

**Annette Egginton**

Head of Competition and Consumer Policy  
Directorate of Railway Markets & Economics

Email: [annette.egginton@orr.gsi.gov.uk](mailto:annette.egginton@orr.gsi.gov.uk)

29 January 2016

Tom Davidson  
Franchise Compliance Manager  
First TransPennine Express

Dear Tom

**Review of First/Keolis TransPennine Express Disabled People's Protection Policy (Condition 5 of your Station Licence and GB Passenger Statement of National Regulatory Conditions)**

Thank you for providing updated versions of your Disabled People's Protection Policy (DPPP) documents for review. A copy of your revised 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 your commitments to the following:

- The promotion of Blue Assist and the delivery of staff training to ensure staff are aware of and able to assist passengers using the Blue Assist cards or app.
- Displaying a welcome poster at the entrance to unstaffed or inaccessible stations with the Freephone number for the Assisted Travel Team who can arrange alternative transport.
- Partnerships with Disability Sport Events (DSE) and Hearing Dogs including the provision of complimentary rail passes.

Since your DPPP was originally submitted to ORR we have had a number of exchanges in the intervening period in order to bring about the changes required to make it fully compliant with the Guidance.

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 to passengers with no extra



charge. The situations where this applies are outlined in the guidance. You have amended your policy to provide a full commitment to the provision of alternative accessible transport in these situations.

- **Luggage:** The guidance states that operators must ensure that luggage assistance is provided when booked in advance. You have clarified your policy on luggage assistance and committed to providing assistance where booked in advance. We have some concerns around the level of staff discretion in relation to assisting with luggage with reference to weight, although we do understand what you are seeking to achieve. We may consider revisiting this aspect of your DPPP if we receive information that indicates that the discretion is being exercised in a way that is undermining the objective of the commitment.
- **Third party facilities:** The guidance states that operators should state what actions they will take to ensure that services and facilities provided by third parties are as accessible as possible. You have confirmed that all passenger facing staff provided by third parties receive the same training as your own staff and that you work with all third party providers to ensure they are aware of the needs of disabled passengers and can continue to improve facilities.
- **Customer feedback:** The guidance states that operators are required to monitor and evaluate their performance in meeting the standards and commitments in their DPPP. You have provided details on how you use customer comments and feedback to improve the service you offer to disabled passengers.
- **Online booking:** The guidance states that operators are expected to provide passengers with an electronic means to book assistance. You have now created an online booking form allowing passengers to book assistance through your website. We would expect the content and layout of this form to be kept under review in the light of any customer feedback.

You have also informed us that you have provided updated stations information for the Stations Made Easy website, however you are still waiting for some amendments to the maps and images on the site in order to reflect the recent changes. We welcome your work to update this information as it is important that passengers have access to accurate and consistent information before travelling. We note in this context that the current franchise ends on 31 March 2016.

Yours sincerely



**Annette Egginton**



# Making Rail Accessible

Guide to Policies and Practices



---

<b>Contents</b>	<b>Page</b>
Introduction	
D1. Our Strategy	4
D2. Management Arrangements	5
D3. Monitoring and Evaluation	5
D4. Access Improvements	6
D5. Working with others	6
D6. Staff Training	7
D7. Emergency Procedures	8
D8. Communication strategy	8
D8.1 Telephone	8
D8.2 Website	9
D8.3 Signage	9
D9. Car parking	9

## Introduction

First TransPennine Express (FTPE) is operated by First Group plc in partnership with Keolis SA. We provide rail services between key Northern cities on the following routes:

- \* North TransPennine – Newcastle to Manchester Airport, Middlesbrough to Manchester Airport, Scarborough to Liverpool and Hull to Manchester Piccadilly.
- \* South TransPennine – Cleethorpes via Doncaster and Sheffield to Manchester Airport
- \* North West and Scotland – Windermere, Barrow in Furness and Blackpool North via Preston and Bolton to Manchester Airport; Edinburgh, Glasgow, Carlisle, Penrith and Oxenholme to Manchester Airport.

We currently operate 30 stations and calls at around 70 stations operated by other Train Operating Companies. We operate four different types of rolling stock: 4 car Class 350s, 3 car Class 185s 2 car Class 170s and 2 car Class 156s.

The network on which we operate presents particular accessibility challenges as most of the infrastructure was designed and built when the needs of disabled people were not routinely taken into account.

We have made significant improvements to improve accessibility since the start of this franchise, through investment at stations and in our fleet of Class 185 trains which were brought into service in 2006. We will continue throughout the remainder of the franchise to look for ways to deliver further improvements in conjunction with our industry partners and stakeholders including but not limited to Network Rail, other Train Operating Companies (TOCs), the Department for Transport (DfT), Passenger Transport Executives (PTEs) and local authorities.

Station and train accessibility information is detailed in our passenger document:

**Making Rail Accessible:** ‘guide for disabled and older passengers’ which is available at staffed stations, on our website and through our Assisted Travel Team.

This policy has been produced based on guidance contained in:

- Accessible Train and Station Design for Disabled Passengers – A Code of Practice, issued by the Department for Transport and Transport Scotland in 2015; and
- How to Write Your Disabled People’s Protection Policy, published in November 2009.

Issuing and complying with a DPPP is a condition of our passenger and station operator’s licences as required and approved by Office of Rail and Road (ORR).

This policy and our passenger document set out our commitment and the measures that we are taking to meet the needs of disabled passengers as well as the reasonable adjustments we are making to comply with part 3 of the Disability Discrimination Act 1995 (as amended).

