Railways participates in and fully supports the Passenger Assist system to ensure that our customers can book assistance for their entire journey on the National Rail network. Chiltern Railways works closely with other station and train operators to ensure that we continue to improve the performance of this service. At London Marylebone assistance will be given to the station entrance, tube ticket gateline, nearby bus stop and taxi rank and mobility buggies are available if required.

Our Call Centre is open between 07:00 and 22:00 so you can book assistance up until 21:45 the day before your journey. You do not have to give more than 24-hours' notice to book assistance. Therefore, if you want to contact us outside of our call centre hours please contact **National Rail enquires on 03457 484950** and you will be directed to available call centres where you can make your assistance booking. There is also a leaflet available from staff at our stations, "Passenger Assist, let us lend a hand" which contains the details of how to contact our Customer Relations team. Alternatively, when purchasing rail tickets through the Chiltern Railways website

([www.chilternrailways.co.uk/buy-online](http://www.chilternrailways.co.uk/buy-online)) there is a link on the ticket booking page to request assistance.

At our staffed stations we will provide assistance to you without the need to book in advance. However, not all our stations are staffed all the time so there are times we would need to know in advance to ensure that we can provide the assistance needed on your journey. Bookings can be made via the number and website detailed above (other booking services may vary). A list of station facilities, including the hours that each station is manned, can be found on our website and in our timetable booklets. Please check these details before you travel to help avoid any delays in getting you the assistance you require.

If you wish to travel to or from a station that is unstaffed when you need to use it, we can still provide you with assistance to help you make your journey, with as much of your trip by rail as possible. We want to do everything that we reasonably can to help you make your journey, so please contact us to discuss your individual circumstances and the help we can provide to support you. On arrival at a station, our Welcome poster at the front/main entrance to the station contains details of the numbers to call. If your assistance needs require it, we can provide alternative transport such as a taxi, at no extra cost to you, to take you to the most convenient accessible or staffed

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station, where a member of staff will be on-hand to assist you. We will discuss with you how best to meet your needs and to make as much of the journey by rail as possible and where practicable we will send a member of staff to an unstaffed station to assist.

Although we aim to assist customers off trains as quickly as possible, there may be a delay of up to 5 minutes at terminating stations, such as Marylebone, Birmingham Moor Street, Oxford Parkway, Aylesbury, and Aylesbury Vale Parkway. You will be informed of any anticipated delays or short term changes, such as building works at stations at the time of booking, and you are recommended to allow extra time to make any connections. Please check our website [www.chilternrailways.co.uk](http://www.chilternrailways.co.uk) for the most up to date information on how our services are running before you travel.

We are committed to providing facilities to make our assistance request services more accessible for people who are deaf or hard of hearing.

All our station staff are trained in delivering assistance, including recognising passengers who may need assistance and will do so with due consideration and discretion. We have staff at all principal stations during train service operating hours and are able to

provide the following assistance services:

- Assistance with boarding and alighting, including luggage assistance.
- Passengers will be assisted with a single item of hand luggage that must be capable of being held in your lap if required, plus 2 items of luggage each not exceeding 30x70x90cm in size.
- Assistance with transferring between trains or other modes of onward transport calling at our stations.
- Wheelchair assistance including ramps.

The seats in our Business Zones (on the Mainline Silver trains) can be reserved, but a reservation service is not available on all of our services however we will make every effort to ensure that wheelchair spaces are kept free for wheelchair users and that disabled customers can obtain a seat on the train. We have priority seats on all our trains for the use of disabled customers or those less able to stand. These seats are clearly signed on all our trains and are easily sign posted to allow our customers to find these seats more easily.

The Commercial Director is responsible for updating the National Rail database of station facilities with any changes in facilities and services at our stations to ensure that information on the National Rail Enquiries website is up to date. All changes will be updated within 24 hours of the change.

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The 'Stations Made Easy' pages 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 customers from using the station.
- Station improvement works.
- Any significant temporary work affecting station accessibility.
- Any changes to stations that would make them temporarily inaccessible (e.g., lifts and toilets out of order).
- Any facilities on trains being unavailable if this would have a material impact on a disabled customer's journey (including the temporary use of inaccessible rolling stock).

### 3. Alternative accessible transport

Not all our stations are fully accessible. Stations with and without disabled access are identified in the Station Facilities section of our timetable, and on our website [www.chilternrailways.co.uk](http://www.chilternrailways.co.uk). Should a part of a station be inaccessible to a potential user, then we will provide you with alternative transport such as an accessible taxi free of charge. This will include those occasions when a station becomes temporarily inaccessible (e.g., when a lift is out of order) or when any replacement transport service is used during times of disruption which is inaccessible.

