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Robert Gravelle
Access and Inclusion Manager
Transport for Wales Rail
By email

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Dear Robert

Approval of Transport for Wales Rail’s proposal to trial an alternative to the handover protocol (electronic handover) for communicating between stations on assistance provision

Thank you for submitting your proposal for Transport for Wales Rail (TfW Rail) to trial the electronic handover as an alternative to the handover protocol at select stations on a trial basis. This is enabled by our [ATP Guidance](#) which allows an operator to agree an alternative process provided it has the same functionality and effectiveness as the telephone handover.

I am pleased to confirm that ORR accepts TfW Rail’s proposal to trial use of the electronic handover for assists (including booked and turn-up-and-go) on journeys between Cardiff Central, Hereford, Newport and Shrewsbury, for a three-month period. For assists involving other stations, TfW Rail will continue to use the telephone handover protocol.

We assessed the proposal, and were satisfied with your trial’s scope, proposed use of technology, preparedness, plans for evaluation, and assessment and mitigation of risk.

We note your commitment to test the electronic handover process in the Passenger Assist training environment ahead of the trial commencing. This is an essential step, which will help identify any potential issues that can be rectified before the trial begins, minimising risk.



In your proposal, you have committed to:

- Keep ORR informed of the progress of the trial via monthly updates;
- Provide ORR with any relevant information that may be requested on an ad-hoc basis during the trial; and
- Inform ORR of any material changes to the trial (e.g. the addition of more stations or a change in the technology type).

Ahead of the trial (and with at least two weeks' notice), please provide us with your confirmed start date for the trial, as well as confirmation that the process has been tested in the Passenger Assist training environment.

Please reach out if you have any questions.

Yours sincerely,

Jacqui Russell