

Elizabeth line Accessible Travel Policy

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A. Our commitment to providing assistance for passengers

The Elizabeth line takes its obligations to improve accessibility seriously. We recognise our customers may have different requirements when they travel with us and are committed to making their journey as easy as possible. We understand the importance of accessibility when travelling on public transport and appreciate the independence and mobility it can offer elderly and disabled customers. We strive to deliver excellent customer service. We have made considerable improvements over the past couple of years to decrease and remove barriers that disabled customers face (such as poor communication and attitude), and to improve physical access to the network. Our aim is to make it easier for everyone to access and use the network safely and with confidence.

This policy document complements our customer leaflet, 'Making Rail Accessible: Helping older and disabled customers', which is available at all stations and on our website: tfl.gov.uk/accessguides

In this policy document we provide information on how we plan to meet expectations when using Elizabeth line services. We explain how to find details of assistance, facilities and information to help plan a journey. Assistance is available for, but not limited to, passengers with:

- mobility disabilities
- visual or auditory disabilities
- learning disabilities
- mental health conditions
- autism/neurodiversity
- non-visual disabilities which may not be immediately apparent to others
- disabled children in pushchairs or wheelchairs
- impaired mobility through temporary or long-term conditions
- a disability who require assistance with luggage, and
- older people.

A1. Booking and providing assistance to passengers

We have members of staff at all our stations, from first to last train, able to provide assistance to older and disabled customers, and support with:

- journey planning
- boarding and alighting (including deploying manual boarding ramps for wheelchair and mobility scooters if required)
- transferring between trains or other types of onward transport
- ticket enquiries and station facilities.

Our colleagues are unable to assist with personal care before, during or after a journey. This includes help with eating, drinking, using the toilet, taking medication or accompanying passengers once on board. We encourage customers to ensure they have sufficient care or support before travelling on our services.

Customers do not need to pre-book assistance to use the Elizabeth line as we operate a Turn Up And Go (TUAG) service. More information can be found below and at Transport for London Conditions of Carriage (Bus and Underground Services): tfl.gov.uk/transport-accessibility/help-from-staff.

Customers can though pre-book assistance for Elizabeth line services (and other train operating companies) as part of the National Passenger Assist service by contacting:

Assisted travel service opening hours and contact details:

Phone: 0343 222 2000 (TfL Contact Centre) open 24 hours every day (except Christmas Day)

Textphone: (18001) 0343 222 1234* (for people with hearing impairments)

Online: tfl.gov.uk/help-and-contact

National Rail Enquiries, 24 hours a day:

Phone: 0800 022 3720

Text: 60083

Textphone/minicom: 0845 60 50 600

A1.1. Passenger Assist

Passenger Assist is a national system supported by all train operating companies, enabling operators to make necessary arrangements to assist passengers with barriers to travel. We are committed to using Passenger Assist alongside TUAG to fulfil our licence requirements in relation to disabled customers and are working with other train companies and station operators to an agreed process. So, if a passenger's journey involves a change or connection onto other operators' services, assistance can be booked through the TfL Contact Centre as one point of contact.

Contact centre colleagues will discuss customers' individual requirements, help plan a route and advise on connecting modes of transport e.g. bus, tube or tram. All bookings are provided with a Passenger Assist reference number and booking confirmation is sent via email (or post on request, if there is adequate time to send this out). There is no need to take a booking confirmation when travelling on the Elizabeth line though as there is always a member of staff who can assist through TUAG.

Customers can also access the **TfL journey planner** (tfl.gov.uk/plan-a-journey) to plan journeys specific to their needs. It offers train times, available routes, details on delays, station information and onward travel options in London. It provides the best routes between stations, bus stops, piers, places of interest, addresses or postcodes in London. Passengers can set the time they want to travel and whether they want to take the fastest route, one with fewest changes or least walking involved. Selecting 'accessibility and travel options' enables customers to say whether they can use stairs or escalators, which types of transport they like to use and how far they are prepared to walk. Passengers can also select the option: 'I need step-free access to the train, bus etc' if they are unlikely to be able to manage a step or gap onto a train. The journey planner will then create the ideal journey based on those requirements.

There are no seat reservations on Elizabeth line services, but trains across our network have dedicated wheelchair bays and prominent priority seating, which are clearly signed. Our colleagues will make every effort to ensure seats are obtained and, if wheelchair space is required, relocate passengers who may be using the space. The same applies to surrounding seats for companions and family members. When purchasing tickets at our stations, where possible, seat reservations can be made on other services. Advice on ticketing is available from the contact centre and from colleagues at our stations.

Tickets can be purchased at station ticket offices or ticket vending machines. View a list of our stations on the TfL website: [Travel-Information/stations-stops-and-piers](#)

When assistance is required at a terminating station, our colleagues will help passengers alight from the train as soon as possible and within 5 minutes of the train's arrival. This will be highlighted when booking assistance.

A1.2. Turn Up and Go

We know passengers with barriers to travel want the option to travel spontaneously, so we offer a Turn Up and Go (TUAG) service at all Elizabeth line stations. We have fully trained members of staff encouraged to offer help to anyone who looks as though they may need assistance. If not immediately visible, our colleagues can usually be found in ticket halls or by automatic ticket gates. Help Points can also be found by entrances/exits, next to facilities and on platforms. These can be used to contact us for information, assistance or in an emergency. All have induction loops which work with hearing aids.

Members of staff are equipped with radios, mobile phones and iPads with access to up-to-date station accessibility information. On arrival, they will ask relevant questions to determine the most appropriate journey, taking into consideration available facilities and step-free access. Colleagues will accompany passengers to the train and help with boarding and, at stations with no step free access from platform to train, manual boarding ramps can be deployed.

We are committed to applying the Office of Rail and Road's (ORR) handover protocol alongside all other train operating companies to increase the reliability of assistance and provide passengers with more confidence to travel. When assistance is organised between Elizabeth line stations and those operated by other train companies, our colleagues will call ahead to ensure passengers are met by a member of staff. Likewise, we will ensure a colleague is always available to receive calls when other train companies call ahead to our stations.