When you contact us to book your assistance our Customer Relations Team will discuss with you and with your agreement will ensure that 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.

### 4. Customer information

We aim to provide clear and consistent information regarding train arrivals and departures and work closely with other train companies to ensure that our information provision is in line with industry good practice.

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 [www.nationalrail.co.uk](http://www.nationalrail.co.uk). The Commercial Director is responsible for ensuring that this information is updated with any changes to the services we provide.

You can also obtain full details of the services that we offer from our Customer Relations Team or any member of station staff. Our station staff have access to National Rail Enquiries and the 'Stations Made Easy' web pages and can provide information on facilities, services and the accessibility of stations.

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For information relating to accessibility on board, please refer to the rolling stock matrix (with this document) or visit [http://www.nationalrail.co.uk/stations\\_destinations/47331.aspx](http://www.nationalrail.co.uk/stations_destinations/47331.aspx) Our Customer Relations Team will also be able to assist you in getting the DPPP in Braille or Audio on request within 7 working days.

We are committed to updating our Disabled People's Protection Policy and will do so annually in consultation with the Office of Rail and Road and other stakeholders.

## 5. Tickets and fares

If you are unable to buy a ticket at a station before your journey because our facilities are inaccessible or unavailable, you may buy a ticket without penalty at your destination or on-board and enjoy any Railcard reduction to which you are entitled.

If you hold a Disabled Persons Railcard, please remember to show it when purchasing your ticket at a ticket office. Tickets incorporating Disabled Persons Railcard discounts are also available from ticket vending machines at stations, and the Chiltern Railways website.

Freedom Passes are provided by local London borough councils to give older and disabled Londoners free travel on almost all public transport within London. Passes are valid from London Marylebone as far

as West Ruislip and Amersham but not beyond these stations. Time restrictions may apply.

More information on the Disabled Persons Railcard, tickets and fares can be found on [www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk)

Visually impaired passengers without a Railcard should present their Certificate of Visual Impairment (CVI) or BD8 certificate. They are entitled to the discounts below only if they travel with a companion who also receives the same discount.

Wheelchair users who do not leave their wheelchair during the journey and who have no Railcard may also obtain the same reduction as passengers travelling with a Disabled Persons Railcard. Although wheelchair users may travel alone and receive the discount, a companion can also travel at the same reduced price.

For travel on the National Rail network, we offer the following fare discounts to disabled customers in the following categories:

| Customer  | Fare                      | Adults | Children |
|---|---------------------------|--------|----------|
| Disabled Persons Railcard Holders               | Most National Rail Fares  | 34%    | 50%      |
|   | Single or Return Off-Peak |        |          |
| Companion to a Disabled Persons Railcard holder | Oyster Pay As You Go      |        |          |

| Customer  | Fare   | Adults | Children |
|---|--|--------|----------|
| Visually impaired customers when travelling with a companion        | National Rail Anytime Day Single, Anytime Single or Anytime Return | 34%    | 50%      |
|   | National Rail Anytime Day Return                                   | 50%    | 50%      |
| Wheelchair users who stay in their own wheelchair and one companion | National Rail Anytime Day Single, Anytime Single or Anytime Return | 34%    | 34%      |
|   | National Rail Anytime Day Return                                   | 50%    | 50%      |
| Freedom Pass holders and up to 4 children                           |  | FREE   |          |

(time restrictions may apply)

## 6. At the station

Chiltern Railways is committed to maintaining the accessibility of our stations and we will not close any station or access gate if this will lead to a reduction in accessibility for disabled customers.

At London Marylebone, the first point of contact is the Customer Information Desk located between AMT and Patisserie Valerie. If this is closed help can be obtained from the Ticket Barrier Staff. Elsewhere, help is available either from the ticket office, or out of hours from the Customer Service and Security Staff. Alternatively, all our stations have clearly indicated Help Points, usually on platforms, linked to staff who can help.

Information about facilities, services and accessibility of all our stations is available to passengers at station information points, ticket offices, by phone and on the internet. Booking office opening hours are available within the timetable and further staffing information is available on the station matrix accompanying this document.

We ensure that timetables, posters and information leaflets are located to be accessible to disabled customers. Where facilities are provided by third parties, we work closely with them to ensure that they are as accessible as possible. We will provide clear and consistent aural and visual information of train departures and other relevant messages particularly in the event of delays or disruption.

All of our ticket machines are able to offer discounts to Disabled Persons Railcard holders. Where our stations have automatic ticket gates these will be staffed at all times and if we are unable to provide staff for any reason, these gates will be secured in an open position.

