

Luton

**DART**

Direct Air-Rail Transit

# Accessible Travel Statement



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# Introduction

## 1.1 What is the purpose of this document?

This document outlines the Accessible Travel Strategy for Luton DART and its stations – Luton DART Parkway Station, linked to Luton Airport Parkway (LAP) station, and Central Terminal Station, located at London Luton Airport. It has been authored by the owner and operator of the Luton DART, London Luton Airport Limited, trading as Luton Rising. It outlines Luton Rising’s policies for providing assistance to passengers with accessibility needs, including passengers with reduced mobility, disabled and older passengers. It provides key details about how the Luton DART has been designed accessibly, what assistance is available when using the Luton DART and its stations, and how to request assistance. References to accessible facilities are based on meeting or exceeding the minimum dimensions as outlined in the British Building Standards guidance (document BS8300 volume 2, 2018).

London Luton Airport and Thameslink have their own assistance policies and procedures separate from the Luton DART that cover the full extent of the passenger with reduced mobility journey within their respective transport hubs. Policies and procedures for the Luton DART aim to align to and dovetail with these.

Further information about each of the policies outlined in this document can be found on our website, or by making contact with our customer service teams (details of which can be found in section 9).

## 1.2 Are there any other documents I can refer to?

Other useful documents that might support with passenger journeys can be found below:

### Luton DART website

[www.lutondart.com/accessibility](http://www.lutondart.com/accessibility)

### Luton DART Disability Concessions

[www.lutondart.com/concessions/general-concessions](http://www.lutondart.com/concessions/general-concessions)

Use the website link above to register for your disability concession account. Once approved, this allows you to obtain up to 4 free DART tickets. This includes a return DART ticket for yourself and your carer.



## 2 Passenger journey information

### 2.1 Is pre-information available for passengers e.g. pre-journey fly-through, maps etc.? Is this available in different formats (for instance, a tactile map)?

<https://www.lutondart.com/accessibility>

### 2.2 Will information be available when I arrive at one of the Luton DART stations?

Information is clearly displayed on signage throughout each of the two Luton DART stations. This is provided at a range of locations and heights, and guides passengers to all key facilities and touchpoints they may require.

Help points are also clearly signposted and can be utilised by passengers if they are uncertain where they need to be, or require the support of staff for any reason. Staff will be on hand in each of the Luton DART stations to support passengers with finding their way.

### 2.3 Where can I find real-time journey information?

Real-time information boards with flight departure and arrivals information and National Rail information are provided throughout both stations. There is no Luton DART departure board because the Luton DART run at a high frequency (every 5 minutes during the busy periods and at least every 15 minutes at quieter times (e.g. in the middle of the night)).

Within the stations, audio and visual announcements about arriving and departing shuttles, door opening and closing and the direction of travel, as well as other important information that may impact your journey, are provided in both stations. Audio announcements include

both automated public announcements and real-time staff announcements.

Onboard the Luton DART, Information screens are provided in each DART carriage. This includes flight information from London Luton Airport or rail information from National Rail depending on the direction of travel. Audio and visual announcements for passenger information are also provided on the DART shuttles.

Pre-journey flight information can be found on the London Luton Airport website, and pre-journey connecting rail information can be found at the National Rail website (links to both are provided in section 9).

### 2.4 Are services and facilities easy to find?

The Luton DART and its stations encourage independent travel with intuitive routes reducing the need to ask for help (unless wanted). Signage are provided throughout the stations to support with this.

Signage is placed at key decision points and uses pictograms (icons) and terminology based on London Luton Airport Operations Limited Guidelines. Signage is only in English, but considers those speaking a different language, by using International Symbols (for instance, there are symbols for Train, Toilets, Accessibility and other key facilities that may be required).

### 2.5 How will staff support me to find the information I need?

You can find staff around each station who are here to support you on your journey. All staff wear a common navy blue uniform and are clearly identifiable.

Staff can provide general assistance with any general Luton DART and National Rail enquiries, such as information on services, routes, timetables and any delays. Staff can provide support at gatelines and ticket vending machines when assistance is requested. Staff will also offer support for passengers who wish to purchase a Luton DART QR Ticket and with facilitating free travel for eligible passengers who have pre-registered in advance via the QR Ticketing website.

All members of staff understand the importance of delivering a consistent, positive experience. Staff receive significant training to support customers who may need additional assistance such as pregnant people, people with young children or older people.

We also recognise that not all disabilities are visible, and staff are trained to consider a variety of needs and understand how to solve any issues appropriately.

## 2.6 Is tactile wayfinding used in the station?

Tactile guidance paving helps blind or partially sighted people to navigate (these guidance tiles also have a tonal difference to differentiate them from regular tiles). Tactile guidance path surfaces are provided throughout the Luton DART stations at all levels to guide users between and to the wide access gates in the gatelines, to lifts and stairs, and to and from boarding and alighting points on the platforms, for access to and egress from the Luton DART.

## 2.7 Are there any passenger help points available? How do I find and use them? Where can I find induction loops in the stations?

Passenger help points provide passengers with a convenient method of communicating with operational staff for information or in emergencies. There are clearly identifiable Passenger help points on all levels at both Luton DART stations, including on the platforms.

Audio Frequency Induction Loop panels can be found wherever passenger help points are located. These allow those with a hearing device with the Telecoil function, or cochlear implant processors, to hear the operator.

## 2.8 English is not my native language - will this be a problem for finding my way and accessing relevant information?

The use of universal symbols in each Luton DART station should make wayfinding straightforward.

In addition, all ticket machines have language facilities for English, French and German, and there is free Wi-Fi at Luton DART stations, so passengers are able to use online translation services should they wish to (online translation services would not be part of the DART provision, so would depend on availability and individual access to such resources).





