



# Making rail accessible

Helping older and  
disabled passengers

May 2011

[www.firstgreatwestern.co.uk](http://www.firstgreatwestern.co.uk)

## Introduction

First Group operates the Greater Western franchise. The franchise covers a large geographical area, including:

- High Speed services from London Paddington to South Wales and Cornwall
  - Suburban services from London Paddington to Reading and Newbury, services via Oxford and the Cotswolds to Hereford and Worcester and over the North Downs between Reading and Gatwick airport
  - Regional services throughout the South West and in South Wales.
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This document forms the “passenger document” element of our Disabled People’s Protection Policy. It provides passengers with details of services and facilities, how they can use these services and the standards they can reasonably expect. It also explains what happens if our services are disrupted.

The document will cover:

1. Policy summary
2. Assistance for passengers
3. Alternative accessible transport

## 1. Policy summary

At First Great Western our goal is to ensure our trains and stations are as accessible as possible.



Our Mobility and Inclusion Manager ensures that the views of our customers with disabilities are heard throughout our organisation. As part of this, he meets with several organisations and groups that champion the needs of people with disabilities.

We will continue to work with Passenger Focus, London Travel Watch, the Disabled Persons Transport Advisory Committee (DPTAC) and the Department for Transport (DfT) so we know exactly what our disabled customers need and how we can provide it.

We will continue to significantly improve station accessibility over the course of the franchise. We will work with the DfT and Network Rail to deliver larger projects such as platform lifts and ramps that may be funded through the DfT’s “Access for All” project. We will also continue to work with local authorities to find other opportunities and funding to improve accessibility at stations for the benefit of our disabled customers.

We are committed to adopting the services and standards set out in the DfT’s “Accessible Train Station Services Design for Disabled People: A Code of Practice” (the Code of Practice), as well as the Technical Specification of Interoperability for Persons with Reduced Mobility (TSI PRM).

We will ensure that any new trains we purchase during the course of the franchise comply with the TSI PRM. When we refurbish our trains we will take account of the TSI PRM, to improve accessibility. Where this is not practical we will seek appropriate dispensation or exemption from the DfT but only after exhausting all avenues to comply.

We have signed up to the Guide Dog Charter (2002) and customers may travel safely with any assistance dog without restriction or further cost. We aim to provide a service that goes beyond the minimum levels of disability legislation. We will constantly monitor how effective our disability policies are through customer feedback and regular mystery shopping exercises.

Our staff are trained to identify and assist those customers who require extra assistance. Safety is our priority and our staff will ensure that all customers receive the necessary help and assistance to make each journey as safe and enjoyable as possible.

## 2. Assistance for passengers

We aim to provide the necessary assistance to disabled customers throughout our network whether booked in advance or not.



However, a number of our stations are unstaffed, others are only staffed part time and some of our trains are operated by a driver only. Although we recognise that in many cases disabled customers are able to make journeys without needing to make prior arrangements, we do advise you to check with us that the stations and services you wish to use are fully accessible beforehand. We recommend you call us at least 24 hours in advance. You can arrange assistance for your entire journey, buy a ticket and reserve a seat by calling us on 0800 197 1329 or type talk on 18001 0800 197 1329. The calls are free and the line is open from 0700 to 2200 daily except Christmas Day. Customers may also choose to book assistance by completing the on-line booking form available on our web site.

In all cases, we recommend that you arrive at the station allowing plenty of time before your train's scheduled departure and make yourself known to a member of staff if you require assistance. You may need to allow

more time depending on the level of your disability and the assistance required.

Many journeys on our network start or finish at London Paddington station, which is managed by Network Rail. We ask that disabled customers departing from the station report to the Customer Reception office on their arrival. This office is at the concourse end of Platform 1. Our colleagues will notify on board staff and phone through to your destination station to ensure you are assisted en route.

We aim to meet customers who have booked assistance as soon as they arrive, however this may take longer at busier times. We always aim to meet customers within 5 minutes of their train arriving at its final destination. However, when arriving at London Paddington, if the assistance staff are not there, please call the help desk on 0207 9226793.

At staffed stations, disabled customers will be offered assistance out of the station and, where alternative onward travel is required, advice as to where this may be located. All our stations have signs near the main station entrance providing information about local taxis (including those with fully accessible vehicles) and bus services.

First Great Western train services can carry manual or powered wheelchairs up to the following dimensional and weight limitations:

<b>Width</b>	700 mm (650 mm on Coach G First Class HST)*
<b>Length</b> (including footplates)	1200 mm
<b>Weight</b> (including passenger)	300 kilograms

\* Please clarify details with our operators when making your booking.

Unfortunately we are unable to carry any type of mobility scooter unless it is folded and able to be carried as luggage.

We are committed to maintaining and improving the Assisted Passenger Reservation system, which is operated by the Association of Train Operating Companies (ATOC). Through this system and with a single call to First Great Western we will arrange assistance at all changes and connections including those provided by other rail companies.

Our operators can also provide you with accessibility advice about the train service and stations you intend to use and in some cases may be able to advise you of more suitable alternatives.

We work with other train operators to maintain the national Knowledgebase resource (a database of accessibility at stations), which can be found at [www.nationalrail.co.uk/stations](http://www.nationalrail.co.uk/stations). Our Mobility and Inclusion Manager will ensure the information on this site is up to date. This will include contacting the National Rail help desk directly where appropriate to up date information on short term or unplanned changes which could impact significantly on our customers ability to complete their journeys. The information updated will be:

- Where stations have a physical constraint preventing some disabled people from using it
- Where significant temporary work affecting station accessibility is being carried out
- Where there are changes to stations making them temporarily inaccessible (e.g. when facilities such as lifts and toilets at stations are out of order)

The First Great Western website - [www.firstgreatwestern.co.uk](http://www.firstgreatwestern.co.uk) also includes useful information for all of our customers.

If you have booked assistance with us and we fail to provide this service, we will refund the entire cost of your rail journey. Please contact our Customer Service department on 08457 000 125, who will be happy to arrange this.

Information about train services, including delays caused by pre-planned rail improvement works, may be obtained from National Rail Enquiries on 08457 48 49 50, or text phone 0845 60 50 600. You can also use the Train Tracker Text TM service. Simply text "dep" followed by the station you wish to use and send to 48 49 50 to get real-time information for the next few departures from your station.

Texts cost 25p plus your normal network rate. This service is not available on some mobile networks, details of which are available at [www.nationalrail.co.uk](http://www.nationalrail.co.uk).

### 3. Alternative accessible transport

Some First Great Western stations are not fully accessible or accessible at all to some customers with reduced mobility.



If a disabled customer wishes to use one of these stations, we will suggest another accessible station or provide alternative transport options at no extra cost. If a disabled customer wishes to travel by train to an inaccessible station, we will usually arrange for a suitable taxi to take them to that station from the nearest accessible station, at no extra cost.

In some cases, where there are frequent services (at least half hourly), we may ask disabled customers to travel on to the nearest accessible station before coming back to an accessible platform at their destination station. We will never charge any more for this. All alternative transport must be booked in advance by our staff. Our staff have a register of taxi companies showing which ones can provide accessible vehicles.

If you have not booked assistance and arrive at an inaccessible staffed station, we will still try to arrange transport for you but it may take a little longer. If the station is unstaffed, you must contact our assisted travel team

in order that alternative transport can be arranged to facilitate your onward journey, so we always recommend that assistance is booked in advance.

In the event of planned rail improvement work, it will sometimes be necessary for us to provide a bus or taxi. When assistance has been booked, we aim to ensure that this transport is accessible. Currently, not all buses are fully accessible. Therefore depending on availability it may be necessary for us to provide a taxi to take you to your destination station or to the nearest or most convenient accessible station at no extra charge.

If for any reason the train service is replaced by a bus service, accessible vehicles will be provided where practical. If this is not possible, a taxi accessible to you will be provided instead. Station staff at your destination will be informed and will meet you on arrival. Where alternative transport is used we will ensure that assistance is available at both the start and end of your journey. Details of planned rail improvement works may be obtained from the notice boards at our stations, via our web site [www.firstgreatwestern.co.uk](http://www.firstgreatwestern.co.uk), from National Rail Enquiries on 08457 48 49 50 or when booking through APRS.

