

Annette Egginton

Head of Competition and Consumer Policy
Directorate of Railway Markets & Economics

Email: annette.egginton@orr.gsi.gov.uk

29 September 2016

Ron Smith
Chief Executive Officer
Glasgow Prestwick Airport

Dear Ron

Review of Glasgow Prestwick International Airport Ltd Disabled People's Protection Policy (Condition 5 of your Station Licence)

Thank you for providing updated versions of your Disabled People's Protection Policy (DPPP) documents for review. A copy of your revised DPPP is attached to this letter, and will be published on our website along with a copy of this letter.

I confirm that we have reviewed your DPPP against the 2009 Guidance "*How to write your Disabled People's Protection Policy: A guide for Train and Station Operators*" (the Guidance) and can confirm that your revised DPPP meets the requirements of Condition 5 of your Station Licence.

We welcome your commitment to arranging assistance for passengers for the whole journey, from the train station through to boarding their plane, which we believe will have a positive impact for many passengers.

Since your DPPP was originally submitted to ORR we have had several exchanges in the intervening period in order to bring about the changes required to make it fully compliant with the Guidance. We also sought views on your policies from Transport Focus and the Disabled Persons Transport Advisory Committee (DPTAC).

The main areas where you clarified your policies during our review were:

- **Alternative accessible transport:** The guidance states that operators must commit to providing alternative accessible transport for passengers to the nearest or most convenient accessible station. You have confirmed that, if station facilities such as walkways or lifts are out of order making the station inaccessible to passengers who may wish to use it, you will provide alternative accessible transport free of charge in these circumstances to the nearest or most convenient accessible station.
- **Tickets and fares:** The guidance states that operators must include information in their passenger document about any fare discounts or reductions available to disabled passengers, including those available to customers that do not hold a Disabled Persons Railcard. You have now added this information to your document.



- **Alternative formats:** The guidance states that operators must commit to providing copies of all documents comprising their DPPP, including those in alternative formats, to passengers on request within seven working days. You have now provided this commitment in your document.

As part of the review process, we discussed your membership of the Passenger Assist scheme. ORR is content that, as an operator of only one station and no train services, Prestwick International Station would not be expected to join the Passenger Assist scheme. You have confirmed that bookings for passenger assistance are taken through the train operator, ScotRail, using Passenger Assist, and that you have processes in place to liaise with ScotRail to ensure that all booked assistance is provided. You have also confirmed that passengers can also book assistance directly with yourselves using the information centre number provided, or arrive at the station without booking assistance in advance and request assistance using the help points on the platform.

You have informed us that information from your DPPP will also be included in your airport wide Airport Users Guide for disabled people document from the next revision of the document. You have confirmed that the document is planned to be revised in January and that you will provide us with a copy at this time.

In addition to this, please note that we expect all supporting information, such as that provided on your website, to be consistent with the information provided in your DPPP.

Yours sincerely,



Annette Egginton

Cc. Patrick Nyamurundira, Access and Inclusion Manager, ScotRail





Disabled People's Protection Policy

Making Rail Accessible at Prestwick
International Railway Station

Contents

No	Subject	Page
	Introduction	2
1	Policy Summary	3
2	Helping Passengers	
2.1	Using the Passenger Assist Scheme	3
2.2	When Not Using the Passenger Assist Scheme	4
2.3	Ramps	4
2.4	Passenger Information	4
3	At the Station	4
3.1	Station Entrance	4
3.2	Aural and Visual Information	4
3.3	Information Points and Displays	5
3.4	Ticket Purchase	5
3.5	Luggage	5
3.6	Left Luggage	5
3.7	Third Parties	5
4	On the Train	6
5	Making Inter-modal Connections	6
5.1	Between Train and Air	6
5.2	Between Train and Other Onwards Transport	6
6	Disruption to Facilities and Services	6
6.1	Access to and from the Station	6
6.2	Planned Interruption of Rail Services	7
6.3	Unplanned Interruption of Rail Services	7
7	Contact Us	7
8	Alternative Formats	7
9	Policies and Practices	8
9.1	Strategy	8
9.2	Management Arrangements	8
9.3	Monitoring and Evaluation	8
9.4	Access Improvements	9
9.5	Working with others	9
9.6	Staff Training	9
9.7	Emergency Procedures	9
9.8	Car Parking	9
	Appendix A – Station Accessibility Information	10

Introduction

Welcome to Glasgow Prestwick Airport (GPA). In addition to operating the airport, we own and operate the airport's railway station, known as Prestwick International. We are licensed by the Office of Rail and Road (ORR) and as a station operator only, we are not part of any franchised operation and do not operate train services at the station. Our industry partner, ScotRail, provides train services.

