

Rolling Stock Accessibility Guide

A red wedge-shaped graphic pointing to the right, positioned below the title.

February 2021

greateranglia

Stadler Class 755 Bi-Mode3

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Accessible area



Priority Seating



Accessible toilet and baby changing



Café bar



First Class



Quiet Coach



Entrance/Way out



Cycle spaces



Seating



Toilets

4 Car Configuration



Drivers cab door,
do not obstruct

Train engine
Passage way

Drivers cab door,
do not obstruct

3 Car Configuration



Drivers cab door,
do not obstruct

Train engine
passage way

Drivers cab door,
do not obstruct



Routes operated

- Norwich - Ely - Cambridge - Stansted
- Norwich - Sheringham
- Norwich - Great Yarmouth
- Norwich - Lowestoft
- Ipswich - Lowestoft
- Ipswich - Felixstowe
- Ipswich - Peterborough
- Manningtree - Harwich
- Colchester - Marks Tey - Sudbury



Facilities

The class 755 is a modern train designed to comply with current accessibility standards. It has a large wheelchair accessible space and companion seating, a call for aid button for disabled customers who have an urgent need to speak to a member of staff (you will not be fined for using this) and an accessible toilet. There are plug points and USB points for each wheelchair space.

There is no first class seating on these trains and no catering facilities.

There are two wheelchair accessible spaces on each train and wheelchairs, scooters and mobility aids no larger than 700mm by 1200mm and weighing less than 300kg are permitted for travel. Larger aids must be folded for travel and stored as luggage.

Full colour displays show clear information about your travel and is complemented by regular audio notices. Priority seating is available throughout the train and is clearly marked. Baby changing facilities are also available in the accessible toilet.