### 4. Passenger information

First Great Western will provide up-to-date information about the accessibility of our facilities and services, on the National Rail Enquiries Website, including the stations journey planner (Stations Made Easy) at [www.nationalrail.co.uk](http://www.nationalrail.co.uk) and via our own Website [www.firstgreatwestern.co.uk](http://www.firstgreatwestern.co.uk)

Our Mobility and Inclusion Manager will update any changes to this

information within 24 hours of being notified of the change.

This information will also be available by calling us on 0800 197 1329 or type talk on 18001 0800 197 1329 or at our Station Booking Offices.

Leaflets and booklets will be updated at least once a year as part of our DPPP update process and as often as practical to reflect any changes in facilities or policies.

## 5. Tickets and fares

You may purchase tickets to travel;

- at the same time as you book your assistance on free phone 0800 197 1329 or type talk 18001 197 1329 and where there is enough time for us to post them to you; or
- at one of our station ticket offices.
- at one of our stations' self-service ticket machines
- from our web site on [www.firstgreatwestern.co.uk](http://www.firstgreatwestern.co.uk)
- from other train operators and their ticket offices

Where disabled customers are unable to purchase a ticket at a station before their journey, they will be able to buy a ticket without penalty on the train or at their destination.

We support the Disabled Persons Railcard and will apply the appropriate discount to you and your travelling companion when tickets are bought. At ticket offices you will be required to present your railcard, in order to qualify for this reduction. Discounts are also available to registered blind or vision-impaired customers or those needing to remain in their wheelchairs, who do not hold a railcard. This Discount is only available on anytime tickets.

- First Class/Standard Anytime Singles or Returns 34% off
- First Class/Standard Anytime Day Single 34% off
- First Class/Standard Anytime Day Return 50% off

One travelling companion may also receive this discount.

More information on the Disabled

Persons Railcard, how to apply for a card, and discount information can be obtained from the Disabled Persons Railcard Rail Travel Made Easy leaflet or on line at [www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk)

With a **Senior Railcard** anyone 60 years or over can save 1/3 on Standard and First Class rail fares throughout Great Britain for 12 whole months.

Details can be obtained from your local station ticket office, from National Rail Enquiries on 0845 484950 or at [www.senior-railcard.co.uk](http://www.senior-railcard.co.uk).

## 6. At the station

### 6.1 Station entrances

We will not close any station entrances, reducing accessibility for disabled customers without first seeking authority from the Department for Transport and consulting Passenger Focus and local access groups. We will consider the needs of disabled people when temporarily closing access points and maintain a clear way in and out of the station during building works.

### 6.2 Aural and visual information

Most First Great Western stations are equipped with either Customer Information or a Public Address system, providing visual and audio information about train arrivals and delays. We are committed to providing clear and constant aural and visual information, particularly when the service is disrupted. We will ensure our maintenance systems are robust and that any failure of equipment is rectified as soon as possible. Our station management team will also be aware of any failure of these systems and will ensure that the necessary information is provided manually until they are repaired.



When there is a short-notice platform change, our station staff will try to provide information and assistance to

help get disabled customers to the revised platform as quickly and efficiently as possible. If you have difficulty reading or understanding our customer information screens or hearing announcements for any reason, let a member of our staff know so they can advise you immediately if you need to go to a new platform.



### 6.3 Information points and displays

First Great Western will ensure that all printed information is clearly displayed and easily accessible to all passengers. Disabled customers can obtain information at all booking offices and customer help points. Please ask our staff for assistance and in the event of any printed information not being available on request we will make every effort to order for you.

Help points are being installed on the platforms at all of our stations with the exception of Bristol Temple Meads and Reading which both have high staffing levels and customer help desks. If you have any concerns or questions whilst on the platform and there is no staff immediately available, press the assistance button and speak to an operator. At some stations the help point will be

enhanced to include a customer information screen providing visual and aural information on train arrivals and departures.

Our commitment to providing help and information will include:

- First Great Western booking offices and customer information points at our larger stations will be sign posted and found on or near to the main concourse. At smaller stations all information will be clearly and prominently displayed on each platform.
- The booking office, customer information point or gate line will often be the designated meeting point for disabled customers who have booked assistance. However this will vary from station to station and will be explained when you make your booking, in all cases please notify a member of staff upon arrival.
- The booking office or customer information point is the best place for disabled customers to obtain advice and information. Many booking offices have induction loops and low-level counters. We will continue to provide more of these facilities in the future, as we refurbish our booking offices.
- Using your booking reservation details, staff at customer information points can assist you with enquiries about your train times and connections.
- The booking office and customer information points provide information on the facilities, services and level of accessibility at all railway stations. This information is provided via the National Rail Enquiries database and is also available from our Assisted Travel booking service

on 0800 197 1329 or type talk on 18001 0800 197 1329 or on line at [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

- Where feasible, all printed information will be positioned so that both wheelchair users and standing passengers can access it.
- The latest information about train services provided on screens at stations, will also be available from the enhanced help points provided on some station platforms. We will provide real time information on timetables, diversions, delays and other events that may affect your journey, via customer information screens and public address systems as soon as we can.

#### **6.4 Ticket machines**

Over the last few years we have installed new automatic ticket machines at many of our stations and we are also upgrading some of the older machines. These new machines are compliant with the Code of Practice in terms of access and also capable of issuing discounts for Disabled Persons Railcard holders and their companion. Until this programme is completed some older machines may not be fully compliant.

#### **6.5 Ticket gates**

Some of our stations have automatic ticket gates, meaning you will need a valid ticket to be allowed on to the platform. All ticket gatelines have at least one wider, manually operated gate for wheelchair access and use by passengers with reduced mobility, or with young children or luggage. When in operation, the gates will always be staffed so you can ask for help if you need it. At all other times, the gates will be left open.

#### **6.6 Luggage**

First Great Western does not provide a porter service but we do provide free assistance with luggage for disabled customers and those who have booked assistance. We ask politely that each customer does not travel with more than three items of personal luggage, consisting of two large items (suitcase or rucksack) plus one item of hand luggage. Our staff may refuse to lift your luggage on or off the train if it is too large or heavy but we will accommodate all reasonable requests.

#### **6.7 Left luggage**

First Great Western does not provide left luggage facilities at any of its stations. However a left luggage facility is available at London Paddington in the lost property office on platform 10.

#### **6.8 Ramps**

Customers requiring a ramp will be assisted on to the train by our staff using a portable ramp that has been specifically tested for this purpose. Under no circumstances should customers use their own ramps. Many of our trains carry a ramp on board but where this is impractical (for example on services operating on Thames Valley and North Downs routes which are driver only and have no conductor), a portable ramp has been installed on all staffed accessible platforms served by these trains.

Our staff are trained to assist customers regardless of their disability onto or off the train. If you have not booked assistance, please make your requirements known to a member of staff who will assist you as quickly as possible and will ensure that you board the train safely.

At some of our larger stations we can provide a wheelchair to assist customers who may need to use it as far as the train. Whilst our staff are trained to assist wheelchair users onto and off the train using the portable ramps, they cannot, for safety reasons lift you into or out of a wheelchair, up flights of steps or into a train seat.

#### **6.9 Facilities provided by third parties**

Where retail outlets are available at stations we will encourage the operators of these units to provide an accessible environment.

## 7. On the train

### 7.1 Aural and visual information

Some of our trains are fitted with scrolling passenger information screens as well as manual and automated public address, whilst other types of trains we operate have only manually operated public address systems. Please see Appendix A for details of our train stock.



Our trains display safety information on what to do in the rare event of an on-board emergency. Evacuation guidelines are either displayed in the vestibule areas adjacent to doors, on the carriage walls or alongside the seats on our High Speed Trains. The guidelines use pictorial graphics to help make them clearer to customers with learning difficulties or those who do not understand English. Our on-board train staff will make a Braille version of our safety leaflet available to any blind or partially sighted customers upon request. We regret that we cannot provide Braille versions of this document on our driver-only services; however if you wish to obtain a copy free of charge, please call us on 0800 197 1329.