# 3 Ticketing and reduced fares

## 3.1 How do I purchase tickets for the Luton DART?

Tickets for the DART can be purchased:

- 1 Online via the main rail ticket websites such as [nationalrail.co.uk](http://nationalrail.co.uk) or via the Train Operating Company websites and associated apps.
- 2 Using the Luton Airport Parkway station ticket kiosks (or any other railway stations nationally).
- 3 At Ticket Vending Machines in both Luton DART stations.
- 4 Using Contactless payment at gatelines.
- 5 Via smartphone. This involves scanning a QR code on your phones, to take you to the Luton DART only ticketing website. Once payment is taken, you are provided with a digital ticket that you can scan at the gateline.

Tickets are not available for purchase on board the Luton DART.

Passengers, departing from any station in the UK, who only purchase a ticket to 'Luton Airport Parkway' require an additional Luton DART only ticket (i.e. a ticket to travel from 'Luton Airport Parkway' to 'Luton Airport')

Passengers who purchase a through-ticket to 'Luton Airport' will have a journey on the Luton DART included as part of their ticket from the origin station (i.e. can travel on the Luton DART without needing to purchase an additional ticket).

## 3.2 How do I use my ticket? Do I need to use ticket gates to access the station and/or DART?

There are no train conductors on the Luton DART. Instead, Luton DART Parkway Station and Central Terminal Station use automatic ticket gatelines which customers must pass through to access, and exit from, the paid areas in both DART stations and Luton Airport Parkway Station.

Luton DART tickets are required to move through the ticket gates to enter/exit the Luton DART platforms.

National Rail tickets are required to move through the ticket gates to enter/exit the Luton Airport Parkway Station at Luton DART Parkway Station.

Passengers wishing to access facilities on the other side of Luton Airport Parkway Station (e.g. the car park or taxi rank) may pass through without a National Rail ticket as long as you have:

- A DART ticket (provided the journey is being made one-way).
- Access requirements meaning that accessibility within the station makes it the most appropriate route.
- Parked in the Thameslink car park.

Staff will be on hand to monitor gatelines and around the station to assist passengers requiring assistance through the gatelines. Passengers who use Network Rail/Transport for London services will be familiar with how gates operate. Wide gates are available for wheelchair users, people with prams/buggies and larger items, and for passengers travelling with assistance animals.



### **3.3 How early can I book tickets in advance?**

Typically, train companies release tickets 12 weeks prior to departure. Luton DART tickets can be added to the booking for these train tickets.

### **3.4 Does my ticket require me to use the Luton DART at a specific time?**

Your can ticket can be used at any time during the date stated, and will also work until 4:30 the next day. What if my plans change?

### **3.5 What if my plans change?**

Amendments to your travel journey should be made via your original booking channel.

### **3.6 Are there railcard/concessionary fares for the Luton DART?**

If you hold an older persons' bus pass, a blue parking badge, disabled persons' railcard or disabled persons' bus pass you and your companion are entitled to free travel on the Luton DART. To redeem this, you will need to pre-register via the Luton DART website at least 48 hours prior to your first trip.

Once you've passed the eligibility checks, you can purchase your ticket either on the day, or ahead of time, via the process described above (see 3.1 point 5). Remember, you may need to provide your verification document on the day of travel. Further information is provided through the QR ticketing service.

You should bring your relevant form of identification with you on the day of travel. If it is not possible to bring a Blue Badge with you, proof of identity (for instance, passport or driving license) with a name that matches the name on the Blue Badge can be used instead.

All Luton DART tickets are based on a 'Single' journey price (i.e. a 'Return' ticket on the DART is twice the price of a 'Single' ticket). Tickets are only valid for the specified day.

There is no First Class provision on the DART; all tickets cost the same standard fee.

### **3.7 Can I use my Oyster Card on the Luton DART?**

Transport for London Oyster cards are not available for use on the Luton DART or at Luton Airport Parkway Station.

### **3.8 Can I purchase tickets for the DART in the stations? Are the ticket machines accessible? Is assistance available if I need it?**

Ticket vending machines are available at Luton DART Parkway Station and Central Terminal Station to purchase Luton DART tickets. Tickets for travel on National Rail services can also be purchased at both stations.

At busy times, you may need to queue at the ticket vending machines. Please allow time in your planned journey to purchase tickets. Remember, if you only need a Luton DART ticket, you can purchase a Luton DART QR ticket using the website.

Ticket vending machines provide information in English, French and German. Card payments are accepted, with cash payment available at one of the ticket vending machines.

Staff assistance can be requested at the ticket vending machine for passengers that need assistance with purchasing tickets. Staff will assist passengers to buy the right ticket for their journey.

### **3.9 Can I reserve seats/spaces on the DART?**

The Luton DART shuttles do not currently operate a seat reservation service. Priority areas are available for disabled passengers and are clearly signposted throughout shuttles.

Staff will assist you throughout the Luton DART stations and can help with boarding and alighting the DART shuttle, and finding a seat as needed. Wheelchair spaces are provided at either end of the shuttle and can be used for wheelchairs and electric scooters.

### **3.10 What happens if the ticket machines are out of order when I arrive at the station?**

Multiple ticket machines are available each station. If all ticket machines are out of order, the QR booking system is available to allow passengers to purchase tickets online. If passengers are unable to purchase tickets using the QR system, staff will support passengers to do this.



# 4 Booking travel assistance

## 4.1 Who do you provide travel assistance for?

Travel assistance is offered to passengers with accessibility needs, including those with reduced mobility, including disabled and older people.

We aim to provide a seamless end-to-end journey for all passengers, whether they have booked assistance in advance or not.

We understand all accessibility needs are different and we aim to tailor our service to meet different needs.

