## A railway for all



Antony Merlyn, Accessibility Manager

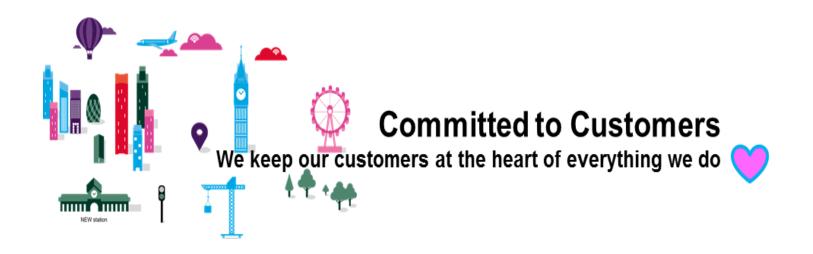
Railfuture - GTR Accessibility 07 June 2018











## Always making it easier









## Making rail travel easier for all passengers









ThamesLink/

Safe, reliable and punctual services for all Information that is clear and easy to understand Advice and assistance from our 'Assisted Travel Team' and staff

Investment in our stations to maximise accessibility

On going development of staff training Introduction of new trains throughout franchise (and improvements to our existing fleet)







#### **Partnerships**

- Building stakeholder partnerships
- 'Try a Train' events
- Access Advisory Panel













#### **Travel Support**

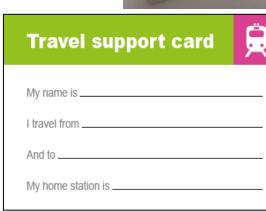



















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#### Journey improvements

- Minor Works projects
  - £600k+ investment in station improvements each year.
- Investment in existing fleet
- Access Ambassadors network

















# End to end customer journey quality – working with customers

- End to end journey experience
- Passenger voice;
  - Mystery shopping (Quarterly)
  - Assisted Travel call back surveys, On line Panel etc
  - Access Advisory Panel











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#### Help on Board our trains

- Introduction of On Board Supervisors (Southern)
- Focus on assistance on board
- Safety & accessibility training for on board teams
- New support mechanisms in place established early 2017













### Thameslink – boarding trial

- Expanded TL network from May 2018
- Extended staffing at several SN stations on TL routes
- Trial at 10 Southern stations;
- Booked passengers no change
- Un booked passengers asked to contact us via Help point, free phone, text phone, PA messages
- Mobile support staff deployed (ramps)
- Stations within the trial;
   Earlswood, Salfords
   Ifield, Faygate, Littlehaven
   Riddlesdown, Upper Warlingham, Woldingham,
   Lingfield, Dormans

#### Journey assistance today from Dormans













#### Southern and Thameslink services now call at this station

Although this station isn't always staffed our Assisted Travel Support team are there to help you to complete your journey.

If you have not booked assistance and require assistance boarding a train at this station, then on arrival please contact this team by either:

 pressing the 'emergency and assisted travel' Help Point button or

 calling us on the Freephone number 0808 168 1238 (or text to 07970 511 077)





Whether you pre-book your assistance or prefer more flexibility, we recommend arriving 20 minutes before your train is scheduled to depart.

#### Planning your next journey

Should you chose to pre-book assistance for your next journey you can simply call **0800 138 1016** (from 0700-2200 daily excluding Christmas day), ideally 24 hours before your planned journey. Or you can complete our online booking form:

southernrailway.com/assistedtravel

thameslinkrailway.com/assistedtravel

Train operator Website Twitter National Rail
Southern southernrailway.com @SouthernrailUK 03457 48 49 59 (24 hours)
Thamestlink thamestlinkrailway.com @TLRailUK









### **Investing in our Fleet**











#### RailPlan 2020

- Introduction of new class 700 fleet
- Ready for 24 trains/hour through 'the core' by Dec '19
- Fully accessible stations in 'the core' St Pancras <-> London Bridge
- Significantly improved journey options phased approach
- Innovative 'on board' and station features e.g. 'humps' at core













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# Equipping our Teams to confidently deliver

- Assisted Travel
  - On going improvement work and disability awareness
- Staff Training

Continuous improvement for all front line staff (both induction and refresher training)