There may be a slight delay in boarding a train if members of staff at a departure station cannot contact the receiving station to arrange alighting assistance. Our colleagues will not board passengers without confirmation from the destination station. This is to ensure missed assists do not occur. Our services are frequent, so the wait should not be too long and we advise customers to arrive 10 minutes in advance of departure to allow enough time for colleagues to assist.

A1.3. Arranging assistance

At each station members of staff have a dedicated station mobile phone used solely for work purposes, and this includes communicating assistance requirements. The phone numbers are available to all train operating companies to organise customer assistance between stations. When assistance is being organised between Elizabeth line stations only, colleagues use our radio system to contact each other. This allows for a quicker response as it can be heard by multiple people, including Elizabeth line's control centre which monitors journeys in case of service disruption.

The Elizabeth line is committed to continuously improving the assistance we offer, especially how to make it more dependable for passengers.

A1.4. Booking notice periods

There is no minimum advance booking period on the Elizabeth line as we operate a Turn Up and Go service. But if passengers are connecting with another train company, we recommend booking assistance in advance. This can be done up to two hours before departure.

A1.5. Ramps

Manual boarding ramps are available at stations that are step free from street to platform and are regularly inspected to ensure safe use. The ramps are specifically designed for assisting wheelchair and mobility scooter users, but are available to any passenger needing assistance. If this is the case, we advise passengers to tell a member of staff that they require a ramp. Colleagues at our stations are trained to assist with the boarding ramps and receive refresher courses annually. Paddington, Bond Street, Tottenham Court Road, Farringdon, Liverpool Street, Whitechapel, Canary Wharf, Custom House and Woolwich stations all have level boarding, and so manual boarding ramps are not available at these stations.

The maximum weight that manual boarding ramps can hold is 300kg (occupant and wheelchair / mobility scooter combined). We ask colleagues to be as helpful as possible, taking a common-sense approach, with customer safety being the priority. If a member of staff believes a wheelchair and occupant exceeds 300kg they can refuse to assist with boarding/alighting on safety grounds.

Further information about manual boarding ramps is in section A5 of this document and on the TfL website.

A1.6. Assistance with onward travel

When passengers book or speak to a member of our station staff, we will ensure sufficient time is allowed to make connections. If a journey involves changes or connections with other operators, our colleagues will organise a point of contact to provide further assistance if requested.

We will provide help to and from the station entrance, forecourt, car park, taxi rank or connecting bus services (if within the forecourt of the station). Beyond station boundaries, we will assist where possible but cannot guarantee assistance, including to other transport links outside our station boundary.

If necessary, colleagues can contact the nearest company to arrange an accessible taxi. The TfL Contact Centre and National Rail Enquires can also offer details of local firms with accessible taxis. Details will be displayed on station information posters at our stations.

A1.7. Assistance at Heathrow stations

At Heathrow stations, there are members of Heathrow Rail and Heathrow Express staff available to help support with boarding and alighting passengers from our trains. Heathrow's assistance team provides passengers with assistance to the airport. Passengers can continue their journey by using the Help Point on the platform, and someone from the Heathrow team will arrive within 15 minutes. This assistance can also be pre-booked by contacting Heathrow's Assistance Team direct on +44 344 335 1000 or by email passengersupport@heathrow.com.

A1.8. Changes in arrangements

If there are changes during a journey, we will assist by providing information in person or via audio and visual systems. Members of staff will also carry out a physical check of the station or train to look for anyone who may have missed the information and/or need additional assistance. Sometimes a train's departure platform may change, and at short notice. Such a change will be shown on customer information screens and announced over the public address system as soon as possible. In the event of a platform change, colleagues will provide information and assistance to help passengers reach the revised departure platform as efficiently as possible. If any changes affect the accessibility of a planned journey, colleagues will assist with an alternative journey.

Our colleagues prioritise passenger assistance as far as reasonably possible, taking into consideration their other duties, which may be safety critical. The Help Points at all stations also provide a link to our Customer Information team 24 hours, 7 days a week.

A1.9. Station facilities and services

We are committed to ensuring information about our services is up to date and passengers requiring assistance are aware of any limitations and/or temporary restrictions. The Elizabeth line control centre is responsible for updating accessibility information, including times that assistance is available at our stations, on the National Rail Enquiries website and Station Journey Planner. This includes:

- level of accessibility from station entrance to platforms
- meeting points for assistance
- accessible waiting rooms, toilets and set down/pick up points.

Please see the stations' facilities section on the National Rail Enquiries website nationalrail.co.uk/stations for full details or our station accessibility document tfl.gov.uk/accessguides. Should facilities on which passengers rely become temporarily unavailable we will update the system within 24 hours of notification of a problem and provide an estimated time for when the facility will be functioning again. This information will be available to station colleagues who will help re-plan a journey if required. The information is also available directly through our website, ticket offices, contact centre and station Help Points.

A1.10. Assistance with luggage

We will provide help with luggage, free of charge, for those who need it. However, members of staff must be able to lift the items safely without hindrance to themselves. Passengers must note the weight, size and quantity of luggage does not exceed the limits in the National Rail Conditions of Travel luggage policy nationalrail.co.uk/NationalRailConditionsofTravel

A1.11. Assistance Dogs

Assistance dogs are welcome on all Elizabeth line trains, free of charge, in any part of the train. Priority seats are situated in areas with ample space to make the journey comfortable for passengers and assistance dogs.

A2. Passenger information and promotion of assisted travel

We aim to provide passengers with information that is accessible, accurate, relevant, consistent, up to date and easy to understand. We want to provide assurance and confidence at every stage of the journey, especially journeys involving a change of train or another mode of transport.

A2.1. Accessible Travel Policy documentation, provision and promotion

To accompany this document, there is a shorter, more concise leaflet to inform passengers about our policy, called 'Making Rail Accessible: Helping older and disabled customers'. The documents are available online and in alternative formats on the TfL website tfl.gov.uk/accessguides. These are accessible to those using screen readers or other software with accessibility features (e.g. Adobe Reader).

We are also able to provide Easy Read, Large Print and PDF versions of both the leaflet and policy document on request within seven working days (without charge) via our website, phone or text direct. Through our stakeholder managers and our relationship with local authorities, government agencies and accessibility groups across London we will arrange for copies of the leaflet to be supplied at locations where public services are provided (e.g. libraries, GP surgeries, job centres, Citizens Advice bureaux, hospitals and post offices). We provide notices at each of our managed stations setting out how to obtain the leaflet and the policy document.