## 4.2 How do I book travel assistance for the Luton DART?

When you arrange assistance via National Rail or your airline, you will have the option to extend your booking to cover the Luton DART.

Passenger assistance for travel by rail can be booked via the typical channels – either via the passenger assist app, the passenger assistance web app ([www.booking.passengerassistance.com](http://www.booking.passengerassistance.com)) or by calling 0800 0223720 or texting 60083.

Further information about this service across the network can be found using the below link: [www.nationalrail.co.uk/stations\\_destinations/plan-assistance.aspx](http://www.nationalrail.co.uk/stations_destinations/plan-assistance.aspx)

## 4.3 What travel assistance is available at Luton Airport Parkway Station?

National Rail operate a service called Passenger Assist. If you've pre-booked, a designated member of staff will meet you at Luton Airport Parkway Station and provide tailored assistance.

## 4.4 What travel assistance is available in the Luton DART Stations?

Once you've exited Luton Airport Parkway Station into DART Parkway Station, or existing London Luton Airport into Central Terminal Station, our staff will assist you. This can include any or all of the following:

- Helping you to move around the station.
- Helping you with finding your way within the station.
- Supporting you to get on and off the shuttle.
- Assistance relating to non-visible disabilities.
- Assisting you with your bag(s).
- Helping you buy your tickets.
- Advising you on the facilities available on the Luton DART and at both stations.
- Help finding your seat.
- Sighted guidance.

## 4.5 How much booking notice is needed for rail and airline passenger assistance? Can I receive assistance without booking in advance?

It is always best to book your Rail and Airline assistance as far ahead as possible. This will guarantee that staff members can meet you as early as possible.

The Train Operating Companies at Luton Airport Parkway Station accept assistance booking requests up to 2 hours before your journey is scheduled to start, any time of the day.

For passengers who 'turn up and go', staff will proactively provide ad-hoc support to passengers requiring assistance, including people with reduced mobility and blind and partially sighted people.

Where this is the case, it is possible that passengers may have to wait if staff are occupied supporting other passengers with their journeys.

#### **4.6 Where do I need to go if I have booked assistance?**

If you have booked assistance via one of our partners, their staff will take you through the entrance of the Luton DART Stations, and to one of our special assistance areas. At Central Terminal Station, this will typically be in the waiting area on the concourse next to the escalators. At DART Parkway station this will typically be on the first floor of the station.

We will then collect you from the first special assistance and help you onto the Luton DART. At the other end of the Luton DART, staff will greet you off the shuttle and take you to the second special assistance area.

Our partner organisations should then arrive to assist you on your onward journey.

#### **4.7 Where do I need to go to request turn-up-and-go assistance?**

If you are arriving at a Luton DART Station and requiring turn-up-and-go assistance, you should go to the nearest help point, and make yourself known to staff who will support you. A member of staff will be deployed to support you in any way they can. Luton DART Parkway Station and Central Terminal Station are both staffed 24/7. Staff assistance is always available, and all staff are trained to support passengers requiring assistance.

#### **4.8 How will I find staff if I'm blind or partially sighted?**

Blind/partially sighted passengers are welcome to travel on the Luton DART and we have infrastructure in place designed to facilitate independent travel through stations.

If passengers require assistance, we would recommend they book this prior to travelling. Passengers should aim to familiarise themselves with where tactile pathways are at our stations using the pre-journey travel information provided in this document, and by audio description of the station provided, and where they are required to go in order for staff to support them.

#### **4.9 Can I take a luggage trolley through the stations? Is baggage assistance available?**

Trolleys are not permitted in Luton DART Parkway Station in Central Terminal Station. Trolleys must be dropped off in one of the designated airport trolley corrals before a passenger enters the DART demise. Wheeled luggage is advised to be used for heavier items to aid transporting via shuttle.

For pre-booked passenger assist passengers, staff can help carry small items of baggage for disabled and older customers. Some staff will not be able to carry/wheel heavier items of luggage, so passengers may be required to wait while a member of staff who can help with larger and heavier items of luggage is located.

For turn-up-and-go passengers, staff will assist with luggage where possible. It may be advisable to arrive earlier than planned to accommodate for any delays.

#### **4.10 My plans have changed, or I no longer need assistance, what do I need to do?**

Amendments to your travel journey should be made via your original booking channel.

#### **4.11 Will you assist me to make my connecting train or airplane journey?**

##### **Air connections**

Airport Operators at London Luton Airport provide an end-to-end assistance service for passengers with reduced mobility.

Luton DART staff will accompany passenger with reduced mobility to special assistance points and will stay with passenger until handover to airport staff.

For passengers who have not pre-booked assistance, the same level of service will be provided, though there may be a slightly longer wait for the service.

##### **Rail connections**

Passenger Assist can help with your whole journey e.g. for onward connections to National Rail services stopping at Luton Airport Parkway station. Luton DART staff will accompany passengers with reduced mobility to handover points and will stay with the passenger until handover to Thameslink staff.

For Luton DART passengers who have not pre-booked assistance, the same level of service will be provided, though there may be a slightly longer wait for the service.