We will review the documents on an annual basis at the end of each anniversary year from its approval date. Customer comments and feedback on our DPPP are very welcome, and will be considered when these documents are reviewed. Feedback is logged by our Assisted Travel team who specialise in this area and comments are passed to the

# First TransPennine Express

relevant manager for investigation. Data from this feedback is included in our periodic board report and is reviewed by our Executive team. We also continually review our station accessibility information to make sure that our customers are provided with accurate information.

---

## D1 Our strategy

Welcome to 'Making Rail Accessible' guide to policies and practices, part of our Disabled People's Protection Policy (DPPP). We know how important it is to get customers from A to B simply and with the least possible fuss. That is why we are committed to making reasonable adjustments that will improve access to the trains and stations which we operate, to benefit all passengers, including older and disabled passengers.

Our strategy is clear and simple – we recognise the needs and concerns of disabled passengers when using public transport and our goal is to provide services that are as accessible as possible.

Since the start of our franchise in 2004 we have delivered a suite of accessibility improvements to our stations and fleet above and beyond our franchise commitment. The most recent and planned improvements are outlined in section 4 of this document. We are also committed to looking at ways we can continue to make it easier for older and disabled passengers to access our services by working with organisations such as the DfT, Transport Scotland, Transport Focus, PTEs, Local Access Panels and other focus groups in order to identify the requirements of our passengers, and seek external funding to deliver improvements.

Our business plan recognises the importance of working positively with the communities that we serve and this takes the form of social, environmental and charitable engagement and support. As part of this community strategy we have built a strong relationship with Disability Sport Events (DSE). Between 2009 and 2012 a number of our employees have taken part in fundraising activities which have in total raised over £15,000 for DSE. However we believe that corporate partnerships mean more than just financial assistance. That is why we have also supported DSE through the provision of complimentary travel passes and we have supplied accessible bus shuttles for events. This support means DSE can concentrate their efforts on coordinating regional, national and international championships for disabled people in sport.

We are also proud to be working in partnership with Hearing Dogs for Deaf People. Since 2008 we have donated complimentary rail passes to the charity so they are able to train their dogs and puppies to be able to handle the railway environment. Additionally we also help a variety of organisations within our area who provide sports, care or education to people with a variety of disabilities.

Furthermore we have recently installed a number of further accessibility improvements planned to our stations at Barrow, Grimsby, Huddersfield, Scunthorpe, Selby, Thirsk, Thornaby and Warrington ranging from accessible height ticket windows to lifts and footbridge improvements. For specific details by location please refer to Section D.4.

We will continue to monitor all aspects of our policies to make sure that they are current, reflect our efforts and build on best practice within the industry.

We welcome feedback on this policy which is kept under regular review.

---

## D2 Management Arrangements

Disability issues are an integral part of our business activity. Our Customer Service Director is responsible for the company's DPPP, and will ensure that the policy is integrated into business plans at the planning stages of all projects.

The Strategic Planning Manager and Customer Relations Manager work together to develop and ensure delivery of our policies and procedures with regards to accessibility. This includes ensuring that accessibility issues are considered for any changes made to our services or network. Recently this has included assessments of both Class 350 and Class 156 trains to ensure that we are compliant from a safety perspective but can also offer the best service possible for passengers with different access needs.

Disability awareness and customer service training coupled with regular briefings to our employees mean we can meet our obligations to disabled and older customers and help them enjoy their journeys with us. Recent innovations have included the launch of 'Blue Assist' on our trains and stations which helps improve communication for those who may have difficulty travelling.

FTPE's cross-functional Customer Service Management Group meets regularly to review customer results and progress against actions to improve customer service, including accessibility improvements. Where appropriate we evaluate the business case of accessibility improvements using such tools as the Passenger Demand Forecasting Model (PDFH).

---

## D3 Monitoring and Evaluation

We record all instances of customer contact with our Assisted Travel Team including praise and complaints broken down by the reason.

We also encourage customers using our Assisted Travel Service to give feedback via an email survey or to contact by telephone or in writing us with their feedback. The information we receive is recorded and used together with all the information from other sources to measure and improve performance.

This information is analysed and evaluated every period in order to address any immediate priorities and integrate long term needs into our planning. It is also analysed to inform training needs.

We set ourselves targets to reduce the number of complaints about accessibility issues as part of our customer service business objective and monitor our progress against this on a four weekly basis. In 2014/15 there were 28.6 million journeys on our services and we received 0.39 complaints per 100,000 passenger journey relating to accessibility issues. This compares favourably to our internal target of 0.41.

Over the same period we received 113 complaints related to accessibility. Whilst this is a small number overall we are committed to learning from these events and improving our service to disabled and older customers. We have set ourselves periodic targets to ensure that complaints in this category remain low, and we will publish our performance when our DPPP is reviewed next year.

## D4 Access Improvements

We will comply with the TSI-PRM and the Code of Practice when installing or refurbishing rolling stock and facilities at stations. If for any reason we are unable to meet the standards in the TSI-PRM or Code of Practice, we will apply for derogations against the TSI-PRM, and/or dispensations from the Code of Practice, after every effort has been made to ensure compliance.

We have made significant improvements to the accessibility of our stations as part of our £12m franchise investment in stations, coupled with funding from the Government's 'Access for All' programme and contributions from local stakeholders.