A2.2. Stations and train accessibility information

The Elizabeth line ensures accessibility information relating to stations and trains is readily available to passengers and kept up to date. To achieve this, station auditors monitor facilities and share information with online journey planning tools. For live updates our control centre feeds notifications online to the TfL and National Rail websites. These can be easily accessed via mobile devices, as well as in accessible formats.

Station accessibility information

Information on whether the following accessible services and facilities are available at Elizabeth line stations or the stations we call at, can be found at: [Travel-Information/stations-stops-and-piers](https://tfl.gov.uk/Travel-Information/stations-stops-and-piers) or nationalrail.co.uk/stations

- disabled parking
- accessible set down and pick-up points
- ticket office opening hours
- induction loops
- ticket vending machines (TVMs)
- help points
- catering facilities
- accessible toilets
- accessible waterproof waiting facilities
- meeting points for assistance
- staffing hours/assistance availability
- ramp for train access
- level of platform accessibility
- wheelchair availability
- tactile paving
- customer information systems
- secure station accreditation

Train accessibility information

On the TfL website there is an overview of the Class 345 rolling stock used on Elizabeth line services, including information on our trains' general accessibility and details of normal scheduled routes (tfl.gov.uk/accessguides). All Elizabeth line fleet have wheelchair spaces and priority seating available with multiple audio and visual material to inform passengers about their journey. Class 345 trains do not have toilets on board, but many TfL stations have accessible toilets. More details are explained in section B4.

Route Accessibility

To help with journey planning, the current step-free access available at our stations and other stations our service calls to is listed below. This can also be found in our station accessibility document at tfl.gov.uk/accessguides:

Station name	Step-free access
Abbey Wood	Step-free access to all platforms.
Acton Main Line	Step-free access to all platforms.
Bond Street	Step-free access to all platforms.
Brentwood	Step-free access to all platforms. It is step-free from the booking hall via lifts to Platforms 1, 2 and 3. Access to Platform 4 via Alexandra Road car park entrance.
Burnham (Bucks)	Step-free access to all platforms.
Canary Wharf	Step-free access to all platforms.
Chadwell Heath	Step-free access to all platforms.
Custom House	Step-free access to all platforms.
Ealing Broadway	Step-free access to all platforms.
Farringdon	Step-free access to all platforms.
Forest Gate	Step-free access to all platforms.
Gidea Park	Step-free access to all platforms.
Goodmayes	Step-free access to some platforms. There is no step free access to platform 1.
Hanwell	Step-free access to all platforms.
Harold Wood	Step-free access to all platforms.
Hayes & Harlington	Step-free access to all platforms.
Heathrow Terminals 1,2&3 (Rail station only)	Step-free access to all platforms.
Heathrow Terminal 4 (Rail station only)	Step-free access to all platforms.
Heathrow Terminal 5 (Rail station only)	Step-free access to all platforms.

Iford	Step-free access to all platforms.
Iver	Step-free access to all platforms.
Langley (Berks)	Step-free access to all platforms.
London Liverpool Street	Step-free access to all platforms.
London Paddington	Step-free access to all platforms.
Maidenhead	Step-free access to all platforms.
Manor Park	Step-free access to all platforms.
Maryland	Step-free access to all platforms.
Romford	Step-free access to all platforms. The ramps leading from the subway to the platforms are steep.
Seven Kings	Step-free access to all platforms.
Shenfield	Step-free access to all platforms.
Slough	Step-free access to all platforms.
Southall	Step-free access to all platforms.
Stratford (London)	Step-free access to all platforms.
Taplow	Step-free access to all platforms.
Tottenham Court Road	Step-free access to some platforms. Step free access available to all Elizabeth line platforms.
Twyford	Step-free access to all platforms.
West Drayton	Step-free access to all platforms.
West Ealing	Step-free access to all platforms.
Whitechapel	Step-free access to all platforms.
Woolwich	Step-free access to all platforms.

A2.3. Passenger journey information

Not all passengers travel by rail frequently, so there may be aspects which are unfamiliar. Accessibility information is important, particularly during times of service disruption. This section explains how we will communicate accurate, clear and consistent information to passengers at every stage of their journey - whether at home, online, on the move, at the station or on the train.

A2.3.1. Train departures and arrivals information

We commit to providing clear and consistent audio and visual information wherever possible: both at the platform and on approach to stations. On the train, announcements will be made about the next station providing sufficient time for passengers to prepare to alight.

Stations – audio and visual information

Many of our stations have a combination of customer information screens and automated public announcements. There may be occasions when the departure platform must be changed, sometimes at short notice. The platform number will be shown on the customer information screens, a PA announcement will be made as soon as possible and members of staff will help passengers reach a revised departure platform. If the platform is not accessible, we will arrange alternative transport i.e., accessible taxi, to the nearest accessible station. Our Help Points at every station - with Hearing Loops - and connected to a 24/7 Customer Information team with links to our control centre, ensure service information is always available, especially during times of disruption.

Trains – audio and visual information

All our trains are equipped with public address systems and customer information screens providing audio announcements and visual displays. We will ensure they comply with the standards set out in the National Technical Specification Notice Persons with Reduced Mobility (NTSN: PRM), which relates to UK railway technical standards.

To ensure passengers have sufficient time to prepare to leave the train, automated announcements advising the next station are made after departure from a previous station and again before arrival. Our train drivers are trained to speak slowly and distinctly in a clear, concise and confident manner and will announce any unscheduled station stops. They will also make a brief announcement when a train has been delayed for two minutes or more to provide reassurance and will share the reason (if known).

A2.3.2. Connections and wayfinding

We work closely with TfL to liaise with local authorities to ensure stations are clearly and consistently signposted. All stations have visible 'totem pole' signs and we stress the importance of maintaining the train station, local transport and wayfinding to areas surrounding stations to improve connections. When planning our services, we consult with local authorities that our services run to, through or near. This is to make sure the needs of local communities inform any decisions we make concerning service provision.