Prestwick International Railway Station is principally an interface between Glasgow Prestwick Airport and the National Rail system and whilst the overwhelming numbers of passengers using the station are airline passengers, airport visitors or employees going to and from the airport, the station is also accessible and available to passengers from outside the airport. All passengers, regardless of their reasons for using the station, are welcome to use the airport's facilities.

Our operation of the airport is compliant with the provisions of the Department for Transport (DfT) Code of Practice "Access to Air Travel for Disabled Persons and Persons with Reduced Mobility" and this Disabled People's Protection Policy (DPPP) describes how our operation of the station complements the airport operation and the operation of train operators serving the station.

This document explains our policies and practices to ensure that Prestwick International Railway Station is fully accessible to as many people as possible.

Ron Smith
Chief Executive Officer
Glasgow Prestwick Airport
Prestwick
Ayrshire KA9 2PL

September 2016

1. Policy Summary

It is our policy to make your journey through the airport as easy as possible and we will:

- Provide facilities at Prestwick International Railway Station giving step free access between the Airport and the Station and to maintain all of the facilities currently in use.
- Work with our train operator partner (ScotRail) who provides train services at our station and we will ensure that the interface between us works to your benefit and we will improve arrangements wherever that is possible.
- Consider the impact any renewal or redevelopment work that takes place on the station has on your access to it, and we will make arrangements to mitigate any difficulty liable to be encountered.
- Consult as necessary with groups representing disabled people, Transport Focus and ORR when we wish to change facilities.
- Review our DPPP annually, and notify the ORR of our performance and any difficulties in achieving our objectives.
- Train our managers and staff in their responsibilities to our disabled passengers and the means by which they may be assisted.
- Place the responsibility of the movement of disabled passengers under one manager.

2. Helping Passengers

2.1 Using the Passenger Assist Scheme

If you are planning to use our station, and wish to arrange for assistance for your train journey to and from the airport, we recommend that you use the rail industry's Passenger Assist Scheme. This can be done through the train operator, ScotRail, who may be contacted by any of the following means:

- Telephone - Freephone **0800 912 2901** or Textphone **18001 0800 912 2901** (if you are hard of hearing.)
- Visiting any ScotRail staffed station.
- Visiting their website www.scotrail.co.uk.

You may use this ScotRail service up to 4 hours before you are due to travel.

If you use this service, ScotRail will make all the necessary arrangements for your train journey, and they will advise us of all the details of your journey so that we can meet your train and help you to or from the airport as the case may be. If you are flying to or from the airport, and you need assistance right through between the plane and the train, we will arrange this for you. This assistance is available to you during the hours that trains are scheduled to stop at the station.

2.2 When Not Using the Passenger Assist Scheme

2.2.1 Arranging assistance at the airport

If you have not made arrangements with ScotRail for assistance on the train through Passenger Assist, but would like to be assisted from or to the train, please let us know and we will make the necessary arrangements, including providing a wheelchair on the station and airport should you need one. To make such arrangements please contact our Information Centre, which can be found in the main Terminal Building, or by telephone (0871 2230 700 ext. 4434.)

2.2.2 Not making prior arrangements at the airport

If you arrive by train and would like assistance but have not made any prior arrangements, you will find a help point in the waiting area of the station platforms. The help points are located opposite the lifts, and will connect you with our Information Centre from whom assistance can be requested. We will provide assistance for you as soon as we can, including providing a wheelchair, but please bear in mind that under these circumstances our staff may already be assisting passengers joining or alighting aircraft.

If you have not made use of Passenger Assist we will advise ScotRail of the train you are catching to ensure there is a member of the on board staff available to help you.

2.3 Ramps

All trains serving Prestwick International are provided with ramps on board and the ScotRail staff on board the train will deploy the ramp and assist you on or off the train. If you are joining the train at Prestwick International and have asked for our assistance, we will advise ScotRail the train you are boarding and ask them to make the ramp available when the train stops at the station.

2.4 Passenger Information

We will ensure that details of the facilities available at Prestwick International station are kept up to date and shown on the National Rail website, and also on GPA's own website. Any changes to the facilities available will be notified to all parties within 24 hours of the changes taking place. We will also advise ScotRail immediately there is any loss of facility affecting accessibility of the station.

