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27 April 2021

Liz Collins
Managing Director
TransPennine Express
By Email

Dear Liz,

Approval of First TransPennine Express Limited's (TPE's) Accessible Travel Policy (Condition 5 of the Station Licence and GB Statement of National Regulatory Conditions: Passenger)

Thank you for submitting TPE's revised Accessible Travel Policy (ATP) for approval.

We have reviewed the ATP policy document against the September 2020 "Accessible Travel Policy Guidance for Train and Station Operators" (the guidance). I can confirm that TPE's ATP now meets the requirements of Condition 5 of its station licence and GB Statement of National Regulatory Conditions: Passenger (SNRP).

When I last wrote to you on 23 July 2020 confirming the approval of TPE's previous ATP I asked for updates on a number of planned initiatives.

- We welcomed the information provided about how companions will be seated when accompanying wheelchair users, in particular where wheelchair space provision is in First Class on newly introducing rolling stock. We asked that TPE consider doing the same for family members, in particular dependent children travelling with a parent that has booked assistance. You were committed to reviewing this by 18 December 2020. Your revised policy confirms that only one space next to the wheelchair space can be guaranteed for a companion but TPE will endeavour to book other travellers nearby.
- We also asked for an update on TPE's planned review of taxi permits at a number of stations with a view to including the provision of wheelchair-accessible taxis in the permit regime. TPE has now set out that it is working with local taxi suppliers to ensure that wheelchair accessible taxis can be made available at its station taxi ranks within 20 minutes of a passenger requesting one. It has also indicated it is working closely with local councils who license taxis to encourage taxi companies that have a permit to operate from our stations to provide wheelchair accessible vehicles indicated that it is conducting.
- TPE set out that it would be undertaking activities to determine the most suitable prominent locations in around the communities it serves to display the passenger

leaflet. We ask that you update us on this by 30 September 2020. I shall be grateful for another update at the next planned ATP quarterly meeting.

I would also reiterate that station accessibility information must be accurate and up to date. ORR has commenced an audit of online accessible station information and will write to you with our findings in due course.

Please provide a branded version of all ATP documents by 25 May 2021. A copy of the approved ATP will then be published on our website along with a copy of this letter.

As you are aware, ATPs must be reviewed by operators on an annual basis. Please submit an updated ATP for ORR review by 31 December 2021.

Yours sincerely,



Marcus Clements