#### **4.12 Will you assist me with other forms of onward travel?**

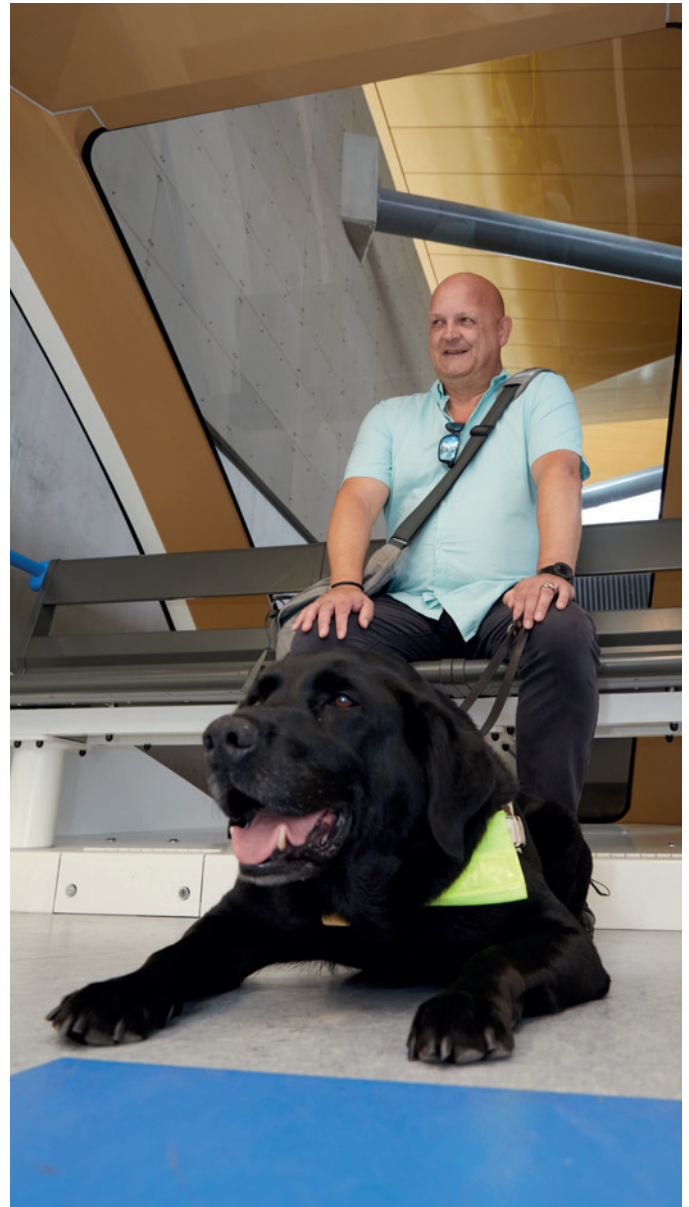
DART Public Realm (the public area outside the DART Parkway Station) has a taxi rank, where we can assist you for pick-up and drop-off.

#### **4.13 Are taxis accessible and staff trained?**

All Hackney Carriages serving the Luton areas are wheelchair accessible and contain hearing loop and intercom infrastructure.

#### **4.14 Will I get the same experience at both stations?**

The same level of service and assistance will be provided at both stations.





## 5 Station facilities and services

### 5.1 What can I expect at DART Parkway Station and at Central Terminal station? Are they accessible?

#### DART Parkway Station

DART Parkway Station is located to the north-east of Luton Airport Parkway station. The station is on two levels, with the concourse and DART platforms elevated to provide direct access from the Luton Airport Parkway station overbridges.

Access to Dart Parkway Station at the ground floor level is from the entrance accessed from Kimpton Road, LU2 0NB, near the Hampton by Hilton Hotel.

A step-free entrance to Luton DART Parkway station, and between the Luton Airport Parkway station Platform 1 and Luton DART Parkway station is provided at ground floor. Access to the station from the Luton Airport Parkway station entrance at the DART platform level requires passengers to use the link bridge between the two areas. Lifts are available.

Passengers may access the Luton DART services via either entrance. Passengers without a ticket for National Rail services may travel via the Luton Airport Parkway station entrance as long as you:

- Hold a DART ticket and
- Have access requirements meaning that accessibility within the station makes it the most appropriate route or
- Have parked in the Thameslink car park.

Staff will be available to assist passengers who do not have a ticket but need to use the route.

#### Luton Airport Parkway station

DART Parkway station and Luton Airport Parkway station are connected at ground floor and DART platform level. Luton Airport Parkway station has two sides and one central island platform at ground level to the north of the station. The station building, forecourt and car park facilities are on south of the station at a lower level than the platforms and are accessed from the station by a level change via stairs, escalators and lifts. Bus facilities, parking, taxis and pick up points are on this side next to the Luton Airport Parkway station building.

All Luton Airport Parkway station platforms for National Rail services can be accessed from DART Parkway station. Platform 1 can be accessed directly from ground floor of DART Parkway station, with platforms 2-4 more conveniently accessed from Luton DART platform level. Access between the DART Parkway station and the platforms requires users to pass through secure gatelines.

#### Central Terminal Station

A step-free entrance between London Luton Airport and Central Terminal Station is provided.

The Luton DART at Central Terminal Station terminates below ground. Escalators and lifts are provided to access ground level from platform level.

## 5.2 Are accessible parking bays available?

Accessible parking bays can be found at Luton Airport Parkway station. There are in total 12 spaces located in the Luton Airport Parkway forecourt for passengers with Blue Badges. Spaces cannot be booked in advance, however passenger turnover is expected to be quick at this facility, so long wait times are not expected. Passengers carrying Blue Badges will not be expected to pay for short stay parking at the Luton Airport Parkway station.

Please note, this is a short stay car park only – long stay parking for the airport should be handled through the airport website.

## 5.3 Are there accessible pick-up and drop-off points?

There are no standard or accessible drop-off points at the Luton DART Parkway station. Instead, passengers wishing to pick-up/drop-off should go directly to the airport.

## 5.4 What is the cycle storage facility like and how many spaces are there?

DART Parkway Station has a multi storey bike rack at the Kimpton Road (LU2 0NB) entrance to the station.

Cycles can be left indefinitely, though cycles left in the same location for a vastly extended period may be assumed abandoned and removed. This facility is free to use. All items are left at the owner's own risk and Luton Rising is not responsible for any theft or damage.