All assistance, including luggage assistance for disabled customers, is provided free of charge and ramps are provided for customers who require them at all of our staffed stations. However, we do not provide facilities for left luggage at any of our stations.

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For new projects at stations involving Network Rail, we fully endorse the Inclusive Design programme and encourage the process from the project discussion phase. This will ensure that the design of mainstream structures or services are accessible to, and usable by, as many people as reasonably possible, in a wide variety of situations and to the greatest extent possible without the need for special adaptation or specialised design.

## 7. On the train

All of our trains are equipped with public address systems for broadcasting information via automated or manual announcements. To ensure that customers have sufficient time to prepare to leave the train, we will make an announcement and display information (please refer to the rolling stock matrix for further information on where this is available) about the next stop after departure from the previous station where possible. We aim to ensure that you are kept regularly informed of how the train is running, especially if there is disruption.

Our trains are fitted with priority seats for disabled customers or those less able to stand. When requiring assistance our staff will make every effort to ensure that you can obtain a seat or use the wheelchair spaces provided as appropriate.

We welcome wheelchairs and mobility scooters on our trains and can carry

either up to 700mm wide and 1200mm long with a maximum weight of 300kg (including your weight). Customers may remain in scooters and wheelchairs when travelling and can use the dedicated wheelchair bays on our trains which are indicated on the outside doors of the train by the yellow information sticker. See Section 3 of this document for the process of assisting you with your journey in the event of disruption or the unavailability of appropriate facilities at stations.

We are unable to carry scooters in excess of these size and weight limits because of the limited space in train carriages and the size of train doorways.

Where there is disruption or station facilities are unavailable, we will ensure that alternative accessible transport will be provided for you and will accommodate scooters and wheelchairs that our services would have been able to accommodate. Please be aware that the policies for carrying wheelchairs and scooters may differ between train operators so some operators may allow you to travel but others will not, depending on the different trains used on the network. We recommend that you check this before you travel to avoid delay and disappointment during your journey. This can be done either via our assistance team when **booking assistance over the phone (03456 005 165, select option 3 and then option 3 again)** or via the operators' websites

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available through  
[http://www.nationalrail.co.uk/stations\\_destinations/disabled\\_passengers.aspx](http://www.nationalrail.co.uk/stations_destinations/disabled_passengers.aspx)

## 8. Making connections

We are happy to provide assistance to customers 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. At London Marylebone we will assist passengers to the Bakerloo Line ticket gateline from where London Underground staff will provide help subject to their own policy. We will also provide assistance to the nearby bus stop and taxi rank.

Any passengers needing assistance if, for example, there is a change of platform at short notice, this will be provided whether you have boarded the service or are waiting for departure within the limitations of staff provision.

The following taxi ranks at stations have accessible taxis available: Aylesbury, Warwick Parkway, Leamington Spa, Banbury, Oxford Parkway and High Wycombe.

More information regarding the assistance services we offer is provided in the 'Assistance for customers' section of this document or by getting in contact with us.

## 9. Disruption to facilities and services

During service disruption, we will make regular announcements and ensure that our information screens are updated regularly to keep you informed. If there is a change of platform at short notice, we will ensure that customers at the station are provided with assistance to change platforms.

Where assistance has been booked 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 ensure that arrangements are made when previous passenger itineraries are no longer valid and that staff are available at interchange and destination stations to assist.

During planned engineering works, we will provide clear information at our stations to advise customers of replacement transport options. During times of service perturbation, we will provide information concerning amendments to trains times and alternative travel arrangements via the Public Address, Customer Information Screens and Help Point systems.

When our facilities and services are not available, or are not accessible, we will make every effort to provide alternative facilities. The Commercial Director is responsible for ensuring that any changes to accessibility are promptly updated on

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the National Rail website. This information will include:

- Details of any physical constraints preventing disabled people from using the station.
- Details of significant temporary work affecting station accessibility.
- Details of changes to stations that would make them temporarily inaccessible and
- Details of on-train facilities being unavailable when this would affect disabled customers' journeys.

For more information regarding our procedures for assisting disabled customers at stations and on trains in the event of an emergency, please see our guide to policies and practices.