In 2014/15 we delivered the following improvements:

<b>2014/15 Improvements</b>	
<b>Project</b>	<b>Station (s)</b>
Access ramp	Hull
Power assisted doors	Hull
Anti-slip safety flooring	Carnforth

We have further accessibility improvements planned as part of the Access for All and National Stations Improvement Programme (NSIP) as follows:

<b>2015/16 Improvements</b>	
<b>Project</b>	<b>Station (s)</b>
Lifts	Birchwood
Resurfaced platform	Carnforth
Lifts	Northallerton

## D5 Working with Others

We recognise the importance of working in partnership in order to make continuous improvements to the accessibility of our stations and trains for people with disabilities. As a result, we will continue to work and consult with organisations such as Department for Transport, Transport Scotland, Transport Focus, Passenger Transport Executives, local authorities and other focus groups in order to anticipate the requirements of all our passengers, including those with disabilities.

We will also work with other transport service providers and disability groups to make sure that the needs of disabled passengers are incorporated into any jointly planned integrated transport initiatives, and we are open to consultation with any groups wishing to contribute to this process.

First TransPennine Express also promote accessibility by partnering with the charity Blue Assist, who have helped promote this scheme in consultation with groups representing those with various disabilities. This scheme is designed to help people easily explain the help they need using a simple blue card, with space for them to write on. A mobile phone app is also available, which can speak the words typed out.

Our staff have been trained to recognise Blue Assist cards and will offer any assistance that passengers may reasonably require, whether relating to a mobility issue or other need. Cards are available at all staffed stations served by First TransPennine Express services.

---

## D6 Staff Training

We are committed, through the provision of training, to ensure that accessibility issues are understood both by staff who deal directly with passengers and all those in management. Disability awareness training is therefore part of our ongoing learning and development schedule which is accessed by all managers and staff who deal directly with passengers.

Disability awareness training also forms part of our induction for new front-line employees and further training, like the use of ramps and other equipment such as induction loops, is provided locally as part of ongoing coaching and mentoring by local managers.

During their induction training and when they change position or get promoted, staff are trained on customer service which helps them to confidently perform their duties and assist older and disabled passengers.

Our disability awareness training includes an introduction to British Sign Language and this section of the training is facilitated by deaf trainers, to enable our employees to better understand the needs of disabled customers who use our services. These same trainers also run drop-in sign language classes around the network.

We routinely produce staff briefings on aspects of accessibility or changes to legislation in order to keep our staff informed and able to provide the best possible service for our disabled passengers.

We support our employees to gain NVQs in customer service, further demonstrating our commitment to service excellence.

Any staff who answer telephones will be trained in communicating clearly with people who may have difficulty speaking, hearing or understanding.

The number of staff who have received training during the year is reported to ORR when we submit our DPPP for review.

---

---

## D7 Emergency Procedures

Our staff are trained in evacuation and safety procedures to ensure that the needs of all our customers are considered at all times and particularly at times of emergencies. Our policy is not to move disabled passengers before the emergency services arrive, unless they are in a life threatening position. Our policy applies to both our station and train environments.

If an emergency takes place on board the conductor will take responsibility for the safety of all passengers, and if there is another member of staff on board the conductor will appoint them to assist passengers to exit the train when it is safe to do so. If there is no member of staff to assist, the conductor will ask another passenger to assist. If any passengers use a wheelchair again the conductor will appoint a member of staff or another passenger to stay with them until the emergency services can evacuate passengers safely from the train.

Likewise at our stations we have identified a number of strategically placed disabled refuge points, where disabled customers can wait until the emergency services can perform a safe evacuation away from the station.

---

## D8 Communications Strategy

As part of our ongoing communication strategy, copies of our passenger document are available at all staffed stations that we serve. Copies are also distributed to local community outlets such as libraries and travel centres and the document is also available from our website for download, and can be obtained by writing to us at:

Assisted Travel Team  
First TransPennine Express  
Customer Relations  
Admail 3878  
FREEPOST  
Manchester  
M1 9YB

These documents can be made available in other formats such as Large Print, Easy Read and Audio on request within seven working days from the date we receive the request. We commit to have a supplier available should Braille format be requested. Please contact us through our website for more information on our plans to improve accessibility.

### 8.1 Telephone

---

We provide free telephone and text phone numbers for our disabled customers to allow them to contact us to arrange their travel, including making requests for assistance in advance. Customers with reduced mobility can also use these numbers to give us feedback, buy travel tickets, make enquiries on accessibility of stations and rolling stock, make reservations, and arrange onward travel with other train operators or to obtain a copy of our policy and customer documents.

During times when our Assisted Travel Team is busy or the office is closed, clear automated recorded information will be activated informing customers when the next Advisor is likely to be available and the opening times of the Assisted Travel Team.

## 8.2 Website

---

We are committed to making our website as accessible as possible and to achieving the Level A standard of the W3C's Web Accessibility Initiative's Web Content Accessibility Guidelines. The site currently includes many features found in AA sites such as colour considerations and easily resizable fonts. We will continue to make improvements to ensure our site conforms to these guidelines.

## 8.3 Signage

---

We have good working relationships with local authorities and use our regular meetings and communication structure to ensure that stations within their areas are clearly signposted. We will follow the guidance in the Code of Practice, Royal National Institute for Blind People Sign Design Guide and Rail Safety and Standards Board's Wayfinding good practice guide where possible.

---

## D9 Car Parking

We offer free car parking to disabled passengers who display an International Blue Badge Holders permit in the car windscreen. We ensure that parking for Blue Badge holders is in accessible locations close to the station and that spaces are of the correct size. If designated parking spaces are unavailable for any reason, disabled customers displaying an International Blue Badge holders permit may park for free in our pay and display car parks.