Where our services carry conductors, next station announcements will be made in good time prior to the train's arrival. However, making these

announcements on driver only services may be subject to other duties and safety concerns. Our on board staff will endeavour to keep all passengers informed of any delays or disruptions and assist where possible with making alternative arrangements.

On arrival at an accessible station our on-board staff will either assist wheelchair users off the train using the portable ramp or arrange for station staff to do this.

### 7.2 Seats and wheelchair spaces on trains

Our staff will make every effort to ensure that disabled customers can obtain a seat on a train even when no seat reservations have been made or are not available. Many of our services have a number of non-reservable priority seats and wheelchair spaces, which can be used for this purpose.

Some services have reservable priority seats located at the ends of each carriage near to the exit doors. Disabled customers are advised to purchase tickets and make reservations for seats or (wheelchair spaces where available) when booking assisted travel. Our booking staff will advise on the best tickets and seating available, including advance fares, and give clear and accurate confirmation of all arrangements. Reservations can be made for wheelchair spaces where available and staff will ensure that the area is made available for people in wheelchairs only.

### 7.3 Scooters

The majority of scooters have a wider turning circle than wheelchairs and therefore cannot be taken on board our services.



However we can carry scooters that can be folded down into lightweight and manageable components and carried on to the train by the passenger or their travelling companion.

We ask that all such scooters are folded down and ready for boarding before the train arrives. Where necessary, passengers may use the station wheelchair pushed by our staff to board the train. The folded scooters can be stored safely in the luggage compartments.

For safety reasons we must insist that powered wheelchairs and scooters do not exceed 2 mph on station platforms and under no circumstances should they go beyond the yellow line running parallel to the platform edge when operational.

### 7.4 Rolling stock Information

A brief description of our rolling stock and the routes they are generally used over is provided in appendix A.

## 8. Making connections

### 8.1 Connections to other train services

Where a disabled customer has arrived at a station to connect with an onward service, our station staff will make every effort to ensure that accurate information about the connecting service is provided and that staff on the connecting train service are aware of the customers presence.

When a platform alteration occurs at short notice our station staff will try to provide information and assistance to help get disabled and mobility impaired customers to the new platform as efficiently as possible. If you have difficulty reading our customer information screens or hearing announcements for any reason, let a member of our staff know so they can advise you immediately if you need to go to a different platform. Our staff will be able to personally assist those with vision impairments.



### 8.2 Intermodal connections

At staffed stations, disabled customers will be offered assistance out of the station and, where alternative onward travel is required, advice as to where this may be located.

All our stations have signs near the main station entrance providing information about local taxis (including those with wheelchair accessible vehicles) and bus services.

Although accessible taxis are not universally available, we will encourage all taxi companies operating at our stations to have at least one accessible vehicle.

Where there are bus stops at our stations, we will continue to work with bus companies and local authorities to make sure that wherever possible, there will be a step-free, clear route between buses and trains.

We aim to provide pick-up and set-down points for cars and taxis as close to our station entrances as reasonably practical. We recognise that where people transfer into a wheelchair at road level they should be able to do so safely without being in the path of traffic.

## 9. Disruption to facilities and services



We understand that disruption to our services and facilities can have an even more serious impact on our disabled customers than on other passengers. When services are cancelled or facilities are closed, our staff will endeavour to organise alternative accessible replacements to meet your needs. We will make regular public announcements and provide information on visual displays when delays occur. Regular announcements and posters at stations will be used to advertise special arrangements for planned rail improvement work.

When replacement transport is provided we will ensure that clear aural and visual information is provided to those needing to use it and we will have staff on hand to assist where possible. Replacement transport can only take disabled customers along the route of their journey and from station to station. If there is no accessible station, you will be taken to your destination station. There is no additional charge for replacement transport.

Where customers have booked assistance and provided contact details and severe disruption to services makes it impossible for us to provide it, we will endeavour to make alternative arrangements after

discussing the situation with you.

Where the full advertised facilities are not available, (meaning accessibility is reduced); we will make sure we keep customers fully informed. We will do this via our website at [www.firstgreatwestern.co.uk](http://www.firstgreatwestern.co.uk), by signs at the station where appropriate and through our staff. We will ensure the National Rail Enquiries website is updated within 24 hours from when we are notified of the change.

Our on-train emergency plan includes provision for dealing with our disabled customers. In the event of an emergency on the train, we consider the safest option is nearly always to stay on board the train until our staff have fully assessed the situation. If it is necessary for the train to be evacuated, the safest place to do this is at a station. Unless the situation is life threatening, customers with impaired mobility should remain on the train until the emergency services arrive. All of our staff receive comprehensive evacuation training, which includes assisting disabled passengers.

Information on our procedures for assisting disabled passengers at stations and on our trains is available in our 'policy' document (Making Rail Accessible: Guide to Policies and Practices), which can be found on our website at [www.firstgreatwestern.co.uk](http://www.firstgreatwestern.co.uk).

## 10. Contact us

We encourage our customers to give us feedback in writing, by telephone or email on any aspect of the service we provide. You can get in touch with us at:

Customer Services Team  
FREEPOST SWB40576  
Plymouth  
PL4 6ZZ.

E-mail:  
[fgwfeedback@firstgroup.com](mailto:fgwfeedback@firstgroup.com)

Telephone: 08457 000 125

You can also find this Passenger Document on our website at

[www.firstgreatwestern.co.uk](http://www.firstgreatwestern.co.uk) and displayed at our major staffed stations.

If you require further information about how we provide assistance for disabled customers or would like to provide us with feedback on how those arrangements have affected you, please write to us at:

Mobility & Inclusion Manager  
B Block  
Macmillan House  
Paddington Station  
London  
W2 1HF.

## 11. Alternative formats

This 'Passenger' document and our 'Policy' document are also available in several alternative formats including large print, Braille, audio recording and easy read via our website. Please contact our Mobility and Inclusion Manager if you require assistance with obtaining any of these formats. Whilst we will endeavour to meet your request immediately we will provide the required copies within 7 working days.

Our website can be used by blind and partially sighted people using screen reading equipment. Our website was designed in conjunction with the Shaw Trust and is double A compliant to W3C standards.

## 12. Station accessibility information

Details of services and facilities provided at all of our managed stations and others that our services call at can be found in the attached Appendix B.

### 12.1 Platforms and step-free access

First Great Western will continue to work with Network Rail and the DfT to provide step free access to stations where practical.

### 12.2 Toilets

Many accessible toilets at our stations require use of RADAR (National Key Scheme) keys. Where toilets are being introduced, refurbished or renewed we will ensure that facilities are improved for all customers. We will look at installing more accessible toilets where we can.

### 12.3 Station seating

The seating at our stations varies in age, style and accessibility from one location to another. Details are available on the Stations Made easy website. As seats are renewed, we will ensure that we comply with the Code of Practice to install accessible seating.

### 12.4 Security

Many of our stations have received the Secure Station Accreditation. In order to retain this accreditation external assessors evaluate our stations each year.

This national scheme covers all rail and underground networks which are policed by the British Transport Police [BTP]. It establishes standards of good practice and accredits individual stations which have worked with the BTP and other local partners to

implement security measures.

### 12.5 Help points

We are installing 358 new, accessible help points on nearly all platforms on our 210 stations with the exception of Reading and Bristol Temple Meads which both have high staffing levels and customer Help desks. These help points will allow our disabled customers to speak to an advisor for journey information or assistance in the event of an emergency. At our stations currently without customer information displays or a public address system, we are installing enhanced help points that will also provide live departure information. At 63 of these stations this real-time train information will be provided visually on a built-in WebCIS display. At 53 other stations it will be provided audibly by pressing a "Next train" information button.



All of the new help points feature audio frequency induction loops provided to assist hearing-impaired customers. The buttons on the new help points used to call advisers or activate the audible "Next train" information are differentiated by touch and colour in order to assist our visually impaired customers.

