



CONFERENCE
2025
Swindon

WELCOME

#EPFConference2025

Putting Passengers First

epfconference.eu



CONFERENCE
2025
Swindon

INTRODUCTION TO EPF



09:00
09:15 AM



JUNE
2025



JOSEF
SCHNEIDER
EPF

epfconference.eu

Welcome to the #EPFConference 2025

- Welcome to the 22nd EPF conference
- Coming from Poland last year to the United Kingdom we are happy to be here although the country has left the EU
- We are living in a time of many crises. Wars and other political conflicts have to some extent pushed climate change into the background.
- There are positive developments for passengers, but there is still a long way to go to make travelling by public transport easier and smoother.
- Some dark clouds are looming on the horizon; budget cuts have already led to reduced services in some regions.

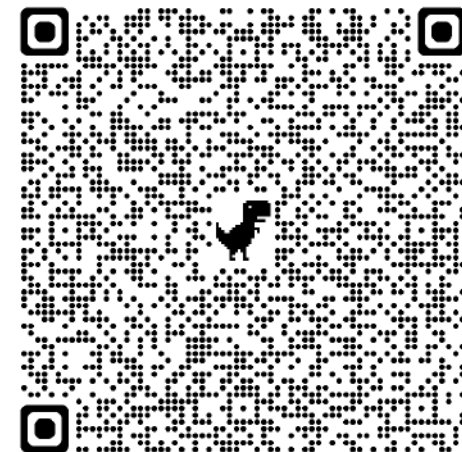
Practicalities



1. Toilets
2. Raise your hand if you would like to speak
3. Please put your phone on silent
4. Please note that we will be taking pictures
5. Have fun!

Today's dinner

- The conference dinner will be held at “The Jewel in the Crown”, (scan QR code for directions)
<https://www.jewelinthecrownswindon.co.uk/>
- If you have not booked in advance and want to join, please tell it to me by paying 40€.
- Drinks at your own expense.





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2025
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KEYNOTE SPEAKER



09:15
09:30AM



JUNE
2025



PIERPAOLO
SETTEMBRI
European
Commission

epfconference.eu



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2025
Swindon

KEYNOTE SPEAKER



09:30
09:45 AM



JUNE
2025



**ELISABETH
KOTTHAUS**

**DG MOVE,
European Commission**

epfconference.eu



Actions for transport users (passengers) and transport workers

EPF conference Swindon 13-14 June 2025



@Transport_EU

Mobility and
Transport

CONNECTING
EUROPE



Passenger rights

- Across modes: Omnibus enforcement proposal COM (2023)753
- Multimodal: proposal on on passenger rights in the context of multimodal journeys (COM(2023)752
- Air: COM(2013)130 amending Regulations(EC) No 261/2004 and 2027/97
- Rail: new targeted revision in the context of the proposals for the Single Digital Booking and Ticketing Regulation and the Multimodal Digital Mobility Services (end of 2025) + Implementation report (June 2026)
- Bus: fact finding study 2025 (published)
- Interpretative Guidelines on air passenger rights (September 2024) and on air PRM (October 2024)
- Air Services Regulation (price transparency, baggage): Call for evidence published in April
- Package travel Directive COM(2023)905
- Directive on Alternative Dispute Resolution COM(2023) 649
- Consumer Protection Cooperation actions / alerts





Transport poverty

- 4 aspects: affordability, availability (existence and frequency of transport services), accessibility (ability to reach essential socioeconomic services and activities within a reasonable amount of time), adequacy (reliability, suitability, barrier-free, safety, security, availability of information) - Regional/local dimension
- **Commission Recommendation** on transport poverty: ensuring affordable, accessible and fair mobility of 22 May 2025 (<https://eur-lex.europa.eu/eli/reco/2025/1021/oj/>)
- For Member States: how to address the complex challenges of transport poverty across the EU notably in the context of the upcoming Social Climate Plans (deadline end of June 2025) with targeted measures and investments to support vulnerable groups affected by the new emissions trading system
- The Joint Research Centre has launched the [Transport Poverty Hub](#), an online platform providing high-resolution maps, that help visually identify areas with well-developed and underdeveloped transport networks, providing valuable insights to policymakers into regional connectivity.





Women in Transport - EU Platform for change



- The most advanced cooperation tool. **Objective = to increase the employment of women in the sector**
- **32** Members from EU transport organisations representing employers and workers, 4 EU Member States (AT, ES, HR and SE) and 4 EU Agencies/Bodies (e.g. EASA, EMSA), private companies, 1 university [all modes covered]
- **Platform members** commit to taking specific actions. **Actions have to be SMART** Specific, Measurable, Achievable, Realistic and Time-bound
- 26 so far (e.g. mentoring, anti-harassment training, summer-school, speed recruiting).
- Participation in industry activities (WiR awards, A4G, Honours in Maritime)



@Transport_EU

CONNECTING
EUROPE

Ambassadors for #DiversityInTransport

- Promote diversity, equality and inclusion within the EU transport sector.
- Raise awareness and share information.
- and implement initiatives to Develop diversity in the EU transport promote both from the perspective of transport workers and transport users.
- Work in thematic subgroups, organise webinars, write blogs and more.
- Approx. 100 Ambassadors from 23 Member States and candidate countries.





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WOMEN IN TRANSPORT



09:45
11:15 AM

13

JUNE
2025



**FLORIDEA
DI CIOMMO**
cambiaMo



**MARJETA
BENCINA**
FOCUS



**ASHLEY
BRAY**
GWR



**BRYONY
CHETWODE**
TWSW (moderator)

epfconference.eu

Making Public Transport Inclusive & Safe for Women

Ashley Bray, HR Director, Great Western Railway

Personal Introduction

- 25 years in UK rail industry
- 42-year-old gay white male from Devon
- Supportive family background
- Acknowledge privilege and limited discrimination experience



About Great Western Railway

- One of the largest train operators in the country
- 6,700 colleagues
- 197 stations
- 250 trains in the fleet
- Revenue nearly £1billion a year



Why Focus on Women's Safety Transport?

- Fundamental right: safety for customers & employees
- Female experience differs in male-dominated industry
- Unique opportunity to drive change



The Reality of Harassment

- Every woman you know will have experienced sexual harassment
- BTP recorded crimes: 7,561 in 2021 → 11,357 in 2023
- 10% rise in sexual offences; reports doubled
- One-third of women faced harassment on train/Tube



Everyday Sexism Project

- Laura Bates & Everyday Sexism Project
- 80,000+ testimonies of harassment on public transport
- [Play the video](#) (00.00 – 00.42)



Shared Responsibility

- Violence against women and girls struggle is decades-long
- Everyone's responsibility, not just women
- Moral, societal, and commercial imperative



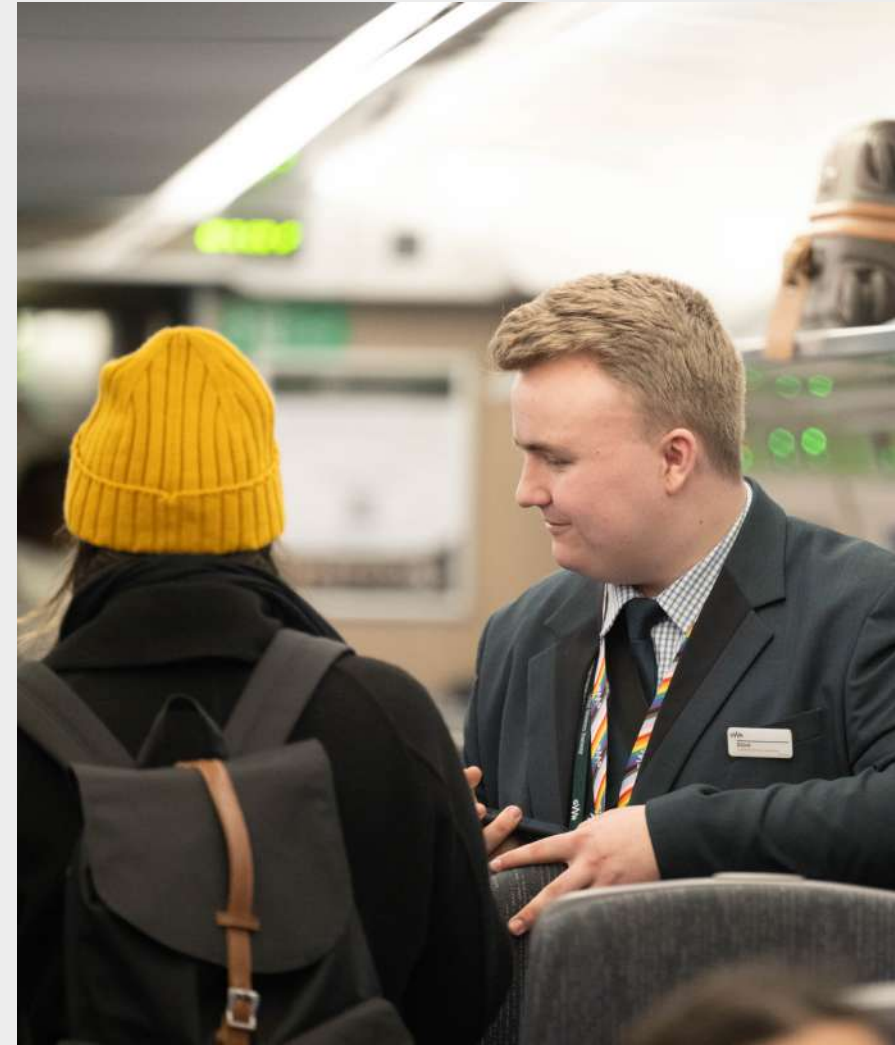
Commercial Case

- Retain & attract customers
- Next generation influenced by experiences
- Cannot afford not to act



Designing for Women's Needs

- Ticketing: multiple daily journeys, childcare routines
- Infrastructure: toddler safety at platforms
- Fleet & seating ergonomics & safety



Environmental Design Examples

- Bus shelters: visibility & personal space
- Landscaping: open sightlines
- Staircases: use glass for visibility



GWR Workforce Initiatives

- White Ribbon accreditation
- BTP text service 61016
- Lighting, CCTV & patrols
- Zero-tolerance culture, empathy videos & VR training
- Engaging men & VAWG action plan
- Family-friendly policies & bias removal
- Improved facilities & PPE
- Diversity targets at 51%



GWR Customer Initiatives

- Inclusive station & train design
- CCTV & visible staff
- Family railcards & ticket options
- Improved interchange lighting & signage



Community Outreach

- Partnership with Wales based charity
- Support for homeless & abuse survivors
- Employability & skills programmes



Ongoing Priorities

- Job design & staff visibility
- Environmental design & safe travel options
- Listening to women's experiences
- Encouraging reporting (58% unsafe; 90% underreporting)
- VAWG as core inclusion issue
- Benefits: safer travel for all, talent & customer retention
- Call to action: share best practices



Inclusion by Design

- VAWG as core inclusion issue
- Benefits: safer travel for all, talent & customer retention
- Call to action: share best practices



Thank You

- Contact details for further questions
Ashley.Bray@GWR.com





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11:15
11:45 AM

COFFEE BREAK

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INCLUSIVESPACES PROJECT FOCUS GROUP



11:45AM-
13:30 PM



JUNE
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FLORIDEA
DI CIOMMO
cambiaMo



KATIE
BULANOWSKI
EPF



WANDI
CHIVAURA
EPF

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InclusiveSpaces

**Designs, Tools & Frameworks for
Creating an Accessible & Inclusive
Built Environment for All, for Now &
for the Future**



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Funded by
the European Union

This project has received funding from the European Union's HORIZON EUROPE research and innovation programme under the grant agreement No 101147881

Agenda

- 11:45 – 12:00: Welcome & project introduction
- 12:00 – 12:45: Universal Design Tool
- 12:45 – 13:00: Wrap-up
- 13:00 – 13:15: Accessibility Routing Tool
- 13:15 – 13:30: Wrap up & final discussion

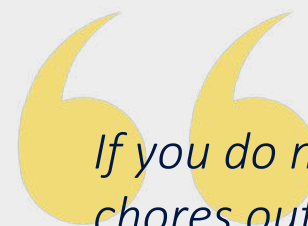
Objectives

InclusiveSpaces realizes the inclusive design, monitoring and evaluation of urban space.

InclusiveSpaces introduces co-design accessibility concepts, engaging people with disabilities and older people to improve inclusiveness, social cohesion and climate change mitigation and adaptation.

It develops socially innovative solutions that:

- foster universal design principles,
- empower diverse target-groups, and
- promote climate-friendly practices.



If you do not see us during your everyday chores out there, it is not because our bodies have failed us, but because of the false rationale upon which our built infrastructures are constructed. That is what excludes us from social interaction.

