

# Heathrow Express Rolling Stock Information

Train Type	Great Western Railway Class 387 Air – 4 car electric units
Year built	2014
Number of units	12
Evacuation Signage	✓
Designated Wheelchair Facilities	<p>✓</p> <p>There are 2 accessible carriages with 2 designated wheelchair spaces in each carriage on our 8 car trains and 1 on our 4 car trains. They can be identified by signage on the outside of the doors</p>
Accessible toilets	<p>✓</p> <p>There are 2 accessible toilets on our 8 car trains and 1 on our 4 car trains. We endeavour to ensure we do not run trains without an accessible toilet</p>
Colour contrasted grab rails	✓
Passenger information	<p>✓</p> <p>Aural and visual passenger information systems are fitted on every train. Information includes destination and route of the train, approaching station and interchange information</p>
Level train/platform access	<p>✓</p> <p>Assistance will always be provided if this is not available</p>
Ramp access	<p>✓</p> <p>Not always required as most platforms are level access but staff will deploy ramps when arriving onto or departing from platforms where there is a need for a ramp for safe boarding/disembarkation</p>
Priority seating	<p>✓</p> <p>A minimum of 6 priority seats are available in every carriage</p>

<p>Scooters and mobility aids</p>	<p style="text-align: center;">✓</p> <p>We can accommodate manual and powered wheelchairs or mobility scooters in wheelchair spaces on our trains which meet the following technical criteria:</p> <ul style="list-style-type: none"> <li>• Width does not exceed 700mm or 27.5 inches.</li> <li>• Length does not exceed 1200mm or 47 inches.</li> <li>• Height does not exceed 1375mm or 54 inches, including seated occupant.</li> <li>• Fully laden weight does not exceed 300kg or 441 lbs. for the wheelchair and the passenger (including any luggage).</li> </ul> <p>Mobility scooters can also be accommodated in luggage racks if folded prior to boarding</p>
<p>Passenger emergency alarms</p>	<p style="text-align: center;">✓</p> <p>Passenger alarm buttons are located throughout the train, including near every wheelchair space, train lobby areas and in accessible toilets. In the event of an emergency, these buttons will connect directly to the driver</p>
<p>On-board staff</p>	<p style="text-align: center;">✓</p> <p>During our running hours we have trained staff onboard all our trains, within Heathrow Airport terminals, stations and at Paddington station. They will be more than happy to assist you throughout your journey with us and can provide help with:</p> <ul style="list-style-type: none"> <li>• Assistance with journey planning</li> <li>• Assistance with boarding and alighting our trains</li> <li>• Deployment of boarding ramps as required if you use a wheelchair or mobility scooter</li> <li>• Help and support with arranging transfers between trains and other types of onward transportation within the stations we serve</li> <li>• Assistance with ticket enquiries and advice on station facilities</li> </ul> <p>Our staff are unable to assist with passenger personal care needs or with the lifting of luggage or items which weigh over 23kg.</p>



*Our accessible toilets on board*



*On board wheelchair accessible spaces and customer help points*



*On board customer safety information*