

Marcus Clements
Head of Consumer Policy

Patrick Verwer
CEO
GTR
[via e-mail]

3 December 2020

Dear Patrick

Approval of Govia Thameslink Railway Limited's (GTR's) Accessible Travel Policy (Condition 5 of the Station Licence and GB Statement of National Regulatory Conditions: Passenger)

Thank you for submitting GTR's draft Accessible Travel Policy (ATP) for approval.

I confirm that we have reviewed the ATP against the 2020 "Accessible Travel Policy Guidance for Train and Station Operators" (the Guidance). As part of our review process we also sought views on the draft ATP from the Disabled Persons Transport Advisory Committee, London TravelWatch and Transport Focus and had a number of exchanges with you to clarify its commitments.

During the course of our exchanges we discussed a number of areas, including the provision of disability awareness training, confirmation that GTR must provide redress for its customers when assistance fails irrespective of the station operator, the reduction in notice passengers are required to give when booking assistance, and ensuring there are measures in place to safeguard the provision of alighting assistance, including at those stations managed by other train operators).

In addition, we discussed the provision of assistance at stations which are unstaffed or part-staffed and which are served by Driver Only Operation (DOO) trains. GTR's ATP now includes a plan to trial the extension of its mobile assistance team to a further 41 such stations once passenger numbers are sufficient to allow a meaningful assessment of its effectiveness. ORR will monitor the results of this trial through

quarterly ATP meetings to ensure GTR's continued compliance with Section 4, paragraph A1.2g and A1.2h of the Guidance. We expect to review its effectiveness by the latest on the date of GTR's annual ATP review.

We have discussed that GTR is currently unable to indicate at which stations passengers can expect to find wheelchair-accessible taxis and suitably trained drivers. As private hire vehicles are provided under contract to GTR at station taxi ranks, I expect to receive an update on this by 31 January 2020.

Subject to the contingencies above, I can confirm that GTR's ATP now meets the requirements of Condition 5 of its station licence and GB Statement of National Regulatory Conditions: Passenger (SNRP).

A copy of the approved ATP is attached to this letter, and will be published on our website along with a copy of this letter. Please provide an accessible branded version by 8 January 2021, including either pdfs of your station and rolling stock accessibility information or links to HTML webpages. The information provided in these must be accurate, comprehensive and up-to-date.

Yours sincerely

A handwritten signature in black ink, appearing to read 'MC', with a stylized flourish extending from the end.

Marcus Clements