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29 August 2014



Tunde Olatunji
Head of Customer Experience
NXET Rail Limited

Dear Tunde

Approval of NXET Trains Limited (trading as c2c) Disabled Peoples Protection Policy (Condition 5 of your Station Licence and GB Passenger Statement of National Regulatory Conditions)

Thank you for your email of 22 August 2014, in which you provided a copy of the final version of your Disabled Peoples Protection Policy (DPPP) for the Essex Thameside franchise. The franchise will commence on 9 November 2014. Your DPPP is attached 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” and approve it as meeting the requirements of Condition 5 of your station licence and GB Passenger Statement of National Regulatory Conditions (SNRP).

We note your commitment to make your services fully accessible from street to train within the lifetime of the franchise. Such improvements to accessibility reduce the barriers faced by disabled people in everyday life and will be welcomed by many passengers.

You have specified several areas in your DPPP where you will be offering improved services to disabled passengers that go beyond the requirements of the Guidance. In particular, we commend you for:

- reducing the advance notice required for booking assistance (for journeys on the c2c network) from the industry standard of 24 hours, down to 4 hours.
- committing to apologise and to provide compensation of twice the cost of a passengers’ ticket for their journey, if you fail to provide assistance booked through the Passenger Assist service.

- introducing a new customer facing app for smartphones which will allow customers to get live information about your services, and, from September 2015, let disabled customers alert staff when they have arrived at a station.

Your DPPP was originally submitted to ORR on 20 August 2014 and 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 Passenger Focus and London Travel Watch, which we provided to you on 15 September.

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

- You have added a specific commitment to participate in Passenger Assist and have provided indicative information on the types of assistance that you can offer to older and disabled passengers.
- You have clarified your commitment that staff will be made available to provide assistance at unstaffed stations, at any hour that trains are scheduled to serve those stations. For the avoidance of doubt, we consider that all TOCs should meet the full expectations of the 2009 Guidance, including those set out in part C, as a matter of routine or usual practice. The assistance that TOCs provide will be dependent upon the needs of the passenger, and may include alternatives to providing staff (such as accessible taxis), if this is acceptable to the passenger but TOCs should note section C3 of the Guidance and be mindful of allowing passengers to make as much of their journey by rail as possible.
- You have clarified that your policy on assisting older and disabled passengers with pre-booked luggage assistance – making it clear that this will be provided when booked through Passenger Assist.
- You have also clarified your policy on the carriage of mobility scooters. The Guidance in this regard does not impose requirements on TOCs for the services that need to be provided. The requirement on TOCs is limited to an obligation to clearly set out what their policy is and the service that scooter users can expect to receive.
- You have clarified your policy for providing assistance to passengers when making connections to other train services.

We also consider that in the following areas you should review your services and facilities in order to make sure that they are meeting the obligations of your broader policy. For each of the five areas set out below, we require you to provide a report to ORR within 6 months setting out the outcome of your own reviews and the actions arising from them.

- Electronic booking of assistance – the Guidance requires TOCs to offer a means for passengers to book assistance via electronic means (for example via email, a

website, or an app). You are currently considering how to meet this requirement and in the short term have added an email address that customers can use. This should be reviewed so that you can assure yourself that you are meeting the needs of your customers.

- Ticket machines and disabled discounts – the Guidance requires that where automatic ticket machines are provided at stations, they have the facility to issue tickets at the reduced rate to holders of the Disabled Railcard and to the card holders' companion. Although you have confirmed that at least one machine at every station offers this facility, you have not confirmed how many of your machines do not provide this function, or whether they are clearly marked. You should review this and report to ORR on your plans to bring all ticket machines into full compliance.
- Taxi access contracts - Where access by non-licensed taxis to stations is regulated under contract with the station operator, the terms of the contract must include, from the earliest opportunity, the requirement for the taxi operator to provide wheelchair-accessible vehicles. Operators should make clear in their DPPP whether such arrangements are in place at any of their stations. You have not been able to confirm the contractual position here. You should review this and report to ORR on your findings.
- Disabled car parking spaces - you are currently reviewing whether the number of disabled parking spaces you provide is compliant with section D3 of "Accessible Train Station Design for Disabled People: A Code of Practice" (the Code of Practice), or, whether any derogations from that Code have been issued by the Department for Transport and remain valid. Please report to us on the outcome of that review. We also note that you will be offering free parking to Blue badge holders.
- Your communications strategy – This could be more detailed on how you will meet the varied needs of disabled communities. We encourage you to review this once your franchise has commenced and on an on-going basis. In particular, you have undertaken to review your website from time to time. We did conduct a limited check on how your website provided information on your services to older and disabled people. We did not find the website particularly easy to use for that purpose. This functionality should be reviewed as a priority.