Antonis Pellas, EU citizen and wheelchair user
(21 August 2023)

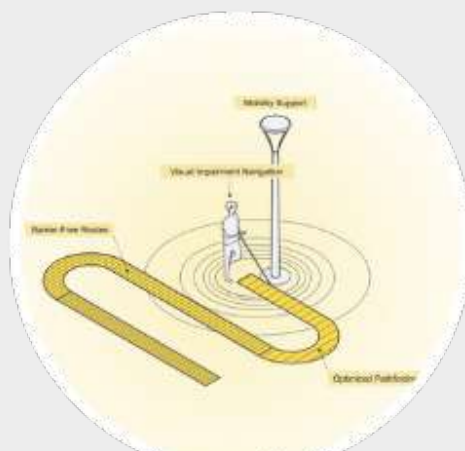
Demonstrations

The InclusiveSpaces planning and design tools and the climate-friendly assistive technologies will be demonstrated, assessed, and evaluated in real-world demonstrations in 6 European cities and countries, including:



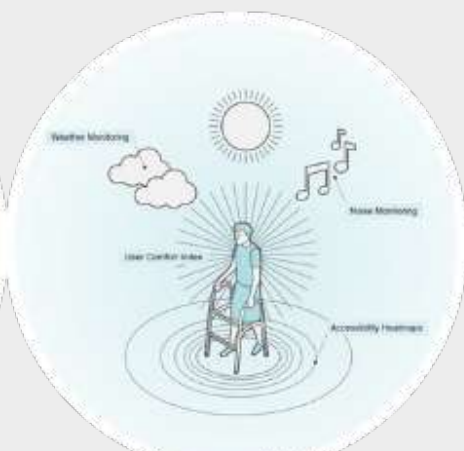
- We have engaged people in vulnerable situations, authorities and practitioners:
 - Strategies related to recruitment in 6 demosites (30 experts/demosite, 5 intersectional target-groups of people in vulnerable situations in each demosite), interviews transcription, qualitative data analysis.
- Initial versions of the tools are being developed: Feedback loop with the interviews and the Communities of Practices
- Results available by December 2025

Key innovations - tools



Accessibility
Routing

Athens, Hamburg



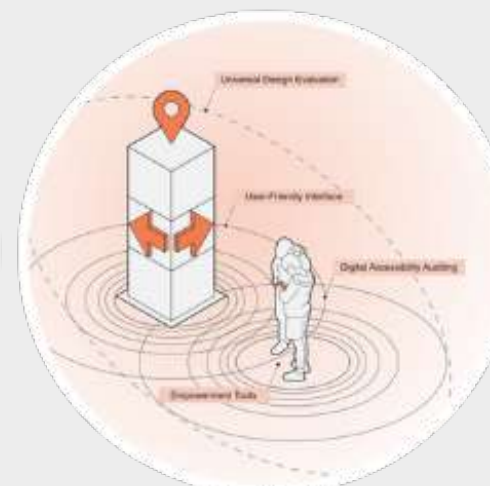
Accessibility
Mapping

Athens, Hamburg



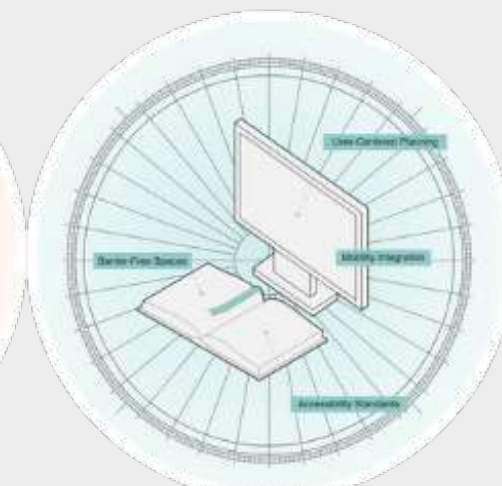
Travel demand
data collection

Geneva, Larnaka,
Budapest



Accessibility Design
Evaluation

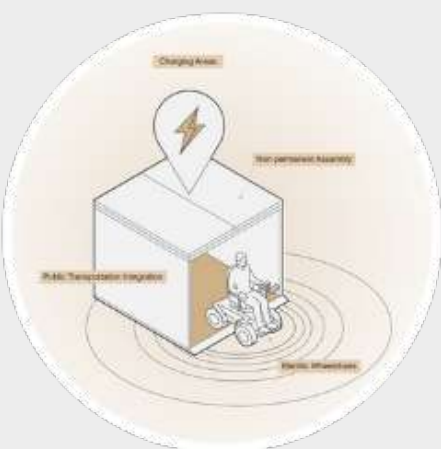
Madrid, Larnaka



Universal design
manual

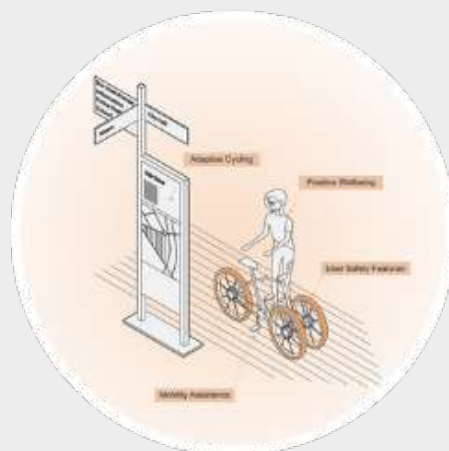
Geneva, Madrid,
Larnaka

Key innovations – assistive technologies



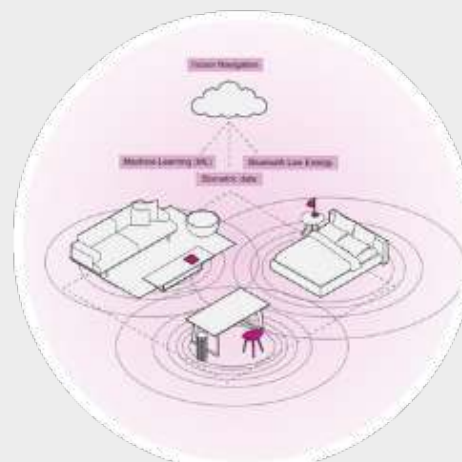
Mobility Station
"Kiosk"

Athens, Larnaka,
Hamburg



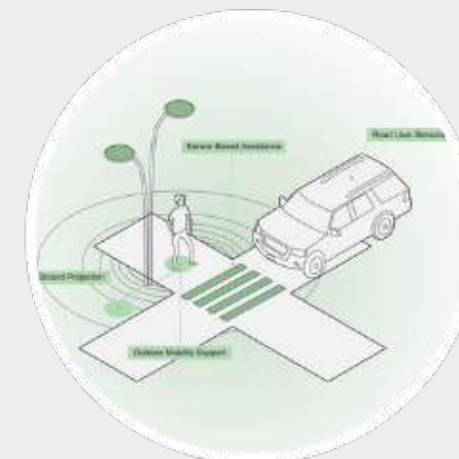
Inclusive Upright
Tricycle

Hamburg, Budapest



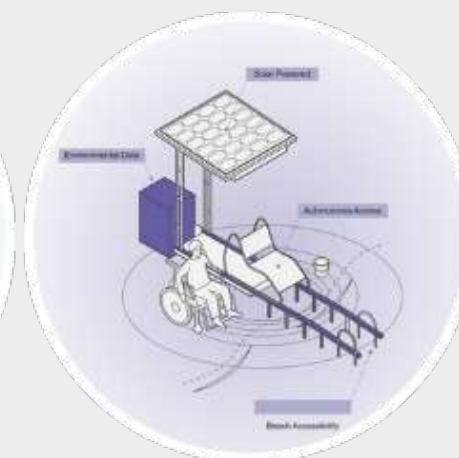
Indoor Assistive
Technologies

Athens, Larnaka



Outdoor Assistive
Technologies

Athens, Geneva



iSEATRAC

Larnaka, Hamburg

Planning & Design Tools

Tool	Description	Who	Demosites
Universal Design Tool for the Built Environment	An inclusive platform that integrates regulations and innovative solutions to promote environments that follow the principles of diverse and universal design.	VIC	Madrid, Geneva, Larnaka
Empathy and Detect Application	A software-as-a-service platform for travel demand data collection, identifying areas of concern for people in vulnerable situations.	MLAB	Larnaka, Geneva, Budapest
Comfort-based Accessibility Tool	Expands accessibility beyond reachability by integrating comfort factors, ensuring more inclusive and user-centred urban environments.	TUM	Hamburg, Athens (Penteli)
Accessibility Routing Tool	Provides shortest accessible paths to physically able, mobility impaired and visually impaired pedestrians through a mobile app.	NTUA	Athens (Penteli), Hamburg
Accessibility Design Evaluation Tool	Facilitates Technical Accessibility Audits for people with intellectual, developmental and/or autism spectrum disabilities.	iiAPA	Madrid, Larnaka

Results Future scenarios

Co-design to ensure Future Scenarios support inclusive, sustainable mobility solutions.

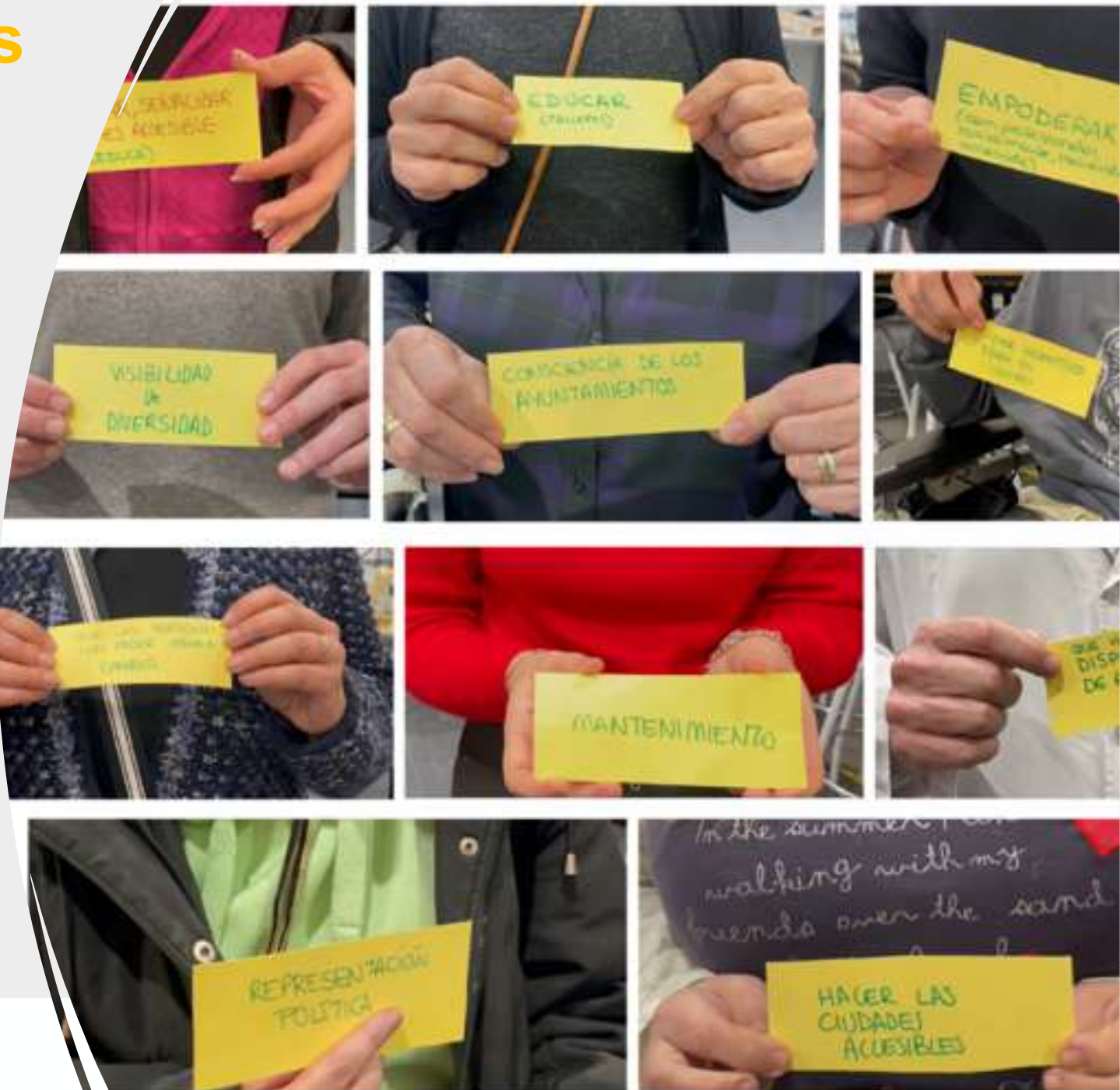
The participatory planning process was guided by the 'backcasting' methodology,

Accessibility, in all their dimensions must be a core principle of urban mobility and planning, demanding urgent action

Leveraging digital tools, and fostering a cultural shift that frames accessibility as a basic human right

Grassroots initiatives were recognised as vital accelerators of change

“Nothing for us, without us”



The consortium

Project Coordinator

Partners



ΠΑΝΕΠΙΣΤΗΜΙΟ
ΠΕΛΟΠΟΝΝΗΣΟΥ
UNIVERSITY OF PELOPONNESE

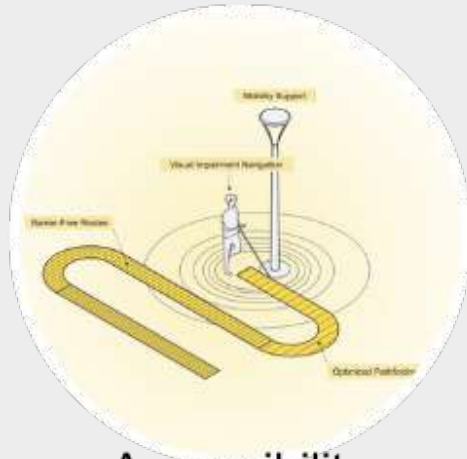


iiAPA
Instituto Internacional Académico y
Profesional para Innovación Accesibilidad