3. At The Station

3.1 Station Entrance

The entrance to the railway station is via the airport terminal building, and this is available at all times the railway station is open subject to any requirement dictated by DfT associated with the safety of people using airports.

3.2 Aural and Visual Information

Aural Information about train services is provided at Prestwick International station in the form of long line public address system provided by ScotRail to all stations on the route. Our staff can also use the public address system to make announcements concerning the operation of the station and airport.

Visual information is provided by Passenger Information screens, which give details of train information provided by ScotRail's customer information system to all stations on the route, are provided at the station entrance, and on the platforms and in waiting areas.

3.3 Information Points and Displays

An Information Centre is situated in a central position of the airport concourse, which provides information about rail services serving Prestwick International station, including a visual display monitor showing the current trains from the station, together with other airport and local information. The centre is open during the periods when flights are operating, and remains open if flights are delayed for any reason.

On the railway station, there are help points situated on each platform for your use, inside the waiting areas opposite the lifts. The help points will link you with the Information Centre, and you can use these if you require any assistance, or information should trains be delayed. If the information centre is closed, the help point will link you with our CCTV control room. This is available 24 hours per day.

Timetable posters for the route between Glasgow and Ayr/Stranraer are displayed at the entrance to the railway station and also in waiting area on each platform.

Information leaflets and timetables for other ScotRail train services are available at the Information Centre and also on the ScotRail display stand in the concourse adjacent to the escalators leading to and from the station.

An information poster is situated at the entrance to the station and gives details of the telephone numbers and other means of communication with the train operator and other railway enquiries.

We make every effort to ensure our information reflects the up to date position of rail operations on the train services affecting Prestwick International station in accordance with our access agreement with ScotRail and our licence commitments.

3.4 Ticket Purchase

There are no ticket machines or ticket gates at Prestwick International station. If you require a ticket for your journey, please purchase it from ScotRail staff on board the train. If you require any information about fares and discounts available to disabled people, please contact National Rail Enquiries, by telephone **03457 484960** or their website at http://www.nationalrail.co.uk/stations_destinations/44965.aspx.

3.5 Luggage

If you need to have assistance with your luggage between the airport and the railway station a member of staff will be made available upon request to help you.

3.6 Left Luggage

We have a luggage storage facility located in the check-in area of the terminal, next to check-in desk No 1. You may leave or collect your luggage from 04:30 until the closure of check in for the last departure, seven days a week. The charge for the use of this facility is £5 per item per day. To use the facility, please pick up the telephone adjacent to the door to call a member of staff who will assist you.

3.7 Third Parties

There are no third parties involved in the operation of Prestwick International station. Passenger facilities within the Airport Terminal that are operated by third parties are, however, available for your use, and every effort is made to ensure that these are accessible for your use.

4. On The Train

ScotRail provides train services to and from the airport. If you require information about train services and the facilities available to make an assisted journey, please visit the ScotRail website (www.scotrail.co.uk) where you will also find details of the ScotRail DPPP.

5. Making Inter-modal Connections

5.1 Between Train and Air

Prestwick International is principally an inter-modal station to connect between train and air. As both the airport operator and the station operator, we have staff available to assist you between the railway station and the airport. The assistance may take, for instance, the provision of a wheelchair, guiding a visually impaired person, or help with luggage.

5.2 Between Train and Other Onwards Transport

If you wish to change from a train to a local bus, car or taxi service at Prestwick International station we will provide assistance for you. If you have not made arrangements through the rail industry Passenger Assist scheme (see above) it would be helpful if you could give us advanced notice for such a request so that we can have someone available to help you immediately. If you have not been able to make any prior arrangements, however, we will do our best to meet you with minimal delay.

Whilst taxis are normally available at the taxi pick up point, located in the car park at the front of the airport's terminal building, at quiet times you may need to call for a taxi. Wheelchair accessible taxis are normally available.

6. Disruption to Facilities and Services

6.1 Access To and From The Station

From time to time, it may be necessary for our facilities such as walkways, lifts, escalators etc to be closed for maintenance, repair or renewal. Whilst these occasions are rare, should any of our facilities not be available for your use to access the railway station, we will arrange to transport you by accessible taxi and free of charge between the airport terminal and the station or to a neighbouring and accessible ScotRail station whichever is the most appropriate for your journey.

If the loss of these facilities is unplanned, we will advise ScotRail as soon as possible to ensure that you can join/alight at the nearest accessible station and we will arrange to transport you free of charge to or from that point. Where the loss of the facility is due to longer-term work, for example replacement or re-development, we will ensure that the rail industry is informed through the National Rail Stations Made Easy website (www.nationalrail.co.uk) and we will also liaise with ScotRail to ensure that their stations and staff are aware of the issue.