Members of staff can access our Elizabeth line customer experience application, 'Spotlight' and others on their smart mobile devices to help direct passengers to stations, platforms, facilities and other connecting transport services. Colleagues will provide information on how to make connections with other modes of transport both prior to a journey and when travelling through our stations. They can also provide onward connection information and local maps of our stations.

A2.3.3. Delays, diversions, disruption or emergency

Disruption can have a significant impact on passenger accessibility and confidence levels when travelling on the railway. Where service disruption occurs, we will do everything we can to ensure that, wherever possible, passengers are able to continue their journey. We will let customers know what is happening through the TfL website, social media, automated journey alerts and status updates by emails to avoid passengers being affected by disrupted journeys.

Colleagues based at stations will communicate news of any service disruption and provision of alternative transport via our Customer Information Systems or, where possible, in person. We will make regular announcements where systems allow and update our information screens regularly.

Disruption does not invalidate assistance on the Elizabeth line as members of staff will be present to assist passengers. Our colleagues receive disability awareness training to recognise, approach and interact proactively with those with visible and hidden disabilities. If there is a change of platform at short notice, they will provide assistance to customers who identify themselves to station colleagues. They are also trained to look for customers who require assistance in these circumstances. They will check to ensure customers have understood the information to continue their journey and arrange additional assistance as required.

Members of staff have been issued with smart devices which means they can contact our control centre to rearrange onward assistance during times of disruption. They will help re-plan journeys to ensure customers requiring assistance arrive at their destination and to their requirements. This could be through other modes of transport such as buses, tubes, other national rail services or by taxi.

Alternative accessible required transport will be arranged without additional charge:

- if a station becomes inaccessible, or
- when disruption causes the cancellation or alteration of train services, or
- if delays to an Elizabeth line service cause our customers to miss their last accessible onward journey connection.

Additionally, sometimes when delays or disruption occur, or if accessible assets are out of use (such as lifts or manual boarding ramps), an alternative route is not always an acceptable suggestion to customers with confidence barriers such as (but not limited to) Autism. In these circumstances, alternative accessible transport required will be arranged without additional charge to the nearest station where confidence levels allow the customer to travel independently.

Where Elizabeth line train services are replaced with buses, they are all accessible buses from local operators. When this is not possible, we will book a taxi that is accessible. We have contractual arrangements with bus and taxi operators to provide Public Service Vehicle Accessibility Regulations (PSVAR) compliant vehicles for both planned and unplanned disruption.

Once local managers have been told of any disruption, they will endeavour to deploy staff to any stations affected by disruption. Along with employees already at the scene, they will be able to assist with other needs, for example with luggage or guidance.

A2.3.4 Disruption to facilities

When the level of access of facilities at a station or on a train is less than that normally provided (e.g. due to breakdown, alteration or removal), where possible we will provide equivalent replacement facilities. We will publish information of disruption to facilities through the National Rail Enquires website and advise our colleagues at stations, ticket offices and the contact centre, and provide estimated times of when facilities will be functioning again.

A2.4. Ticket offices, information points, Help Points and customer service

Information about the services provided by the Elizabeth line and all other train companies is available at our ticket offices. We provide details of fares, timetables, and connections. Information about accessibility onto other forms of transport from the station may also be available from colleagues.

Information facilities available at our stations can be found on the TfL website. We will ensure up-to-date information regarding TfL services is made available to other train companies and station operators. This includes information about delays, diversions or other events which may affect journeys. For up to date train running information on the day of travel, passengers should refer to tfl.gov.uk/plan-a-journey or download the TfL Go app.

Leaflets regarding our services, and those of other train operators who serve the station, are available at stations and placed at varying heights to be accessible. We provide information on posters and screens about onward local services/transport available from each station. Additionally, the 24/7 Help Points are there to provide information and assistance.

Members of staff are available at all stations from first to last train if any assistance (TUAG or booked) or information is required. Passengers are asked to make themselves known by talking to our colleagues or showing their TfL travel support card (details below). Members of staff are dressed in Elizabeth line uniform and have name badges. They will be at gate lines and station concourses, which is where all our station assistance meeting points are.

The Elizabeth line promotes the TfL travel support card scheme when travelling in London. It helps by sharing specific assistance, needs or information requirements with colleagues to make travelling easier. Passengers can also include a name and emergency contact number. It can be used on any TfL services: buses, trams, Docklands Light Railway (DLR), the Tube, London Overground, Elizabeth line, London River Services' boat services and at Victoria Coach Station. Passengers just need to show the card to staff when they need help.

Anyone who finds travelling difficult can have a travel support card, including people with a hidden disability or those who may not often travel on their own. Some of the things our colleagues can help with are:

- telling passengers which platform they need
- telling passengers where facilities are
- helping passengers to the platform and assisting with getting on and off trains
- helping to plan a journey if there are delays.

If passengers need other help, they are asked to speak with a member of staff who will help where reasonably possible. The TfL travel support card is available free of charge from the contact centre or online from tfl.gov.uk/accessguides.

Information about all national train services is also available by contacting National Rail Enquiries:

Tel: 03457 48 49 50

Text Direct: 0345 60 50 600

Website: nationalrail.co.uk

A2.5. Reporting information

Members of staff are equipped with smart mobile devices which include the Elizabeth line specific application, 'Spotlight'. This is how colleagues can immediately report any failures in facilities. If passengers experience or notice anything not available or not working correctly, they can notify a member of staff at a station. Our colleagues can advise if it has already been reported and provide an estimated time for when the facility will be functioning again. Station auditors also carry out a daily check of the appearance, facilities and service available. If a facility is vital to a journey, such as lifts or accessible toilets, then this is published on X (formerly twitter), the National Rail Enquiries station pages and announcements are made at stations. Accessible toilets are situated at many stations and we set a robust key performance indicator about cleaning and maintenance programmes which aims to prevent closures.

A2.6. Website information

The Elizabeth line is committed to continuously working with TfL to achieve industry-recognised Web Content Accessibility Guidelines (WCAG). WCAG defines how to make web content more accessible for people with disabilities so they can access all required information. The Elizabeth line website works with screen readers, magnifiers, voice over software and in-browser accessibility functions.