## Appendix A

The routes shown in these tables are for indicative purposes only. In order to retain a necessary level of flexibility with our fleet it may sometimes be necessary to change the class of vehicle on a route with little or no notice.

Priority seating, when available, is located at the carriage entrance near to the exit doors and toilets.

### Class: HST, High speed diesel train

Usually runs on: Mainline routes from London Paddington to Bristol, Cardiff, Swansea, Cheltenham, Worcester, Hereford, Weston-super-Mare, Taunton, Exeter, Plymouth and Cornwall.

<b>Built</b>	1976 – 1982 (interior refurbished Feb 07 to Feb 08)
<b>Number of Units</b>	54
<b>Graphic Evacuation Signage</b>	Yes
<b>Designated Wheelchair Position</b>	Yes, two spaces in C (standard) and one in G (First Class) width 650mm length including footplates 1200mm.
<b>Accessible Toilet Facility</b>	Yes, Coach C
<b>Colour Contrasting Grab Rails</b>	Yes
<b>Passenger Information</b>	No Screens, Manual PA
<b>On-board Portable Ramp</b>	Yes
<b>Reservations</b>	Yes
<b>Priority seating</b>	Yes, 4 marked priority seats in every carriage.

### Locomotive-hauled rolling stock (Sleeper services)

Main line routes from London Paddington to Penzance.

<b>Built</b>	1982-1984
<b>Number of Units</b>	2 Services per night
<b>Graphic Evacuation Signage</b>	Yes
<b>Designated Wheelchair Position</b>	There is one wheelchair space with nearby seating for a companion in coach B. There are no accessible berths.
<b>Accessible Toilet Facility</b>	Yes
<b>Colour Contrasting Grab Rails</b>	Yes
<b>Passenger Information</b>	Manual PA
<b>On-board Portable Ramp</b>	Yes
<b>Reservations</b>	Yes
<b>Priority seating</b>	Yes

### Class 165/1 2 and 3-carriage turbo diesel trains

Primary routes: Stopping services from London Paddington along Thames Valley (including branch lines), North Downs, Bicester branch and Basingstoke branch

<b>Built</b>	1992/93
<b>Number of Units</b>	36
<b>Graphic Evacuation Signage</b>	Yes
<b>Designated Wheelchair Position</b>	No – Space in vestibules
<b>Accessible Toilet Facility</b>	No
<b>Colour Contrasting Grab Rails</b>	Yes
<b>Passenger Information</b>	Digital Scroll bar, Manual and automated PA
<b>On-board Portable Ramp</b>	No – At staffed Stations only
<b>Reservations</b>	No
<b>Priority seating</b>	No

### Class: 166 3-carriage turbo diesel trains

Primary Routes: Fast services from London Paddington along Thames Valley to Oxford and Newbury, Cotswolds and between Gatwick Airport and Reading

<b>Built</b>	1992 -1993
<b>Number of Units</b>	21
<b>Graphic Evacuation Signage</b>	Yes
<b>Designated Wheelchair Position</b>	3 Seats in middle carriage have a tip up facility to create space for a wheelchair
<b>Accessible Toilet Facility</b>	No
<b>Colour Contrasting Grab Rails</b>	Yes
<b>Passenger Information</b>	Digital Scroll Bar Manual and automated PA
<b>On-board Portable Ramp</b>	No – At Stations
<b>Reservations</b>	No
<b>Priority seating</b>	No

### Class: 360/2 Desiro 5-carriage electric trains

Route: Stopping services between London Paddington and Heathrow Airport

<b>Built</b>	2004
<b>Number of Units</b>	5
<b>Graphic Evacuation Signage</b>	Yes
<b>Designated Wheelchair Position</b>	Yes
<b>Accessible Toilet Facility</b>	Yes
<b>Colour Contrasting Grab Rails</b>	Yes
<b>Passenger Information</b>	Digital Scroll Bar Manual and automated PA
<b>On-board Portable Ramp</b>	Yes
<b>Reservations</b>	No
<b>Priority seating</b>	Yes

### Class: 150 / 1, 2-carriage diesel trains

Primary routes: Routes around Bristol

<b>Built</b>	1986
<b>Number of Units</b>	2
<b>Graphic Evacuation Signage</b>	Yes
<b>Designated Wheelchair Position</b>	Yes
<b>Accessible Toilet Facility</b>	No
<b>Colour Contrasting Grab Rails</b>	Yes
<b>Passenger Information</b>	Manual PA
<b>On-board Portable Ramp</b>	Yes
<b>Reservations</b>	No
<b>Priority seating</b>	No

### Class: 150 / 2, 2-carriage diesel trains

Primary routes: Devon and Cornwall branch-line services and on routes around Bristol

<b>Built</b>	1986 – 1987 (Refurbished 2002 and 2007-2008)
<b>Number of Units</b>	21
<b>Graphic Evacuation Signage</b>	Yes
<b>Designated Wheelchair Position</b>	Wheelchairs may be accommodated in the flexible space area within the passenger saloon adjacent to the doors behind the drivers cab in one of the 2 vehicles.
<b>Accessible Toilet Facility</b>	No
<b>Colour Contrasting Grab Rails</b>	Yes
<b>Passenger Information</b>	Manual PA
<b>On-board Portable Ramp</b>	Yes
<b>Reservations</b>	No
<b>Priority seating</b>	Yes

### Class: 153 Single-carriage diesel trains

Primary Routes: Devon and Cornwall branch-line services and services around Bristol

<b>Built</b>	1987 (converted to single vehicles 1991-2) (refurbished during 2007)
<b>Number of Units</b>	12
<b>Graphic Evacuation Signage</b>	Yes
<b>Designated Wheelchair Position</b>	Three seats in the carriage have a tip-up facility to create wheelchair space
<b>Accessible Toilet Facility</b>	No
<b>Colour Contrasting Grab Rails</b>	Yes
<b>Passenger Information</b>	Manual PA
<b>On-board Portable Ramp</b>	Yes
<b>Reservations</b>	No
<b>Priority seating</b>	Yes

### Class: 158 2 and 3-carriage diesel trains

Primary routes: Main Line services between Cardiff, Portsmouth, Penzance, Bristol and Worcester via Gloucester

<b>Built</b>	1990-1992 (refurbished during 2007)
<b>Number of Units</b>	17
<b>Graphic Evacuation Signage</b>	Yes
<b>Designated Wheelchair Position</b>	Wheelchair space is available adjacent to the priority seating (numbers 65-66), a seat with a flip up table also available in this vehicle, at the opposite end to the drivers cab.
<b>Accessible Toilet Facility</b>	Yes, located in the middle carriage
<b>Colour Contrasting Grab Rails</b>	Yes
<b>Passenger Information</b>	Manual PA
<b>On-board Portable Ramp</b>	Yes
<b>Reservations</b>	Yes
<b>Priority seating</b>	Yes

# Matrix

## Class: 143 2-carriage diesel trains

Primary routes: Local services in the Bristol area including those to Taunton via Weston-Super-Mare and the Severn Beach line.

<b>Built</b>	1985
<b>Number of Units</b>	8
<b>Graphic Evacuation Signage</b>	Yes
<b>Designated Wheelchair Position</b>	Wheelchairs are accommodated in the flexible space area adjacent to the doors behind the drivers cab
<b>Accessible Toilet Facility</b>	No
<b>Colour Contrasting Grab Rails</b>	Yes
<b>Passenger Information</b>	Manual PA
<b>On-board Portable Ramp</b>	Yes
<b>Reservations</b>	No
<b>Priority seating</b>	Yes

## Class: 142 2-carriage diesel trains

Primary routes: Local services in the Exeter area

<b>Built</b>	1985
<b>Number of Units</b>	7
<b>Graphic Evacuation Signage</b>	Yes
<b>Designated Wheelchair Position</b>	Wheelchairs are accommodated in the flexible space area adjacent to the doors behind the drivers cab
<b>Accessible Toilet Facility</b>	No
<b>Colour Contrasting Grab Rails</b>	Yes
<b>Passenger Information</b>	Manual PA
<b>On-board Portable Ramp</b>	Yes
<b>Reservations</b>	No
<b>Priority seating</b>	Yes

## Class: Locomotive Hauled Coaching Stock 5 carriage diesel trains.

Primary routes: Cardiff – Taunton

<b>Built</b>	1960
<b>Number of Units</b>	2
<b>Graphic Evacuation Signage</b>	Yes
<b>Designated Wheelchair Position</b>	No
<b>Accessible Toilet Facility</b>	No
<b>Colour Contrasting Grab Rails</b>	No
<b>Passenger Information</b>	Manual PA
<b>On-board Portable Ramp</b>	No
<b>Reservations</b>	No
<b>Priority seating</b>	No

New Help points are being installed at most stations see Station Accessibility (12.5) for full details.