As we set out in our Regulatory Statement of July 2014, when looking at your policy document, we looked for it to convincingly demonstrate that you had embedded arrangements to deliver effectively in the interests of disabled passengers. As a general point, we consider that in future you could add more information here on how the needs of disabled people are taken into account in the planning phase of your projects.

I would also take this opportunity to remind you that, in our July Regulatory Statement, we noted that it is important that the passenger-facing DPPPs are as clear as possible, and that we think there is merit in achieving greater consistency across the industry. We will shortly be seeking views on achieving this and will write to you separately.

Yours sincerely,

A handwritten signature in black ink that reads "Stephanie Tobyn". The signature is written in a cursive, flowing style.

Stephanie Tobyn

Deputy Director, Consumers



5th Draft 27 Oct 2014

c2c Rail – Disabled People’s Protection Policy

Making rail accessible: helping older and disabled passengers helping older passengers

November 2014

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1. Introduction

Welcome to ‘**Making Rail Accessible for disabled passengers and helping older passengers**, which together with the our other publication ‘**Making Rail Accessible: Guide to Policies and Practices**’ forms **c2c’s Disabled People’s Protection Policy (DPPP)** and set out our policies, processes and commitments for meeting the needs of disabled and older passengers on our network.

This **Passenger Document** tells you all you need to know to help you plan and make a journey and is available on our website and on request at our staffed stations.

The other publication is our **Policy Document** which gives information on our management arrangements and strategy. It is available on our website or just ask our Customer Relations Team and they will happily send a copy to you within 7 working days, free of charge.

Both documents are available in easy read and pdf formats for download from our website www.c2c-online.co.uk. Together they are designed to help our disabled and older customers who may need help, to access and use our services.

2. Our services

c2c operate passenger train services between London Fenchurch Street and intermediate stations to Shoeburyness including services via Basildon, Tilbury Town and Grays.

Our trains serve 25 stations for which we have operational responsibility. In addition some of our trains call at West Ham station, which is operated by London Underground. We also run some c2c services late at night from London Liverpool Street Station via Stratford Station, which are both operated by Abellio Greater Anglia.

Customers can use our train services to get to and from all c2c stations to the heart of the City of London and via Limehouse station to the Docklands. The interchange with the Jubilee Line at West Ham station offers excellent access to the Docklands via Canary Wharf and to London’s West End theatres and shopping facilities.

There is an interchange at Barking with the District Line and Hammersmith and City lines services of the tube and the London Overground services via the North London Line to Gospel Oak.

Upminster station offers an interchange with the District Line and also with Abellio Greater Anglia services to Romford (but please note that step-free access to or from that platform is not available).

3. Policy summary

Our policy is clear and simple. We are committed to putting customers at the heart of our business and relentlessly meeting their expectations. Specifically we recognise the needs and concerns of disabled and older people when using public transport. Therefore over the life of our franchise we will make our services fully accessible to all our customers from street to platform and from platforms to trains.

We will achieve this through a programme of station accessibility enhancements. These enhancements will include:

- Providing step free access from street to platform
- Providing step free access from platform to train
- New or enabled lift facilities
- Harrington Humps at all stations
- Dropped/raised kerbs
- Tactile paving
- Station exit/entrance improvements
- New/enhanced pedestrian road crossing
- Designated taxi drop off
- Additional blue badge spaces”

We will publish the station enhancements scheduled each year in our Annual Customer and Stakeholder report. Our goal is to reduce the physical restrictions affecting access to our train and station network and thereby increasing the independence of our customers with disabilities to travel unassisted.

In addition to the accessibility improvements, we have a wider programme of works to improve our stations.

In addition to the physical adjustments to stations, we will improve the quality of the services to customers who require assistance.

