

Accessible Travel Policy and Passenger Assist Practical Support



ORR Accessible Travel Policy 2019

Focus on Barriers

Safe, accessible travel should be a right for every passenger.

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Historical infrastructure barriers have prevented some people from travelling.

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As this changes, it's crucial that attitudes, policies and environments are inclusive.

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A focus on barriers, removing them and providing information and assistance to reduce any residual difficulties should create a positive culture where the right to travel is clearly respected.

What is Passenger Assist and what sort of support does it offer to disabled passengers?

Do you promote Passenger Assist and other support or technology that can enable safe, comfortable and independent journeys to a range of passengers, not just those with visible impairments?

Passenger Assist

Passenger Assist is a nationwide service allowing passengers to book assistance for any train journey.

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The company **from which the ticket is bought organises assistance for the entire journey**, even if the passenger travels with more than one company to complete the trip.

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Examples of assistance include:

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- Greeting the passenger at the station entrance or meeting point
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- Helping passengers navigate around the station and accompanying them to their train
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- Helping them on and off the service
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- Providing a ramp for getting on and off their train
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- Meeting them from their train and taking them to their next train or the exit
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- Carrying their bag(s) (up to three items of luggage)

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Calls are free to **0800 0223720** 24 hours before travelling. Alternatively passengers can text **60083**.

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For textphone/minicom **0845 6050600**.
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A Passenger Assist app is available:
<https://transreport.co.uk/>



REAL

Respect

REAL

Empathise

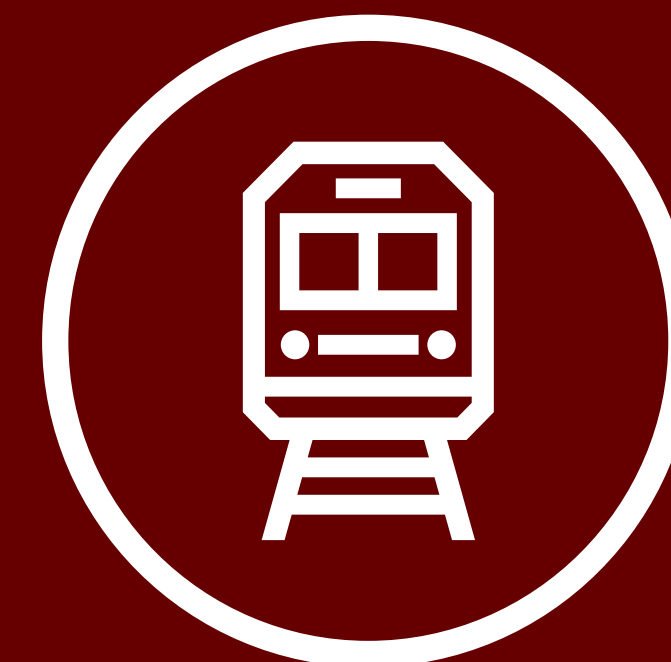
REAL

Ask

REAL

Listen

REAL Passenger REAL Person



Department
for Transport