Staffed station meeting points are at Help Desks, Ticket office or Gate line. Please contact a member of staff on arrival.

Station Name	Station staffing hours					Secure station accreditation	Step free access	Easy access ticket sales	Induction loop	Station ramp & wheelchair availability	Step free inter-platform access	Accessible set-down & pick-up points	Disabled parking bays	Toilets*	Seating & Catering	PA & CIS
	Weekdays	Saturdays	Sundays	Weekdays	Saturdays											
Action Main Line	06:40-10:40	07:45-1530	Closed	✓	✓	✓								Shelter	PA CIS	
Alderminster	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓R				✓		Shelter	PA WCIS	
Appleford	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓				SP			Waiting room	PA WCIS	
Ascott under Wychwood	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓				✓	✓		Shelter	WCIS	
Ashchurch for Tewkesbury	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓R			✓			Shelter	WCIS	
Avoncliff	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓				✓			Shelter	WCIS	
Avonmouth	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓				✓			Shelter	WCIS	
Barnstaple	06:40-1810	06:40-1810	10:10-1750	✓	✓	✓				SP	✓	✓	✓	Waiting room Catering	PA CIS	
Bath Spa	0515-0150	0515-0150	0730-0150	✓	✓	✓					✓	✓	✓	Waiting room Catering	PA CIS	
Bedminster	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓R		✓				Shelter	WCIS	
Bedwyn	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓R		✓		✓		Seats	PA CIS	
Bere Alston	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓R		SP		✓		Seats	WCIS	
Bere Ferrers	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓R		SP		✓		Seats	WCIS	
Betchworth	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓R		✓				Shelter	PA CIS	
Bicester Town	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓			SP		✓		Shelter	PA WCIS	
Blackwater	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓R						Shelter	PA CIS	
Blackwater	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓R						Waiting room Catering	PA CIS	
Bodmin Parkway	0610-2115	0630-2115	1035-2000	✓	✓	✓				✓		✓	✓	Waiting room Catering	PA CIS	
Bourne End	0615-1315	0715-1415	Closed	✓	✓	✓				✓				Shelter	PA CIS	
Bradford-on-Avon	0620-1340	0620-1310	Closed	✓	✓	✓				✓				Waiting room	PA CIS	
Bramley	0620-1300	0650-1300	Closed	✓	✓	✓				✓				Waiting room	PA CIS	

Station Name	Station staffing hours					Secure station accreditation	Step free access	Easy access ticket sales	Induction loop	Station ramp & wheelchair availability	Step free inter-platform access	Accessible set-down & pick-up points	Disabled parking bays	Toilets*	Seating & Catering	PA & CIS
	Weekdays	Saturdays	Sundays	Weekdays	Saturdays											
Bridgwater	0630-1430	0630-1430	Closed	✓	✓	✓				✓R		✓	✓	Waiting room Catering	CIS	
Bristol Parkway	0430-0130	0430-0130	0430-0130	✓	✓	✓				✓		✓	✓	Waiting room Catering	PA CIS	
Bristol Temple Meads	24-hours	24-hours	24-hours	✓	✓	✓				✓		✓	✓	Waiting room Catering	PA CIS	
Brunton	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓SO						Shelter	PA CIS	
Bugle	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓			✓R				Seats	PA CIS	
Burnham	0610-1930	0810-1500	0915-1645	✓	✓	✓								Waiting room	PA CIS	
Calstock	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓			✓R		✓		Seats	WCIS	
Cam & Dursley	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓			✓R		✓	✓	Shelter	WCIS	
Camborne	0645-1400	0645-1400	Closed	✓	✓	✓				✓		✓	✓	Shelter	PA	
Carbis Bay	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓			✓R		✓		Shelter	WCIS	
Castle Bar Park	0700-1000	Closed	Closed	✓	✓	✓				✓R				Shelter	PA CIS	
Castle Cary	0610-2230	0610-2230	1430-2230	✓	✓	✓				✓		✓	✓	Waiting room Catering	PA CIS	
Causeland	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓			✓R		✓		Shelter	PA CIS	
Chapelton	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓			✓R		✓		Shelter	PA CIS	
Charlbury	0550-1220	0605-1235	Closed	✓	✓	✓				✓R		✓	✓	Waiting room	PA CIS	
Cheltenham Spa	0500-0135	0500-2335	0600-2400	✓	✓	✓				✓		✓	✓	Waiting room Catering	PA CIS	
Chetnole	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓							Shelter	PA CIS	
Chilworth	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓			✓R				Shelter	PA CIS	
Chippenhams	0530-2215	0530-2215	0700-2215	✓	✓	✓				✓		✓		Waiting room Catering	PA CIS	
Cholsey	0630-1300	0630-1200	Closed	✓	✓	✓								Waiting room	PA CIS	
Clifton Down	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓			✓		✓	✓	Shelter	WCIS	
Combe	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓							Seats	PA WCIS	
Cookham	0650-1130	0815-1200	Closed	✓	✓	✓				✓		✓		Shelter	PA	

Station Name	Station staffing hours				Secure station accreditation	Step free access	Easy access ticket sales	Induction loop	Station ramp & wheelchair availability	Step free inter-platform access	Accessible set-down & pick-up points	Disabled parking bays	Toilets*	Seating & Catering	PA & CIS
	Weekdays	Saturdays	Sundays	Sundays											
Coombe Junction Halt	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓				SP	✓			Seats	PA
Copplestone	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓					SP	✓			Shelter	WCIS
Creddon	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓			✓R	✓R	✓		✓		Waiting room	WCIS
Crowthorne	06:45-10:30	Closed	Closed	Closed	✓	✓		✓R	✓R	✓		✓		Shelter	PACIS
Culham	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓									Shelter	PA WCIS
Dawlish	08:30-17:15	08:30-17:15	08:50-16:50	08:50-16:50	✓	✓		✓	✓	✓		✓	✓	Waiting room Catering	PA,CIS
Dawlish Warren	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓			✓R	✓R	✓		✓		Shelter	WCIS
Dean	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓			✓R	✓R	✓		✓		Shelter	WCIS
Devonpor	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓SO		✓R	✓R	✓		✓		Seats	WCIS
Didcot Parkway	05:00-24:00	05:00-24:00	07:00-23:00	07:00-23:00	✓	✓		✓	✓	✓		✓	✓	Waiting room Catering	PACIS
Digby & Sowton	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓									Shelter	PACIS
Dilton Marsh	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓					SP	✓			Shelter	PACIS
Dockyard	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓			✓R	✓R	✓				Seats	
Dorchester West	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓SO								Shelter	
Dorking Deepdene	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓									Shelter	PACIS
Dorking West	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓			✓R	✓R	✓				Shelter	PACIS
Drayton Green	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓									Seats	PACIS
Dumbridge	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓					✓		✓		Seats	
Ealing Broadway	24-hours	24-hours	24-hours	24-hours	✓			✓					✓	Waiting room Catering	PACIS
Eggesford	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓			✓R	✓R	✓				Shelter	WCIS
Evesham	06:15-19:30	05:40-13:00	Closed	Closed	✓	✓		✓R	✓R	✓		✓		Waiting room Catering	PACIS
Exeter Central	05:00-00:20	05:00-00:20	08:15-00:20	08:15-00:20	✓	✓		✓	✓	✓		✓		Waiting room Catering	PACIS