## 10. Contact us

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

**Write to:** Customer Relations  
Banbury ICC  
Merton Street  
Banbury  
Oxfordshire  
OX16 4RN

**Phone:** 03456 005 165  
(local rate applies)

**Minicom/Textphone number:**  
08457 078051

Assistance Booking Line Open  
07:00-22:00, 7 days a week  
(except Christmas Day)

**Fax:** 01926 729 914

**Email:**  
customer.services@chilternrailways.co.uk

**Website:** [www.chilternrailways.co.uk](http://www.chilternrailways.co.uk)

Further copies of this document and our guide to policies and practices can be obtained from our Customer Service Team or are available from our website [www.chilternrailways.co.uk](http://www.chilternrailways.co.uk)

Passengers who have booked assistance through Passenger Assist (and have agreed to be contacted) will be contacted and asked to complete an online survey regarding the service we have provided. All comments will be monitored and appropriate actions will be taken where assistance has not been provided to the expected level. The survey can be found at: <https://www.surveymonkey.com/r/ChilternCustomerAssistance>

## 11. Alternative formats

Alternative versions of this document are available, such as audio, large print and Braille, within seven working days of your request.

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## 12. Comments regarding our policy

The Customer Service Director is responsible for this policy and for making sure that the needs of disabled customers are taken into consideration.

Any issues relating to the content of this document can be addressed to the Customer Services Director via our Customer Relations team.

You can send your comments to us by letter, email, or telephone and we will respond by the same means.

| Stock →   | Loco Hauled Electric Door (Silver)              | Loco Hauled Slam Door (Hybrid)                  | Class 168                                | Class 165 | Class 172 | Class 121 |
|---|---|---|--|-----------|-----------|-----------|
| Facility ↓  |   |   |  |           |           |           |
| Priority seating area                                       | In the Business Zone                            | In the Business Zone                            | ✓  | ✓         | ✓         |           |
| Space for wheelchairs                                       | In all vestibule areas and in the Business Zone | In all vestibule areas and in the Business Zone | ✓  | ✓         | ✓         |           |
| Accessible toilet area                                      | In the Business Zone                            |   | ✓  |           |           |           |
| Buffet car  | ✓   | ✓   | Where indicated by the logo in timetable |           |           |           |
| Information screens on board                                |   | ✓   | ✓  | ✓         |           |           |
| Announcements   | ✓   | ✓   | ✓  | ✓         | ✓         | ✓         |
| Contrasting Colour on Doors                                 | ✓   | ✓   | ✓  | ✓         | ✓         |           |
| Wheelchairs allowed   | ✓   | ✓   | ✓  | ✓         | ✓         |           |
| Mobility Scooters allowed (up to 700mm x 1200mm, 300kg max) | ✓   | ✓   | ✓  | ✓         | ✓         |           |
| Dogs allowed  | ✓   | ✓   | ✓  | ✓         | ✓         | ✓         |

| Facility →                | Staffed first to last train (Mon-Fri) | Staffed first to last train (Sat) | Staffed first to last train (Sun) | Or staffed until ...          |
|---------------------------|---------------------------------------|-----------------------------------|-----------------------------------|-------------------------------|
| Station ↓                 |                                       |                                   |                                   |                               |
| Aylesbury Vale Parkway    |                                       |                                   |                                   | 1150 M-Sa Only                |
| Aylesbury                 | ✓                                     |                                   |                                   |                               |
| Stoke Mandeville          |                                       |                                   |                                   | 1245 M-Sa Only                |
| Wendover                  | ✓                                     |                                   |                                   |                               |
| Great Missenden           |                                       |                                   |                                   | 0000 M-F Only                 |
| Birmingham Moor Street    | ✓                                     | ✓                                 | ✓                                 |                               |
| Solihull                  | ✓                                     |                                   |                                   |                               |
| Dorridge                  | ✓                                     | ✓                                 | ✓                                 |                               |
| Lapworth                  |                                       |                                   |                                   |                               |
| Hatton                    |                                       |                                   |                                   |                               |
| Warwick Parkway           | ✓                                     | ✓                                 | ✓                                 |                               |
| Warwick                   |                                       |                                   |                                   | 1255 M-Sa Only                |
| Leamington Spa            | ✓                                     |                                   |                                   |                               |
| Banbury                   | ✓                                     |                                   |                                   |                               |
| Kings Sutton              |                                       |                                   |                                   |                               |
| Bicester North            | ✓                                     |                                   |                                   |                               |
| Bicester Village          | ✓                                     | ✓                                 | ✓                                 |                               |
| Islip                     |                                       |                                   |                                   |                               |
| Oxford Parkway            | ✓                                     | ✓                                 | ✓                                 |                               |
| Haddenham & Thame Parkway |                                       |                                   |                                   | M-F=2300 Sat=0045<br>Sun=0100 |
| Princes Risborough        | ✓                                     |                                   |                                   |                               |
| Little Kimble             |                                       |                                   |                                   |                               |
| Monks Risborough          |                                       |                                   |                                   |                               |
| Saunderton                |                                       |                                   |                                   |                               |
| High Wycombe              | ✓                                     | ✓                                 | ✓                                 |                               |
| Beaconsfield              | ✓                                     |                                   |                                   |                               |
| Seer Green & Jordans      |                                       |                                   |                                   | 1250 M-F Only                 |
| Gerrards Cross            | ✓                                     |                                   |                                   |                               |
| Denham Golf Club          |                                       |                                   |                                   |                               |
| Denham                    |                                       |                                   |                                   | 1240 M-Sa Only                |
| South Ruislip             |                                       |                                   |                                   |                               |
| West Ruislip              |                                       |                                   |                                   |                               |
| Northolt Park             |                                       |                                   |                                   |                               |
| Sudbury & Harrow Road     |                                       |                                   |                                   |                               |
| Wembley Stadium           |                                       |                                   |                                   |                               |
| London Marylebone         | ✓                                     | ✓                                 | ✓                                 |                               |