Measures will include -

- a dedicated accessibility help-line available 24/7;

- customer service training programme for staff which will focus on disability awareness and a reduction in the current rail industry 24 hour notice period for booking passenger assistance **to only 4 hours, for journeys solely on the c2c network.**

We aim to build on the success we have had in the last nineteen years in improving our facilities. Working in partnership with stakeholders, we will continue to identify and, wherever possible, meet the needs of disabled and older passengers. We will review our policies annually and consider all opportunities to use feedback from passengers and stakeholders improve the services we provide.

When planning projects on our network we are committed to making sure that before implementation, the needs of people with disabilities have been taken into consideration.

Our Head of Customer Relationships, who reports to the Commercial Director, has general responsibility for all matters relating to disabled passengers.

4. Assistance for passengers

We are committed to providing a system called Passenger Assist for disabled customers who may need help to use our services or the services of other train operators.

Below is a list of services that you can book when you contact us on Passenger Assist -

- Book assistance for your full journey even if it involves travel on the services of another operator.
- Helping you to get on or off the train,
- Installing a ramp to help you get on and off trains,
- Meeting you when you arrive at our station
- Assistance with buying a ticket
- Guiding visually impaired passengers to the train
- Help with carrying luggage

Although there are limits to the type of assistance we provide we always aim to be as helpful as we can. However we cannot provide personal care (for example help with eating, drinking, taking medication or using the toilet) or personal attendance throughout a customer's journey. Please contact us to discuss your requirements (even if it isn't on the list) and we will advise you on what we can do to help with your travel arrangements.

All train operators use Passenger Assist as a common system that allows disabled and older and passengers to book assistance for their travel to anywhere on the National Rail network. We are committed to providing sufficient resource to maintain and improve Passenger Assist.

By contacting us on the Passenger Assist booking system on **03457 44 44 22 (including Textphone)** and giving us 4 hours notice, you can arrange for a member of staff to be at the station when you need them to provide assistance. For travel that includes services operated by other train operating companies through 24 hours advance notice is required.

You can also contact us via email [c2c.customerservices@nationalexpress.com]; by letter to Customer Relations, c2c Rail Limited, Freepost ADM3968, Southend, SS1 1ZS or on-line at www.c2c.co.uk/passenger.assist
We will provide a disabled users' helpline which will be made available 24 hours a day and 7 days a week except on Christmas Day.

When calling us to book assistance, we will act as a single point of contact and provide you with information such as:

- Details of stations with physical constraints that may prevent you from using that station;
- Any temporary works which affects station accessibility will be made public within 24 hours;
- Details of facilities like lifts and toilets which are temporarily out of order; where the on train accessible facilities or the usual accessible carriage is unavailable.

We will also make this information available online by updating Knowledgebase which supports the Station Made Easy webpage.

The 24 hours' notice allows c2c and other operators to make the necessary arrangements to assist customer with disabilities or those who require assistance. **For travel solely on the c2c route, we only require 4 hours' notice to arrange assistance.** Please note that for international travel we require 48 hours notice to help make arrangements for your journey.

Using the Passenger Assist system allows you to:

- Book journeys for travel on the c2c route or connecting journeys with other rail operators
- Book assistance in advance for alighting and boarding
- Request the provision of a portable ramp for boarding or alighting
- Make onward travel reservations on services operated by other train companies where reservation is available (including the booking of the dedicated wheelchair space on some services)

- Arrange assistance to and from connecting services
- Check the accessibility of trains and stations

We will provide assistance, when booked in advance through Passenger Assist at any station during the hours that trains are scheduled to serve that station. We will also maintain and update Knowledgebase so that details of our services are available to view by our customers at all times.

When assistance has not been booked in advance, we still aim to provide the assistance required. However please note that where we are able to make arrangements, that this may take some time and we therefore cannot guarantee that you will be able to travel at the time you planned. If we are unable to provide assistance we will provide clear explanations of our reason.

We will ensure we have suitable ramps available at all of our stations. Where we have failed to provide the assistance booked for a journey entirely on the c2c network then we will apologise and refund twice the cost of your ticket for that journey. Please note that this does not extend to assistance booked with other train companies.

We aim to provide assistance to disabled passengers throughout our network, whether this has been booked in advance or not. However, many of our stations have only one member of staff and are not staffed throughout the duration of the train service, particularly late evening. Details of the times when stations are staffed are shown at Appendix A. By using the booking system and giving us 4 hours' notice, we can arrange for a member of staff to be at the station when you need them.