Station Name	Station staffing hours				Secure station accreditation	Step free access	Easy access ticket sales	Induction loop	Station ramp & wheelchair availability	Step free inter-platform access	Accessible set-down & pick-up points	Disabled parking bays	Toilets*	Seating & Catering	PA & CIS
	Weekdays	Saturdays	Sundays	Sundays											
Exeter St Davids	24-hours	24-hours	24-hours	24-hours	✓	✓				✓		✓		Waiting room Catering	PACIS
Exeter St Thomas	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓				✓R					Shelter	WCIS
Exmouth	05:40-22:35	05:40-22:35	10:35-18:15	10:35-18:15	✓	✓		✓	✓	SP				Shelter	PACIS
Exton	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓					SP	✓	✓		Shelter	PACIS
Falmouth Docks	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓			✓R	✓R	SP	✓	✓		Seats	WCIS
Falmouth Town	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓			✓R	✓R	SP	✓	✓		Shelter	WCIS
Farnborough North	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓			✓R	✓R	✓				Shelter	PACIS
Farnborough Wood	13:00-19:15	13:00-19:15	Closed	Closed	✓	✓				✓		✓		Shelter	CIS
Filton Abbey Wood	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓					SP				Shelter	PA WCIS
Finstock	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓									Shelter	WCIS
Freshford	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓					SP				Shelter	WCIS
Frome	05:40-12:15	05:40-12:15	Closed	Closed	✓	✓				SP	✓	✓		Waiting room	PACIS
Furze Platt	06:45-11:30	Closed	Closed	Closed	✓	✓		✓	✓R	SP				Shelter	PA
Gloucester	05:00-24:00	05:00-24:00	08:00-23:15	08:00-23:15	✓	✓				SP	✓	✓		Waiting room Catering	PACIS
Gomshall	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓					✓				Shelter	PA
Goring & Streatley	06:30-13:00	06:30-12:00	Closed	Closed	✓	✓SO		✓R	✓R	✓				Shelter	PACIS
Gunnislake	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓				SP	✓	✓		Waiting room	PACIS
Hanborough	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓					SP	✓	✓		Shelter	PA WCIS
Hanwell	05:50-13:15	05:50-13:15	Closed	Closed	✓					SP		✓		Seats	PA,CIS
Hayes & Harrington	06:00-22:00	06:00-22:00	06:40-21:00	06:40-21:00	✓	✓		✓					✓	Waiting room Catering	PACIS
Hayle	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓					✓		✓		Shelter	WCIS
Henley-on-Thames	06:00-13:00	07:00-13:00	Closed	Closed	✓	✓		✓R	✓R	SP		✓		Seating Catering	PA WCIS
Heyford	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓SO								Shelter	PA WCIS
Highbridge & Burnham	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓						✓	✓		Shelter	PA WCIS

Station Name	Station staffing hours				Secure station accreditation	Step free access	Easy access ticket sales	Induction loop	Station ramp & wheelchair availability	Step free inter-platform access	Accessible set-down & pick-up points	Disabled parking bays	Toilets*	Seating & Catering	PA & CIS
	Weekdays	Saturdays	Sundays	Sundays											
Honeybourne	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓		✓R	SP	✓	✓			Shelter	PA WCIS
Hungerford	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓		✓R	✓	✓				Shelter	PA CIS
Islip	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓		✓R	SP	✓				Shelter	PA WCIS
Iver	06:40-11:20	Closed	Closed	Closed	✓	✓	✓	✓R	✓	✓	✓			Shelter	PA CIS
Ivybridge	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓		✓R	✓	✓	✓		Waiting room	Shelter	PA CIS
Kemble	06:40-13:30	06:40-14:10	Closed	Closed	✓	✓		✓R		✓	✓			Waiting room	PA CIS
Keyham	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓								Shelter	
Keynsham	06:45-09:30	Closed	Closed	Closed	✓	✓SO			SP	✓	✓			Shelter	
Kingham	05:50-12:30	05:50-12:30	Closed	Closed	✓	✓SO	✓	✓R	SP	✓	✓		Waiting room	Shelter	PA CIS
Kings Nympston	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓		✓R	SP	✓				Shelter	
Kinbury	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓		✓R		✓				Shelter	PA WCIS
Langley	06:00-19:30	08:10-15:00	Closed	Closed	✓	✓SO		✓R		✓	✓		✓	Shelter	PA CIS
Lapford	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓			SP					Shelter	
Lawrence Hill	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓				✓				Shelter	WCIS
Lelant	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓		✓R	SP	✓				Shelter	
Lelant Saltings	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓		✓R	SP	✓				Shelter	
Liskeard	06:15-19:20	06:15-19:20	11:00-18:30	Closed	✓	✓	✓	✓	SP	✓	✓		✓	Waiting room	PA CIS
Looe	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓		✓R	SP	✓	✓			Shelter	WCIS
Lostwithiel	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓		✓R	✓	✓				Shelter	WCIS
Luxulyan	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓		✓R	SP	✓				Shelter	
Lympstone Commando	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓		✓R	SP	✓	✓			Shelter	
Lystonme Village	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓		✓R	SP	✓				Shelter	WCIS

Station Name	Station staffing hours				Secure station accreditation	Step free access	Easy access ticket sales	Induction loop	Station ramp & wheelchair availability	Step free inter-platform access	Accessible set-down & pick-up points	Disabled parking bays	Toilets*	Seating & Catering	PA & CIS
	Weekdays	Saturdays	Sundays	Sundays											
Maiden Newton	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓SO				✓	✓			Shelter	PA CIS
Maidenhead	06:00-21:00	06:45-21:00	07:00-21:00	Closed	✓	✓		✓	✓R	✓	✓	✓	✓	Waiting room	PA CIS
Marlow	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓		✓R	SP	✓				Shelter	PA CIS
Meiksham	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓			SP	✓	✓			Shelter	WCIS
Menheniot	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓SO				✓				Shelter	
Midgham	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓		✓R	✓	✓	✓			Shelter	PA WCIS
Montpellier	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓			SP	✓				Shelter	WCIS
Morchaed Road	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓			SP	✓				Shelter	WCIS
Moreton-in-Marsh	05:45-19:15	05:45-12:30	Closed	Closed	✓	✓		✓R	SP	✓	✓		✓	Waiting room	PA CIS
Mortimer	06:15-13:00	06:45-13:00	Closed	Closed	✓	✓SO		✓	SP	✓			✓	Waiting room	PA CIS
Nailsea & Backwell	06:30-09:50	Closed	Closed	Closed	✓	✓SO				✓	✓			Shelter	PA CIS
Newbury	06:00-20:24	06:10-18:24	08:30-17:30	Closed	✓	✓		✓R		✓	✓		✓	Waiting room	PA CIS
Newbury Racecourse	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓								Shelter	PA CIS
Newquay	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓				SP	✓			Shelter	PA
Newton Abbot	05:50-23:45	05:50-23:45	08:20-00:20	Closed	✓	✓		✓	✓	✓	✓		✓	Waiting room	PA CIS
Newton St Cyres	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓	✓				SP				Shelter	PA CIS
North Camp	06:30-13:00	07:00-13:00	Closed	Closed	✓	✓		✓R	✓	✓	✓			Shelter	
Oldfield Park	06:30-10:30	Closed	Closed	Closed	✓	✓		✓	✓	✓	✓			Shelter	PA CIS
Oxford	24-hours	24-hours	24-hours	24-hours	✓	✓		✓	✓	✓	✓		✓	Waiting room	PA CIS
Paignton	07:45-16:30	07:45-16:30	09:15-17:15	Closed	✓	✓		✓	✓	✓	✓		✓	Seating	PA CIS
Pangbourne	06:30-13:00	06:30-12:00	Closed	Closed	✓	✓SO		✓R	✓	✓	✓		✓	Waiting room	PA CIS
Par	07:20-14:10	07:20-14:10	Closed	Closed	✓	✓		✓	✓	✓	✓		✓	Waiting room	PA CIS