| Facility →                | Completely Unstaffed | Accessible ticket vending machines (TVM) | Step free access (around the station) | Lifts and available from first to last trains | Accessible Booking Office Window |
|---------------------------|----------------------|--|---------------------------------------|---|----------------------------------|
| Station ↓                 |                      |  |                                       |   |                                  |
| Aylesbury Vale Parkway    |                      | ✓  | ✓                                     |   | ✓                                |
| Aylesbury                 |                      | ✓  | ✓                                     | ✓   |                                  |
| Stoke Mandeville          |                      | ✓  |                                       |   |                                  |
| Wendover                  |                      | ✓  | ✓                                     | ✓   |                                  |
| Great Missenden           |                      | ✓  | ✓                                     |   |                                  |
| Birmingham Moor Street    |                      | ✓  | ✓                                     | ✓   | ✓                                |
| Solihull                  |                      | ✓  | ✓                                     | ✓   |                                  |
| Dorridge                  |                      | ✓  | ✓                                     | ✓   |                                  |
| Lapworth                  | ✓                    | ✓  |                                       |   |                                  |
| Hatton                    | ✓                    | ✓  |                                       |   |                                  |
| Warwick Parkway           |                      | ✓  | ✓                                     | ✓   |                                  |
| Warwick                   |                      | ✓  |                                       |   |                                  |
| Leamington Spa            |                      | ✓  | ✓                                     | ✓   |                                  |
| Banbury                   |                      | ✓  | ✓                                     | ✓   | ✓                                |
| Kings Sutton              | ✓                    | ✓  |                                       |   |                                  |
| Bicester North            |                      | ✓  | ✓                                     | ✓   |                                  |
| Bicester Village          |                      | ✓  | ✓                                     | ✓   | ✓                                |
| Islip                     | ✓                    | ✓  | ✓                                     |   |                                  |
| Oxford Parkway            |                      | ✓  | ✓                                     | ✓   | ✓                                |
| Haddenham & Thame Parkway |                      | ✓  | ✓                                     |   | ✓                                |
| Princes Risborough        |                      | ✓  | ✓                                     | ✓   |                                  |
| Little Kimble             | ✓                    | ✓  | ✓                                     |   |                                  |
| Monks Risborough          | ✓                    | ✓  | ✓                                     |   |                                  |
| Saunderton                | ✓                    | ✓  | ✓                                     |   |                                  |
| High Wycombe              |                      | ✓  | ✓                                     | ✓   | ✓                                |
| Beaconsfield              |                      | ✓  | ✓                                     | ✓   |                                  |
| Seer Green & Jordans      |                      | ✓  | ✓                                     |   |                                  |
| Gerrards Cross            |                      | ✓  | ✓                                     | ✓   |                                  |
| Denham Golf Club          | ✓                    | ✓  | ✓                                     |   |                                  |
| Denham                    |                      | ✓  | ✓                                     | ✓   |                                  |
| South Ruislip             | ✓                    | ✓  |                                       |   |                                  |
| West Ruislip              | ✓                    | ✓  |                                       |   |                                  |
| Northolt Park             | ✓                    | ✓  |                                       |   |                                  |
| Sudbury & Harrow Road     | ✓                    | ✓  |                                       |   |                                  |
| Wembley Stadium           | ✓                    | ✓  | ✓                                     |   |                                  |
| London Marylebone         |                      | ✓  | ✓                                     |   |                                  |