There is an accessibility homepage on the TfL website which explains our TUAG and Passenger Assist service in a clear and concise manner, using plain English and avoiding the use of industry jargon. It provides:

- contact information and provisions to book assistance
- train and station information, including accessibility information, staff availability and opening hours
- information relating to any temporary reductions in accessibility and details of any delays and disruptions to facilities and services where relevant
- any restrictions on the use of wheelchairs, power chairs and scooters, together with how to obtain assistance or priority cards and badges
- a link to the 'Making Rail Accessible: helping older and disabled passengers' customer leaflet and details of how to obtain it in accessible formats
- guidance on how to provide feedback or make a complaint, including the availability of redress for when assistance has not been delivered.

If information is located elsewhere, we provide connecting hyperlinks.

A3. Ticketing and fares

We are committed to selling tickets accurately and impartially and to providing accurate information and advice on journeys and ticket options, irrespective of which train operating company provides the service.

Ticket office colleagues are familiar with the accessibility of our rolling stock and have access to other train operators' information to ensure passengers only purchase tickets appropriate to travel on the correct type of train. This is achieved by being regularly briefed on local services, requirements and having access to smart mobile devices to search for information. Colleagues will warn customers against purchasing tickets they cannot make use of. This is subject to ensuring that other train operators regularly update their information so that it is accurate.

If customers requiring assistance are unable to buy a ticket before boarding an Elizabeth line service, they will be able to purchase one without penalty at the destination station (other services' buy before you travel policy may differ). Any relevant discounts will be applied at the time of purchase.

We participate in several schemes offering discounted fares, detailed below:

Disabled Persons Railcard

There are two types of Disabled Persons Railcard: one year (available from ticket offices and online) and three years (online only). Both entitle the customer to discounts of up to a third on most rail tickets. An accompanying adult can also travel at the reduced fare. Full details on how to apply can be found on:

Website: disabledpersons-railcard.co.uk

Email: disability@raildeliverygroup.com

Call: 0345 605 0525

Minicom/Textphone: 0345 601 0132 (for people with hearing impairments)

Passengers holding a Disabled Persons Railcard need to show it when buying their ticket and carry it when travelling. Disabled railcard discounts are also available from ticket vending machines for the railcard holder and up to one companion if required.

Senior Railcard

Customers aged 60 or over can buy a Senior Railcard. This gives up to a third off most rail fares throughout the rail network in the UK. Customers can buy online, over the phone or at any staffed station with a passport or UK driving licence as proof of age. At stations, a birth certificate can also be used. They are valid for one or three years (three years is only available online).

Senior Railcard Office

Website: senior-railcard.co.uk

Email: railcardhelp@railcards-online.co.uk

Call: 0345 300 0250

There may be other railcards which may be suitable. More information is available at railcard.co.uk.

Visually impaired customers 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 below. 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 disabledpersons-railcard.co.uk.

In the case of season tickets, customers can be issued with one adult season ticket to cover two people: two travelling for the price of one and a different companion may travel on different days.

	Adult	Child
Disabled Persons Railcard holder	34% discount on most National Rail single or return fares	Standard child rate applies (where a child holds a Disabled Persons Railcard a 34% discount is available to an adult companion on most National Rail fares)
Companion to a Disabled Persons Railcard holder	As above	The standard child rate applies to a child travelling as a companion
Wheelchair users and one companion, or wheelchair user travelling alone	34% 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	75% discount available on most National Rail Anytime day single and return fares for wheelchair users only (34% discount available for accompanying adult on most National Rail fares and 50% discount available for National Rail Anytime day return)
Blind or visually impaired customers when travelling with a companion (no discount if travelling alone)	34% 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	Standard child rate applies

Freedom Passes

London borough councils provide Freedom Passes to give older and disabled London residents free travel on almost all public transport in London only. Freedom Pass holders may travel free on Tube, DLR, London Overground, Elizabeth line, bus, tram and National Rail services in London boroughs only.

Although time restrictions apply on some National Rail services, Freedom Pass holders may travel on Elizabeth line services between 9:30 and 23:00 on weekdays and anytime on weekends and public holidays. More information on applying for a Freedom Pass is available from local councils; call 0300 330 1433 or visit freedompass.org

Details on the 60+ London Oyster photo card are available at tfl.gov.uk for London residents - this is not available for those eligible to hold an older or disabled persons Freedom Pass.

A3.1. Ticket machines

All our stations have self-service ticket vending machines. The machines are compliant with the Department for Transport Code of Practice (Design Standards for Accessible Railway Stations, March 2015, section N2. Ticket sales points – ticket vending machines) and able to issue tickets at the reduced rate to holders of a Disabled Persons Railcard and to the holder's companion.

We are currently reviewing the purchasing process of tickets via machines to ensure all steps are as inclusive and user friendly as possible. This includes developments such as information notifications on selected tickets.

A3.2. Ticket gates

All our stations have ticket gates that are staffed. When colleagues are not present, the ticket gates will be secured in the open position. We will also unlock the manual side gate (if present) leaving it in the open position.

A3.3. Purchasing tickets

Where advance tickets are available for purchase, we advise passengers to check the required facilities (e.g. accessibility of the train type or availability of wheelchair space in First Class) are available before purchasing tickets; colleagues stipulate this when booking assistance and tickets. When buying tickets with a Disabled Persons Railcard, our colleagues are trained to ask if assistance is required with any aspect of the journey.

A4. Rail replacement services and alternative accessible transport

Some of our stations may not be fully accessible. Further details of the accessibility of stations is available at [Travel-Information/stations-stops-and-piers](#) or nationalrail.co.uk/stations. This may be due to:

- the station being inaccessible (i.e. due to a physical constraint)
- for whatever reasons, substitute transport is provided to replace rail services (e.g. due to planned engineering works)
- a disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

We ensure that those who want to travel to and from stations which are inaccessible, can do so at no extra cost. Our aim will always be to ensure passengers can make as much of their journey by rail as possible. However, for those parts of the journey where rail travel is not possible, we will arrange accessible alternative transport, such as local buses or a taxi, to the nearest or most convenient accessible station. In doing so, the requirement for assistance will be considered, relative journey times involved, accessibility of the rolling stock, stations that may be used, and planned staffing levels on board the train and at the station, including potential for the flexible deployment of members of staff. Wherever possible, we will offer an option that most resembles the service provided to passengers not requiring assistance.