We monitor the use of these spaces to ensure that there are sufficient to meet demand, and to discourage non-Blue Badge holders from parking in them. If people are found to be parking illegally we will issue a Parking Charge Contravention Notice (PCCN). If we find that the spaces assigned are not sufficient to meet demand, we will, if possible, introduce an appropriate number of additional spaces.

All of our car parks have closed circuit television (CCTV) which is linked to our Control Centre in Manchester. These are monitored 24 hours a day, seven days a week.

The provision of pick up and set-down points for cars and taxis is continuously reviewed, to ensure these are as close to our station entrances as reasonably practicable.

The number of Blue Badge holders spaces available at each location are detailed in Appendix A – Station Accessibility Information included in the passenger document.

# Making Rail Accessible

Helping older and disabled passengers



---

<b>Contents</b>	<b>Page</b>
Introduction	
C1. Policy Summary	3
C2. Assistance for Passengers	3
C3. Alternative Accessible Transport	5
C4. Passenger Information	6
C5. Tickets and Fares	6
C6. At the Stations	6
6.1 Aural and Visual Information	7
6.2 Information Points and Displays	7
6.3 Ticket Machines	8
6.4 Ticket Gates	8
6.5 Luggage	8
6.6 Left Luggage	8
6.7 Ramps	8
6.8 Facilities Provided by Third Parties	8
C7. On the Train	8
7.1 Aural and Visual Information	8
7.2 Seats on Train	9
7.3 Scooter Carriage	9
7.4 Rolling Stock Information	9
C8. Making Connections	20
8.1 Connections to Other Train Services	20
8.2 Intermodal Connections	20
C9. Disruption to Facilities and Services	20
C10. Contact Details	21
C11. Alternative Formats	21
C12. Station Accessibility Information	21
Appendix A	16

---

## Introduction

First TransPennine Express (FTPE) is operated by First Group plc in partnership with Keolis SA. We provide rail services between key Northern cities on the following routes:

\* **North TransPennine:**

Newcastle to Manchester Airport/Liverpool, Middlesbrough to Manchester Airport, Scarborough to Liverpool and Hull to Manchester Piccadilly.

\* **South TransPennine:**

Cleethorpes via Doncaster and Sheffield to Manchester Airport.

\* **North West and Scotland:**

Windermere, Barrow in Furness and Blackpool North via Preston and Bolton to Manchester Airport; Edinburgh, Glasgow, Carlisle, Penrith and Oxenholme via Wigan to Manchester Airport.

---

## C1 Policy Summary

Welcome to 'Making Rail Accessible', part of our Disabled People's Protection Policy (DPPP). We know how important it is to get you from A to B simply and with the least possible fuss. Our DPPP tells you how we will achieve this from planning your trip right through to supplying the assistance you need en route and all the bits in between. Our policy is clear and simple—we recognise the needs and concerns of disabled people when using public transport and our goal is to provide a train and station network that is as accessible as possible.

As part of a forward-thinking and progressive organisation we are all too aware of the need to constantly change and continuously improve. Our commitment to our customers is second to none; they are at the very heart of our business. Because we have a very real and honest commitment to improve the journey experience of all of our customers we have put together this document advising disabled people what they can expect from us. Please let us know what you think of this policy, which is under constant review. We would welcome your feedback.

The document has been divided into two parts:

- policy document-hard copies are available from FTPE Customer Relations
- passenger document-hard copies are available at all staffed stations or from Customer Relations..

The two documents are also available for download from our website or available upon request.

This is the passenger booklet and it has been produced to outline (in summary) the kind of service we provide to help older and disabled passengers plan their journeys and also to know what to expect when travelling with us. The policy document sets out our plans and strategic direction.

---

## C2 Assistance for Passengers

We aim to provide assistance to disabled and older passengers throughout our network, whether this has been booked in advance or not. However, some of our stations are not staffed and others are staffed during some but not all hours of train operation. Our recommendation is that travel assistance is booked 24 hours in

# First TransPennine Express

advance whenever possible to ensure that we are able to make necessary arrangements. We aim to provide assistance to help you off the train within five minutes of its arrival at its final destination. When assistance has not been booked in advance, we will still try to provide the assistance required whenever possible and with minimum delay.

We participate in the national 'Passenger Assistance' (P-Assist) system used by all train operators, otherwise known as the Assisted Persons Reservation System (APRS). Details of all station opening times, facilities and staff availability are contained in the knowledgebase, which is a tool that is used for assistance bookings, through P-Assist. We will ensure that this information is updated in advance of any changes taking place.

If you wish to travel to or from a station that is unstaffed when you need to use it or is inaccessible to you, we can still provide you with assistance to help you make your journey. We want to do everything that we reasonably can to help you make your journey, so please contact us to discuss your individual circumstances and the help we can provide to support you.

There are various ways that we can make your journey possible. For example, our on-train staff will provide you with assistance with boarding if you are already on the platform before the train arrives, and they will help you alight at your destination. We recommend that you contact us in advance if you wish to travel to or from these stations to allow our on-train staff to be aware and looking out for you.

If your assistance needs require it we can also provide alternative transport such as a taxi, at no extra cost to you, to take you to the nearest accessible or staffed station, where a member of staff will be on hand to assist you. In special circumstances, and where there is no viable alternative, we may consider sending a member of staff to assist you where it is both reasonable and practical to do so.