Also at Appendix A we have produced a summary of the key facilities available at each of the stations that we operate. You can also find details of West Ham, a c2c stopping station which is operated by London Underground, and London Liverpool Street, (operated by Abellio Greater Anglia), which is where some of our late-night services terminate.

Working with ATOC and other train operation companies we support the Journey Planner on the National Rail Enquiries (NRE) website www.nationalrail.co.uk. Called '**Stations Made Easy**', it gives passengers access to station information, diagrams of the station and photographs of key installations. This facility enables passengers to view station facilities and to plan their journeys according to their disability.

We are committed to providing assistance to help you off the train as soon as possible but within no more than 5 minutes of its arrival at its final destination. We will advise customers of this commitment when your booking is confirmed.

If you are booking your journey a week or more in advance using our **03457 44 44 22** number then we will be able to sell you the right train ticket and post it to you in sufficient time. . However, tickets booked by phone can also be collected from ticket vending machines at our stations if you choose this option.

5. Alternative accessible transport

Some of our stations might be inaccessible to you due to your disability. We will make sure that if you want to travel to and from one of our stations which are inaccessible, you will be able to do so at no extra cost. By booking assistance in advance, we will arrange alternative accessible transport (such as a taxi that is accessible to you) to take you from the inaccessible station to the nearest or most convenient accessible station from where you can undertake your journey.

If your destination station is inaccessible to you, we will also provide alternative accessible transport to allow you to complete your journey. This usually involves getting off the train a few stops earlier (at an accessible station) and completing the journey by taxi. You will not be asked to pay any more than the standard rail fare.

We will also provide alternative accessible transport at no additional cost in the following circumstances:

- a) where a disabled passenger is unable to travel from a station because the station is inaccessible to them (e.g. because of a physical constraint);
- b) where, for whatever reason, substitute transport is provided to replace rail services (e.g. because of planned engineering works) that is inaccessible to disabled passengers;
- c) where there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.”

6. Passenger information points and displays

We provide consistent and up-to-date train running and accessibility information on our website www.c2c-online.co.uk. The website has the link to join our email and twitter service which also provides up to date information when there is service disruption

At our stations, our ticket offices or Help points serve as Information Points where you can obtain help or advise on timetables, fares, connections or confirmation of any passenger assistance arranged with c2c or other transport operators.

We maintain the information relating to c2c on the National Rail Enquiries website www.nationalrail.co.uk and ensure it is updated within 24 hours if there are any temporary changes to the accessibility of services and facilities at our stations. This ensures that the information on the Journey Planner and 'Stations Made Easy' facilities is up-to-date. If you book assistance in advance we will advise you of any changes that may restrict your access at any station you plan to use. **We will do this by contacting you by the method you have agreed with us at the time you make your booking.**

We are introducing our new customer facing app for smartphones, called 'c2c Live', which will allow customers to get

- live information about our train services, including Transport for London's 'rainbow boards'
- the location of the relevant trains running on our timetable; including
- real time information during disruption
- detailed information on the station facilities.

It will be available to download on 9 November 2014, from Google Play Store or the App Store.

In addition and from September 2015, customers who have made a reservation through Passenger Assist will be able to use c2c Live, to alert our staff when they have arrived at a station.

7. Tickets and fares

We support the Disabled Persons Railcard, which offers discounts on a range of rail tickets to disabled passengers including companions. Detailed information including discounts available to disabled passengers who do not hold a Disabled Persons Railcard can be obtained from the 'Rail Travel Made Easy' guide published by the Association of Train Operating Companies (ATOC), available at major stations or on the website at www.disabledpersons-railcard.co.uk (under 'Other concessionary discounts').

Tickets are generally available for purchase from our website, at staffed stations, at stations with self-service ticket vending machines, or by contacting our Assisted Travel Helpline on **03457 44 44 22** for journeys which are planned more than a week in advance. At our stations, at least one of our ticket machines is set up to issue tickets for you and a companion using your Disabled Persons Railcard discount. You can also buy your ticket on line for collection from our ticket machines.

We expect all customers to have a valid ticket or other authority to travel before starting their journey. However, if you are unable to buy a ticket at the station

before your journey as a result of your disability, you will be able to purchase a ticket either on the train or upon arrival at your destination without penalty.