Luton DART staff are unable to support passengers to use the two-tier rack if they are unable to themselves, but may be able to support passengers in coming to an alternative solution (i.e. pointing them to a vacant cycle parking space on ground level).

## 5.5 How many lifts are there in each station? Are they big enough to accommodate my wheelchair and companions etc.?

Two lifts can be found in each station, and there are additional lifts in Luton Airport Parkway station that can be used to gain entry to the correct floor.

Lifts have been designed to accommodate wheelchair users and companions.

## 5.6 Where can I rest and wait in both stations?

There is seating on all platforms and concourses. Waiting areas are provided with designated seating areas whilst you wait for your train.

Seating areas are provided in both stations. As well as providing general passenger seating areas, this seating is used as the designated handover points for passengers requiring assistance using the assisted travel service (these waiting areas each have a Passenger Help Point).

The location of this seating also enables the journey to be broken up for passengers not using assistance that wish to take a rest or sit down.

Seating is provided in the following locations:

- In Luton DART Parkway Station In the unpaid area;
- In Luton DART Parkway Station on the paid side, between the platforms;
- In Central Terminal Station near the escalator/lifts on the ground floor; and
- In Central Terminal Station beneath the escalators.

## 5.7 What accessible toilet provision is available at the stations?

At DART Parkway Station, a unisex wheelchair accessible toilet is available on the ground floor. Enlarged cubicle toilets are also available in every male and female toilet.

At Central Terminal Station, accessible toilets are available in the London Luton Airport terminal. The location of toilets is clearly signposted throughout the terminal.

## 5.8 Can baby change facilities be found within the stations?

Baby-change facilities are provided at DART Parkway Station. They are also available at London Luton Airport terminal.

## 5.9 Are there 'changing places' (assisted changing) facilities in either station?

Changing Places toilets are not provided at the DART stations. A Changing Places toilet is provided at London Luton Airport in the Departures lounge, after Security. It is located in the quiet room next to Gate 17. The facility includes a toilet, shower facility, a height adjustable changing bench and a hoist.

## 5.10 Is there somewhere that I can access drinking water within the stations?

Water drinking facilities are not provided at the DART stations. At London Luton Airport, water fountains are located just after Security, at the base of the lifts before going up to the Departure lounge. Food outlets at the airport may provide free tap water upon request, but this will be down to individual company policies.

To locate retail facilities that refill water, you can use the following link: [www.refill.org.uk](http://www.refill.org.uk)

### **5.11 Can I bring my assistance animal for my journey? Will there be appropriate facilities for it?**

Assistance animals are able to travel for free across the National Rail network, and this is no different on the Luton DART. Wider gates are provided to accommodate for passengers travelling with assistance animals.

An assistance animal relief area is provided at the DART Parkway station, Kimpton Road entrance.

There are no specific spaces for dogs on shuttles, but assistance animals are welcome on board and there should be plenty of space for assistance animals in the shuttle carriages.

For air travel at London Luton Airport, advance notice that you are travelling with your assistance animal may be required.

### **5.12 Is there Wi-Fi at the station?**

Free public Wi-Fi is available for passengers at both Luton DART stations. Wi-Fi is provided by London Luton Airport. Customers need to register to access the service.

Staff assistance is available for passengers that need help accessing the Wi-Fi.

### **5.13 Left luggage**

No left luggage facilities or lockers are available.

### **5.14 Lost and Found**

Should any passengers inadvertently leave anything behind, we will do our best to return items to their owners.

The London Luton Airport website will provide information on how to use the lost and found service and to make a query.

We will retain items for up to 30 days after which they will be disposed of. Items will be stored at DART Parkway Station. Temporary storage provisions are in place at Central Terminal Station until the item can be taken to DART Parkway Station.

We will let Thameslink and the Airport Information Desk know about a valuable lost item in detail (e.g. passport, wallet, phone), in case a customer approaches them for the lost item; they can then be redirected to the Luton DART.

If a passport is lost, we will endeavour to reunite with the owner. If the owner is not found, we will organise the passport to be handed over to the border force.

### **5.15 What station facilities can I access without a ticket (i.e. before the gatelines)**

Toilets and ticket machines can be found before the gatelines, and as such, can be accessed prior to purchasing a ticket.

### **5.16 Do stations have charging points?**

The stations are unable to offer charging points. We would encourage customers to charge all devices they will require prior to travelling using the Luton DART.

### **5.17 Can I travel on the DART in my mobility scooter? Can I use my mobility scooter inside the station?**

Stations have been designed to give sufficient access width to a wide range of users, including mobility scooter users.

### **5.18 Can I access the station/travel with a pushchair/buggy?**

Pushchairs buggies are permitted at DART stations and are permitted to travel on the DART shuttle. Both DART stations and the DART shuttles are designed to accommodate pushchairs buggies.



## 6 DART shuttle

### 6.1 How often does the DART depart/arrive and how long does a typical journey take?

During peak hours there is an average wait time of just two minutes. During off-peak and super-off peak hours, we reduce the frequency of the service to save energy, which may slightly increase passenger wait time.

All DART journeys will take just under four minutes.

### 6.2 How do I board and alight the DART?

On the approach to the station, an announcement will inform passengers in the DART shuttle that it is arriving at the station. It will also let you know the side of the DART on which the doors will open. This allows passengers to gather their possessions and prepare to alight while the shuttle is slowing to a stop and makes alighting more efficient.

At Luton DART Parkway Station, after the shuttle stops in the designated stopping position, the doors for alighting customers will open before the boarding doors to allow passengers time to alight the DART before people begin to board. At Central Terminal Station the doors open from one side only.

Adequate time is allowed for alighting the shuttle before the boarding doors will open.

Level-access between the shuttles and platform is provided for step-free boarding and alighting.

