



Rail Replacement Services Update #2

30 April 2020

The Minister of State, Chris Heaton-Harris MP has today published a letter responding to the Rail Delivery Group (RDG's) plan "Rail Replacement Vehicles – a pathway to regulatory compliance". This letter can be found [here](#).

The letter sets out his decision to grant further exemptions to operators of coaches used in rail services from the Public Service Vehicle Accessibility Regulations (PSVAR) for up to eight months, asks the rail industry to come forward with a more ambitious timeline for the delivery of accessible rail replacement services, and describes the steps he expects train operators will take to ensure rail replacement services meet the needs of disabled people and others with reduced mobility in the meantime.

We have agreed that, during this recommended period of special authorisations, we will collect and analyse data from industry, similar to the process we undertook in September 2019. This will look at the level of compliance with PSVAR for rail replacement services, the use of non-PSVAR compliant vehicles and the number and types of alternatives provided (e.g. taxis). From Autumn 2020, it will also look at the number of complaints that are received by train operators where the alternatives provided have fallen short of expectations of safety, comfort and timing. This regular data-monitoring will be completed on a 6-monthly basis.

As set out in our statement of 3 March 2020, we have been reviewing responses to our consultation on revising the Accessible Travel Policy (ATP) Guidance for train and station operators to improve the accessibility of rail replacement services for disabled passengers.

This remains a complex issue to resolve and our aim is still to ensure that any intervention through the ATP Guidance will fulfil our duties as a regulator and deliver a positive outcome for passengers. We will now take some time to review both RDG's plan and the Minister's response as we consider our next steps. **Update:** we now plan to publish revised Guidance in September 2020.

We will publish any further updates on the ORR website.