Accessible area



Priority Seating



Accessible toilet and baby changing



Café bar



First Class



Quiet Coach



Entrance/Way out



Cycle spaces

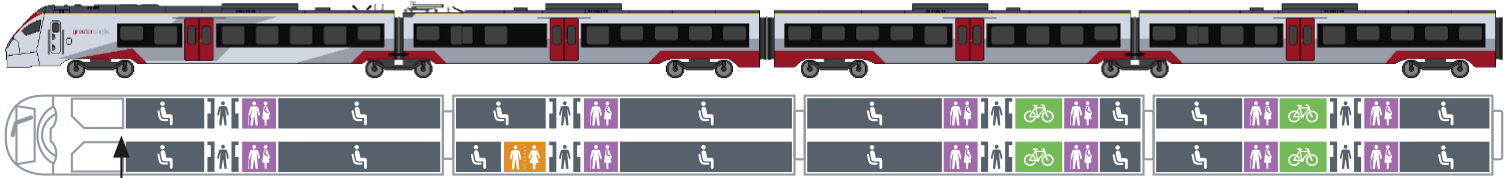


Seating

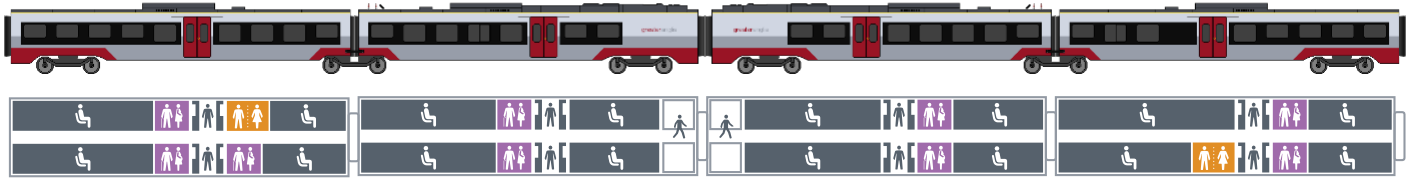


Toilets

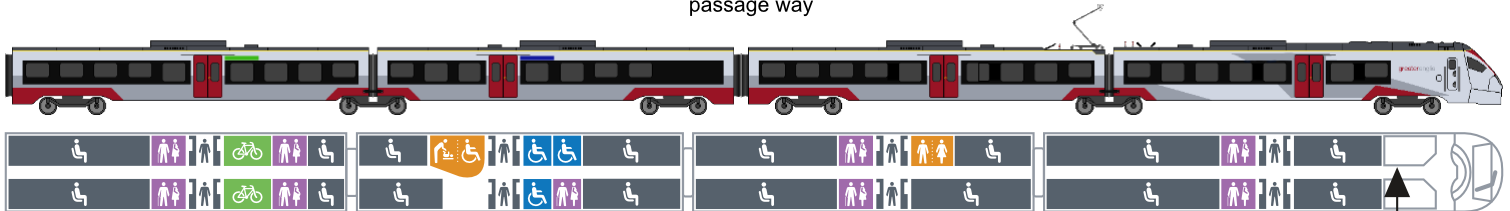
12 Car Stansted Airport Configuration



Drivers cab door,
do not obstruct



Train engine
passage way



Drivers cab door,
do not obstruct



Routes operated

- **Norwich – Stansted Airport**
- **Norwich - London**
 - Calling at;
 - Diss
 - Stowmarket
 - Ipswich
 - Manningtree
 - Colchester
 - Chelmsford
 - Stratford



Facilities

The class 755 is a modern train designed to comply with current accessibility standards. It has a large wheelchair accessible space and companion seating, a call for aid button for disabled customers who have an urgent need to speak to a member of staff (you will not be fined for using this) and an accessible toilet. There are plug points and USB points for each wheelchair space.

There is no first class seating on these trains and no catering facilities.

There are two wheelchair accessible spaces on each train and wheelchairs, scooters and mobility aids no larger than 700mm by 1200mm and weighing less than 300kg are permitted for travel. Larger aids must be folded for travel and stored as luggage.

Full colour displays show clear information about your travel and is complemented by regular audio notices. Priority seating is available throughout the train and is clearly marked. Baby changing facilities are also available in the accessible toilet.





Accessible area



Priority Seating



Accessible toilet and baby changing



Café bar



First Class



Quiet Coach



Entrance/Way out



Cycle spaces



Seating



Toilets

12 Car Intercity Configuration



Driver's cab door,
do not obstruct

Coach M

Coach L

Coach K

Coach J



Coach H

Coach G

Train
passageway

Coach F

Coach E



Coach D

Coach C

Coach B

Coach A

Driver's cab door,
do not obstruct



Routes operated

- **Norwich - London**

Calling at;

- Diss
- Stowmarket
- Ipswich
- Manningtree
- Colchester
- Chelmsford
- Stratford



Facilities

The class 755 is a modern train designed to comply with current accessibility standards. It has a large wheelchair accessible space and companion seating, a call for aid button for disabled customers who have an urgent need to speak to a member of staff (you will not be fined for using this) and an accessible toilet. There are plug points and USB points for each wheelchair space.

There is no first class seating on these trains and no catering facilities.

There are two wheelchair accessible spaces on each train and wheelchairs, scooters and mobility aids no larger than 700mm by 1200mm and weighing less than 300kg are permitted for travel. Larger aids must be folded for travel and stored as luggage.

Full colour displays show clear information about your travel and is complemented by regular audio notices. Priority seating is available throughout the train and is clearly marked. Baby changing facilities are also available in the accessible toilet.





Accessible area



Priority Seating



Accessible toilet and baby changing



Café bar



First Class



Quiet Coach



Entrance/Way out



Cycle spaces



Seating



Toilets

5 Car Configuration



Drivers cab door,
do not obstruct



Drivers cab door,
do not obstruct



Routes operated

- **London – Ipswich** (calling at Stratford, Shenfield, Chelmsford, Hatfield Peverel, Witham, Kelvedon, Marks Tey, Colchester and Manningtree)
- **Colchester – Clacton - Walton on Naze**
- **Witham - Braintree**
- **Manningtree – Harwich**
- **Shenfield – Southend Victoria**
- **Wickford – Southminster**
- **London - Cambridge - Hertford East** (calling at Tottenham Hale, Cheshunt, Broxbourne, Harlow Town, Bishop’s Stortford and all intermediate stations)

Facilities

The class 720 is a modern commuter train designed to comply with current accessibility standards. It has a large wheelchair accessible space and companion seating, a call for aid button for disabled customers who have an urgent need to speak to a member of staff (you will not be fined for using this) and an accessible toilet. There are plug points and USB points for each wheelchair space.