8. At our stations

We have operational responsibility for 25 stations and a summary of the key facilities at these stations is included at Appendix A.

If you wish to view full details of all facilities available at these stations or to access the 'Stations Made Easy' facility, please visit the National Rail Enquiries website www.nationalrail.co.uk and click on 'Stations & on train'.

If for any reason we seek to permanently alter facilities at any of our stations, leading to restricted access for disabled passengers, we will consult Passenger Focus, London TravelWatch, and local access groups before any permanent changes are undertaken. These organisations are independent consumer groups set up to protect and promote passenger interests. Any alterations to facilities also need to be approved by the Department for Transport.

We have passenger operated help points at all of our stations which are directly linked to our Operations Control Centres at either Upminster or Barking.

8.1 Aural and visual information at our stations

We currently use Customer Information Screens which are nearly life-expired and we will therefore be replacing them to meet customer's information requirements. Our customer information screens display train running times and train stopping patterns.

Passenger information display systems showing appropriate train operating information are in operation on all of the stations on our network.

At times of disruption, we update visual information systems to keep passengers informed of the situation and we will also use local announcements to update passengers. Audio announcements will also be made to advise customers of departure times and platform numbers. We also use posters to display information relevant to our services such as Notices of planned engineering works. Wherever possible we will aim to display our posters so that both wheelchair and standing passengers who are unable to stoop, can read them.

8.2 Meeting points

As many of our stations have only one member of staff, if you have arranged assistance we recommend that you go to the ticket office at the station where your journey starts.

8.3 Ticket machines

We have installed 57 self-service ticket vending machines at our stations. Whilst a small number do not offer this facility, at least one machine at each location issues reduced-rate tickets to holders of a Disabled Persons Railcard and their companion as well as to holders of Senior Railcards. They can also issue tickets that have been paid for in advance.

8.4 Ticket gates

We have automatic ticket gates at all of our stations (except for the arrival platform from London at Purfleet station). All gate lines have one wider gate which allows easier access for wheelchair users and other passengers with reduced mobility. These wider gates are either operated from the ticket office window adjacent to the gates or by staff in attendance at the gateline. At times when the station is unmanned the gates are left open. Access to the Southend bound platform at Benfleet and the London bound platform at Rainham is by a remote-controlled gate that is operated from the ticket office on request.

8.5 Luggage

We do not provide staff specifically to carry passengers' luggage, but we commit to providing assistance with luggage within our station and to and from the train for disabled and older passengers where this has been booked in advance. There is no charge for this service. We will aim to help with a maximum of 2 items of luggage limited to 23kg each. However our staff are trained in manual handling and therefore will not lift anything that they feel would put their own health or well being at risk.

8.6 Left luggage

We have no left luggage facilities at any of our stations.

8.7 Ramp Access to trains

We have portable ramps at all our staffed stations to enable customers (for example those using a wheelchair) to get on or off the train. Our station staff are trained in how to correctly use the ramps and will help you during the station' staffed hours. If you need assistance with a ramp outside normal staffing hours, you will need to book that assistance 4 hours in advance. Booking in advance gives us time to arrange for the train to be met by a member of staff who will be able to assist you.

9. On our trains

All of our services are operated by modern 4-Car (or multiples of) class 357 electric trains which have an accessible toilet and two dedicated spaces for

wheelchair users in each 4-car train. There are limitations to the size of wheelchair or mobility scooter that can be carried on our trains; see sections 9.3 and 9.4 below.

9.1 Seats on our trains

Seat reservations, including the booking of dedicated wheelchair spaces, are not available on our services; however, there are at least 2 'Priority' seats next to each doorway on our trains with clearly marked signs that indicate that they are intended for the use of disabled, pregnant ladies and older customers.

The wheelchair symbol on the relevant exterior door of the carriage indicates the wheelchair space. Priority seats are indicated by [*pictogram*].

9.2 Aural and visual information on our trains

All of our services provide aural and visual information for your journey. The visual display shows the train's stopping pattern and other relevant journey information. We also make announcements on our platforms to inform passengers of the next train and its stopping pattern.

We also provide on-board announcements. These are made in sufficient time for passengers, especially those with reduced mobility, to prepare to alight. Announcements will also be made relating to any alterations to the normal service, including delays.