We will update information within 2 hours of an disruption to our facilities and /or services.

6.2 Planned Interruption of Rail Services

If disruption is caused by planned interruption of the rail service, such as bus replacement services due to engineering operations, ScotRail will make the necessary arrangements for alternative/replacement transport serving the station. We will liaise with ScotRail to ensure that there is access for you between the airport and the drop off/pick up point for the alternative transport arrangements.

6.2 Unplanned Interruption of Rail Services

Should there be any unplanned and/or emergency interruption of train services affecting Prestwick International, we will liaise with ScotRail to ensure the best possible arrangements are made between the airport and the alternative/replacement transport provided.

7. Contact Us

If you wish to provide general feedback on services and facilities available to you at Prestwick International railway station, and your experience using our service, this may be done by:

- Completion and submission of a Comment Card, available from the Information Centre in the terminal building.
- Visiting our website (www.glasgowprestwick.com)
- Letter addressed to Railway Station Manager, Glasgow Prestwick Airport, Aviation House, Prestwick KA9 2PL.

Feedback given by any one of these means will be recorded and the comment dealt with and responded to. Internally, these are reviewed at the quarterly Railway Safety and Operations committee within GPA.

You may obtain a copy of our DPPP from us by:

- Post to:
Railway Station Manager
Glasgow Prestwick Airport
Aviation House
Glasgow Prestwick Airport
Prestwick KA9 2PL
- Visiting our web site at www.glasgowprestwick.com

8. Alternative Formats

We can make this document available for you within 7 days in other formats, such as in large print. Please ask at our Information Centre should you require this.

9. Policies and Practices

9.1 Strategy

- 9.1.1 It is our policy to provide and maintain access for disabled people to all services and facilities that we provide in the operation of our airport and railway station. This includes making the interchange between rail and air travel as easy as practically possible and compliant with both our rail and our aviation accountabilities.
- 9.1.2 We welcome all disabled passengers using Prestwick International station, whether or not you are connecting with our flights.
- 9.1.3 We maintain a close working relationship with our train operator partner, ScotRail, for the benefit of all users of the station including assisting disabled passengers.
- 9.1.3 We are committed to the continuous improvement to its facilities and services for the disabled passenger.

9.2 Management Arrangements

- 9.2.1 We have given the Railway Station Manager overall responsibility for implementing and managing the DPPP, and he/she will review the facilities for maintaining accessibility at the station at least annually when objectives will be set to ensure compliance with the policy.
- 9.2.2 The Landside Operations Manager is responsible for the day-to-day management of the DPPP, including the responsibility for updating information regarding any change. He/she responds to the Railway Station Manager for issues affecting the railway station. All passenger handling staff in the airport, who are required to assist at the station when required, are briefed on the DPPP and their responsibilities, and are trained in dealing with passengers with disabilities. This training is reviewed to ensure it remains relevant both for the disabled passenger and the staff. This information will be included in the annual review and a copy of the report sent to the ORR.
- 9.2.3 The Railway Station Manager ensures that all new and altered works taking place on the station, and also affecting the accessible route to the station, are compliant with this policy.
- 9.2.4 Issues affecting the safety and operation of Prestwick International railway station are raised and discussed at the Railway Safety and Operations Committee. This internal committee meets quarterly and is attended by the departments of GPA responsible for overseeing all rail safety and operations issues that we are accountable for. Review of the operation of facilities and arrangements for disabled passengers is included in the content of all meetings.
- 9.2.5 We hold regular liaison meetings with our industry partners Network Rail and ScotRail.

9.3 Monitoring and Evaluation

- 9.3.1 The monitoring of our DPPP arrangements is carried out also through the Railway Safety and Operations Committee. This committee is one of GPA's committees managing various activities of the company, and all managers holding railway activity responsibility attend the committee.
- 9.3.2 Operation of the DPPP is a regular agenda item of the committee. Details of any comments made by passengers and any deviation from the policy is reported upon, and action taken. Passenger comments cards are readily available at our Information Centre and on our website.

- 9.3.3 GPA operates an internal audit system, and the railway station is regularly audited for compliance with its accountabilities. The operation of the DPPP is included in the items that attract audit examination.
- 9.3.4 An annual report will be made to ORR on the operation of the DPPP on the anniversary date of the approval of this document.