The Elizabeth line will also arrange suitable transport if disruption to our services leaves trains/stations inaccessible. In cases of delay, disruptions and emergencies, we will ensure that the rail replacement services and taxis are accessible and PSVAR compliant. We will also make reasonable endeavours to ensure drivers of rail replacement bus services and taxis have received appropriate training to provide assistance to rail passengers.

A5. Wheelchairs and mobility scooters

A5.1. Wheelchairs

These can be accommodated in designated spaces on all our trains providing they fit within the following dimensions:

- Width 700mm
- Length 1200mm
- Weight (including passenger) 300kg

If the wheelchair exceeds the dimensions, passengers are asked to call our contact centre. The restrictions are in place to ensure customer safety and take account of the sizing of train doors, turning circles available in the train and weight limit of manual boarding ramps.

A5.2. Mobility scooters

Some powered scooters are only meant for road use and cannot be used on trains. If customers have not travelled by rail before or have recently changed their scooter, they are asked to check the dimensions to ensure it can be used on our trains. Customers are not required to obtain a pass for their scooter to board any Elizabeth line train.

A5.3. Mobility Scooter criteria

Powered scooters, including those with a triangular footprint (2 wheels at the front close together and 2 wheels at the rear), must fit within the following size dimensions:

- Width 700mm
- Length 1200mm
- Weight (including passenger) 300kg

These restrictions are in place to ensure customer safety and take account of the sizing of train doors, turning circles available in the train and weight limit of manual boarding ramps. It is the passenger's responsibility to ensure they can control the scooter to get on and off the train safely. If passengers need to change to another train company's services, we can advise other train operator's scooter requirements or provide contact details for the relevant train company to ensure the scooter is permitted. This should be done prior to making a journey.

A6. Station facilities

A6.1. Left Luggage

Accessible left luggage facilities are available at the following Network Rail stations:

London Liverpool Street

Phone – 020 8090 9919

Location – Platform 10

London Paddington

Phone – 020 7262 0344

Location – Platform 12

A6.2. Disabled Parking

Passengers should be able to travel to the station by any means. Although not all stations have car parks, they can be identified online at [Travel-Information/stations-stops-and-piers](https://www.nationalrail.co.uk/stations-stops-and-piers) or [nationalrail.co.uk/stations](https://www.nationalrail.co.uk/stations). Most station car parks are tarmac or concrete surfaced, with designated parking spaces available for Blue Badge holders (although charges apply). We locate these spaces in the most suitable place to ensure easy access to our stations. Usually, these spaces are located as close to the main station entrance as possible. Spaces for Blue Badge holders are marked with the International Symbol for Access on the ground.

We monitor the number of designated Blue Badge bays in our station car parks annually. The level of provision is adjusted accordingly to demand, although usually 5% of the total spaces will be allocated. To maximise the availability of spaces, car park regulations are enforced and any non-Blue Badge holders occupying designated Blue Badge spaces are treated as being in violation of the parking byelaws and dealt with accordingly.

A6.3. Third party provided facilities

Our station management team will monitor the services and facilities provided by third parties on a day-to-day basis to ensure they are not located where they will cause obstruction. While it is recognised that third-party service providers have their own responsibilities under the Equality Act, we will make every effort to ensure any services and facilities provided by others at our stations are accessible.

A6.4. Replacement facilities

We will provide, wherever possible, reasonable replacement facilities that are accessible when the level of accessibility of facilities at a station is less than that normally provided (e.g. as a result of the breakdown, alteration or removal of facilities).

A6.5. Station entrances

All planned works which impact on levels of accessibility are reviewed. Our property and station management teams will review needs when considering the need to restrict or temporarily close access points at stations, and comply with the agreed code of practice with regards to mandatory standards regarding unobstructed progress during building works.

A7. Redress and compensation

While we aim to ensure our assisted travel is delivered seamlessly, when it has not been delivered when passengers requiring assistance were travelling or due to travel on our service, we will provide compensation for the journey. This is valid for all assistance offered on the Elizabeth line, whether it was through TUAG or Passenger Assist, and regardless of whether it was through our own contact centre or a different source.

We will happily assist any claim and evaluate each one on an individual basis. Passengers are asked to contact TfL's Contact Centre to make a claim. Details are available on the TfL website ([help-and-contact](#)) and in the 'Making Rail Accessible: Helping older and disabled customers' leaflet.

The contact centre will coordinate a response to the complaint if the passenger has travelled with multiple train companies and will provide a full explanation in response, including why it happened and what mitigating actions we intend to take as a result. Our customer will receive a single response and, if it is more appropriate for the claim to be addressed by another operator, we will obtain consent before passing it on for investigation.

The Elizabeth line will always comply with the Consumer Rights Act 2015. In line with the National Rail Conditions of Travel, we will consider all complaints and additional compensation claims on an individual review. This does not affect a customer's legal rights to make claims under the Consumer Act 2015, although passengers must not seek to recover the same money twice, for example both under our claims process and the Consumer Rights Act 2015.

We want to learn from every assist complaint that occurs on the Elizabeth line and ensure it does not discourage passengers from travelling on a train service again. Our Customer and Community Ambassador Team offers to contact passengers to arrange a meeting (in person or digitally, depending on preference) to discuss their experience and assure them of our TUAG and booked assist policy. We will review the incident and any passenger feedback to see how we can improve.

B. Strategy and management

B1. Strategy

The Elizabeth line is a rail service for London and the South East. The Elizabeth line is managed by Transport for London (TfL) and operated by MTR Corporation (Crossrail) Limited (MTR).

In May 2022, the Elizabeth Line connected the City, Canary Wharf, the West End and Heathrow Airport to commuter areas east and west of the capital. The route serves 41 stations and runs 118km (72 miles) from Reading and Heathrow in the West, through new tunnels below central London, to Shenfield and Abbey Wood in the East.

The Elizabeth line's service is in operation between:

- Shenfield and Paddington
- Shenfield and Heathrow Terminals
- Abbey Wood and Heathrow Terminals
- Abbey Wood and Reading.