Icebreaker: Choose 3 words that
describe your vision of an inclusive
city

Universal Design Tool



Accessibility
Routing

Athens, Hamburg



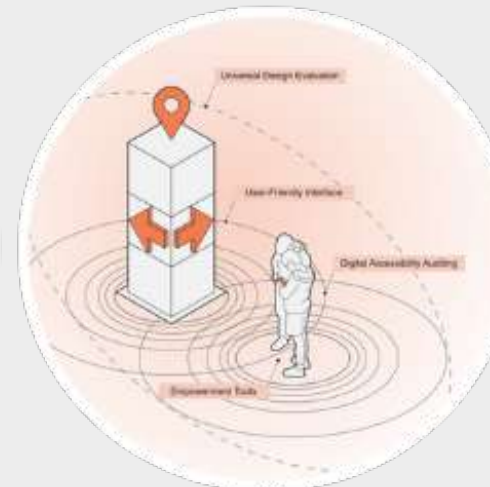
Accessibility
Mapping

Athens, Hamburg



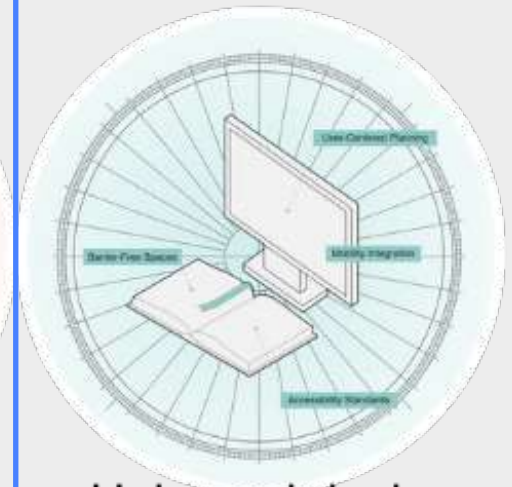
Travel demand
data collection

Geneva, Larnaka,
Budapest



Accessibility Design
Evaluation

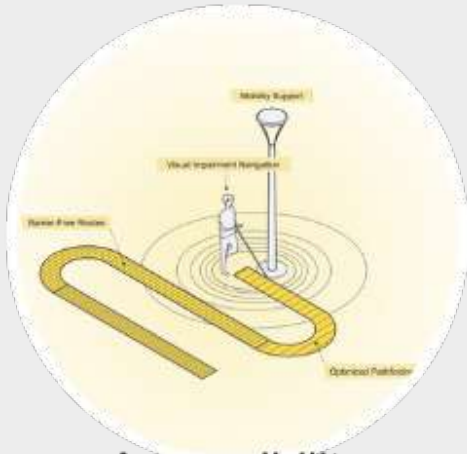
Madrid, Larnaka



Universal design
manual

Geneva, Madrid,
Larnaka

Accessibility Routing Tool



Accessibility
Routing

Athens, Hamburg



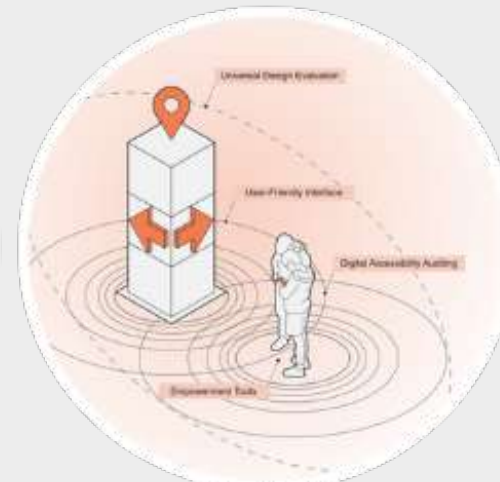
Accessibility
Mapping

Athens, Hamburg



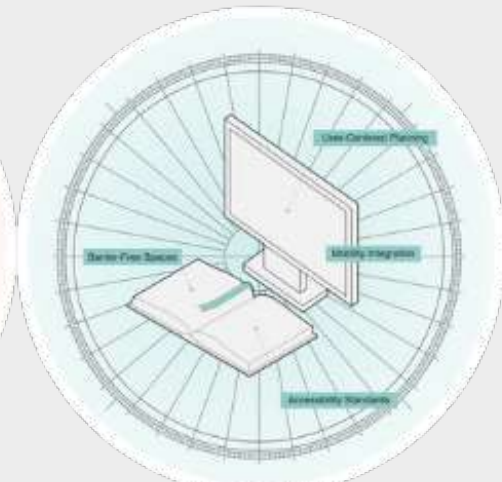
Travel demand
data collection

Geneva, Larnaka,
Budapest



Accessibility Design
Evaluation

Madrid, Larnaka

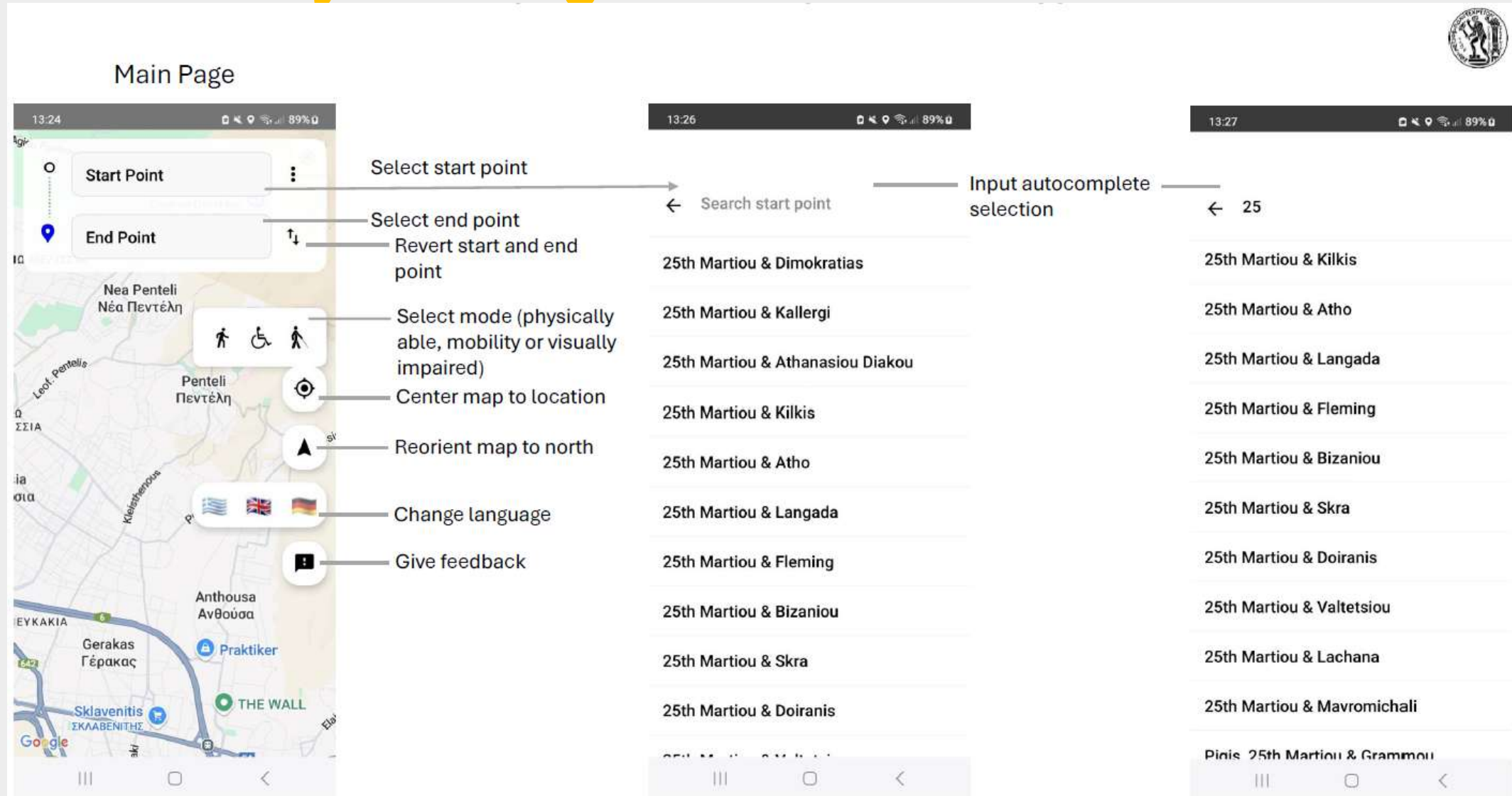


Universal design
manual

Geneva, Madrid,
Larnaka

Accessibility Routing Tool

Main Page



The screenshot displays the main interface of the Accessibility Routing Tool. It features a map of Nea Penteli with several interactive elements:

- Start Point** and **End Point** input fields with a vertical swap arrow between them.
- Select start point** and **Select end point** labels pointing to the respective input fields.
- Revert start and end point** label pointing to the swap arrow.
- Select mode (physically able, mobility or visually impaired)** label pointing to a row of three icons: a person walking, a person in a wheelchair, and a person with a white cane.
- Center map to location** label pointing to a target icon.
- Reorient map to north** label pointing to a compass icon.
- Change language** label pointing to a row of three flags: Greek, UK, and German.
- Give feedback** label pointing to a speech bubble icon.

Below the map, there are two panels showing search results for the start point "25th Martiou & Dimokratias":

- Search start point** panel (left):
 - 25th Martiou & Dimokratias
 - 25th Martiou & Kallergi
 - 25th Martiou & Athanasiou Diakou
 - 25th Martiou & Kilgis
 - 25th Martiou & Atho
 - 25th Martiou & Langada
 - 25th Martiou & Fleming
 - 25th Martiou & Bizaniou
 - 25th Martiou & Skra
 - 25th Martiou & Doiranis
- Input autocomplete selection** panel (right):
 - 25
 - 25th Martiou & Kilgis
 - 25th Martiou & Atho
 - 25th Martiou & Langada
 - 25th Martiou & Fleming
 - 25th Martiou & Bizaniou
 - 25th Martiou & Skra
 - 25th Martiou & Doiranis
 - 25th Martiou & Valtetsiou
 - 25th Martiou & Lachana
 - 25th Martiou & Mavromichali
 - Pinis 25th Martiou & Grammou

Accessibility Routing Tool – 15 minutes

1. Do you know someone who has a visual or mobility impairment, and will this tool be useful for them?
2. Based on your experience, are the features in the app adequate?
 - What additional features are needed to support users' journey planning?





Connect with us



inclusivespaces-heproject.eu



info@inclusivespaces-heproject.eu

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LUNCH TIME

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2025
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FOCUS ON THE PASSENGER? THE WORK PROGRAMME OF THE NEW EU COMMISSION



15:00
16:30 PM



JUNE
2025



**MARGARIDA
MARANTE**
Ryanair Airline



**JAKOP
DALUNDE**
member of
Resenaerna and
former MEP



**ELISABETH
KOTTHAUS**
European
Commission



**GRAHAM
PARKHURST**
University of the
West of England



**MARTIN
SCHIEFELBUSCH**
Berliner
Fahrgastverband
IGEB

epfconference.eu

Presentation by

**Graham
Parkhurst**

**CTS Director/
Professor of
Sustainable Mobility**

Centre for Transport and Society: Overview of Passenger Transport Research

13 June 2025: European Passenger Federation Conference

**UWE
Bristol**

University
of the
West of
England



Centre for
Transport &
Society

“Furthering understanding and influence on the interactions between mobility, lifestyles and society in the context of social, political and technological change.”

“Our work is relevant to all modes of transport including walking, and covers both personal mobility and freight mobility.”

The team

Professors and Associate Professors



Graham
PARKHURST



Glenn
LYONS



Kiron
CHATTERJEE



Daniela
PADDEU



Ben
CLARK



Justin
SPINNEY

Lecturers and Researchers



Luc
PELLECUER



Asa
THOMAS



Caroline
BARTLE



Muhammad
ADEEL



Amina
HAMOUD



Billy
CLAYTON



Eda
BEYAZIT INCE



Evita
PAPAZIKOU



Jonathan
FLOWER

Degree topics studied by members



Research Themes

**Governance and
Equity**

**Transport
Planning and
Placemaking**

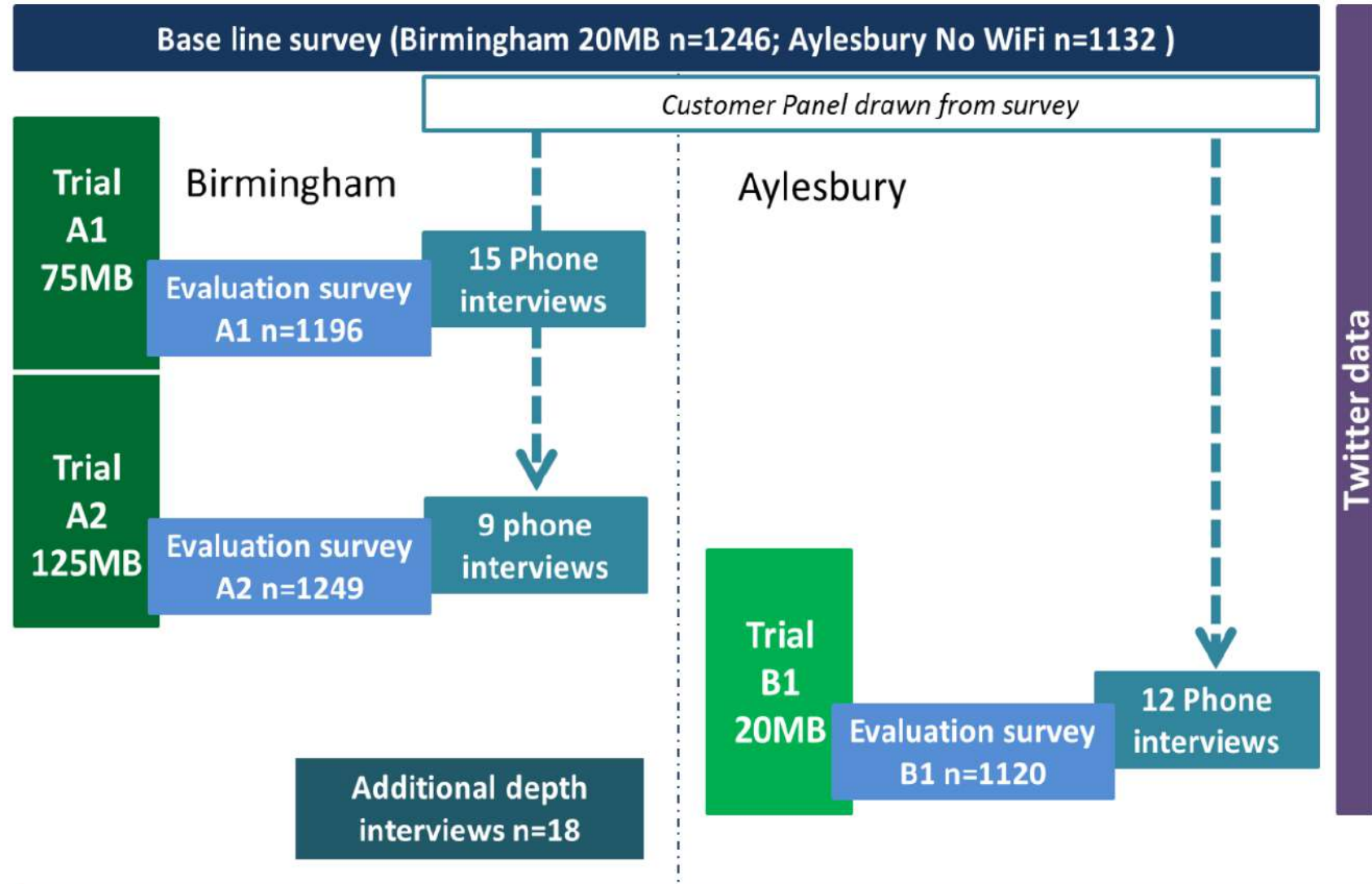
**Technological
Change**

**Travel Behaviour
and the Mobility
Experience**

<https://www.uwe.ac.uk/research/centres-and-groups/cts/research-themes>

Travel time on the 'digital train'

Jain, J. , Bartle, C. and Clayton, W. (2018) Continuously connected customer: Final project report. Project Report. Centre for Transport and Society. Available from: <http://eprints.uwe.ac.uk/37116>



20% of passengers on the Birmingham route saw free WiFi as a factor influencing decisions to use rail

‘Days Out By Train’



Wellspring Healthy Living
Centre
Barton Hill, Bristol



‘Mapping accessible walks from rail stations’



Yatton

A guide to an accessible walk from Yatton railway station.



