

## Accessibility of our trains

### What to expect on-board

Below is a summary of general accessibility information for our different train types and the routes that they are normally scheduled to run on.

Find out more about the assistance available to you and how to book assistance on our [Assisted travel page](#).

### Our train types

#### Class 357 Electrostar unit

These units are compliant with PRM-TSI (Persons of Reduced Mobility Technical Specification for Interoperability).

<b>Number of units</b>	<b>74 four-car units</b>
<b>On train staff to provide assistance</b>	<b>No</b>
<b>Routes operated</b>	<b>Shoeburyness to Fenchurch Street via Basildon via Rainham via Ockendon</b>  <b>Shoeburyness to Liverpool Street via Stratford</b>
<b>Boarding ramp</b>	<b>Located at the station</b>
<b>Wheelchair space</b>	<b>Yes</b>
<b>Scooter/mobility aid acceptance</b>	<b>Yes</b>
<b>Wheelchair-accessible toilet</b>	<b>Yes</b>
<b>Standard toilet</b>	<b>No</b>
<b>Aural information</b>	<b>Yes</b>
<b>Visual information</b>	<b>Yes</b>
<b>Priority seating</b>	<b>Yes</b>

## Class 387 Electrostar unit

These units are compliant with PRM-TSI (Persons of Reduced Mobility Technical Specification for Interoperability).

<b>Number of units</b>	<b>6 four-car units</b>
<b>On train staff to provide assistance</b>	<b>No</b>
<b>Routes operated</b>	<b>Shoeburyness to Fenchurch Street via Basildon only</b>
<b>Boarding ramp</b>	<b>Located at the station</b>
<b>Wheelchair space</b>	<b>Yes</b>
<b>Scooter/mobility aid acceptance</b>	<b>Yes</b>
<b>Wheelchair-accessible toilet</b>	<b>Yes</b>
<b>Standard toilet</b>	<b>Yes</b>
<b>Aural information</b>	<b>Yes</b>
<b>Visual information</b>	<b>Yes</b>
<b>Priority seating</b>	<b>Yes</b>

## Find out more

Find out more about the assistance available for your journey with us and how to book, on our Assisted Travel page.