Staff will assist passengers requiring assistance on and off the DART. Staff will switch doors to manual to hold them open providing additional time for passengers with reduced mobility to board or alight the shuttle.

### 6.3 Can I reserve a seat/space onboard the shuttle?

The DART does not operate a seat reservation service.

Priority areas are available for disabled passengers and are clearly signposted throughout shuttles. Passengers who require priority seating and are unable to find a seat should make themselves known to staff, who will be able to assist them.

### 6.4 What assistance is available onboard the shuttle?

Passengers can request assistance or report an emergency of accident via sign-posted emergency intercoms that are provided throughout the DART in each carriage. Support will be provided over the intercom by a trained member of staff who will also remain in contact with you for the duration of the journey and will ensure support is available at your destination station.

CCTV is provided in each carriage to ensure passenger safety and security.

### 6.5 Are there any toilets onboard the shuttle?

There are no toilets on board; however, accessible toilet facilities are available at Luton DART Parkway Station and the Airport Terminal.

Staff will assist passengers requiring assistance to access the toilet facilities if required.





# 7 Delays, disruptions and emergencies

## 7.1 Is my journey likely to be disrupted while taking the Luton Dart?

We endeavour to transport you between Luton Airport Parkway station and London Luton Airport every day of the year.

The DART and its stations may close if London Luton Airport is closed (for instance during the annual runway resurfacing day), the station is understaffed and cannot operate safely, or during maintenance downtime when passenger numbers are low and if there is a technical fault with a long resolution time. Alternative transport will be provided in these cases.

If Luton Airport Parkway Station is closed for any reason, passengers are still able to access the DART Parkway station through the Kimpton Road (LU2 0NB) entrance.

## 7.2 What happens when you need to maintain the Luton DART? Will services and facilities remain accessible if the station is being refurbished/altered?

The Luton DART is comprised of two independent shuttles. We endeavour to have both shuttles available for use during the peak hours. When maintenance is required on one shuttle, we keep the other shuttle operational to ensure you always have a reliable connection to the airport. We aim to conduct the majority of this maintenance during the night, to minimise the impact on our passengers.

## 7.3 What is your policy when a lift or accessible WC is unavailable?

Lifts are located in pairs in order to provide some contingency if something goes wrong and one of them is out of order.

As with any closure of station facilities, we endeavour to quickly inform passengers of alternative provisions. Signage would be deployed and accompanied by station announcements. Furthermore, staff will be sent to the out of order facility, in order to direct passengers to alternative provisions.

## 7.4 Will bad weather impact my journey?

DART shuttle journeys may be delayed or disrupted in poor weather conditions, including high winds.

In case of poor weather conditions, passengers requiring assistance will be advised to remain downstairs at Central Terminal Station until London Luton Airport's accessibility provider are ready to collect passengers. This is to prevent passengers being exposed to poor weather conditions while waiting on the concourse. This is not expected to impact on passenger journey times.

## **7.5 What happens if my journey is delayed or disrupted due to a strike, poor weather conditions or something else that is out of the operator's control?**

If this is the case, we will provide a replacement service to get you to and from London Luton Airport, either by bus or by taxi.

Staff will assist if your journey is delayed and will do everything they can to make sure you get to your destination as quickly as possible.

If there are operational issues with the DART shuttle, we will provide a replacement service to get you to and from London Luton airport as quickly as possible, to minimise delays and the impact on your journey.

Passengers with reduced mobility or other accessibility needs, passengers with an imminent flight departure will be priority passengers. These passengers will be provided with a taxi if possible and taken straight to the other DART station.

Temporary signage will be used to direct passengers. Passengers will be kept informed throughout via visual and audible public announcement in stations, staff station announcements and via website updates.

## **7.6 Are replacement buses accessible and staff trained?**

All replacement bus staff will have undergone base level of training, which provides guidance to employees about the best way in which they can meet the specific needs of each customer according to their access requirements.

Buses will likely be from Arriva's fleet, and these vehicles are designed to ensure level access. In the event that Arriva buses are unavailable, coaches will be provided as a back-up, and these are equipped with passenger lifts that drivers are trained to deploy for passenger use.

## **7.7 What if alternative provision is not suitable for me?**

If the alternative provision of a bus is not suitable for passengers, an accessible taxi will be provided. As standard, all London black cabs are wheelchair accessible, and contain hearing loop and intercom infrastructure.

## **7.8 Are staff First Aid trained?**

All staff are first aid trained. Our staff can be identified by their distinctive navy blue uniforms. Staff trained in basic and more advanced first aid will be available at all times throughout DART stations.

Staff are trained to identify first aid incidents in the Luton DART via CCTV, and at stations via CCTV, passenger help points, natural surveillance and face-to-face.

A suitable first aid room is available at both stations

and will be used by staff to assist passengers where appropriate. First aid boxes and defibrillators are available at both stations. Seating is available in both stations for passengers to rest, and privacy screens are available and will be deployed by staff when needed.

## **7.9 What if I need First Aid on board the shuttle?**

If you require First Aid on the shuttle, staff will use radio and communication technology to allocate staff to you immediately. They will then follow the health and safety procedure to have first aid ready when you arrive at the platform.

Communication is possible through the on-board comms system, and this will allow central control to understand the severity of the issue and direct resources to support appropriately.

## **7.10 What if something goes wrong? Are staff trained to help in those situations?**

Staff are trained to assist distressed passengers, including health incidents and personal incidents (i.e. lost belongings, delays, emergency incidents causing distress etc.). Distressed passengers will be identified via CCTV, staff on the ground, passengers reporting directly (either face-to-face or via passenger help points), or third-party contacts on behalf of a passenger.

## **7.11 Is it safe to use the Luton DART and its stations?**

Passenger safety is the biggest priority for the DART and its operations.