Severn Beach

A guide to an accessible walk from Severn Beach railway station.



Bradford-on-Avon

A guide to an accessible walk from Bradford-on-Avon railway station.

Transport to Thrive

- Young people highly bus dependent
- Observed mobility deficits due in part to limited, affordable transport options
- Spatial 'lottery' of fair discounts and age cut-off (16-30)

[Transport to Thrive - Sustrans.org.uk](https://www.sustrans.org.uk)

Steps to Adulthood: Transport to Thrive



1. Understanding the problem

How does transport affect the horizons and opportunities of YP leaving education?

Fair bus fares for young people



April 2022

Between the ages of 16 and 24, young people experience a succession of life changes. During this time, transport plays an important role in helping young people to reach new experiences and to develop independence and self-value, all of which help them to thrive later in life.

However, young people across the UK say transport is a barrier to them accessing the things they need to thrive.

In a time of high ambition in transport policy, and where rapid change is needed to address environmental and social challenges, Transport to Thrive Policy Briefings give quick, policy-relevant insights on the needs of young people aged 16-24 years.

2. Policy briefings focusing on different policy solutions-aiming to make the case for young people



3. Working with experts

Young Advisors and a policy Board of Advisors



Demand Responsive Transport

Connecting People to Opportunities

Key findings

- 37% of DRT users have no other means of travel
- 21% users find DRT more convenient than other transport options
- 13%, it is more convenient than using a car.
- 56% trips for commuting (to work/ education)
- 16% shopping
- 13% recreational
- 65% of activities would not be possible to undertake without the DRT service.
- 71% of journeys were made without use of another mode



**MY
FIRST
MILE**

MODLE



CATAPULT
Transport Systems

Esoterix



Innovate UK



**UWE
Bristol** | University of the West of England

<https://www.youtube.com/watch?v=BKXTTqL1xQ4&feature=youtu.b>

<https://myfirstmile.co.uk/>

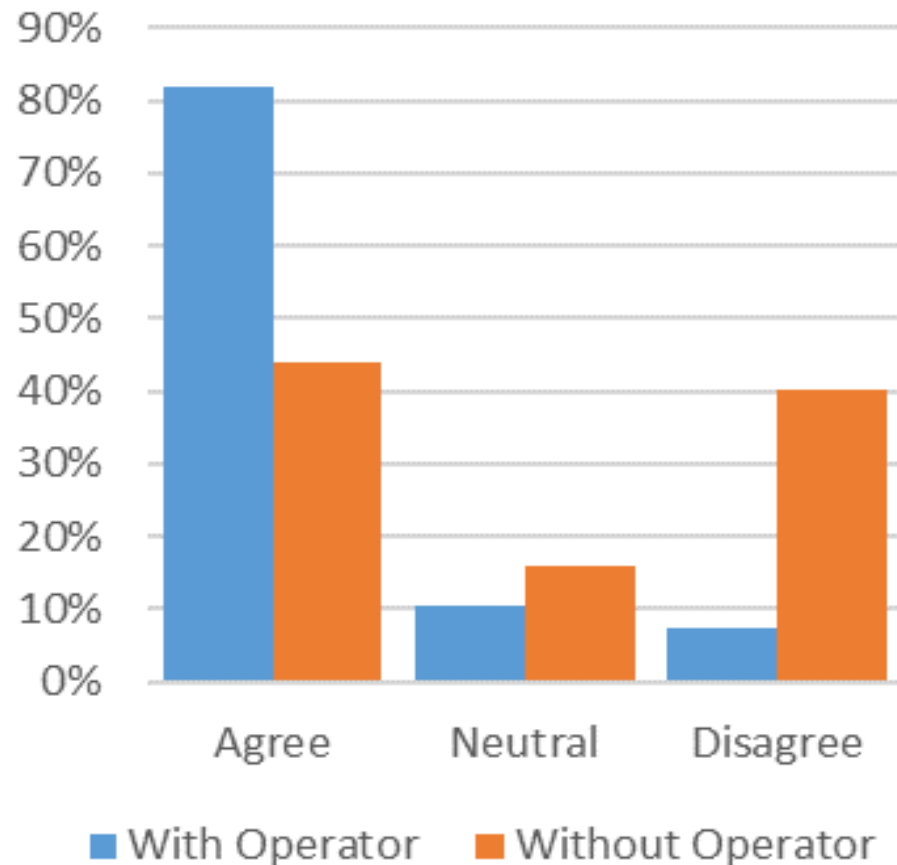


- Reported trust increased after personal experience
- Preference for exclusive rather than shared use

MultiCAV:

<https://www.mi-link.uk/>

Positive user feedback but limited acceptance of unstaffed operation



CoFFEE

Co-Creation of Future Flight
Ecosystems and Enterprise

- What are the motivations of aerospace industry entrepreneurs?
- Can innovations be co-developed by technologists and local communities?
- Can future flight contribute to sustainable development?



Presentation by

**Graham
Parkhurst**

Professor of Sustainable
Mobility

graham.parkhurst@uwe.ac.uk

<http://www.uwe.ac.uk/et/research/cts>

**UWE
Bristol**

University
of the
West of
England



Centre for
Transport &
Society



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THE IMPORTANCE OF MEANINGFUL AND INCLUSIVE COMMUNICATION CHANNELS WITH RAIL CUSTOMERS



16:30
17:15 PM



JUNE
2025



JON
HARRIS

Go Community Rail
Partnership

epfconference.eu

The importance of meaningful and inclusive communication channels with rail customers

Speed introduction to community rail

- Our Impact in Gloucestershire and Oxfordshire
- Our role in placemaking, access and inclusion
- www.oxfordshirecommunityrail.org
- www.gloucestershirecommunityrail.org
- Community rail at a national level
- www.communityrail.org.uk
- www.communityrail.org.uk/resources/reports-and-research



Community Rail Network is the membership body for over 75 community rail partnerships and 1,300 station adoption groups. We support our members to be effective in connecting communities with their railways, delivering social, environmental, and economic benefit.

GETTING OUR COMMUNITY MOVING



ABOUT US



OUR KEY AIM



OUR PLACES



Empowering local communities through access to sustainable transport



A Very Warm Welcome to the CrossCountry Access Panel Experience



CROSSCOUNTRY VALUES

Our core values will guide every decision we make and be visible in our actions every day.



How the panel works in practice

***“You said, we listened, we did”* model**
Three levels of listening and engagement



You make an impact!

- Strategic pullout of all recommendations on Access Panel and RAG scoring to see what has been done (deliverable, influence, policy, long term considerations)
- Impact Report of the Panel and what it has means over the last 3-4 years (e.g. GCRP model)



ACCESSIBILITY PANEL

GCRP has been independently chairing the CrossCountry Accessibility Panel, a quarterly online meeting aiming to inform and improve the customer experience for disabled passengers across the CrossCountry network. The panel operates under the ethos of 'nothing about us – without us,' ensuring the active input and participation of disabled individuals. It comprises 30 members, including experts by lived experience, rail industry stakeholders from CrossCountry, Network Rail, Community Rail Network, and independent accessibility advisors.

The panel has engaged in various activities, including co-creating disability awareness training videos for CrossCountry staff, designing the CrossCountry Passenger Assist customer experience survey, advising on the allocation of the CrossCountry wider accessibility minor works budget, and providing insights to rail industry stakeholders on accessibility matters. We facilitated the panel's first in-person meeting in Birmingham in July 2022, focusing on building relationships, transport integration, and enhancing the panel's voice across the network. Due to the broad range of topics and level of interest, we have increased the frequency of meetings to bi-monthly and are engaging the wider community rail network.



We are also conducting independent research on behalf of CrossCountry Trains to gather insights into the customer experience of Passenger Assist service users to understand the current service standards. A survey has been co-designed with members of the CrossCountry Access Panel and is available in various formats including print, journals, large format, online surveys and phone interviews. After piloting the survey we are now recruiting more Passenger Assist users to gather their feedback, working with national organisations including Community Rail Network, CrossCountry Trains, Network Rail and regional disability organisations; with the aim of presenting our final findings to CrossCountry and the Department for Transport by the end of September 2023.

Technical meetings – e.g. the importance of transport integration discussion

- Evidence and suggestions from our Transport Integration and Rail Replacement technical meeting
- List of rail replacement hubs
- Places needing local access maps
- More ‘mystery shops’ involving rail replacement activities
- Flexible route choice involving trains for the whole journey
- Consistent provision of water and refreshments
- Bring together the key operational staff



Improving the Access Panel Experience

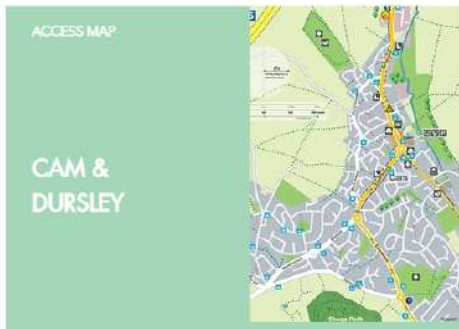
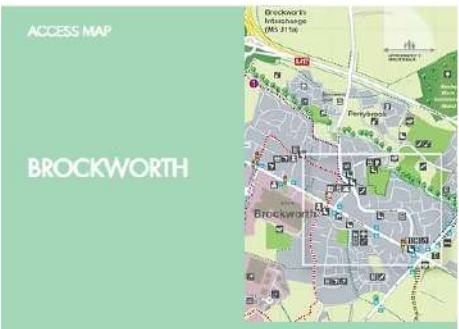
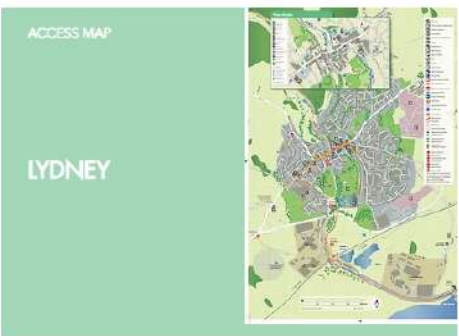
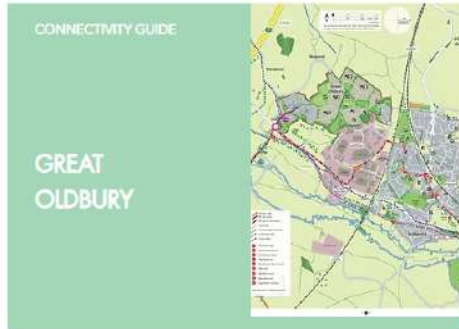
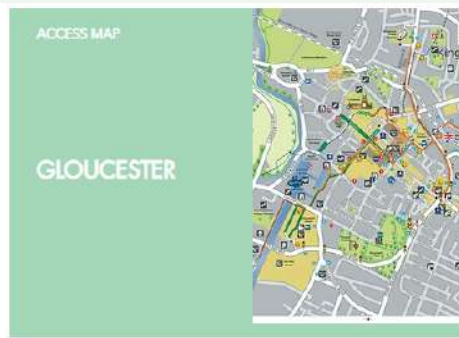
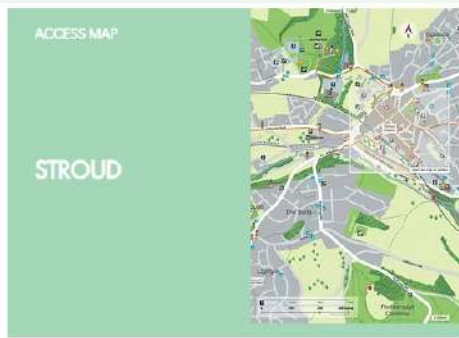
- Improving Your Panel survey
- What's good/bad about the panel model
- What could make it better
- Ways of chairing/co-chair options

Celebrating Customer Service

- Celebrating excellent customer service experiences
- Feedback on wider customer satisfaction