9.3 Wheelchair carriage

Standard manual or powered 4 wheeled wheelchairs not exceeding 70cm wide and 120cm long with a combined weight of passenger and wheelchair of less than 250kg can be carried on all our trains. These standard dimensions are in accordance with Interoperability PRM - TSI, 2008 guidelines and the maximum weight is limited by:

- The capability of an individual member of staff assisting the passenger, and
- The safe working load of the access ramp.

9.4 The carriage of Powered Mobility Scooters

Powered scooters are not generally designed for use on public transport due to their size, weight and manoeuvrability. When travelling on c2c Rail, for safety reasons (based on the safety recommendation of scooter manufacturers) scooter passengers are advised to transfer from the scooter to a seat on the train where possible. For the same reasons it is not permitted to travel aboard a scooter or wheelchair in the door vestibule of the train.

In line with our policy on wheelchairs, lightweight 3-wheeled travel scooters not exceeding 70cm wide and 120cm long with a combined weight of passenger and wheelchair of less than 250kg can be carried on all our trains subject to requesting travel assistance in advance. We cannot convey larger scooters because they cannot be safely accommodated aboard our rolling stock.

Where our trains are not running due to planned engineering we are unable to provide alternative means of transport. However if you are already travelling with us and there is disruption, we will make every reasonable effort to provide an alternative means of transport. This is likely to involve using alternative rail services such as Greater Anglia or London ground services.

10. Making connections

10.1 Connections to other train services

c2c services connect with London Overground services to Gospel Oak and the Hammersmith and City line services of the tube at Barking station. We connect with District Line services at Upminster and with the District Line and Jubilee Line services at West Ham. When making train connections, please allow sufficient time to transfer between trains. **Please note that there is no step-free access to platform 6 at Upminster which is a connection for the Abellio Greater Anglia service to Romford.**

Where your journey requires a change of train at one of our stations, we are able to help you get from one train to another even if it involves the services of another train operator. Please note that we will give priority to passengers who have booked assistance.

Our staff are also able to help you where the platform from which your train was due to depart, changes at short notice. They will aim to get you to the new platform as quickly as possible. Where you have missed the train you had booked due to a short notice change of platform, our staff will re-book the assistance you need to complete your journey.

When you book a journey through our Assisted Travel Service which involves changing onto another train operators' services we will arrange assistance for all aspects of your journey and pass the details of your booking to the other operator.

10.2 Intermodal connections

We are able to advise you at the time you book assistance whether the station from which you intend to travel to or from offers taxi which can carry a standard wheelchair.

At stations where we have staff other than those in booking offices, we can assist passengers to the connecting point with buses and/or taxis if the interchange is within the immediate station vicinity.

11. Disruption to facilities and services

We understand that disruption to services and facilities can significantly impact on all passengers including disabled people, and our priority is working to minimise any disruption to our customers. In such circumstance our policy is to make every reasonable effort to help you complete your journey.

We issue email and Twitter alerts when there is disruption on the c2c network. To register for email and/or Twitter alerts visit www.c2c.co.uk/disruption

Where services are disrupted we will make announcements if trains are re-platformed at short notice. We will also aim to get in touch with you if you have provided contact details. Where the extent of the service disruption is significant, we will consider the option of providing substitute transport. We will offer alternative accessible transport to take you to the destination shown on your ticket or back to your station of origin, if that is more convenient to you.

If significant disruption occurs in advance of a journey for which you have booked assistance, we will make every reasonable effort to get in touch with you if you provided contact details. We will inform you about the disruption and offer to re-book your assistance for another time convenient to you.

If disruption occurs before leaving your station, you are normally offered the next available service. If we are not able to run train services at all, we will re-book your journey if you wish to travel on a different day. This will be provided at no extra charge if you have a valid rail ticket for that journey.

At stations you should check the passenger information displays and listen for announcements from the public address system which give details of disruption to services. You can also use the help points provided at the station to contact our Operations Control Centres at Upminster and Barking.

Where one of our accessible facilities is temporarily out of order and we are unable to provide a reasonable replacement facility, we will as soon as is practicable, advertise and update this on both National Rail Enquiries and our website if this affects accessibility at that station for 24 hours or longer.

12. Contact us

We welcome comments on accessibility issues and any suggestions for improvements to the services we provide.