We provide an Assisted Travel service which enables disabled and older people to arrange in advance the assistance they require at every point on their journey where they need it. Before you travel, requests for assistance can be made by calling the FTPE Assisted Travel Team on this free number-0800 107 2149 or Minicom: 0800 107 2061 (for those with a hearing impediment). These lines are open 07:00-22:00 seven days per week. Assistance bookings can also be made online at [www.tpexpress.co.uk/contact-us/assisted-travel-form/](http://www.tpexpress.co.uk/contact-us/assisted-travel-form/)

P-Assist allows you to:

- book assistance from a member of staff in advance for alighting and boarding the train, or for climbing stairs
- request help entering or leaving the station from the taxi rank (where we have staff availability)
- request a portable ramp for boarding or alighting
- book a member of staff to provide guidance to a blind or visually-impaired passenger
- request a wheelchair to assist with transferring from the platform to the train
- book seat reservations, including the booking of dedicated wheelchair spaces
- make onward travel reservations on services operated by other train companies where reservation is available
- arrange assistance to and from connecting services
- purchase travel tickets
- check the accessibility and facilities on both our rolling stock and at our stations
- request any other assistance that might be needed during your journey

We have produced a summary of facilities available at each station (see Appendix A) covering both the stations we operate and many of those operated by other companies, such as Network Rail, where our trains call. The full list of all facilities available at each station can be accessed on the National Rail Enquiries website.

Not all assistance on our services is provided by FTPE. At some stations, Manchester Piccadilly for example, assistance is provided by Network Rail. However, all assistance may be booked through our assisted travel line and we will monitor the quality of assistance provided from these bookings to ensure that it meets the standards that we expect. If there is a failing through another provider on our behalf we will ensure that the complaint is forwarded to the relevant party.

If your journey involves you travelling on the services of more than one operator you can book all of your assistance at the same time, using P-Assist. Our Assisted Travel Team will ensure that the assistance requests are passed to all parties who will be helping you.

We will regularly review how the P-Assist system is working along with other train operators through our association with the Association of Train Operating Companies (ATOC) and we will work towards making any necessary improvements.

First TransPennine Express also promote accessibility by partnering with the charity Blue Assist. This scheme is designed to help people easily explain the help they need using a simple blue card, with space for them to write on. A mobile phone app is also available, which can speak the words typed out.

Our staff have been trained to recognise Blue Assist cards and will offer any assistance that passengers may reasonably require, whether relating to a mobility issue or other need. Cards are available at all staffed stations served by First TransPennine Express services.

---

## C3 Alternative Accessible Transport

If you cannot access a train service because of a physical feature of a station, we will provide alternative accessible road transport, at no additional cost. The alternative transport will be to or from the nearest or most convenient accessible station. If you have booked assistance we will discuss with you the type of alternative transport you require so that we can ensure that the type of vehicle meets your needs. We will ensure you can make as much of your trip by rail as possible.

Where our services are disrupted at short notice we will provide alternative accessible transport to take disabled passengers and their companions to the nearest or most suitable accessible station, so that they may continue their journey. This will be provided at no extra cost, as long as you and your companion have a valid rail ticket for that journey. However if we find that there is a quicker method of travel e.g. travelling on the next train etc. we will make the necessary arrangements to move your booked assistance to the relevant service.

When a train service is disrupted due to planned engineering works, an accessible bus service is normally provided. Where it is not possible to do so, we will provide another means of accessible transport.

If a train terminates en route short of its destination, the on-board staff will make the necessary arrangements for assistance with your onward travel.

During periods of sustained disruption we will do everything possible to ensure disabled passengers are not left stranded.

---

## C4 Passenger Information

We know it is important you can be confident that information we give you is accurate and consistent. We will ensure information displayed on our website, and the National Rail Enquiries website, is accurate and up to date.

We will update online information within 24 hours of notification of any changes. It is the responsibility of our Customer Information Manager to ensure this is done.

Staff at stations can provide you with up to date station accessibility information on request.

This booklet is available in hard copy and will be reviewed and reprinted annually. Other format versions will be made available on request.

---

## C5 Tickets and Fares

Tickets for travel are generally available for purchase at staffed stations, at stations with self-service ticket vending machines, on train or by contacting our Assisted Travel Team Helpline for journeys which are planned more than a week in advance.

Where it is difficult for you to purchase a ticket because of accessibility problems, you will be able to buy tickets aboard the train or at your destination and still receive any reductions on your fare that you are entitled to. No penalties for ticketless travel will be applied in this scenario.

You may qualify for a Disabled Railcard if you have epilepsy, are registered as deaf or visually impaired, use a hearing aid or receive disability-related benefits. This offers discounted travel for you and a companion (usually a 34% discount).

As well as great savings on train fares across the UK for you and any adult companion, you'll also get access to money-saving deals on hotels, theatre tickets and top tourist attractions.

You can apply for a Disabled Railcard by going online or using a form supplied at staffed stations- simply complete the application form, choose whether you'd like on one-year or three-year Railcard and then send the form, along with your proof of disability, away in the post.

The new Rail Travel Made Easy website is produced by the Association of Train Operating Companies (ATOC) and is designed to help disabled passengers, and others who might encounter practical difficulties, make use of the help and resources available for planning a barrier-free train journey in Great Britain. Visit [www.railtravelmadeeasy.co.uk](http://www.railtravelmadeeasy.co.uk) today to find out more.

---

## C6 At Stations

We have operational responsibility for 30 of the stations that we call at and these are listed in Appendix A with a summary of the facilities available at each station. If you wish full details of all facilities available at these stations, please visit the National Rail Enquiries website.

As part of our commitment since the start of our franchise we have been working on improving accessibility at our stations. There are a number of accessibility improvements already in place and we will continue, where possible, to add to these improvements.

At stations operated by other companies we will continue to liaise with the relevant station operators with the aim of improving access for disabled customers at these stations.