Tactile guidance paving is provided to help blind or partially sighted people to navigate throughout the stations.

Access between the platform edge and the DART track is guarded by glazed screens, with access to the DART via automatic sliding doors. Sliding doors will only operate when it is safe for passengers to board or alight from the DART.

There is 24/7 CCTV monitoring at both stations and throughout the DART for passenger safety. Routine security checks are conducted in stations and on-board the DART for passenger safety.

Staff are appropriately trained and empowered to handle security incidents, such as assisting the public where they are the victim of theft or dealing with vandalism or aggressive behaviour towards staff or passengers.

London Luton Airport security and/or Bedfordshire Transport Police will be notified and involved to resolve/manage issues that pose a risk to staff and passengers or are outside of the DART security remit.

## **7.12 Will I be assisted to evacuate in an emergency? Do I need to tell staff I need assistance in advance?**

Both DART stations and the DART shuttle have emergency and evacuation plans that include procedures for people with accessibility needs. Staff are trained to assist all members of the public in the station, including disabled people, in the event of an emergency and evacuation.

Depending on the cause of the evacuation, staff will be able to provide assisted evacuation (e.g. technical fault) or remotely assisted evacuation (e.g. emergency scenario that requires immediate evacuation and where staff can only provide assistance via emergency telephone and public address and voice alarm).

Staff will support passengers to evacuate the stations, including helping passengers requiring assistance to access refuges where required. Emergency signs are provided in the stations to direct passengers to refuges. Refuges can be found at every emergency stair core.

Refuge Help Points are installed in refuges at both stations. These refuges are places of temporary safety where passengers can communicate with the station operator or emergency services and wait temporarily for the arrival of assistance if they are unable to exit the station independently during an evacuation.

Audio Frequency Induction Loop panels are installed immediately below the refuge Help Points to allow those with a hearing device with the Telecoil function, or cochlear implant processors, to hear the operator. Activation of both the refuge Help Points and associated Video Surveillance System camera will automatically be switched on to allow the operator to view the person making the call.

Staff will maintain contact with passengers at refuge help points to provide reassurance and details on assistance and expected wait time.

In the event of shuttle needing to be evacuated, our operators will provide information over our announcement system and ask you to provide details of your egress needs using the shuttle intercom system. A plan will then be put in place to ensure that you are provided with the assistance you require to safely evacuate.

## **7.13 What happens if the shuttle needs to be evacuated in between the two stations? Will I be able to evacuate safely and independently from the shuttle if needed?**

If there is a fault with the shuttle, the shuttle will be brought into a station for disembarking on most occasions.

If the DART shuttle needs to stop and be evacuated in between the two stations, there is a procedure in place for this to be carried out as safely as possible.

If the shuttle is able to return to the nearest station, then it will, and passengers will be able to evacuate with the support of staff to their nearest exit.

If the shuttle is unable to return to its nearest station for whatever reason, it will go to the nearest emergency egress point along the track, and this is designed for level access. Staff will place ramps on the DART shuttle to cover the level change, and passengers will be able to make their way safely along the walkway back to their nearest station.

Passengers requiring assistance will be supported by staff to get off the DART. However, remote assistance (provided via intercom) to evacuate is also provided to passengers so that they are able to evacuate independently should they wish to. In instances where staff are unable to support passengers, emergency services would be called in to support.

## **7.14 Are refuges signposted?**

Emergency escape signage is provided throughout, as well as smaller specific labels in refuges. These are located in stair core areas.

## **7.15 Are walkways accessible? Will I be able to use the emergency handles?**

Walkways have been designed to accommodate wheelchairs and mobility aids. Heights and dimensions of fixtures, handrails and handles have been designed to ensure they can be reached from a seated position.

Gatelines are designed as standard across the National Rail network, and are able to accommodate wheelchair users and people using mobility aids.

If you have individual concerns about accessibility on the DART and wish to speak to one of our staff, please get in touch via one of the methods set out in section 9 of this document.

## **7.16 What do I do if something goes wrong with my journey and I want to complain?**

Complaints and enquiries can be made via the Luton Airport website (see section 9 for all relevant links).



# 8

# Accessibility strategy

Luton DART is owned by Luton Rising which is a business and social enterprise that is owned by a single shareholder, Luton Borough Council for the benefit of the community.

The Luton Rising and Luton DART team are committed to improving services for our disabled and older customers and creating a business which is inclusive, both internally and externally.

We aim to provide the best possible customer experience by placing our customers and our people at the heart of everything we do.

Our strategy for accessibility sets out how we intend to target customer experience improvements for disabled customers through reviewing and modernising our working practices. Our strategy sets out key themes to ensure we are challenging ourselves to offer more than minimum standards of compliance. We will continue to work in close partnership with London Luton Airport, Train Operating Companies and industry partners to offer a collaborative, customer first approach to our business.

## 8.1 Improve customer confidence and passenger assist

We know that many people feel anxious traveling on public transport; it can be unpredictable and, for some disabled people, a physical challenge. We want everyone to feel welcome on our network so, through a number of activities we will:

- ensure that our frontline staff are equipped with the tools they need to use offer assistance in a more agile way through improved training material and a training support programme.

- improve awareness of Passenger Assist with customers through targeted marketing campaigns.
- map assistance availability and use with customer insight data to drive tangible improvements the service we offer
- work with community the airport and airlines, rail partnerships, specialist charities and local authorities to support familiarisation events for disabled customers.
- ensure information provided to customers is accessible, jargon free, up to date.
- deliver targeted training to ensure our staff are considerate of the needs of disabled people, supported by specialist charities and organisations where necessary.

## 8.2 Improve our processes and embed inclusivity

Safety my drive all processed and operations. We will work to ensure that our decisions are made with an inclusive mindset so that all of our business decisions give full consideration to the impact on disabled people.