Developing the Access Maps Concept



ACCESS & CONNECTIVITY GUIDES

10,000+
printed maps
issued in
2022/23

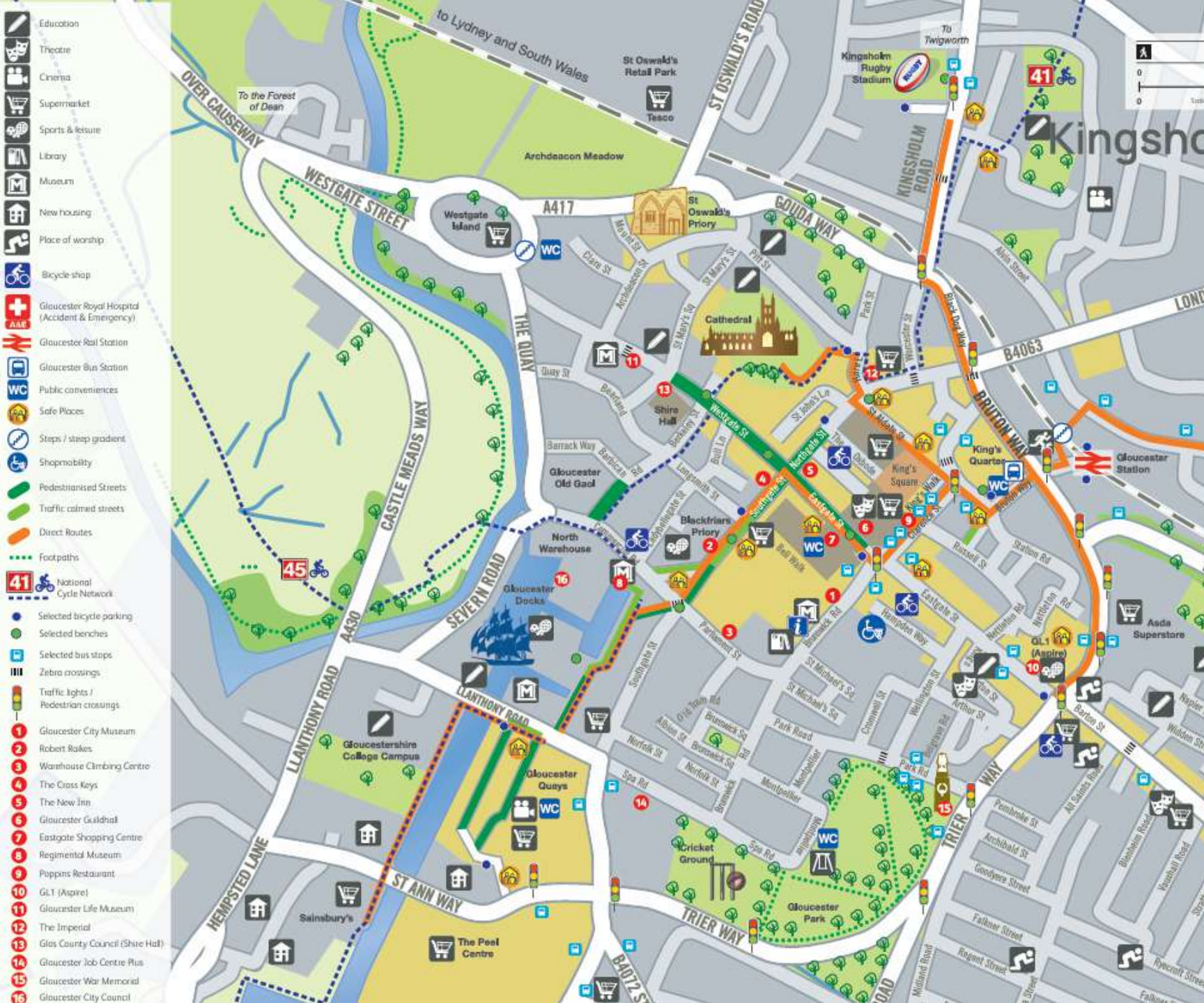
Building on our work producing Access and Connectivity guides in previous years we now have nine access maps available to help people with their travel choices and access needs to and from railway stations across Gloucestershire. These cover Stroud, Gloucester, Stonehouse, Great Oldbury, Cheltenham, Lydney, Stroud Canal, Brockworth and Cam & Dursley, with Brockworth Parish Council also displaying 10 large printed maps at the Community Centre and noticeboards. Recently, we created new Access and Active Travel guides for Cam & Dursley and Brockworth, involving local stakeholders in the process and are currently developing an Access map for Chepstow, as well as reviewing and updating our existing maps.

We adapted our access map and the Walking and Cycling Trail map to display on new boards at Stroud Station. The town side is full of handy information for anyone visiting and on the canal side, we have an inspiring walking and cycling routes to explore the local area.



“This map is so useful for helping me find local walks and nearby bus stops.”

Local resident



Gloucester

Access & Active Travel Map



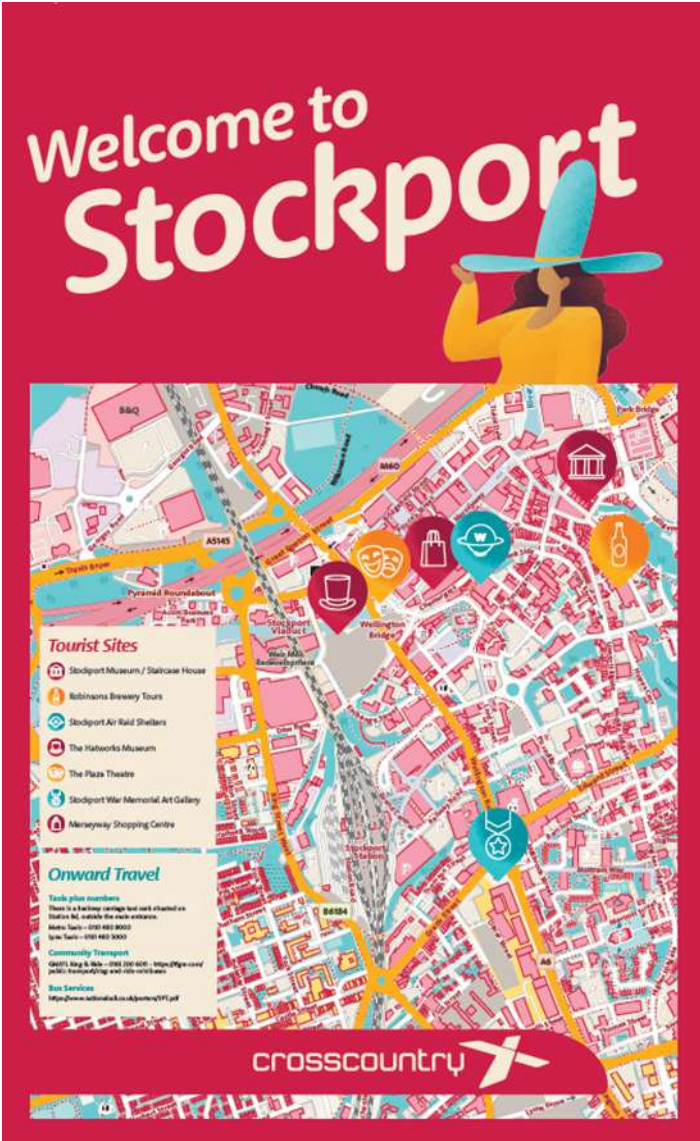
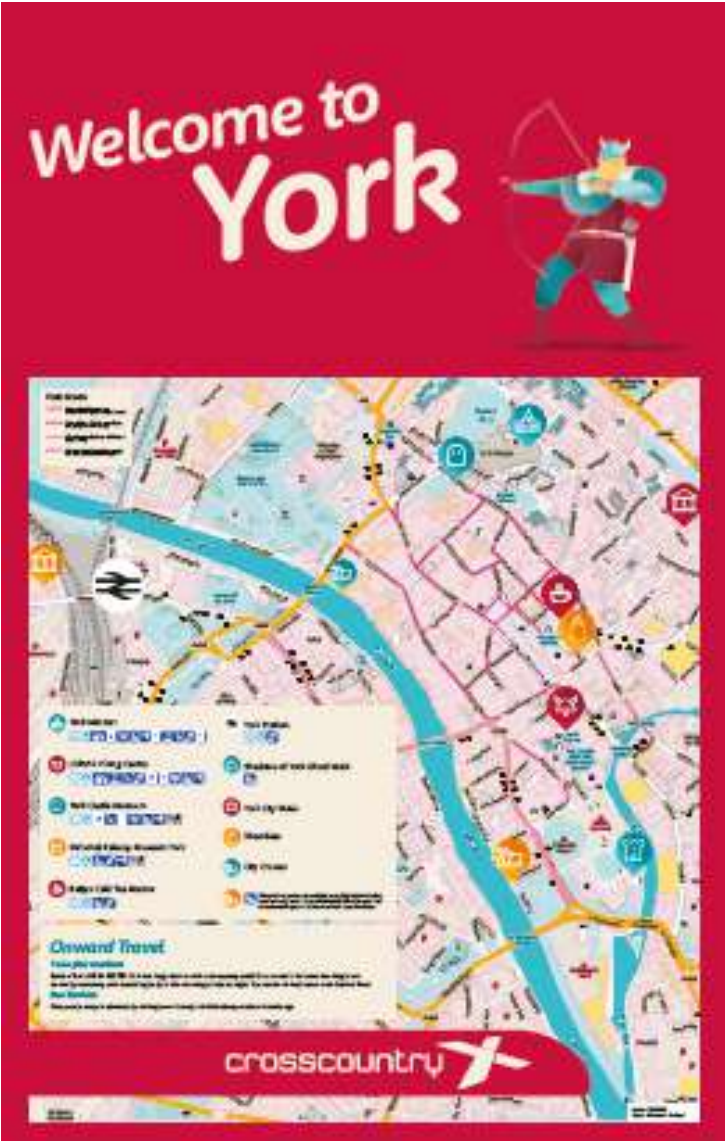
Developing the Access Maps Concept

Cheltenham
Access & Active Travel Map



GCRP
Gloucestershire
Community Rail Partnership

Revised August 2022



Station Neighbours



Station Neighbour





Your station neighbour for:

<Location>
<Location>

<Neighbours Name>
<Address>
<Opening Hours>

Getting there

<Voles conset incitis perepratis nis eium expera audi velectur arum aspis es quam, qui omnim valorio ribus, num eum volla Ed que si sentia velitatur? Piet verat landuciant, to quas moluptaturEbis que coressustrum facest por >

What's on offer

Toilets		Male	Female	Accessible	Gender neutral
Telephone		Internal	External	Cash	Card
Mobile Phone Charging		Yes	No	Free to use	Provided at a charge
Safe waiting & dwell area		Seated	Unseated	Internal location	External location
Refreshments		Food	Drink	Free water	Vending machine
Baby changing facilities		Yes	No	Suitable location provided	
Onward travel information		Local travel maps	Local travel info	Info on local attractions	



Station Neighbour



Station Neighbour Recognition

This certificate is acknowledgement of the commitment made by this organisation to become part of the Station Neighbours project. A Station Neighbour is an invaluable safe refuge point for rail users at times of need where access has been granted to use basic facilities and services to help people make their onward travel journey.

Name of Organisation:

Registration Date:

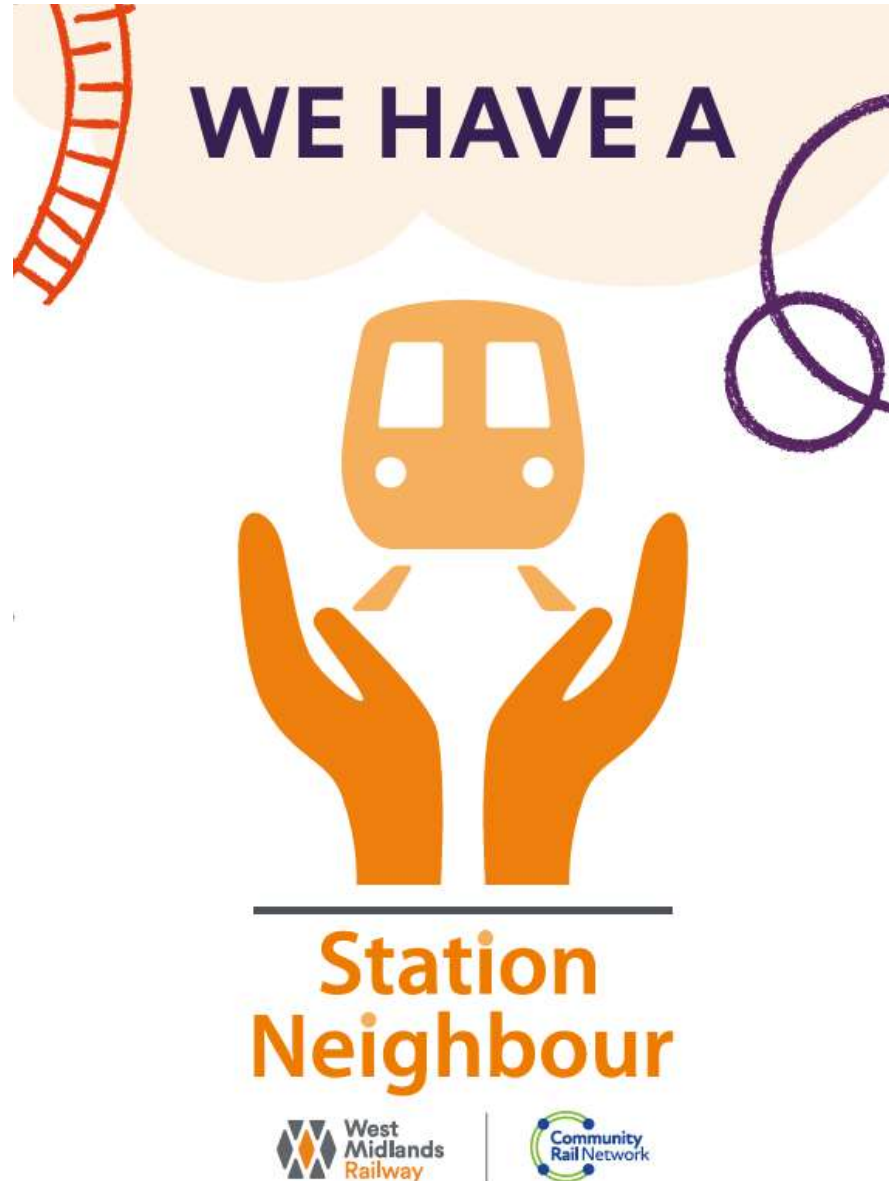
Signed:

This certificate has been officially signed by an individual within a position of authority overseeing an element of the development or management of the railway station or rail network. This is to validate the role of Station Neighbour.

Organisation:

Role:

Station Neighbours



Registration Details

To register as a Station Neighbour, please fill in the following details. There are no formal legal obligations or regulatory procedures involved, as the scheme is simply designed to make people aware of available facilities located near the station.