To enable this you can contact us in several ways:

- Customer comment forms are available from all our ticket offices
- Customer comment forms can be downloaded from our website
- Contact the c2c Customer Relations Team details of whom are given below:

The Customer Relations Manager
c2c Rail
FREEPOST ADM3978
Southend SS1 1ZS

Telephone **03457 44 44 22 (option 3)**
email **contact@[c2crail.co.uk](mailto:contact@c2crail.co.uk)**

13. Alternative formats

As part of our effort to make our services accessible and understood by many passengers both parts of our DPPP i.e. The **Policy Document** and the **Passenger Document** can be downloaded from our website www.c2c-online.co.uk in alternative formats including Easy Read and Large Print. You may also be able to use the view facility in your web browser to increase the size of the copies of these documents.

14. Station accessibility information

Information regarding station accessibility forms part of our DPPP. Please note that this is a general summary of facilities available at each station, current at the time of producing this document. For more up to date information, including recently installed new facilities available at our stations, please visit our website or the National Rail Enquiries website.

Other useful information may also be found at www.railtravelmadeeasy.co.uk

Appendix A - Station staffing times, accessibility and key station facilities – As at 1st August 2014

	STAFFING	TICKET OFFICE HOURS - Weekdays	TICKET OFFICE HOURS - Saturdays	TICKET OFFICE HOURS - Sundays	MEETING POINT	STEP FREE ACCESS - to London	STEP FREE ACCESS - from London	LIFT ACCESS TO PLATFORMS	STEP FREE BETWEEN PLATFORMS	ACCESSIBLE SEATING ON ALL PLATFORMS	DISABLED ACCESSIBLE TOILET	VISUAL TRAIN SERVICE INFORMATION SYSTEM	AUDIO INFORMATION SYSTEM	SECURE STATION ACCREDITATION	CAR PARKING - TOTAL NUMBER OF PARKING BAYS	NUMBER OF DISABLED DESIGNATED PARKING BAYS	TAXIS AVAILABLE	WHEELCHAIR SACCESSIBLE BUS LINK	CATERING OR FOOD OUTLET ON THE STATION/FORECOURT	Tactile Paving to all platforms	Tactile Paving to Some Platforms	No Tactile Paving
BARKING	Full Time	05-15 23-30	05-15 23-30	07-15 23-30	Ticket Office	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes			Yes		Yes	√		
BASILDON	Part Time	05-15 22-00	05-15 21-30	07-15 22-00	Ticket Office	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes			Yes	Yes	Yes	√		
BENFLEET	Part Time	05-15 22-00	05-15 22-00	07-15 22-00	Ticket Office	Yes	Yes			Yes		Yes	Yes	Yes	165	2	Yes	Yes	Yes	√		
CHAFFORD HUNDRED	Part Time	05-45 22-00	07-45 21-30	07-15 17-30	Ticket Office	Yes	Yes		N/A	Yes	Yes	Yes	Yes	Yes	105	5			Yes	√		
CHALKWELL	Part Time	05-15 20-00	08-15 17-40	07-45 17-10	Ticket Office						Yes	Yes	Yes	Yes			Yes		Yes			√
DAGENHAM DOCK	Part Time	07-15 13-40	08-15 15-40	Closed	Ticket Office		Yes			Yes	Yes	Yes	Yes	Yes	17	2						√
EAST TILBURY	Part Time	07-15 13-34	07-15 15-40	09-15 17-30	Ticket Office	Yes	Yes		Yes	Yes		Yes	Yes	Yes								
GRAYS	Part Time	05-20 22-00	07-15 22-10	07-15 22-00	Ticket Office	Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes	150	4	Yes		Yes	√ Platforms 2 and 3	√	Not on Platform 1
LAINDON	Part Time	05-15 22-00	07-15 21-00	07-15 21-00	Ticket Office	Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes	253	2	Yes			√		
LEIGH- ON- SEA	Part Time	05-15 22-00	07-15 20-00	07-45 19-40	Ticket Office	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	495	2	Yes		Yes	√ Platform 1	√	Not on Platforms 2 and 3
LIMEHOUSE	Part Time	06-15 21-00	07-00 17-00	Closed	Ticket Office					Yes		Yes	Yes	Yes			Yes			√		
LONDON FENCHURCH STREET	Full Time	05-45 21-40	05-45 21-40	07-15 21-40	Ticket Office	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes			Yes	Yes	Yes			√
OCKENDON	Part Time	05-45 20-30	07-15 17-30	08-15 15-40	Ticket Office	Off Peak Only	Yes					Yes	Yes	Yes	43	4	Yes		Yes			√
PITSEA	Part Time	05-15 22-00	07-15 22-00	07-15 22-00	Ticket Office	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes	120	3	Yes		Yes	√		
PURFLEET	Part Time	07-15 13-40	07-15 13-40	Closed	Ticket Office	Yes	Yes		Yes	Yes		Yes	Yes	Yes	18	2			Yes			√
RAINHAM ESSEX	Part Time	07-15 22-00	07-45 17-00	09-15 17-40	Ticket Office	Yes	Yes		Yes	Yes		Yes	Yes	Yes	188	2				√		
SHOEBURYNESS	Part Time	07-15 22-00	08-15 17-40	07-15 18-40	Ticket Office	Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes	28	2				√		
SOUTHEND CENTRAL See note 3	Part Time	05-45 22-00	07-15 22-00	07-15 22-00	Ticket Office	Yes	Yes			Yes	Yes	Yes	Yes	Yes	150	2	Yes		Yes	√ Platforms 3 and 4	√	Not on Platforms 1 and 2
SOUTHEND EAST See note 2	Part Time	05-15 20-30	07-15 15-40	07-15 15-40	Ticket Office	Yes				Yes	Yes	Yes	Yes	Yes	207	0			Yes	√		
STANFORD LE HOPE	Part Time	05-30 20-30	07-15 20-30	07-45 17-00	Ticket Office	Yes	Yes		Yes	Yes		Yes	Yes	Yes	90	1	Yes	Yes		√		

