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Louise Ebbs
Strategic Planning Manager
TransPennine Express

Dear Louise

Approval of First TransPennine Express Limited (Trading as TransPennine Express) Disabled People's Protection Policy (Condition 5 of the Station Licence and GB Passenger Statement of National Regulatory Conditions)

Thank you for submitting your draft Disabled People's Protection Policy (DPPP) for approval. A copy of your approved DPPP is attached to this letter, and will be published on our website along with a copy of this letter.

I confirm that we have reviewed your DPPP against the 2009 Guidance "*How to write your Disabled People's Protection Policy: A guide for Train and Station Operators*" (the guidance) and can confirm that your revised DPPP meets the requirements of Condition 5 of your station licence and GB Passenger Statement of National Regulatory Conditions (SNRP).

We welcome the following, which we believe are likely to be positive for passengers:

- The provision of compensation for passengers when booked assistance is not provided;
- The provision of free car parking for blue badge holders; and
- Your Accessibility Consultation Forum, which is a group of passengers with accessibility needs with whom you will consult on access improvements.

Since your DPPP was originally submitted to ORR we have had several exchanges in the intervening period in order to bring about the changes required to make it fully compliant with the Guidance. We also sought views on your policies from Transport Focus and DPTAC.

The main areas where you clarified your policies during our review were:

- **Alternative accessible transport:** The guidance states that operators must commit to providing alternative accessible transport, without extra charge, to the nearest or most convenient station. In addition ORR expects that the reasonable



needs of disabled passengers will be taken into account. You have now clarified your policy and included the commitment to discuss each passenger's individual needs in order to provide suitable alternative transport.

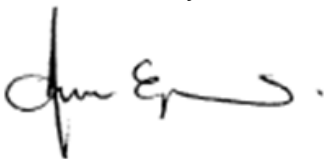
- **Tickets and fares:** The guidance states that operators must include information in their passenger document about any fare discounts or reductions available to disabled passengers, including those available to customers that do not hold a Disabled Persons Railcard. You have now included full information on the discounts available to passengers in your document.
- **Scooter carriage:** The guidance states that operators must state in their DPPP their policy regarding the carriage of scooters for mobility-impaired people on their trains. You have now clarified your scooter policy including informing passengers that in the case of disruption scooters can be folded down and carried on the alternative transport provided.

Next steps

You have informed us that you are updating the accessibility pages on your website, and the changes will be available from 1st April 2016. There will be several routes to these pages on the website, so that passengers who are less able to navigate can still find the information they need easily, including via 'Assistance' and 'Help' buttons on the landing page. The assistance pages will provide information on assistance, links to both DPPP documents, and a link to the online assistance booking form. There will also be a link to the scooter page.

We understand that there may be difficulties for a new franchisee in providing some details or specific information, and this will be overcome by practical experience of running the franchise. You have committed to reviewing your policies and providing an updated version of your DPPP for review within 6 months of the beginning of your franchise in order to include more details of your planned initiatives and improvements. This review should also include a full review of train and stations information and should be submitted to ORR by no later than 1st October 2016.

Yours sincerely



Annette Egginton