Contact Information (please write in the boxes provided or tick options as appropriate)

Name of Organisation

Address of Organisation

Type of Organisation

Key Contact

Name

Email

Phone



Premises Information

Opening Times Weekday Weekend Distance from Station Miles Walking Time

Staff Members on Duty Day Night

Physical Access to Site Step Free Automatic Doors Handrails Firm Footway

Available Facilities

Toilet Provision Male Female Accessible Gender Neutral

Public Telephone Internal External Cash Payment Card Payment

Mobile Phone Charge Point Yes No Provided at a Charge Free for Use

Safe Waiting & Dwell Area Seated Unseated Internal Location External Location

Refreshment Availability Food Drink Free Water Refills Vending Machine

Baby Changing Facilities Yes No Suitable Location Provided

Onward Travel Information Local Travel Maps Local Travel Information Local Attractions

Would you be interested in?

Staff Equalities Training Travel Information More Travel Information

Name

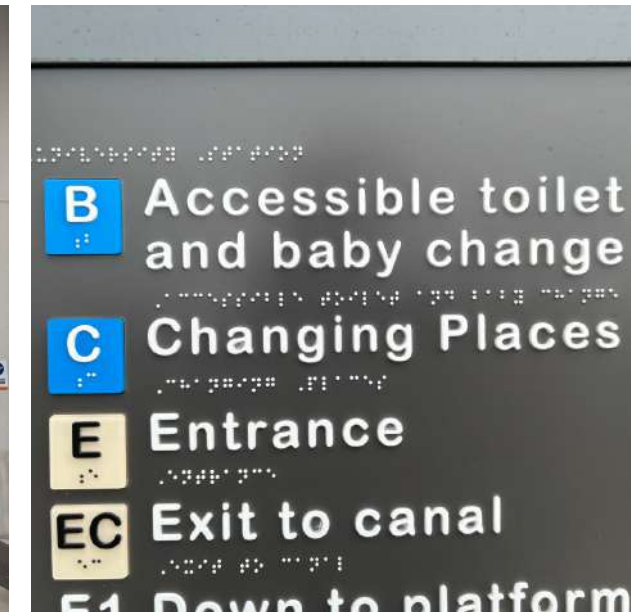
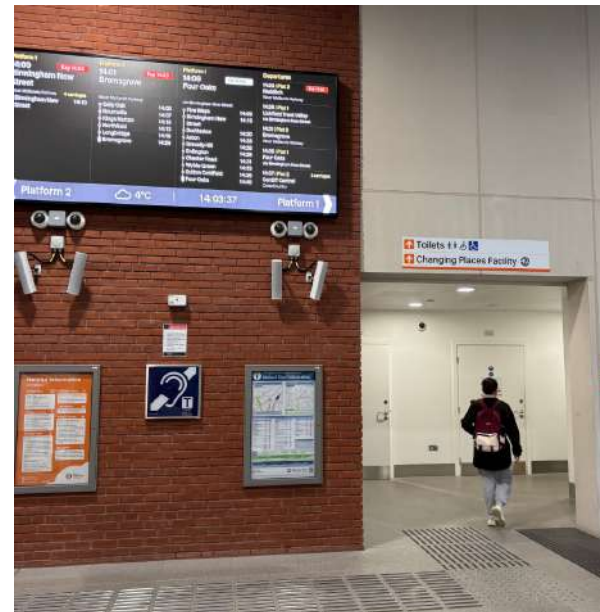
Signature

Date

Please return your completed form to West Midlands Trains Ltd at:

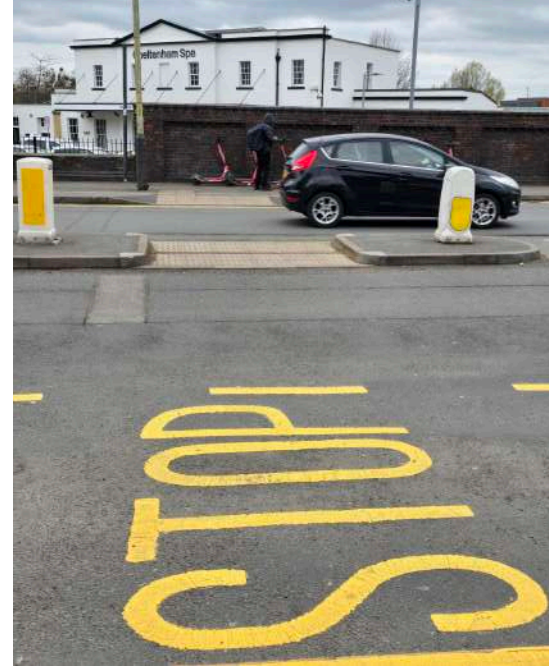
Changing Places

Which stations most need a designated on (or close) to station Changing Place to be developed?



Neurodiversity Understanding


- Developing a tailored neurodiversity audit tool
- Cheltenham and Gloucester as pilots
- Work carried out to date
- Access Panel 'day out' site visit



Autism Friendly Travel GuidesLess Visible Disability key cards

Autism Friendly Route Guide

Birmingham New Street to Manchester Piccadilly



Our Trains

All our trains are diesel powered; this means they may be slightly noisier than an electric train. The type of train you'll be travelling on is called a Voyager: -

- Formed of four or five coaches and sometimes coupled together to give longer trains.
- Voyager trains operate most of our long-distance services.
- You can explore our Voyager fleet through our virtual tour [here](#).

Announcements and Tones

All our announcements are preceded by a high-pitched tone, these announcements are most likely to take place after the train has just left the station, or just before it arrives. Our crew call is announced by three rising tones, this is nothing to worry about and just means our team want to speak to each other.

Tunnels

Tunnels can cause a sensory change including: -

- Increasing the noise inside the carriage.
- Darkening the carriage (interior lights will remain on).
- The air pressure may change within the carriage; however this will be minimal.

To help you plan and prepare for your journey, outlined below are the time taken to arrive at the tunnel from the previous station, and how long it'll take to get through.




Non-stopping stations


Your train will pass through some smaller stations which can create a noise and pressure change. These stations will take less than a minute to pass so below is outlined the time taken to get to each of those stations from the previous station.

Further Support

If you'd like any further information, help or support, please contact our customer relations team:-

Our Values

-  We care passionately
-  We make the difference
-  We do the right thing

crosscountry 

Contact Numbers

Alcoholics Anonymous Call on 0800 9177 650

Samaritans Call on 116 123

Refuge Domestic Violence Call on 0808 2000 247

HubofHope.co.uk - mental health support

SANEline 16.30-22.30 0300 3047000

Streetlink - for rough sleepers Call on 0300 500 0914

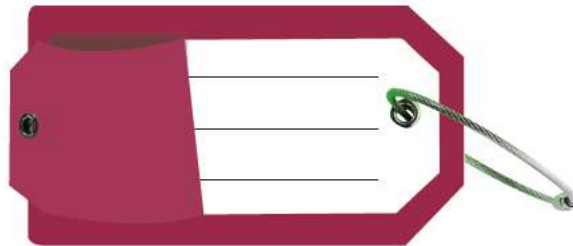
Childline Call on 0800 1111

Our Values

-  We care passionately
-  We make the difference
-  We do the right thing

crosscountry 

Passenger Assist Luggage Tags Pilot



Motorised Wheelchair & Scooter Guide

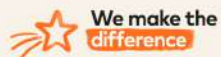




A Very Warm Welcome to the CrossCountry Customer Experience Auditing process

CROSSCOUNTRY VALUES

Our core values will guide every decision we make and be visible in our actions every day.

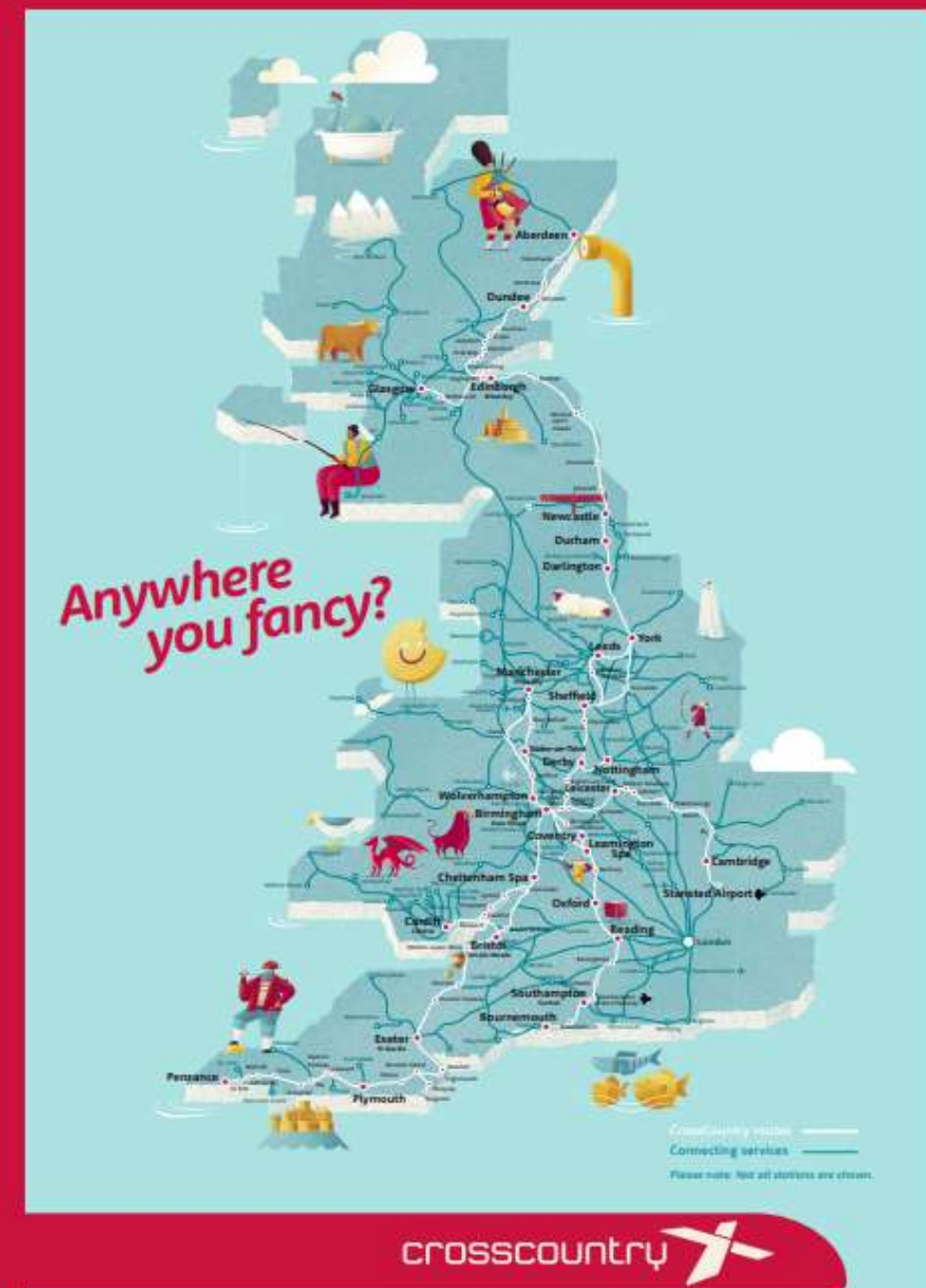


Intro to the main stations and routes

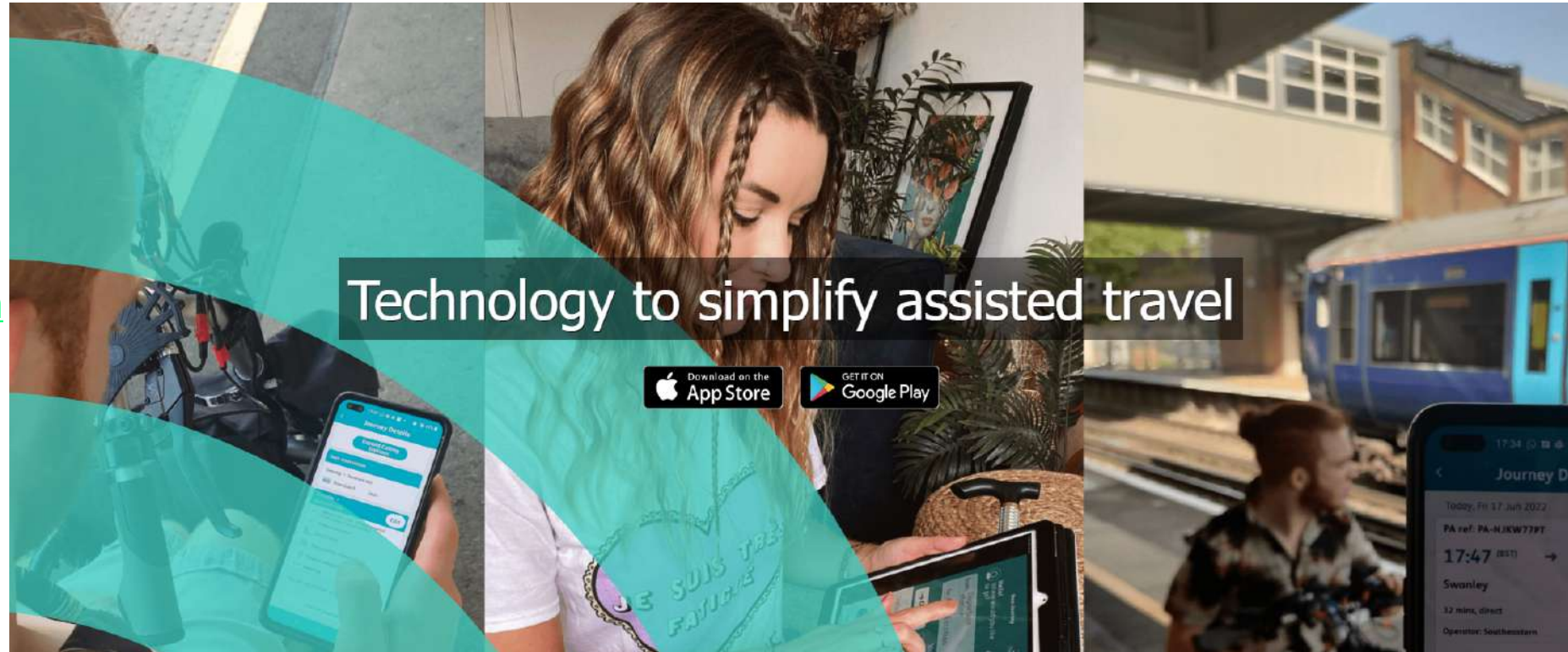
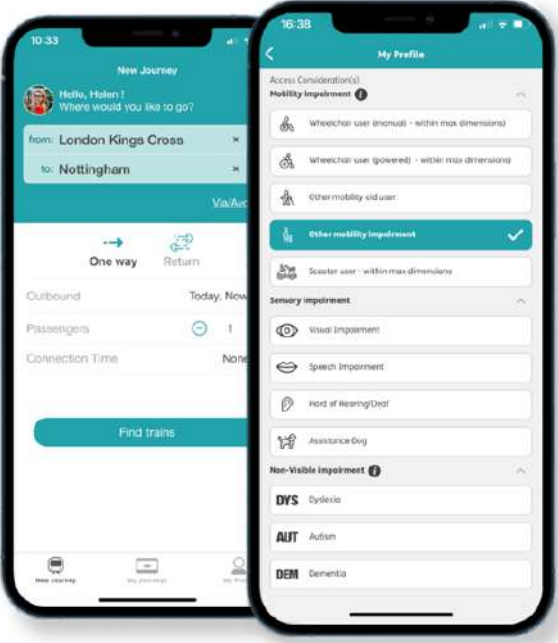
- Glasgow Central
- Edinburgh Waverley
- Leeds
- Manchester Piccadilly
- Birmingham New Street
- Reading
- Bristol Temple Meads