	STAFFING	TICKET OFFICE HOURS - Weekdays	TICKET OFFICE HOURS - Saturdays	TICKET OFFICE HOURS - Sundays	MEETING POINT	STEP FREE ACCESS - to London	STEP FREE ACCESS - from London	LIFT ACCESS TO PLATFORMS	STEP FREE BETWEEN PLATFORMS	ACCESSIBLE SEATING ON ALL PLATFORMS	DISABLED ACCESSIBLE TOILET	VISUAL TRAIN SERVICE INFORMATION SYSTEM	AUDIO INFORMATION SYSTEM	SECURE STATION ACCREDITATION	CAR PARKING - TOTAL NUMBER OF PARKING BAYS	NUMBER OF DISABLED DESIGNATED PARKING BAYS	TAXIS AVAILABLE	WHEELCHAIR SACCESSIBLE BUS LINK	CATERING OR FOOD OUTLET ON THE STATION/FORECOURT	Tactile Paving to all platforms	Tactile Paving to Some Platforms	No Tactile Paving
THORPE BAY	Part Time	05-15 20-30	07-15 15-40	07-45 17-00	Ticket Office	Yes	Yes			Yes		Yes	Yes	Yes	73	1	Yes			√		
TILBURY TOWN	Part Time	05-45 20-30	07-15 20-30	07-15 17-30	Ticket Office	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes				Yes		√		
UPMINSTER See note 1	Full Time	05-15 22-00	07-15 22-00	07-45 22-00	Ticket Office	Yes	Yes	Plat 1-5	Plat 1-5	Yes	Yes	Yes	Yes	Yes	540	9	Yes		Yes	√ Platforms 3,4,5,6	√	Not on Platforms 1, 1a and 2
WEST HORNDON	Part Time	07-15 20-30	08-15 17-40	Closed	Ticket Office		Yes			Yes	Yes	Yes	Yes	Yes	110	3	Yes					√
WESTCLIFF	Part Time	05-45 22-00	07-15 15-40	07-15 15-40	Ticket Office	Yes	Yes			Yes	Yes	Yes	Yes	Yes	50	3	Yes		Yes	√		
WEST HAM Operated by LUL	No c2c Staff	06-15 19-00	09-15 18-00	09-30 16-30	Ticket Office	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes						√		

Notes:

- 1) There is no step free or lift access to platform 6 at Upminster station for connecting services to Romford.
- 2) Southend East station car park is off street parking.
- 3) Southend Central station car park is operated by NCP.
- 4) Many of our car parks are very busy and are full by 09-30 on weekday mornings.