If for any reason it becomes necessary for us to permanently alter facilities at any of our stations, leading to restricted access for disabled passengers, we will consult the Department for Transport, Transport Focus, and local access groups before any permanent changes are undertaken. These changes need to be approved by the Department for Transport.

We have help points fitted at all stations and our staffed stations all have induction loops fitted at the ticket office. The help points link directly into our control centre and are covered by CCTV that is automatically focused onto the help point when in use.

Where we have car parking facilities at our stations we offer free car parking to disabled passengers who display an International Blue Badge holders permit in the car windscreen. We ensure that parking for Blue Badge holders is in accessible locations close to the station and that spaces are of the correct size. If designated spaces are unavailable for any reason disabled customers displaying an International Blue Badge holders permit may park for free anywhere in our pay and display car parks.

## 6.1 Aural and Visual Information

---

All platforms at FTPE stations are fitted with audio and visual real-time information systems, giving clear and consistent information regarding train departures and delays or disruption.

At times of disruption, staff will update visual information systems as soon as reasonably practicable to keep passengers informed of the situation and we will also use aural announcements.

## 6.2 Information Points and Displays

---

Each of our stations have posters displaying information about the station, facilities and accessibility information including a station map, contact details of our Assisted Travel Team and those of any other operators who use the station.

Up to date train running information is displayed on all of our platforms in the form of a visual customer information screen. Announcements are made when there are any changes to the schedule and when a train approaches.

The majority of our stations are staffed and our employees will be happy to help you, however if you need additional assistance or for help at unstaffed stations we have help points at all of our stations that connect directly into our control centre. Staff answering these help points will be able to help you with local information, train running details, assistance requests and information relating to other operators and stations.

Where our stations are unstaffed and/or inaccessible, a welcome poster will be displayed at the station entrance containing the freephone number for our Assisted Travel Team. This team can arrange alternative transport to the nearest accessible station or organise for a member of onboard staff to assist you on or off a train where the platform is accessible.

## 6.3 Ticket Machines

---

We have installed 32 self-service ticket machines across our staffed stations. These issue reduced-rate tickets to holders of a Disabled Persons Railcard and their companions as well as holders of Senior Railcards. These machines also meet the current requirements outlined in the Code of Practice published in 2008. Tickets are not available from our seven unstaffed stations, these are: Staveley, Burneside, Kendal, Arnside, Yarm, Seamer and Barnetby.

## 6.4 Ticket Gates

---

We operate ticket gates at Huddersfield station. All our other stations do not have ticket gates. Where a station has automatic or manual ticket gates, these will be locked open when unstaffed. Some of the stations we call at are operated by other train operating companies who may use barriers, they will offer assistance getting through these.

## 6.5 Luggage

---

We provide free assistance with luggage for disabled customers who have booked assistance. You may take a single item of hand luggage that must be capable of being held in your lap if required, plus up to 2 items of luggage each not exceeding 30 x 70 x 90 cm in size. We will carry luggage for disabled customers free of charge within the boundary of the station.

Please bear in mind the weight, size and quantity of luggage. This service will be limited by the individual staff member's ability to lift the item(s), and we will only be able to help transport luggage where it is safe for us to do so.

## 6.6 Left Luggage

---

We do not provide a left luggage service at our stations; however at Manchester Airport there is a accessible facility available provided inside the airport.

## 6.7 Ramps

---

We have ramps at all our accessible staffed stations and we also have portable ramps on all our trains. Our on-board staff will help you on or off the train at those stations where there are not platform staff to assist you.

## 6.8 Facilities Provided by Third Parties

---

When any front line services are provided by third parties they are given the same training as our own staff in recognising the needs of disabled people.

Similarly, where facilities at our stations are provided by third parties, such as catering services, we ensure that these operators are aware of the needs of disabled people. We will continue to work with them to improve the facilities and services they provide.

---

## C7 On the Train

### 7.1 Aural and Visual Information

---

All of our services provide aural and visual information for your journey. The visual display shows the train's stopping pattern and other relevant journey information. We also provide on-board announcements. These are made in sufficient time for passengers, especially those with reduced mobility, to prepare to alight.

Where it is necessary to make a manual public announcement, conductors will make every effort to ensure that clear, informative announcements are made. However, in these instances the announcements will be of an aural nature only as the visual announcements are pre-recorded and loaded onto the onboard computer system.

Announcements will also be made relating to any alterations to the normal service, including delays.

## 7.2 Seats and Wheelchair Spaces on Trains

---

Reservations for seats and dedicated wheelchair spaces are available on all our routes. These can be made when purchasing tickets or requesting assistance.

Where seat reservations have not been made we do have a number of 'Priority Seats' for older passengers or those with additional needs. These are indicated by pictograms or notices on adjacent windows. Accommodation for disabled passengers is indicated by the wheelchair symbol on windows and on the exterior of the carriage. If you have not reserved a seat and are unable to find seating, you should bring this to the attention of our on-train staff, who will help you to find a seat.

Our Assisted Travel team can arrange assistance and make seat reservations (where available) for your journey, both on FTPE trains and on trains run by other train companies which provide this facility. Some of our trains a trolley service is provided and customers will be served refreshments at their seats.

## 7.3 Scooter Carriage

---

We accept folding or dismantled scooters on all our services and once the scooter has been folded/broken down we will offer assistance with carrying these onto the train. Our team will book this for you.

