

Marcus Clements
Head of Consumer Policy

Email: marcus.clements@orr.gov.uk

Kevin Thomas
Chief Executive Officer
Keolis Amey
Transport for Wales Rail



11 August 2020

Dear Kevin,

Approval of Keolis Amey Operations/Gweithrediadau Keolis Amey Limited's (trading as Transport for Wales Rail Services) Accessible Travel Policy (Condition 5 of the Station Licence and GB Statement of National Regulatory Conditions: Passenger)

Thank you for submitting Transport for Wales's draft Accessible Travel Policy (ATP) for approval.

I confirm that we have reviewed the ATP against the 2019 "Accessible Travel Policy Guidance for Train and Station Operators" (the guidance). As part of our review process we also sought views on the draft ATP from Disabled Persons Transport Advisory Committee and Transport Focus and had several exchanges with you to clarify its commitments.

I can confirm that Transport for Wales's ATP now meets the requirements of Condition 5 of its station licence and GB Statement of National Regulatory Conditions: Passenger (SNRP).

During the course of our exchanges we discussed how to communicate to passengers travel advice for your trains which are non-compliant with the Persons of Reduced Mobility Technical Specification for Interoperability (PRM TSI). We agreed that, due to the non-compliant rolling stock only ever being used without being coupled to compliant stock during disruption, or where there are train faults, you will use your ATP to clearly outline how accessibility is affected on these types of trains and the mitigations in place.

In relation to live information, you have committed to keeping your train accessibility webpage updated to ensure passengers are made aware of the access provision before they travel. This will remain in place until your new fully accessible fleet is introduced by the end of 2020. Further to our recently published experiences of



Passenger Assist research report¹, the proportion of TFW passengers receiving all of the assistance they booked remains unchanged from last year. We will be in touch with you separately about this. Nonetheless, we welcome your commitment to take part in our trial which includes new safeguarding measures designed to improve reliability and is planned to take place in the next 6 months. Likewise we will continue to monitor this area as your revised ATP is introduced and rolled out across your network.

I highlight the following initiatives to which you have committed. I shall be grateful if you will provide an update in both areas by 31 December 2020:

- the achievement of a fully compliant website with the industry-recognised Web Content Accessibility Guidelines (WCAG). You have stated this will be available late 2021; and
- the development of a Transport for Wales's own Passenger Assist booking service mobile application. You have set out that this service will allow passengers to book and reserve services, access key information and plan onward travel within Wales and have stated it will be available from February 2021.

We also welcome the following, which we believe are likely to be positive for passengers:

- the introduction of 'Interpreter Now' live British sign language (BSL) video systems to better assist your passengers during their journey, both in your stations and on your trains. You clarified that this system will enable hearing staff and BSL users to communicate better, assisting you to relay changes to your services and address any concerns that passengers may have on their journey; and
- the introduction of ticket vending machines which include enhanced accessibility features at stations where there are ticket barriers. You clarified that this includes an amplified loud speaker and a headphone socket for passengers who are hearing and/or vision impaired to guide them through the ticket purchasing process.

A copy of the approved ATP is attached to this letter, and will be published on our website along with a copy of this letter. Please provide a branded version by 9 September 2020.

¹ <https://orr.gov.uk/rail/publications/consumer-publications/orr-research-into-passenger-experiences-of-assisted-travel>

Please note that ORR has now concluded the consultation on changes to the guidance with respect to the provision of accessible rail replacement services. Whilst Transport for Wales's ATP meets the requirements of the current iteration of the guidance, on publication of any revised guidance we will set out the timescales for submitting a revised policy document for approval, if one is required.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'M. Clements', is positioned below the text 'Yours sincerely,'.

Marcus Clements