Station Name	Station staffing hours				Secure station accreditation	Step free access	Easy access ticket sales	Induction loop	Station ramp & wheelchair availability	Step free inter-platform access	Accessible set-down & pick-up points	Disabled parking bays	Toilets*	Seating & Catering	PA & CIS
	Weekdays	Saturdays	Sundays	Sundays											
Parson Street	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓						✓	✓		Shelter	
Patchway	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓			✓R	SP		✓			Shelter	WCIS
Penmere	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓			✓R	SP		✓	✓		Shelter	
Pennryn	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓								✓	Seating Catering	PA CIS
Penzance	0600-2200	0600-2200	0830-2215	Unstaffed	✓	✓	✓	✓R	SP		✓	✓		Shelter	
Perranwell	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓			✓R	SP		✓	✓		Shelter Catering	PA WCIS
Pershore	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓			✓R	SP		✓	✓		Shelter	PA CIS
Pewsey	0600-1630	0600-1300	Closed	Unstaffed		✓								Shelter	
Piling	Unstaffed	Unstaffed	Unstaffed	Unstaffed		✓					✓	✓		Waiting room Catering	PA CIS
Plymouth	0430-0100	0430-0100	0800-2400	Unstaffed	✓	✓	✓	✓	✓					Seating	
Polisloe Bridge	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓				SP					Shelter	
Portsmouth Arms	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓				SP					Shelter	
Quintrell Downs	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓				SP					Shelter	
Radley	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓SO						✓			Shelter	PA WCIS
Reading	24-hours	24-hours	24-hours	24-hours	✓	✓	✓	✓	✓		✓	✓		Waiting room Catering Shelter	PA CIS
Reading West	0630-1045	Closed	Closed	Unstaffed	✓	✓	✓	✓R	SP		✓	✓		Seating	PA CIS
Redland	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓				SP					Shelter	
Redruth	0520-2020	0520-2020	0900-2030	Unstaffed	✓			✓R	SP					Shelter	WCIS
Roche	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓			✓	SP		✓	✓		Waiting room Catering	PA CIS
Romsey	0650-1330	0650-1330	Closed	Unstaffed	✓									Shelter	PA CIS
Saltash	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓			✓R			✓	✓		Waiting room	PA CIS
Sandhurst	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓				✓		✓	✓		Shelter	WCIS
	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓				✓					Shelter	PA CIS

Station Name	Station staffing hours				Secure station accreditation	Step free access	Easy access ticket sales	Induction loop	Station ramp & wheelchair availability	Step free inter-platform access	Accessible set-down & pick-up points	Disabled parking bays	Toilets*	Seating & Catering	PA & CIS
	Weekdays	Saturdays	Sundays	Sundays											
Sandplace	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓				✓R	SP				Shelter	
Sea Mills	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓					SP				Shelter	WCIS
Severn Beach	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓					SP				Shelter	WCIS
Shalford	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓			✓R						Shelter	PA CIS
Shiplake	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓				✓R	SP				Shelter	WCIS
Shipton	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓					SP				Shelter	PA WCIS
Shirehampton	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓			✓R		SP	✓	✓		Waiting room Catering	PA CIS
Slough	24-hours	24-hours	24-hours	24-hours	✓	✓	✓	✓	✓	✓	✓	✓	✓	Waiting room Catering	PA CIS
South Greenford	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓				✓R	✓				Shelter	PA CIS
Southall	0600-2200	0600-2200	0600-2200	Unstaffed	✓			✓		SP				Waiting room Catering	PA CIS
St Andrews Road	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓					SP				Shelter	WCIS
St Austell	0550-1900	0650-1900	0945-1645	Unstaffed	✓			✓			✓	✓		Waiting room Catering	PA CIS
St Budeaux Ferry Road	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓				✓R					Shelter	
St Budeaux Victoria Road	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓			✓R		SP				Shelter	
St Columb Road	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓			✓R		SP				Shelter	
St Erth	0715-1200	0715-1200	Closed	Unstaffed	✓			✓R		SP		✓		Seating	PA CIS
St Germans	1230-1500	1230-1500	Closed	Unstaffed	✓			✓R		SP		✓		Shelter	WCIS
St Ives#	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓			✓R		SP		✓		Shelter	WCIS
St Ives#	1000-1730	1000-1730	Closed	Unstaffed	✓			✓R		SP		✓		Shelter	WCIS
St James' Park	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓			✓R		SP		✓		Shelter	WCIS
St Keyne Wishing Well Halt	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓			✓R		SP		✓		Shelter	
Stapleton Road	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓									Shelter	WCIS

Station Name	Station staffing hours				Secure station accreditation	Step free access	Easy access ticket sales	Induction loop	Station ramp & wheelchair availability	Step free inter-platform access	Accessible set-down & pick-up points	Disabled parking bays	Toilets*	Seating & Catering	PA & CIS
	Weekdays	Saturdays	Sundays	Weekdays											
Starcross	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓						✓			Shelter	WCIS
Stonehouse	0625-0955	0710-1040	Closed		✓	✓					✓	✓		Shelter	
Stroud	0630-1800	0715-1430	1030-1720		✓	✓		✓	✓		✓	✓		Waiting room Catering	PA CIS
Swindon	0515-2400	0515-2400	0700-0030		✓	✓	✓		✓	✓	✓	✓	✓	Waiting room Catering	PA CIS
Tackley	Unstaffed	Unstaffed	Unstaffed		✓	✓				✓				Shelter	PA WCIS
Taplow	0620-1314	Closed	Closed		✓	SO	✓	✓	✓R	✓	✓	✓	✓	Shelter	PA CIS
Taunton	24-hours	0530-2330	0800-0130		✓	✓	✓	✓	✓	✓	✓	✓	✓	Waiting room Catering	PA CIS
Teignmouth	0830-1915	0830-1915	0900-1750		✓	✓	✓	✓	✓	✓	✓	✓	✓	Waiting room Catering	PA CIS
Thatcham	0600-1245	0700-1345	Closed		✓	✓	✓	✓		✓	✓	✓		Shelter	PA CIS
Theale	0630-1300	0645-1130	Closed		✓	✓	✓	✓		✓	✓	✓		Shelter	PA CIS
Thornford	Unstaffed	Unstaffed	Unstaffed		✓					SP				Shelter	PA CIS
Tilhurst	0630-1300	0630-1300	Closed		✓	✓	✓	✓	✓		✓	✓		Waiting room	PA CIS
Tiverton Parkway	0530-2245	0530-2245	0745-2315		✓	✓	✓	✓	✓	✓	✓	✓	✓	Waiting room Catering	PA CIS
Topsham	Unstaffed	Unstaffed	Unstaffed		✓	✓			✓R	✓	✓	✓		Shelter	WCIS
Torquay	0745-1630	0745-1630	0920-1720		✓	✓			✓		✓	✓	✓	Seating Catering	PA CIS
Torre	Unstaffed	Unstaffed	Unstaffed		✓	SO			✓R		✓	✓		Seating	WCIS
Totnes	0500-2115	0500-2115	0815-2015		✓	✓			✓		✓	✓	✓	Waiting room Catering	PA CIS
Trowbridge	0640-1830	0640-1450	0920-1740		✓	✓	✓	✓	✓R		✓	✓	✓	Waiting room Catering	PA CIS
Truro	0645-2005	0640-1905	0915-1920		✓	✓	✓	✓		✓	✓	✓	✓	Waiting room	PA CIS
Twyford	0600-1900	0600-1530	0800-1530		✓	✓	✓	✓	✓R	✓	✓	✓	✓	Waiting room Catering	PA CIS
Umberleigh	Unstaffed	Unstaffed	Unstaffed		✓	✓			✓R	SP	✓	✓	✓	Shelter	WCIS

