



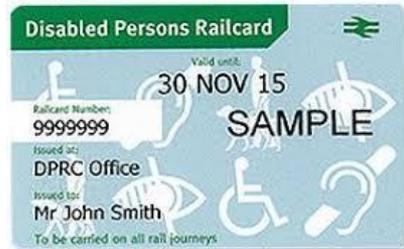
Working towards a fully accessible railway

David Mapp, Rail Lead, DPTAC



DPTAC's role and vision

- The Disabled Persons Transport Advisory Committee ('DPTAC') was established by the Transport Act 1985 and is the statutory advisor to the government on disability and transport.
- *Our vision is that disabled people should have the same access to transport as everybody else, to be able to go where everyone else goes and to do so easily, confidently, safely and without extra cost.*
- We work closely with Ministers, the DfT and other key stakeholders
- I am DPTAC's rail lead and chair DPTAC's Rail Working Group, and previously spent thirty five years working in the rail industry.



Disabled people and rail travel

- Around 14 million people in the UK have a disability (50% have a non-visible disability)
- In 2019 disabled adults in England made 26% fewer trips than those without a disability
- In 2017 people with a mobility impairment made two and half times less trips by rail than those without such an impairment
- In 2019 80% of disabled rail travellers were satisfied with their journey compared to 84% of non-disabled passengers



What is a fully accessible railway?

- It's partly about physical infrastructure: accessible trains, stations, car parks, and so on
- It's partly about people: leadership and well-trained staff
- It's partly about information: giving disabled people the confidence to travel
- It's partly about well-designed and reliably-delivered assistance: Passenger Assist
- Most of all it's about culture: a railway in which accessibility is as embedded and core to success as safety



So how are we doing?

Good

- Trains: by mid-2021 all rolling stock in the heavy rail fleet will be compliant with accessibility regulation
- Assistance: new Accessible Travel Policies ('ATPs') require progressive reduction in pre-booking to 2 hrs by 2022; many stations Turn Up And Go, new Passenger Assist system
- Training: ATPs require new and comprehensive disability awareness training for all rail staff by end 2021(and refresher training)



Improving or Poor

- Progressive improvements to the accessibility of stations through 'Access for All', small works funds...but a long, long way to go
- Information is improving but still patchy and too often inaccurate and inconsistent...real time information
- Staff: unmanned stations and Driver Only Operation is a toxic combination as far as accessibility is concerned
- The culture of the railway with respect to accessibility has improved but still falls a very long way short



Priorities for improvement

- Staff: there should always be a member of staff (station or on-board) to provide assistance
- Stations: accessibility is more than just step-free access
- Information: comprehensive, accessible, consistent, accurate and real time
- *Culture: a leadership that understands and embraces accessibility, and an accessibility culture that permeates every aspect of the rail industry in the way that safety does now*
- The Williams Review!



What is Community Rail's role?

- There are some things that Community Rail can't do: trains, major upgrades to stations and so on
- But Community Rail can embrace an accessibility culture:
 - get trained (train operator and DfT training programmes)
 - involve disabled people both as volunteers and as passengers
 - think accessibility in designing and preparing new initiatives and activities (equality impact assessments)
 - leverage your relationships to lobby for things that will make the railway more accessible: staff, station improvements, information
 - visible and non-visible disabilities
- None of this will come as a surprise - it is clear that Community Rail already has a culture of inclusivity
- But, hopefully, some useful ideas to go further





Thank you for listening

Happy to take questions and
comments