9.4 Access Improvements

- 9.4.1 Prestwick International railway station is of modern construction (1994) and the station was compliant with all disabled legislation applicable at that date. We will continue to make improvements to the disabled access that become necessary, and will apply to Access for All Funds to help to bring projects to fruition.
- 9.4.2 Recent improvements have been the fitting of an automatic door at the entrance to platform 1 and improved seating for disabled passengers.

9.5 Working with Others

As a major inter-modal location, GPA works with many other transport operators to ensure that people with disabilities have access to the services using Glasgow Prestwick Airport. We liaise with our Local Authority on disability issues affecting the operation of the whole airport, and regularly meet with local disability groups to assure them that the airport is able to meet their requirements.

9.6 Staff Training

All of the airport's customer service staff members have undertaken Disability Awareness Training and training in the use of equipment necessary to assist disabled passengers, such as wheelchairs. Staff who answer telephones or require to communicate directly with disabled people are trained to communicate clearly and appropriately.

9.7 Emergency Procedures

In the event of any emergency evacuation of the railway station, arrangements will be made to evacuate disabled passengers. The emergency evacuation of the railway station is treated in the same way as the emergency evacuation of the airport terminal, and is part of the same process. Staff members are fully trained and competent in such evacuation procedures to ensure that disabled passengers are taken to a place of safety.

9.8 Car Parking

Disabled passengers are welcome to use the airport car parking facilities to access the railway station and train services. Parking facilities are available as follows:

- i) Pick up & Drop Off Zone - Disabled parking spaces are available immediately outside the Airport terminal.
- ii) Terminal Short Stay Car Park - Disabled parking spaces are available for high top vehicles.
- iii) Airport parking fees are payable for the use of the car parks.
- iv) The car parks are monitored to ensure that only customers displaying the relevant blue badge use disabled parking spaces.

Appendix A

Station Accessibility Information

Station Opening Times And Staffing	Our station is open during the period the train service operates and customer service staff are available at all times the airport is open. If you require assistance, but have not arranged it, you may request it by using the help points that are situated adjacent to the lifts in the waiting areas of both platforms.
Step Free Access	Available between the railway station and the airport terminal, car parks, bus stops and taxi facilities. Step free access is available via the ground floor lift in the terminal building to the first floor and the signed "Disabled Walkway to Railway Station". Lifts take disabled passengers to platform levels from the station walkway.
Designated Disabled Parking	Available in Terminal Short Stay Car Park, which is immediately opposite the terminal building and main entrance to the airport and railway station. These spaces are available for use of rail passengers using Prestwick International station, but are subject to airport car park rates.
Seating	Available on both platforms adjacent to the lifts in the covered waiting areas, and also on the platforms.
Toilet Facilities	Available in the airport terminal building. Disabled toilets are wheelchair accessible and free of charge and are located beside the escalators leading to and from the station entrance.
Easy Access Ticket Sales	There are no railway ticket-issuing facilities available. All ticket purchase from the station is from the staff on board the train.
Designated Meeting Point	Disabled passengers requiring assistance should either make their way to the Information centre in the airport concourse or call for assistance from the help points inside the waiting areas situated on the platforms of the station.
Customer Information Systems	<p>1) Long line public address system is installed on the platforms and in the waiting rooms and entrance walkway. The system is controlled by ScotRail and is part of their Glasgow – Ayr route system. Our staff can use the Public Address system to make announcements of local interest.</p> <p>2) Monitors displaying rail customer information are located at:</p> <ul style="list-style-type: none"> • Entrance to the railway station • Adjacent to lift and stairway to Platform 2 • On platform 1 at platform level in waiting area and on platform • On platform 2 at foot of staircase and at exit from lift on Platform 2 in covered waiting area.
Secure Station Accreditation	The station does not have Secure Station accreditation. The station enjoys regular security inspection, 24 hours CCTV surveillance by security staff and is audited by DfT for its security arrangements.
Catering	Catering facilities are available on the ground floor of the airport terminal building, and the range of services includes a coffee shop, light meals and a fully licensed bar. They are wheelchair accessible and open during the times of flight departures.

Wheelchair Availability	Wheelchairs can be made available to convey passengers between the railway station and airport check in or car park if required. Advance notice of this requirement would be appreciated.
Ramp For Train Access	Ramps for access to or from trains are available on all trains serving Prestwick International railway station. These will be deployed by on train staff.
Accessible Set-Down and Pick-Up Point	A set down and pick up point for disabled passengers is available in the Terminal Short Stay Car Park and offers step free access to and from the railway station.