| Facility →                | Benches (on platforms and station concourse) | Covered waiting area | Taxi rank next to/in the station demise<br>*Accessible taxi available | Ramps for boarding trains | Accessible toilet | Car Park at the station |
|---------------------------|--|----------------------|---|---------------------------|-------------------|-------------------------|
| Station ↓                 |  |                      |   |                           |                   |                         |
| Aylesbury Vale Parkway    | ✓  | ✓                    |   | ✓                         | ✓                 | ✓                       |
| Aylesbury                 | ✓  | ✓                    | ✓ *   | ✓                         | ✓                 | ✓                       |
| Stoke Mandeville          | ✓  | ✓                    |   | ✓                         | ✓                 | ✓                       |
| Wendover                  | ✓  | ✓                    | ✓   | ✓                         | ✓                 | ✓                       |
| Great Missenden           | ✓  | ✓                    | ✓   | ✓                         | ✓                 | ✓                       |
| Birmingham Moor Street    | ✓  | ✓                    |   | ✓                         | ✓                 | ✓                       |
| Solihull                  | ✓  | ✓                    |   | ✓                         | ✓                 | ✓                       |
| Dorridge                  | ✓  | ✓                    |   | ✓ [i]                     | ✓                 | ✓                       |
| Lapworth                  | ✓  |                      |   |                           |                   | ✓                       |
| Hatton                    | ✓  |                      |   |                           |                   | ✓                       |
| Warwick Parkway           | ✓  | ✓                    | ✓ *   | ✓                         | ✓                 | ✓                       |
| Warwick                   | ✓  | ✓                    | ✓   | ✓                         | ✓                 | ✓                       |
| Leamington Spa            | ✓  | ✓                    | ✓ *   | ✓                         | ✓                 | ✓                       |
| Banbury                   | ✓  | ✓                    | ✓ *   | ✓                         | ✓                 | ✓                       |
| Kings Sutton              | ✓  |                      |   |                           |                   | ✓                       |
| Bicester North            | ✓  | ✓                    | ✓ *   | ✓                         | ✓                 | ✓                       |
| Bicester Village          | ✓  | ✓                    |   | ✓                         | ✓                 | ✓                       |
| Islip                     | ✓  | ✓                    |   | ✓                         |                   | ✓                       |
| Oxford Parkway            | ✓  | ✓                    | ✓ *   | ✓                         | ✓                 | ✓                       |
| Haddenham & Thame Parkway | ✓  | ✓                    | ✓   | ✓                         | ✓                 | ✓                       |
| Princes Risborough        | ✓  | ✓                    | ✓   | ✓                         | ✓                 | ✓                       |
| Little Kimble             | ✓  |                      |   |                           |                   | ✓                       |
| Monks Risborough          | ✓  |                      |   |                           |                   | ✓                       |
| Saunderton                | ✓  |                      |   |                           |                   | ✓                       |
| High Wycombe              | ✓  | ✓                    | ✓ *   | ✓                         | ✓                 | ✓                       |
| Beaconsfield              | ✓  | ✓                    |   | ✓                         | ✓                 | ✓                       |
| Seer Green & Jordans      | ✓  | ✓                    |   | ✓                         |                   | ✓                       |
| Gerrards Cross            | ✓  | ✓                    | ✓   | ✓                         | ✓                 | ✓                       |
| Denham Golf Club          | ✓  | ✓                    |   |                           |                   |                         |
| Denham                    | ✓  | ✓                    | ✓   | ✓                         | ✓                 | ✓                       |
| South Ruislip             | ✓  |                      |   |                           |                   |                         |
| West Ruislip              | ✓  |                      |   |                           |                   | ✓                       |
| Northolt Park             | ✓  |                      |   |                           |                   |                         |
| Sudbury & Harrow Road     | ✓  |                      |   |                           |                   |                         |
| Wembley Stadium           | ✓  |                      |   |                           |                   |                         |
| London Marylebone         | ✓  | ✓                    | ✓   | ✓                         | ✓                 |                         |