The carriage of scooters in their assembled state is permitted on our services provided that the user is in possession of a valid FTPE scooter card. An application to join our scooter card scheme is available on our website [www.tpexpress.co.uk](http://www.tpexpress.co.uk). When completing the application you will be required to provide information relating to the size, climbing ability and turning capabilities of the scooter. This, coupled with the combined weight of both the scooter and scooter user will determine whether we are able to carry a scooter on our service. Further details on the carriage of scooters can be found in our scooter policy available on our website or through our Assisted Travel Team.

Please note that when making a journey that involves more than one train operator you may find that each operator's policy relating to scooters varies. Our Assisted Travel Team will be able to help by both booking assistance and advising you on each operator's policy on scooter carriage, and advising you if the whole journey with your scooter is possible.

## 7.4 Rolling stock information

---

We currently operate four different types of train. Manual or electrically-powered wheelchairs not exceeding 70cm wide and 120cm long with a combined weight of passenger and wheelchair of less than 300kg can be carried on all our trains. These standard dimensions are in accordance with Interoperability PRM-TSI, 2008 guidelines.

The information below details the general facilities available on each of our train types including the routes they operate.

# First TransPennine Express

## FTPE Trains – **Class 185**

---

\* Note – First Class End has yellow buffer as below and a single window between the drivers cab and the passenger doors.



## Class 185 Train

---

These trains have three coaches, but can be joined together to make a six coach train.

*No of units in service* **51**

*Primary routes* **All Routes**

*RVAR compliant* **Yes**

*Accessible toilet available* **Yes**

*Colour contrasting grab rails* **Yes**

*On-board portable ramp* **Yes**

*Passenger information system* **Yes**

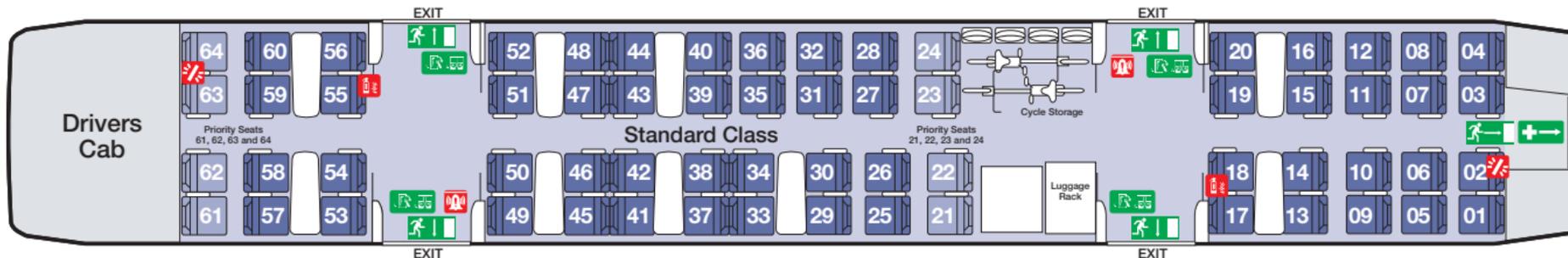
*Designated wheelchair space* **One coach in each train has a section which will accommodate two wheelchairs.**

*Priority Seating* **20 seats are available**

# IN CASE OF EMERGENCY

Please familiarise yourself with the location of the emergency equipment and exits in your carriage.

## Pennine Class 185 – Driving Coach (Standard Class) Coaches A and D



### Key to Emergency Symbols



Handle to open  
Emergency Exit



Direction of First Aid Kit  
and Emergency Tools



Emergency  
Exit Doors



External  
Door



Emergency  
Alarm



Fire  
Extinguisher



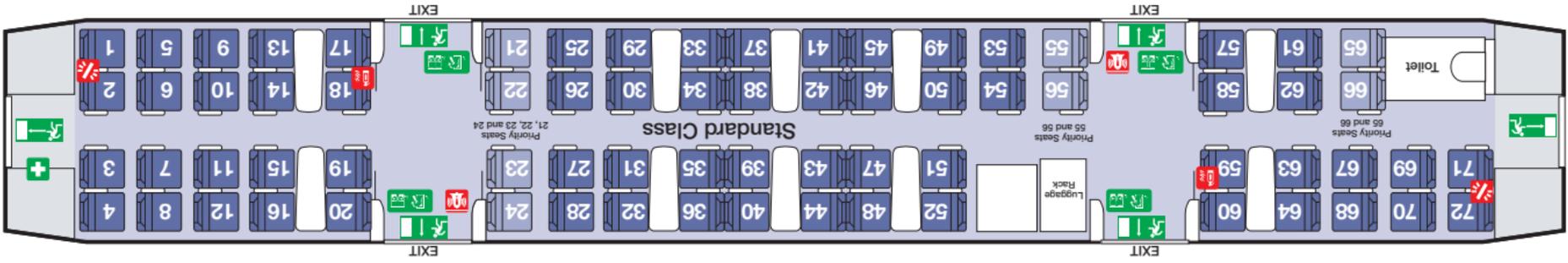
Emergency  
Snaplights

These pages detail the majority of our fleet. However we do operate some trains which have alternative layouts. Please see on train safety information for further details.

# IN CASE OF EMERGENCY

Please familiarise yourself with the location of the emergency equipment and exits in your carriage.