- Aberdeen
- Dundee
- Newcastle
- Durham
- Darlington
- York
- Sheffield
- Derby
- Nottingham
- Stansted Airport
- Cambridge
- Ely
- Peterborough
- Leicester
- Nuneaton
- Coventry
- Coventry
- Leamington Spa
- Wolverhampton
- Stoke on Trent
- Stafford
- Cheltenham Spa
- Gloucester
- Cardiff Central
- Taunton
- Exeter St David's
- Plymouth
- Penzance
- Basingstoke
- Southampton Airport Parkway
- Southampton
- Bournemouth



Passenger Assist 'Mystery Sho



www.passengerassistance.com

www.nationalrail.co.uk/help-and-assistance/passenger-assist/

Background

This report provides a summary of all journeys reporting over 13 Control Periods:

- From to Period 9 2023 to Period 8 2024
- 15th October 2023 to 12th October 2024

In this time 126 journeys were completed, well in excess of the target of 52 individual trips

Journeys were undertaken by members of a panel of Passenger Assistance Surveyors. Those taking part cover a broad spectrum of disabilities and impairments that lead them to need assistance when travelling by train.

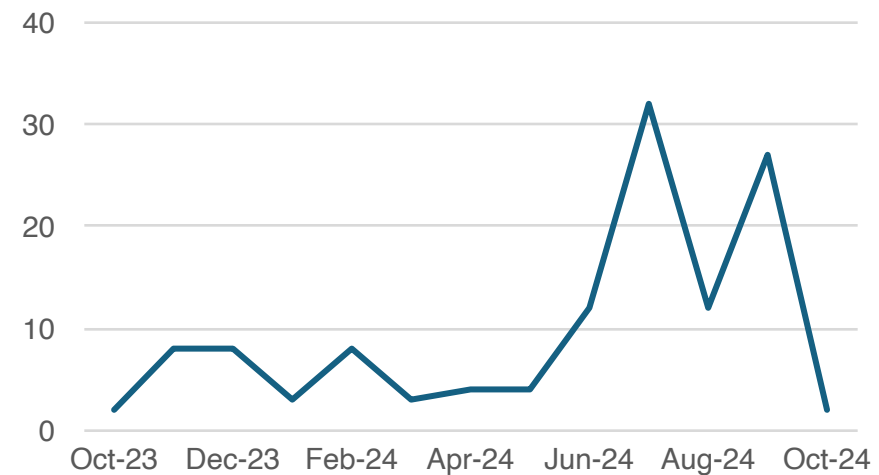
Routes travelled include both CrossCountry Trains and services provided by other operators.

This report provides a summary of this customer experience research programme and the results through this annual contract period for the year.

The Panel

The Panel continued to grow over the year with further representation on the main Access Panel and now a total of 28 'mystery shoppers' in place and a further 5-10 expressing interest

Number of journeys by month



Base: All Answering (126)

Journeys by Mystery Shopper

The table opposite demonstrate that the journeys were undertaken by 12 individuals.

- 8 female, 4 male
- 3 aged 16 – 24 years, 2 aged 25 – 49 years, 5 aged 50 – 64 years and 2 who prefer not to give their age
- People who are working, not working, unable to work, students and those who are retired are all included within the participants.
- 8 request assistance on all rail journeys and 4 do so for most of their journeys.

It is noted that some keen mystery shoppers carried out a disproportionately high number of journeys.

This has been addressed and the number each assessor is allowed to undertake will be limited in order to ensure a broad spread of perspectives continues to be reported on.

Mystery Shopper	No. of Journeys reported on
Surveyor 1	8
Surveyor 2	1
Surveyor 3	14
Surveyor 4	3
Surveyor 5	37
Surveyor 6	9
Surveyor 7	4
Surveyor 8	2
Surveyor 9	1
Surveyor 10	4
Surveyor 11	6
Surveyor 12	37
Total	126

The mystery shoppers completed the survey through a combination of online survey input, telephone call and email communication. We are continuing to adapt the survey and improve the range of options for engagement

Journeys and routes taken

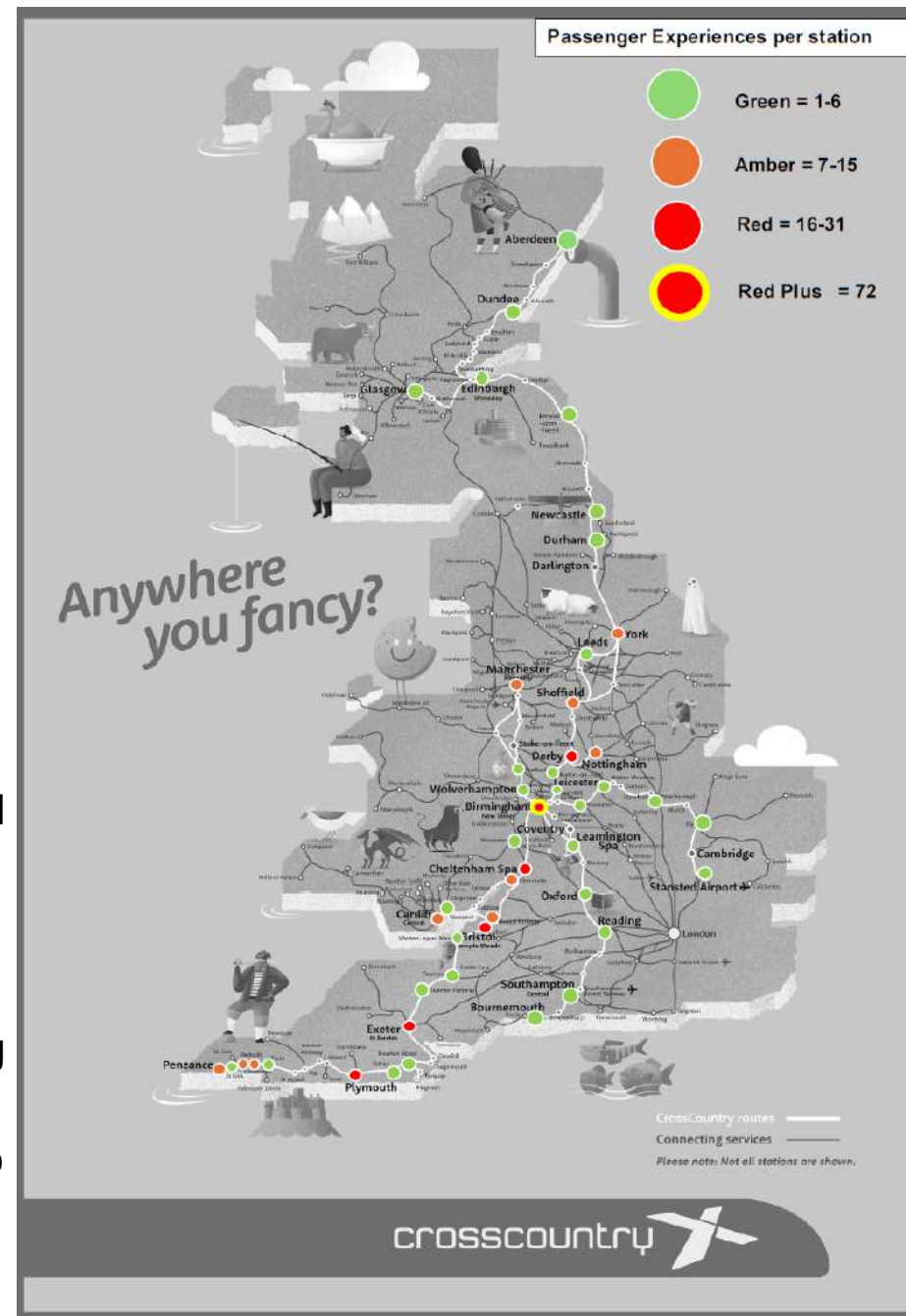
Analysis of all the journeys reported on by the panel shows to the routes include Birmingham New Street as the key service hub

- Routes to and from the South West are well covered as are those to and from Derby and beyond
- Routes north of York currently have less coverage, along with trips to the East Midlands/Stansted and to the South Coast via Reading.
- Other key stations with Accessibility Lounges require further research, including Manchester Piccadilly

The map also identifies routes that are of greatest priority to the project going forward, to increase the volume of reports on the currently less covered routes.

Two-thirds of journeys were for leisure, 21% for business and the remainder for a variety of reasons including rail enthusiasm, specifically to carry out the assessment, panel members meeting and medical appointments.

Almost two-thirds of journeys were made alone, so without help other than from Passenger Assistance. 8% of trips were made with a carer.



Disruption on the journey

Over the annual contract monitoring period, we asked surveyors to help with targeted journeys on routes where planned disruption (engineering works, line closures) would occur.

This would allow us to hear about journey experiences on rail replacement coaches, local buses and on alternative rail routes - with ticket acceptance

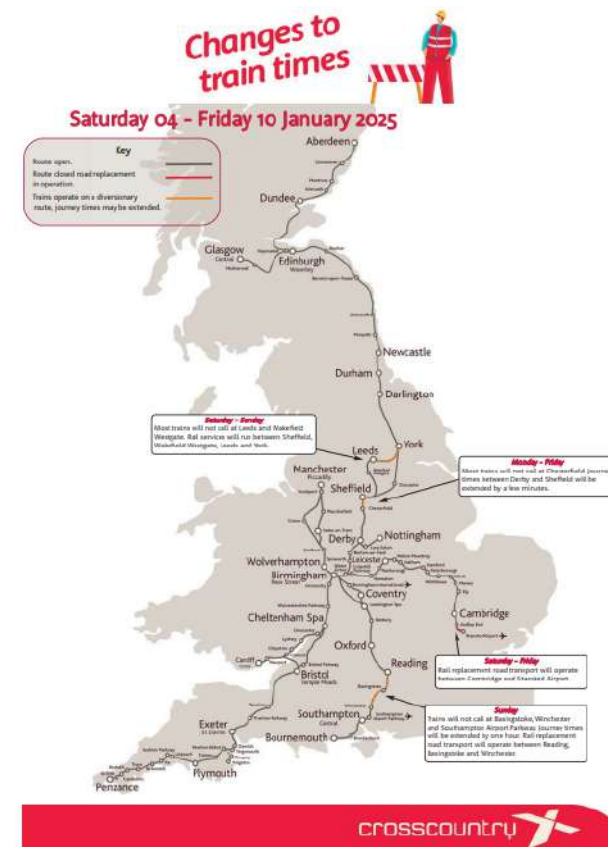
Clearly it is difficult to capture for unplanned disruption unless this happens to occur – so in 2025 we are also asking for reflective feedback on journeys where this occurred.

These journeys may not have been part of the Mystery Shop 'formal' journeys but nevertheless gives further valuable information. We will continue to target new mystery shop trips on routes with planned disruption

We had no contact from passenger assistance to reassure us that we would still get help, despite the delay.