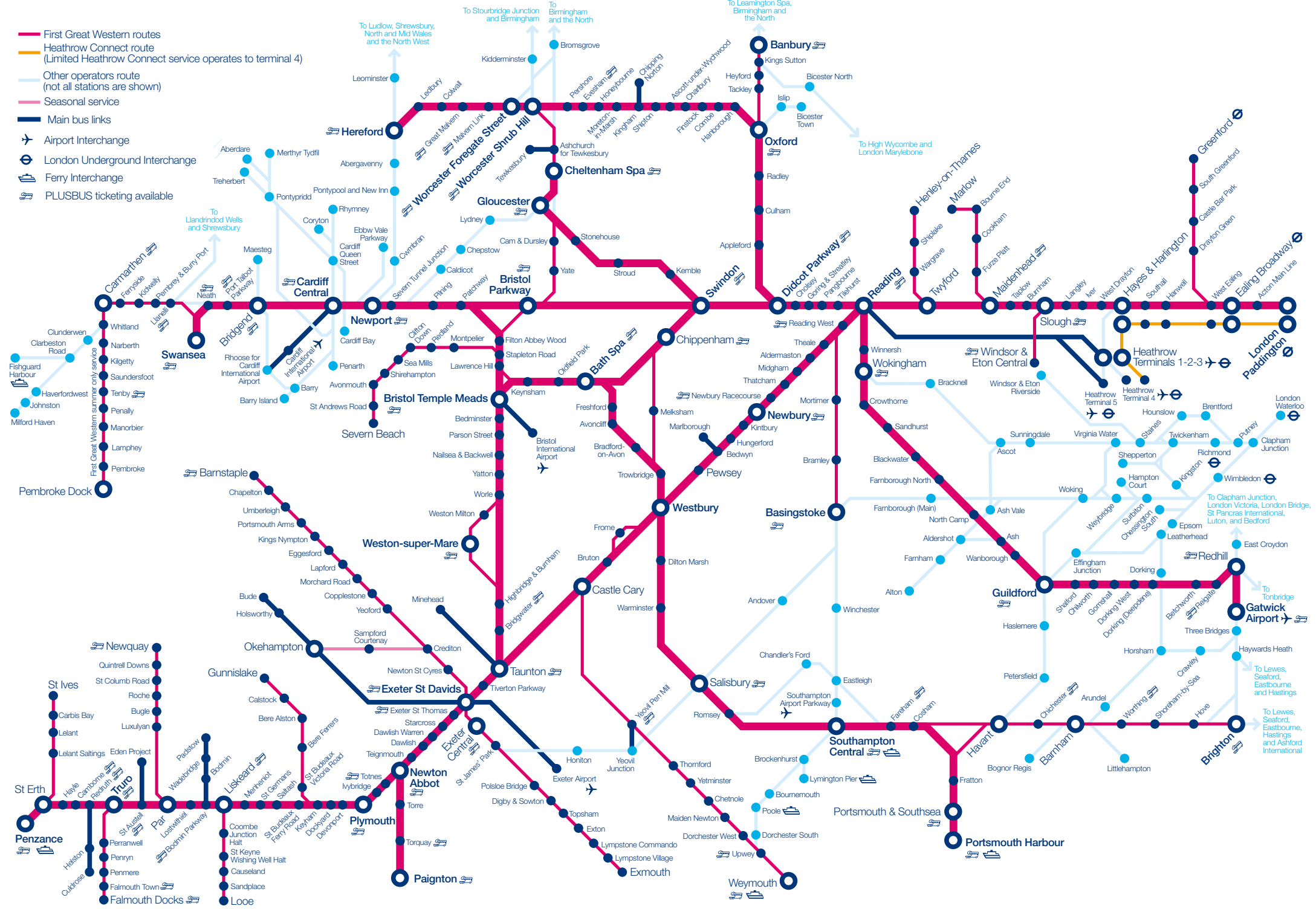
Station Name	Station staffing hours				Secure station accreditation	Step free access	Easy access ticket sales	Induction loop	Station ramp & wheelchair availability	Step free inter-platform access	Accessible set-down & pick-up points	Disabled parking bays	Toilets*	Seating & Catering	PA & CIS
	Weekdays	Saturdays	Sundays	Weekdays											
Wargrave	Unstaffed	Unstaffed	Unstaffed	Unstaffed	✓				✓R	SP	✓			Shelter	PA WCIS
Warminster	0700-1800	0700-1330	Closed		✓	✓	✓		✓R		✓	✓	✓	Waiting room	PA CIS
West Drayton	0630-2024	0630-2024	0810-1530		✓	✓		✓			✓	✓		Waiting room Catering	PA CIS
West Ealing	0535-2050	0535-2050	Closed		✓	✓	✓	✓			✓	✓		Shelter	PA CIS
Westbury	0600-2359	0600-2359	0800-2359		✓	✓	✓	✓	✓	✓	✓	✓	✓	Waiting room Catering	PA CIS
Weston Milton	Unstaffed	Unstaffed	Unstaffed		✓	✓				SP	✓	✓		Shelter	WCIS
Weston-super-Mare	0530-0030	0530-0030	0700-0100		✓	✓	✓	✓	✓		✓	✓	✓	Waiting room Catering	PA CIS
Windsor & Eton Central	0640-2020	0640-1950	0820-1750		✓	✓	✓	✓	✓R	SP	✓	✓	✓	Seating Catering	PA CIS
Worle	Unstaffed	Unstaffed	Unstaffed		✓	✓	✓			✓	✓	✓		Shelter	WCIS
Yate	0630-1045	Closed	Closed		✓	✓	✓			✓	✓	✓	✓	Shelter	WCIS
Yatton	0630-1230	0700-1200	Closed		✓	✓	✓		✓R		✓	✓		Shelter	PA CIS
Yeoford	Unstaffed	Unstaffed	Unstaffed		✓	✓			✓R	SP	✓	✓	✓	Seating	PA CIS
Yeovil Pen Mill	0745-1345	0725-1345	1500-1800		✓	✓	✓	✓	✓R	✓	✓	✓	✓	Waiting room Catering	PA CIS
Yetminster	Unstaffed	Unstaffed	Unstaffed		✓	✓			✓R	SP	✓	✓	✓	Shelter	WCIS

- ✓ = Yes
- \* = Toilets are only available during station opening hours
- # = Summer months only
- R = Ramp for train access only - No station wheelchair available
- SP = Single platform
- SO = Station building and station platform only
- PA = Public Address
- CIS = Customer Information Screens
- WCIS = Customer Information Screens on Help Point

Major stations operated by other companies which First Great Western call at.

Station Name	Station staffing hours		Secure station accreditation	Step free access	Easy access ticket sales	Induction loop	Station ramp & wheelchair availability	Step free inter-platform access	Accessible set-down & pick-up points	Disabled parking bays	Toilets	Seating & Catering	PA & CIS
	Weekdays	Saturdays											
London Paddington	24-hours	24-hours	24-hours	>	>	>	>	>	>	>	>	Waiting room Catering	PA, CIS
Newport	24-hours	24-hours	24-hours	>	>	>	>	>	>	>	>	Waiting room Catering	PA, CIS
Cardiff Central	24-hours	24-hours	24-hours	>	>	>	>	>	>	>	>	Waiting room Catering	PA, CIS
Swansea	24-hours	24-hours	24-hours	>	>	>	>	>	>	>	>	Seating Catering	PA, CIS
Salisbury	24-hours	24-hours	24-hours	>	>	>	>	>	>	>	>	Seating Catering	PA, CIS
Southampton	24-hours	24-hours	24-hours	>	>	>	>	>	>	>	>	Waiting room Catering	PA, CIS
Portsmouth	24-hours	24-hours	24-hours	>	>	>	>	>	>	>	>	Seating Catering	PA, CIS
Weymouth	0500-0030	0500-0030	0600-0045	>	>	>	>	>	>	>	>	Waiting room Catering	PA, CIS
Worcester Foregate Street	0610-1900	0610-1900	0910-1645	>	>	>	>	>	>	>	>	Waiting room Catering	PA, CIS

> Yes  
 = Public Address  
 PA = Customer Information Screens  
 CIS = Customer Information Screens on Help Point



## First Great Western route map

### For more information

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For train times and fares

Daily, 24 hours, calls may be recorded

Correct at time of print (July 2011)