| Facility →                | Car park payment by TVM | Car park payment by Booking office | Car park payment by ANPR [ii] | Car park payment by Mobile [iii] | Clearly defined Blue-Badge parking spaces | Free parking for Blue-Badge holders |
|---------------------------|-------------------------|------------------------------------|-------------------------------|----------------------------------|---|-------------------------------------|
| Station ↓                 |                         |                                    |                               |                                  |   |                                     |
| Aylesbury Vale Parkway    | ✓                       | ✓                                  |                               | ✓                                | ✓   | ✓                                   |
| Aylesbury                 | ✓                       | ✓                                  |                               | ✓                                | ✓   | ✓                                   |
| Stoke Mandeville          | ✓                       | ✓                                  |                               | ✓                                | ✓   | ✓                                   |
| Wendover                  | ✓                       | ✓                                  |                               | ✓                                | ✓   | ✓                                   |
| Great Missenden           | ✓                       | ✓                                  |                               | ✓                                | ✓   | ✓                                   |
| Birmingham Moor Street    | ✓                       | ✓                                  |                               | ✓                                |   |                                     |
| Solihull                  | ✓                       | ✓                                  |                               | ✓                                | ✓   | ✓                                   |
| Dorridge                  | ✓                       | ✓                                  |                               | ✓                                | ✓   | ✓                                   |
| Lapworth                  | ✓                       |                                    |                               | ✓                                | ✓   | ✓                                   |
| Hatton                    | ✓                       |                                    |                               | ✓                                | ✓   | ✓                                   |
| Warwick Parkway           | ✓                       | ✓                                  | ✓                             | ✓                                | ✓   | ✓                                   |
| Warwick                   | ✓                       | ✓                                  |                               | ✓                                | ✓   | ✓                                   |
| Leamington Spa            | ✓                       | ✓                                  |                               | ✓                                | ✓   | ✓                                   |
| Banbury                   | ✓                       | ✓                                  |                               | ✓                                | ✓   | ✓                                   |
| Kings Sutton              | ✓                       |                                    |                               | ✓                                | ✓   | ✓                                   |
| Bicester North            | ✓                       | ✓                                  |                               | ✓                                | ✓   | ✓                                   |
| Bicester Village          | ✓                       | ✓                                  |                               | ✓                                | ✓   | ✓                                   |
| Islip                     | ✓                       |                                    |                               | ✓                                | ✓   | ✓                                   |
| Oxford Parkway            | ✓                       | ✓                                  |                               | ✓                                | ✓   | ✓                                   |
| Haddenham & Thame Parkway | ✓                       | ✓                                  |                               | ✓                                | ✓   | ✓                                   |
| Princes Risborough        | ✓                       | ✓                                  |                               | ✓                                | ✓   | ✓                                   |
| Little Kimble             | ✓                       |                                    |                               | ✓                                | ✓   | ✓                                   |
| Monks Risborough          | ✓                       |                                    |                               | ✓                                | ✓   | ✓                                   |
| Saunderton                | ✓                       |                                    |                               | ✓                                | ✓   | ✓                                   |
| High Wycombe              | ✓                       | ✓                                  |                               | ✓                                | ✓   | ✓                                   |
| Beaconsfield              | ✓                       | ✓                                  | ✓                             | ✓                                | ✓   | ✓                                   |
| Seer Green & Jordans      | ✓                       | ✓                                  |                               | ✓                                | ✓   | ✓                                   |
| Gerrards Cross            | ✓                       | ✓                                  |                               | ✓                                | ✓   | ✓                                   |
| Denham Golf Club          |                         |                                    |                               |                                  |   |                                     |
| Denham                    | ✓                       | ✓                                  |                               | ✓                                | ✓   | ✓                                   |
| South Ruislip             |                         |                                    |                               |                                  | ✓   | ✓                                   |
| West Ruislip              | ✓                       |                                    |                               | ✓                                | ✓   | ✓                                   |
| Northolt Park             |                         |                                    |                               |                                  |   |                                     |
| Sudbury & Harrow Road     |                         |                                    |                               |                                  |   |                                     |
| Wembley Stadium           |                         |                                    |                               |                                  |   |                                     |
| London Marylebone         |                         |                                    |                               |                                  |   |                                     |