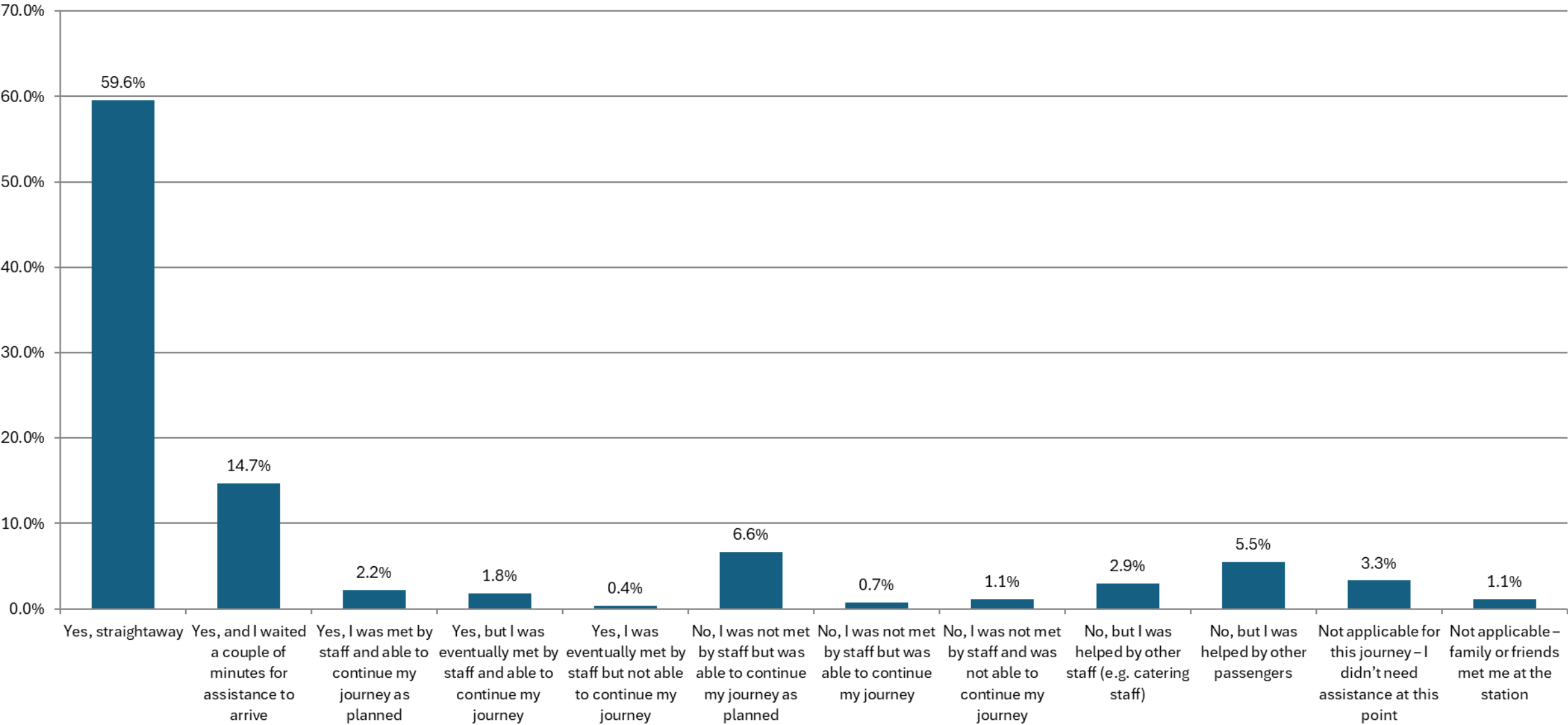
Original intent to use the replacement bus, however taxi had to be called at station due to access concern.

Despite them knowing I needed to get to Camborne since Plymouth, taxi still took 40 minutes to an hour to arrive after arriving at Truro



Getting beneath the data

How were you met by a member of staff at your final destination station?



Final Destination Station Experience

Surveyors were met immediately at the station for 62% of their journeys by the 'host station' staff.,

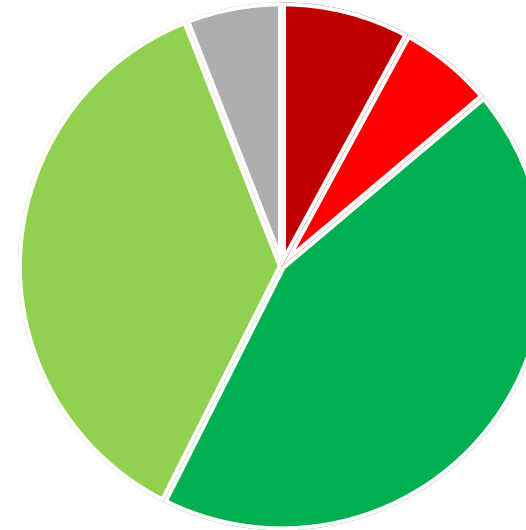
13% were met after a few minutes. These figures are very similar to those reported for the departure station experience.

6% of passengers were helped by other members of staff, including on-train catering, train managers and other XC staff.

These are good examples of staff being vigilant, helpful and responding to passenger needs as the wider 'railway family'

81% were satisfied or very satisfied with the experience at the final destination station.

This is in line with satisfaction levels at interchange stations as well, where 74% were either satisfied or very satisfied.



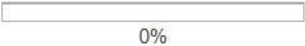
Q How satisfied were you with the overall assistance at your final station on this journey?

Base 87 answering



All about asking the right question!

CrossCountry Passenger Assist Experience Survey Pilot

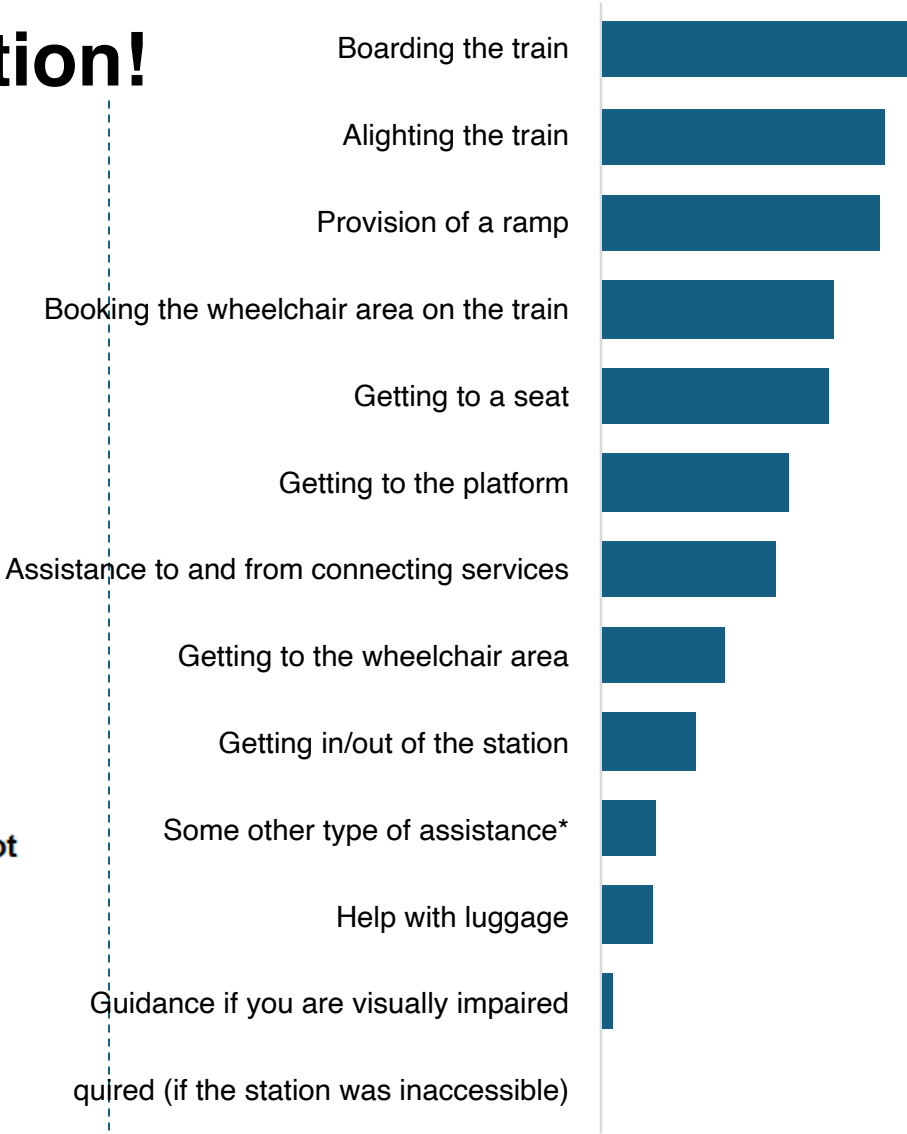


1. Welcome to your assisted travel journal - this is the SmartSurvey version to fill in online

Welcome to the CrossCountry Passenger Assist feedback survey!

30. How satisfied were you with the onboard help you received? (skip if not applicable)

- ☐ Very unsatisfied
- ☐ Unsatisfied
- ☐ Satisfied
- ☐ Very satisfied
- ☐ Not Sure



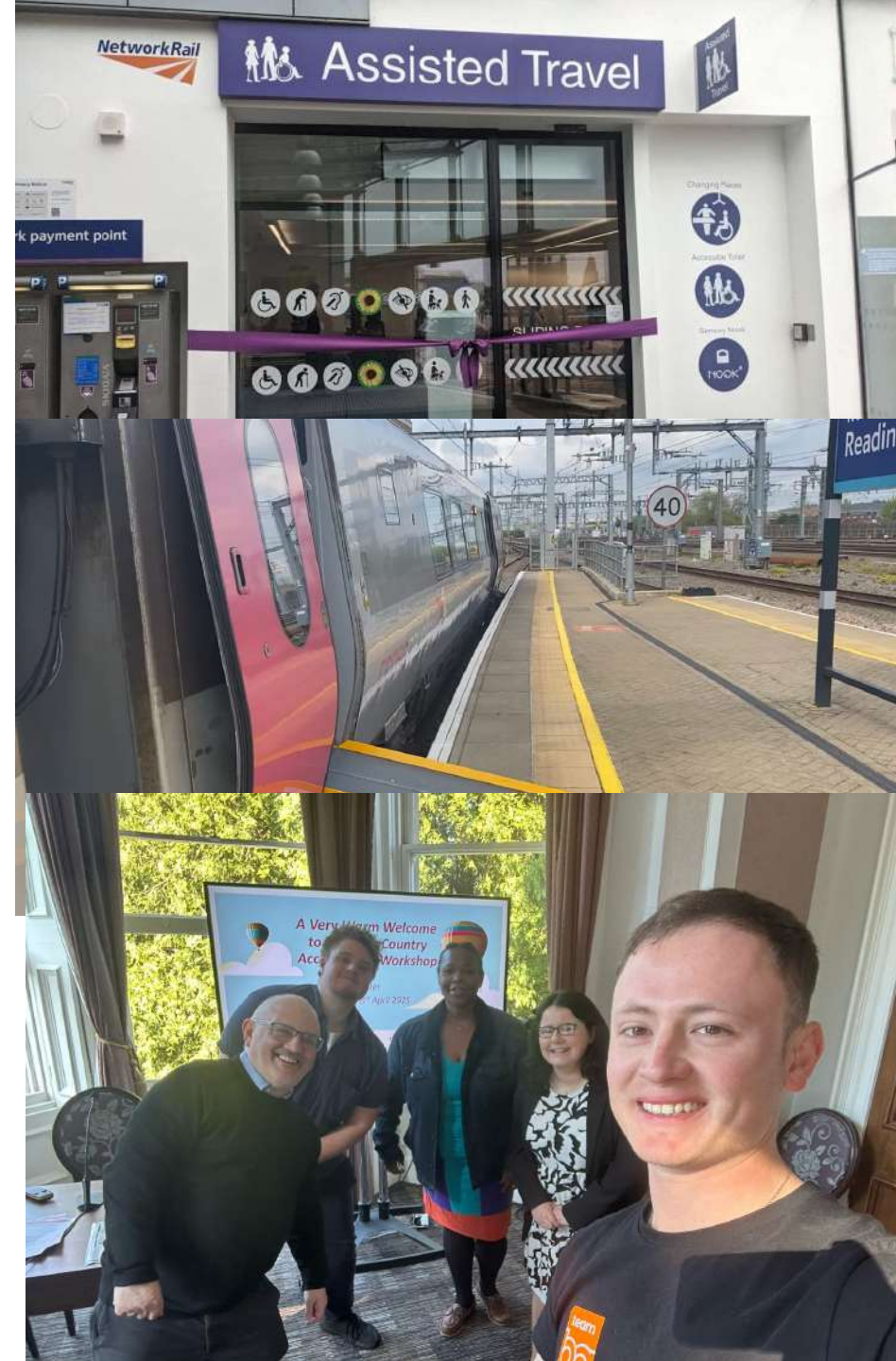
Q What assistance did you request?

What do you think? – a constant question to ask!

- **So what is our experience telling us?**
- **Where do we feel the focus needs to be?**
- Customer support
- Advance information
- On the day information
- Human interaction
- Confidence-building
- **Do we need to do anything else with the survey?**
- **Are there other questions we should be asking?**

What Next.....

- The need for meaningful conversations on customer needs
- The strategic relationship with RDG and ORR
- Customer voice is essential to a 21st Century railway
- Influence and proactively develop common engagement models
- A journey beyond 'Passenger Assist'
- Treat every customer as your only customer
- Educating our future generations 'now' to think about access and inclusion naturally



Some closing quotes...it takes time to build relationships

- *I just wanted to take a moment to say how much it has meant to me to be part of the CrossCountry Accessibility Panel. It's truly been an honour, and the support from the CrossCountry team has been incredible throughout. With such a dedicated and passionate group, I believe we're making real progress toward ensuring CrossCountry is one of the most inclusive train operators in the country—placing accessibility right at the heart of everything we do.*
- *I'd like to thank you and the entire team for your commitment. This panel has been the best I've been part of, and that's down to the amazing people involved—who consistently go above and beyond, even during challenging times.*
- *I would like to thank you for your meaningful engagement with us – and the closed feedback circle and everything else you do.*
- *You guys may accept that you don't always do everything perfectly but the fact that you accept that and genuinely want to work with us that goes a long way.*

Thank you!

For more information please contact:

Jon Harris

Access Panel Independent Chair

Tel: 07881 805 952

Email: jon@gocrp.org.uk

The importance of meaningful and inclusive communication channels with rail customers



CONFERENCE
2025
Swindon



17:15
17:30 PM

CLOSING REMARKS

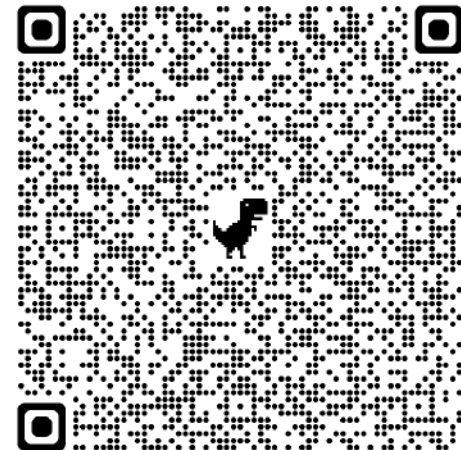
#EPFConference2025

epfconference.eu

Wrap Up



1. Re-use your name tags tomorrow – please give them back tomorrow EOC
2. Dinner tonight at 19h at The Jewel in the Crown
 - Scan QR Code
3. Did you register for tomorrow's dinner yet?
 - The **Red** Lion Club





CONFERENCE
2025
Swindon

SEE YOU TOMORROW

epfconference.eu