We will:

- continue to ensure that equality considerations are made in a transparent way.
- review accessibility-related issues identified through customer and colleague insight through our feedback channel and working with local and national organisations.

- review our process for handling accessibility-related complaints to ensure that this is appropriate and drives improvement.
- support the industry change programme to identify opportunities for a more agile and spontaneous approach to assistance delivery.

### 8.3 Improve communication methods

Communication is often key to a successful journey experience. There are times when things go wrong, such as a lift breakdown, severe disruption, platform changes, and delays to our shuttle services. Whilst we may not be able to change those outcomes, we can improve our communication of them to empower customers to make informed decisions about how they travel.

We will support our disabled customers by:

- reviewing communication processes for station facilities
- reviewing assisted travel processes to ensure that we handle request proactively and consistently.
- we will continue to review and improve the accessibility of our website against the Web Content Accessibility Guidelines:
- regularly auditing stations and updating customer information on online pages and websites.
- reviewing the messaging on shuttles and at our two stations.
- updating the accessible stations map to include information relating to tactile paving and, where appropriate, level boarding information.
- finding innovative ways to increase the accessibility of website content and empower customers with journey planning, such as through add-on accessibility tools (e.g. screen readers). We will also use all the tools available to us to create and internal communications strategy to communicate on policy and good practice throughout the business.

### 8.4 Infrastructure

Whilst both of our stations are technically step-free, the ease with which someone with mobility impairments can navigate a station environment is inconsistent. We continuously review our station environments and seek opportunities to improve these in line with industry guidance and the Equality Act 2010.

We will:

- review minor works application process to gain wider engagement opportunities.
- take suitable opportunities to improve the station

environments by investing in schemes that make a positive impact to accessibility.

- work with our partners, Network Rail and Kone, who manage all station lifts to ensure that these are available when customers need them and, when repairs are required, these are done within our agreed timescales.
- ensure service level agreements for accessible features of shuttles and stations are given priority for maintenance.
- where an independent business operates in our station, such as a coffee shop or retailer; make sure their obligations under the Equality Act 2010 is a term of their tenancy.

### 8.5 Staff training

Our people have the ability to make a huge difference to the journey experience of disabled customers. We will ensure that our colleagues have current, engaging and memorable training in disability equality and feel confident to carry out their duties. We work with a team of disability experts and trainers, with lived experience of disability, to shape the programme and lead on delivery to our staff.

We continually evolve the materials to keep them up-to-date, particularly on available resources. The courses seek to help our staff understand barriers to travel for disabled people, customer expectations, understand our obligations to disabled customers, confidently use modern and appropriate language, recognise what they can do to improve customer experience, and how to deliver practical and dignified assistance. The sessions provide an opportunity for staff to come together in a safe space, discuss any operational challenges and sensitive questions and then return to work with increased confidence and practical solutions.

We are committed to training all of our staff in disability equality, recognising that every member of staff has an impact on someone's journey. We believe that it is important to train ALL staff on ALL of the required outcomes of the course.

Therefore, we will deliver the following courses:

- All new staff, including all senior and key management staff, receive disability equality training as part of their induction. This will be predominantly in a classroom-based setting with additional e-learning modules developed to address some of the content, such as the regulatory framework, in more detail.
- All staff will receive refresher training regularly.
- partner, when appropriate, with specialist charities and organisations, such the RNIB to best support disabled customers.

# 9

# Contact information

## Passenger Assist

**Passenger Assist information page**  
[www.nationalrail.co.uk/on-the-train/accessible-train-travel-and-facilities](http://www.nationalrail.co.uk/on-the-train/accessible-train-travel-and-facilities)

**Passenger Assist web app**  
[booking.passengerassistance.com](http://booking.passengerassistance.com)

## Luton DART Information

**Luton DART website**  
[www.lutonrising.org.uk/our-developments/luton-dart](http://www.lutonrising.org.uk/our-developments/luton-dart)

**Luton Rising Twitter feed**  
[www.twitter.com/LutonRising](http://www.twitter.com/LutonRising)

**Luton Rising Facebook page**  
[www.facebook.com/LutonRising](http://www.facebook.com/LutonRising)

**Luton Rising Instagram page**  
[www.instagram.com/LutonRising](http://www.instagram.com/LutonRising)

## London Luton Airport

**London Luton Airport website**  
[www.london-luton.co.uk](http://www.london-luton.co.uk)

**London Luton Airport Twitter feed**  
[www.twitter.com/LDNLutonAirport](http://www.twitter.com/LDNLutonAirport)

## National Rail Enquiries

**Telephone**  
03457 48 49 50

**Website**  
[www.nationalrail.co.uk](http://www.nationalrail.co.uk)

## Rail Ombudsman

**Telephone**  
0330 094 0362

**Textphone**  
0330 094 0363

**Email**  
[info@railombudsman.org](mailto:info@railombudsman.org)

**Twitter**  
[@RailOmbudsman](https://twitter.com/RailOmbudsman)

**Address**  
Rail Ombudsman  
1st Floor Premier House  
Stevenage  
Hertfordshire

# Stay in touch

Keep informed with our work, our progress and the work we're already undertaking to provide new jobs, economic benefits to Luton and its surrounds and how we're investing in our communities.

 [info@lutonrising.org.uk](mailto:info@lutonrising.org.uk)

 [lutonrising.org.uk](http://lutonrising.org.uk)

 01582 522 300

 [@LutonRising](https://www.facebook.com/LutonRising)

 [@LutonRising](https://www.instagram.com/LutonRising)

 [@LutonRising](https://twitter.com/LutonRising)

**Luton**  
**Rising**  
Our airport.  
Our community.  
Our planet.

Luton Rising is the trading name of London Luton Airport Ltd.  
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