There are three wheelchair accessible spaces on each train and wheelchairs, scooters and mobility aids no larger than 700mm by 1200mm and weighing less than 300kg are permitted for travel. Larger aids must be folded for travel and stored as luggage.

Full colour displays show clear information about your travel and is complemented by regular audio notices. Priority seating is available throughout the train and is clearly marked. Baby changing facilities are also available in the accessible toilet. This train run as a Driver Only Operation with no second member of staff on-board. Assistance is provided by platform staff.





Accessible area



Priority Seating



Accessible toilet and baby changing



Café bar



First Class



Quiet Coach



Entrance/Way out



Cycle spaces

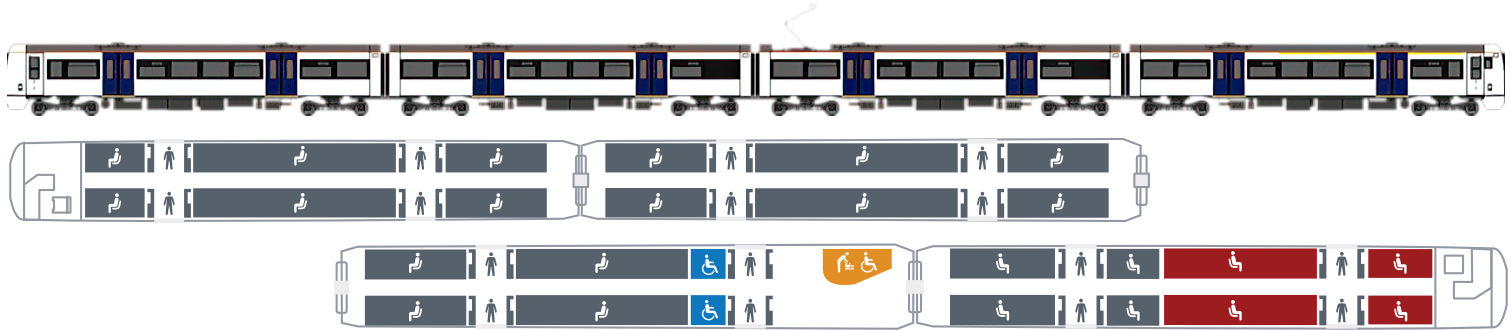


Seating



Toilets

4 Car Configuration



Routes operated

- Cambridge - London
- Stansted Airport - London

Facilities

These commuter trains have been in service since 2011. They are relatively modern and full PRM-TSI compliant. They have an accessible area with two wheelchair spaces and an universally accessible toilet with baby changing facilities. Visual information is displayed throughout the train and automated audio notices are played on approach to the station as well as on departure.

Scooters and mobility aids are allowed up to 700 by 1200mm. A boarding ramp is available on each train.

They usually run as a four or eight car train. On board staff availability depends on route, and can operate as a Driver Only service.





Accessible area



Priority Seating



Accessible toilet and baby changing



Café bar



First Class



Quiet Coach



Entrance/Way out



Cycle spaces

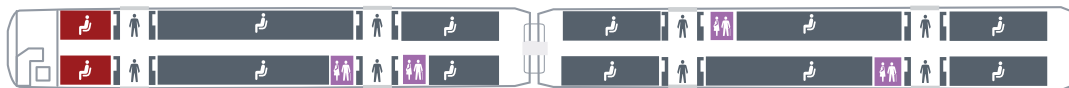


Seating



Toilets

4 Car Configuration



Routes operated

- Norwich - London
- Ipswich - London
- Manningtree - Harwich
- Colchester - Clacton - Walton
- Colchester - London
- Braintree - London
- Chelmsford - London
- Southend - London
- Cambridge - London
- Southminster - Wickford
- Stansted Airport - London
- Hertford East - London

Facilities

GA operates two variants of these trains. The “classic” is the older non PRM TSI compliant. It doesn't have an accessible toilet and the wheelchair space is smaller than standard. Scooters and mobility aids with a Driver Only service except for intercity services where on board staff is available. They don't carry access ramps but all our manned stations are equipped with ramps and staff trained to use them. These will be phased out as our new 720 trains enter service.