Our vision is to set a new transport standard for the UK, moving people and connecting communities better than anyone else. Our mission is to:

- enhance our customers' experience, ensuring a safe, reliable and high-quality journey
- actively engage with communities to move London forward
- foster a company culture where we inspire, empower and develop our people
- build our business through innovation and continuous improvement.

We are committed to providing a safe, reliable and friendly service. We want to make sure passengers can use our services safely and in comfort. We recognise customers may have different requirements when they travel with us and are committed to making each passenger's journey as easy as possible.

Disabled customers needing assistance can use the Turn Up and Go scheme, with no need to pre-book assistance. Members of staff are fully trained and equipped to assist passengers at all stations, as is the case on London Underground and London Overground services. The Elizabeth line will be fully accessible. As part of this, we will ensure:

- we continuously raise the awareness of assisted travel facilities at our stations
- the provision of assisted travel is consistently reliable
- our employee training supports our accessibility obligations and aspirations to set a new transport standard for the UK.

The Elizabeth line is committed to improving accessibility by collaborating with Network Rail, TfL and the Department for Transport (DfT) to support the delivery and development of accessible stations. We support disabled persons groups and develop practical solutions to help our employees better assist people with barriers to travel. Where the Elizabeth line identifies opportunities for further positive changes to customer experience, we work with TfL and Network Rail to ensure considerations are included within programme works.

In addition to physical adjustments to stations and trains, the company regularly enforces its Equality and Inclusion agenda to all aspects of operations and customer service delivery. The Elizabeth line strives to create valuable continuous improvements to provide reliable, safe and friendly services to all customers. Our Station Staff, Management Team, Community Ambassadors (who work on our railway and within the wider community) and Travel Safe Officers (who help people with ticketing and ensure customer safety) are encouraged to engage with all customers and identify/address any travel concerns. More detail about station improvements and Elizabeth line services are available on the TfL website at [Elizabeth line - Transport for London \(tfl.gov.uk\)](https://www.tfl.gov.uk/what-its-new/Elizabeth-line)

B2. Management arrangements

Protecting and improving access to rail services is an integral part of our business strategy and is supported by the Elizabeth line's Board of Directors. The Customer Experience Director is responsible for the Accessible Travel Policy (ATP), which is comprised of:

- Accessible Travel Policy: Policy Document (this document)
- Making Rail Accessible: helping older and disabled passengers (passenger information leaflet, available from stations and online)
- Elizabeth line Fleet Document
- Elizabeth line Station Document

Our Customer Experience Team reviews these documents annually. If necessary, relevant directors will implement corrective actions if any ATP requirement deficiencies are identified. All changes would be communicated internally to all staff colleagues via our Internal Communications Team. Additionally, the Office of Rail and Road (ORR) will review our ATP annually.

Establishing and maintaining our Accessible Travel Policy is a condition of our Passengers' Licence (Condition 5: Provision of Services for Disabled People) and Station Licence. For compliance purposes, the Customer Experience Director and Concession Director are currently accountable for both the Passengers' Licence and the Station Licence. The principal vehicle for achieving this will be via the Elizabeth line Annual Business Plan, which includes a priority workstream dedicated to improving the service we offer disabled customers.

The Head of Customer Experience, working closely with local managers, is responsible for the day-to-day implementation and compliance with our Accessible Travel Policy. This will largely be achieved through communication with the relevant managers and their teams, alongside customer satisfaction surveys, post travel research and periodic reports.

B3. Monitoring and evaluation

To make sure the provision of services to customers with disabilities is not overlooked and to monitor and evaluate our commitment within the Accessible Travel Policy, our Head of Customer Experience reviews performance through our Customer Service Dashboard on a four-weekly basis. This review ensures the following key performance indicators are correctly addressed, total number of:

- customers who used turn up and go over the period
- customers who booked assistance over the period
- complaints received about issues relating to disabled travel over the period
- complaints received as a percentage of the journeys over the period, and
- employees who have received disability awareness training over the period.

The data collected as part of the review will be formally considered by the Customer Experience Team to evaluate the effectiveness of our policies. Benchmarking our service to establish what works, how we know it works, and how we improve service delivery ensures any deficiencies are identified and resolved.

We will continue to provide sufficient resource to maintain Passenger Assist, TUAG, improve assistance performance and update information as often as practicable and at least annually. All incidents relating to assisted journeys are recorded with our control centre and monitored periodically by the Customer Experience Team. We are proud of our high success rate (99.5% of assistance correctly delivered) and investigate all circumstances of any failures to prevent recurrence.

The TfL Contact Centre team will review and investigate any complaints or feedback from our disabled customers and provide a detailed response. This will ensure that any failures in our commitments are identified and resolved as quickly as possible. Local station managers will ensure policies are working in practice and make any necessary adjustments.

We will regularly review the Accessible Travel Policy and reports on findings will be sent to the DfT and the ORR. This will include details of the achievements of objectives, new initiatives to improve our service to disabled customers and any difficulties we have encountered with the implementation of this policy.

B4. Access improvements

The Elizabeth line is committed to making every possible effort to meet the standards of the DfT's Code of Practice Design Standards for Accessible Railway Stations. Additionally, the Elizabeth line complies with the NTSN: PRM. Wherever possible the Elizabeth line will adopt a best-practice approach to access for disabled passengers.

However, there may occasionally be circumstances where the Elizabeth line is unable to comply fully with the Code regarding:

- new or enhanced station facilities
- station or on-train services.

In this case, the Elizabeth line 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.

B4.1. Stations

In November 2022, the Elizabeth line connected the East, Central and West sections of the Elizabeth line to become a through operating railway, without the need to change at London Liverpool Street or London Paddington National Rail stations.

B4.2. Trains

The Elizabeth line now operates with a single fleet of class 345 trains across the entire route. The class 345 trains are compliant with NTSN: PRM and include improved accessibility features such as four designated wheelchair spaces, priority seating, wide full-length carriages and improved customer information systems. More information on the accessibility of the Elizabeth line fleet can be found on the website: tfl.gov.uk/accessguides.