| Facility →                | Designated pick up / drop off area | Designated Short stay parking area | Mobility buggy available for assistance | Refreshments available at station | CIS screens available on platforms and waiting areas |
|---------------------------|------------------------------------|------------------------------------|---|-----------------------------------|--|
| Station ↓                 |                                    |                                    |   |                                   |  |
| Aylesbury Vale Parkway    | ✓                                  |                                    |   | ✓                                 | ✓  |
| Aylesbury                 | ✓                                  | ✓                                  |   | ✓                                 | ✓  |
| Stoke Mandeville          | ✓                                  | ✓                                  |   | ✓                                 | ✓  |
| Wendover                  | ✓                                  | ✓                                  |   | ✓                                 | ✓  |
| Great Missenden           | ✓                                  | ✓                                  |   | ✓                                 | ✓  |
| Birmingham Moor Street    |                                    |                                    |   | ✓                                 | ✓  |
| Solihull                  |                                    |                                    |   | ✓                                 | ✓  |
| Dorridge                  |                                    |                                    |   | ✓                                 | ✓  |
| Lapworth                  |                                    |                                    |   |                                   | ✓  |
| Hatton                    |                                    |                                    |   |                                   | ✓  |
| Warwick Parkway           | ✓                                  | ✓                                  |   | ✓                                 | ✓  |
| Warwick                   | ✓                                  |                                    |   | ✓                                 | ✓  |
| Leamington Spa            | ✓                                  | ✓                                  |   | ✓                                 | ✓  |
| Banbury                   | ✓                                  | ✓                                  |   | ✓                                 | ✓  |
| Kings Sutton              |                                    |                                    |   |                                   | ✓  |
| Bicester North            | ✓                                  | ✓                                  |   | ✓                                 | ✓  |
| Bicester Village          | ✓                                  | ✓                                  |   | ✓                                 | ✓  |
| Islip                     |                                    |                                    |   |                                   | ✓  |
| Oxford Parkway            | ✓                                  | ✓                                  |   | ✓                                 | ✓  |
| Haddenham & Thame Parkway | ✓                                  | ✓                                  |   | ✓                                 | ✓  |
| Princes Risborough        | ✓                                  | ✓                                  |   | ✓                                 | ✓  |
| Little Kimble             |                                    |                                    |   |                                   | ✓  |
| Monks Risborough          |                                    |                                    |   |                                   | ✓  |
| Saunderton                |                                    |                                    |   |                                   | ✓  |
| High Wycombe              | ✓                                  | ✓                                  |   | ✓                                 | ✓  |
| Beaconsfield              | ✓                                  | ✓                                  |   | ✓                                 | ✓  |
| Seer Green & Jordans      |                                    |                                    |   |                                   | ✓  |
| Gerrards Cross            | ✓                                  |                                    |   | ✓                                 | ✓  |
| Denham Golf Club          |                                    |                                    |   |                                   | ✓  |
| Denham                    | ✓                                  |                                    |   |                                   | ✓  |
| South Ruislip             | ✓                                  |                                    |   |                                   | ✓  |
| West Ruislip              |                                    |                                    |   |                                   | ✓  |
| Northolt Park             |                                    |                                    |   |                                   | ✓  |
| Sudbury & Harrow Road     |                                    |                                    |   |                                   | ✓  |
| Wembley Stadium           |                                    |                                    |   |                                   | ✓  |
| London Marylebone         |                                    |                                    | ✓                                       | ✓                                 | ✓  |

| Facility →                | Announcements on platforms and waiting areas | Platform edge tactile paving |
|---------------------------|--|------------------------------|
| Station ↓                 |  |                              |
| Aylesbury Vale Parkway    | ✓  | ✓                            |
| Aylesbury                 | ✓  |                              |
| Stoke Mandeville          | ✓  |                              |
| Wendover                  | ✓  |                              |
| Great Missenden           | ✓  |                              |
| Birmingham Moor Street    | ✓  |                              |
| Solihull                  | ✓  | ✓                            |
| Dorridge                  | ✓  | ✓ [iv]                       |
| Lapworth                  | ✓  | ✓                            |
| Hatton                    | ✓  |                              |
| Warwick Parkway           | ✓  | ✓                            |
| Warwick                   | ✓  |                              |
| Leamington Spa            | ✓  |                              |
| Banbury                   | ✓  | ✓                            |
| Kings Sutton              | ✓  |                              |
| Bicester North            | ✓  | ✓                            |
| Bicester Village          | ✓  | ✓                            |
| Islip                     | ✓  | ✓                            |
| Oxford Parkway            | ✓  | ✓                            |
| Haddenham & Thame Parkway | ✓  | ✓                            |
| Princes Risborough        | ✓  | ✓                            |
| Little Kimble             | ✓  |                              |
| Monks Risborough          | ✓  |                              |
| Saunderton                | ✓  | ✓                            |
| High Wycombe              | ✓  | ✓                            |
| Beaconsfield              | ✓  | ✓                            |
| Seer Green & Jordans      | ✓  | ✓                            |
| Gerrards Cross            | ✓  | ✓                            |
| Denham Golf Club          | ✓  | ✓                            |
| Denham                    | ✓  | ✓                            |
| South Ruislip             | ✓  | ✓                            |
| West Ruislip              | ✓  | ✓ [v]                        |
| Northolt Park             | ✓  |                              |
| Sudbury & Harrow Road     | ✓  | ✓                            |
| Wembley Stadium           | ✓  | ✓                            |
| London Marylebone         | ✓  | ✓ [vi]                       |

[i] Due to stepping distances there is no wheelchair access to the platform from northbound loco hauled trains (indicated by MS and MH in the timetable).

[ii] Automatic Number Plate Recognition – payment at a TVM before leaving the station or via RingGo (website/mobile application).

[iii] Using mobile phone to pay for parking via a voice activated phone call or mobile application (RingGo).

[iv] Platform 3 only.

[v] Platform 4 only.

[vi] Platform 4, 5 and 6 only.