Accessible area



Priority Seating



Accessible toilet and baby changing



Café bar



First Class



Quiet Coach



Entrance/Way out



Cycle spaces



Seating



Toilets

4 Car Configuration



Routes operated

- Norwich - London
- Ipswich - London
- Manningtree - Harwich
- Colchester - Clacton - Walton
- Colchester - London
- Braintree - London
- Chelmsford - London
- Southend - London
- Cambridge - London
- Southminster - Wickford
- Stansted Airport - London
- Hertford East - London

Facilities

A significant number of these units went through an extensive refurbishment program to bring them up to modern standards. Some of the features added are an universally accessible toilet with baby changing facilities, and standard wheelchair spaces. It runs as a Driver Only Operation except for intercity services where on board staff is available. It doesn't carry access ramps but all our manned stations are equipped with ramps and staff trained to use them.





Accessible area



Priority Seating



Accessible toilet and baby changing



Café bar



First Class



Quiet Coach



Entrance/Way out



Cycle spaces

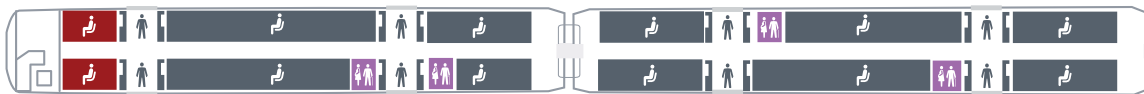


Seating



Toilets

4 Car Configuration



Routes operated

- Ipswich - London
- Manningtree - Harwich
- Colchester - Clacton - Walton
- Colchester - London
- Chelmsford - London

Facilities

These are some of our older trains and do not comply with PRM-TSI legislation. A temporary dispensation allow us to keep them in service until they are replaced by our new trains. There are wheelchair spaces but are smaller than the current standard. There's no universally accessible toilet. Visual information is displayed throughout the train and automated audio notices are played on approach to the station as well as on departure. Scooters and mobility aids are allowed up to 700 by 1200mm and a maximum of 300kg. A boarding ramp is available on each train. They usually run as a four or eight car train. On board stuff availability is depending on route. It can operate as a Driver Only service or as Driver/Guard.





Accessible area



Priority Seating



Accessible toilet and baby changing



Café bar



First Class



Quiet Coach



Entrance/Way out



Cycle spaces

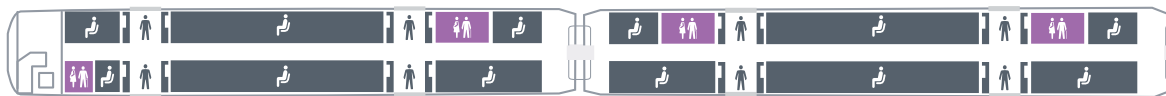


Seating



Toilets

4 Car Configuration



Routes operated

- Ipswich - London
- Manningtree - Harwich
- Colchester - Clacton - Walton
- Colchester - London
- Chelmsford - London

Facilities

Some 317 underwent a refresh and refurbishment program to bring them up to date and make them PRM TSI compliant. Some of the features added are an universally accessible toilet, and standard wheelchair spaces. Visual information is displayed throughout the train and automated audio notices are played on approach to the station as well as on departure. Scooters and mobility aids are allowed up to 700 by 1200mm and a maximum of 300kg. A boarding ramp is available on each train. They usually run as a four or eight car train. On board staff availability depends on route, and sometimes it can operate as a Driver Only service.