B5. Working with disabled passengers, local communities and local authorities

The Elizabeth line maintains regular contact with key stakeholders on matters affecting accessibility, including ways to improve and prioritise access along our network. These include London Travel Watch; Office of Rail and Road; Transport Focus; Disabled Persons Transport Advisory Committee (DPTAC); relevant London Boroughs and the British Transport Police (BTP).

We consult on the content of our improvements programmes and maintain a regular dialogue with local user groups, charities and councils. We endeavour to attend user groups, local transport liaison, local authority mobility forums and industry-related accessibility meetings. We are also committed to building our relationships and working directly with our representative groups:

- Ageless Teenagers in Ilford
- Brentwood Access Group
- CoLAG (City of London Accessibility Group)
- Green Corridor
- Havering Association for People with Disabilities
- London Visio
- MENCAP (Ealing, Southall, Ilford and Romford)
- RNIB
- Sight Havering
- Sycamore Trust (specialises in autism)
- TfL Accessibility team
- Transport for All
- Transport Sparks
- Yew Tree Centre

The Elizabeth line aims to ensure that all customers feel the service is safe, reliable and comfortable. We seek to engage customers who have barriers to travel through accessibility sessions within communities, bespoke trips along the line and personal visits to those who have experienced missed assists. Our objective is to encourage confidence and invoke the option of independent sustainable travel.

The Elizabeth line is proud to have Travel Ambassadors who are service users with a variety of barriers to travel who assist us in improving our accessibility and inclusion. These barriers include perspectives from elderly customers, from those across the autism spectrum, and from people with visual, auditory and mobility disabilities. They meet with our Customer Experience Team quarterly to discuss and support with upcoming changes and/or improvements which may affect accessibility matters, facilities, services and processes.

B6. Employee training

It is important to the Elizabeth line that all passengers receive excellent customer service, especially those with any barriers to travel. Therefore, as part of our corporate induction, all employees entering the business (regardless of role) receive specific training in disability awareness and equality legislation. The content aims to build knowledge and skills to enable them to best meet the needs of disabled passengers; and to do so in accordance with the law, the Equality Act 2010, and the Elizabeth line's commitment to continuously improve current standards of accessibility of services for all passengers.

The training objectives are to:

- understand the concepts of discrimination, equality, diversity and equal opportunities and apply key anti-discriminatory practice
- understand disabled people and what possible barriers they may face on our network
- examine the issues of stereotype and perception
- examine the importance, application and relevance of our equality and diversity policy and the Equality Act 2010
- explore personal attitudes, values, beliefs and prejudices and understand their origin
- develop appropriate action planning tools to advance equity and non-discriminatory practice within work.

In addition to the above, front-line employees require the following additional knowledge, which is predominantly delivered in a classroom-based setting:

- Local station inductions on how to deliver passenger assistance safely and reliably:
 - learn how to use the required equipment for assistance, such as radio communication, manual boarding ramps, wheelchairs and induction loops
 - understand accessibility features and services of the network
 - learn how to use our customer experience app to access up to date information on facilities and service performance.
- Attend Customer First training within 3 months of starting:
 - understand how to recognise, engage, support and communicate with disabled passengers
 - undergo an experiential session which illuminates a visually impaired person's experience to understand in detail the barriers they address and the support they require.
- Complete bespoke Quality Performance Regime eLearning training. This is an interactive game which covers passenger scenarios.

The Elizabeth line is reviewing and, where necessary, will amend training content to ensure it is consistent with the nine mandatory training outcomes set out in the new ORR Guidance.

Mandatory training outcomes:

1. Understanding disabled people and their everyday challenges: challenging misconceptions and understanding barriers to access and inclusion.
2. Equality Legislation: exploring and understanding the Equality Act 2010.
3. Defining Disability: an introduction to the various definitions of disability and the appropriate terminology.
4. Recognising passengers who need assistance: exploring physical and non-physical impairments to enable colleagues to assess individual needs and provide appropriate assistance.
5. Railway Regulatory Framework: understanding regulations and policies that are relevant within the railway industry.
6. Passenger Assist: how it works for disabled passengers and colleagues' roles in delivering the service.
7. Communication: finding a way to communicate with disabled people with patience, respect and dignity.
8. Accessibility in stations: the identification of accessible features at stations where colleagues work and at key destination stations on the network.
9. Providing safe assistance: duties and process to ensure colleagues and passengers remain safe at all times.

Frontline colleagues will meet the mandatory training outcomes set out above. Additionally, all new employees, including senior and key managers, as part of their induction, will receive training in understanding the challenges facing disabled people (1), equality legislation (2), defining disability (3), recognising passengers who need assistance (4), the regulatory framework of the rail industry (5) and how the Passenger Assist service operates (6).

All frontline colleagues who interact directly with passengers will receive training that delivers outcomes relating to customer communication (7), accessibility within and around stations (8) and how to provide safe assistance (9).

We will ensure agency and temporary members of staff receive a condensed version of the training course, including communication and providing safe assistance. We will work with third-party suppliers to support them in delivering appropriate accessibility training to their team members where their employees will interact directly with our customers e.g. rail replacement bus operators and drivers, taxi drivers and cleaning teams, so they are able to provide appropriate and high-quality assistance. This may include sharing training materials, agreeing training principles and/or providing introductions to disabled user groups.

In addition, all contact centre employees who provide information or advice directly to Elizabeth line passengers will receive a condensed version of the training course covering, as a minimum, the Passenger Assist service and customer communication.

All training conducted by employees at the Elizabeth line is recorded in our learning station system which records, reviews and tracks completion rates. The system is reviewed regularly and provides notifications when refresher training is required. Everyone will receive refresher training within two years of receiving their initial training and, as a minimum, every two years thereafter.

All customer experience employees receive refresher training every quarter regarding multiple areas. A section of disability awareness content is always included.

Elizabeth line Accessible Travel Policy

Our Travel Ambassadors, who are included in the review and development of any new content, have reviewed the current material being delivered.

At the time of submitting our Accessible Travel Policy for review, we will ensure that all statistics, legislation and language used in training are up to date.

This approach to training will ensure all our colleagues have the skills and knowledge to enable them to best meet the needs of customers with disability and to do this in accordance with the law and the Elizabeth line's commitment to further improve levels of accessibility.

We will provide a report to ORR setting out progress against delivery of these training commitments.