## Pennine Class 185 – Centre Coach (Standard Class) Coaches B and E



### Key to Emergency Symbols

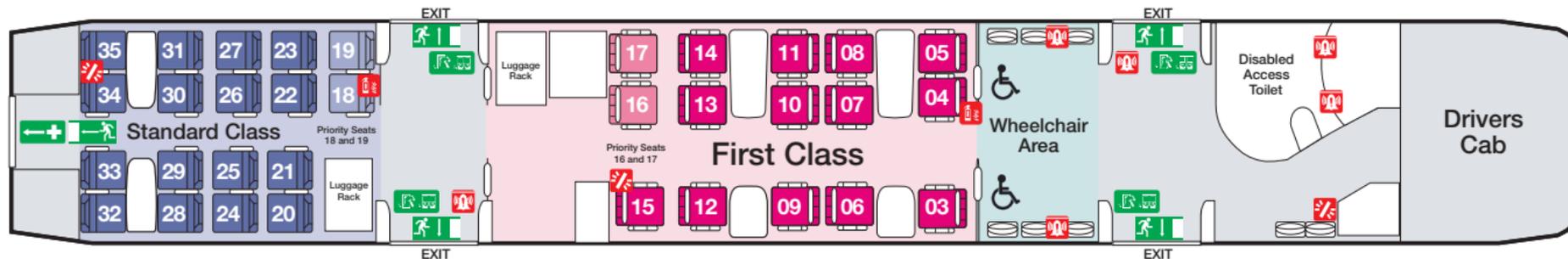
- 
- 
- 
- 
- 
- 
- 
- 
- 
- 
- 
- 

These pages detail the majority of our fleet. However we do operate some trains which have alternative layouts. Please see on train safety information for further details.

# IN CASE OF EMERGENCY

Please familiarise yourself with the location of the emergency equipment and exits in your carriage.

## Class 185 – Driving Coach (Standard and First Class) Coaches C or F



### Key to Emergency Symbols



These pages detail the majority of our fleet. However we do operate some trains which have alternative layouts. Please see on train safety information for further details.

## FTPE Trains – **Class 170**

---



### **Class 170 Train**

---

These trains have two coaches, but can be joined together to make a four or six coach train

*No of units in service* **9**

*Primary routes* **Manchester Piccadilly to York / Hull  
Manchester Airport to Cleethorpes**

*RVAR compliant* **Yes**

*Accessible toilet available* **Yes**

*Colour contrasting grab rails* **Yes**

*On-board portable ramp* **Yes**

*Passenger information system* **Yes**

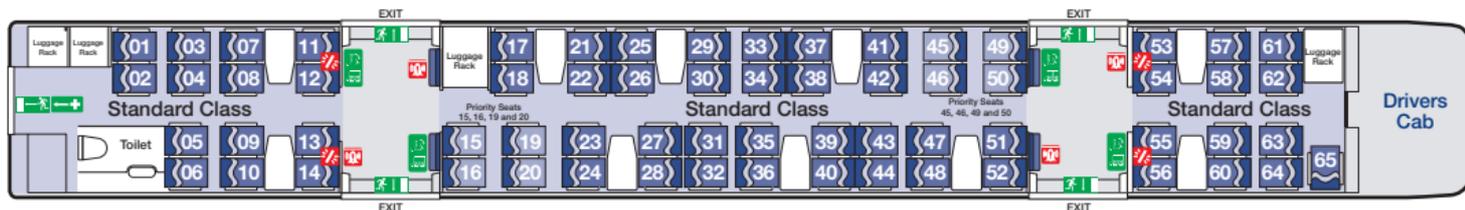
*Designated wheelchair space* **One coach in each train has a section with tip up seats which will accommodate up to two wheelchairs.**

*Priority Seating* **18 seats are available**

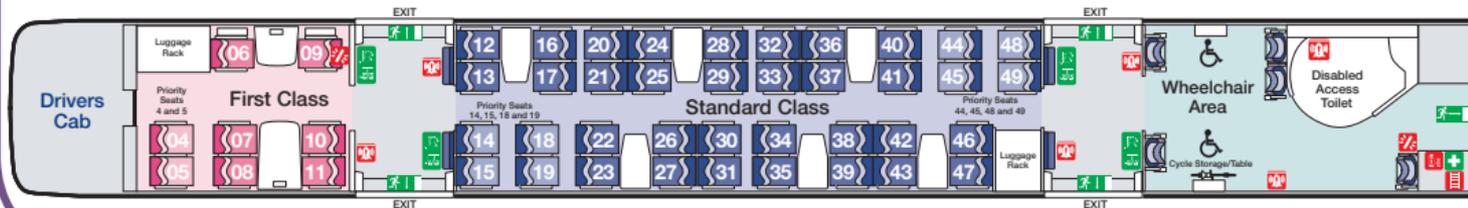
# IN CASE OF EMERGENCY

Please familiarise yourself with the location of the emergency equipment and exits in your carriage.

## Class 170 – Driving Coach (Standard Class) Coaches B, E or H



## Class 170 – Driving Coach (First and Standard Class) Coaches C, F or J



### Key to Emergency Symbols

-  Handle to open Emergency Exit
-  First Aid Kit and Emergency Tools
-  Direction of First Aid Kit and Emergency Tools
-  Emergency Exit Doors
-  External Door
-  Emergency Alarm
-  Fire Extinguisher
-  Emergency Snaplights

This page details certain trains in our fleet. However we do operate another fleet of trains which have alternative layouts. Please see on train safety information for further details.

## FTPE Trains – **Class 350**

---



### Class 350 Train

---

These trains have four coaches, but can be joined together to make an eight coach train

*No of units in service* **10**

*Primary routes* **Anglo Scottish**

*RVAR compliant* **Yes**

*Accessible toilet available* **Yes**

*Colour contrasting grab rails* **Yes**

*On-board portable ramp* **Yes**

*Passenger information system* **Yes**

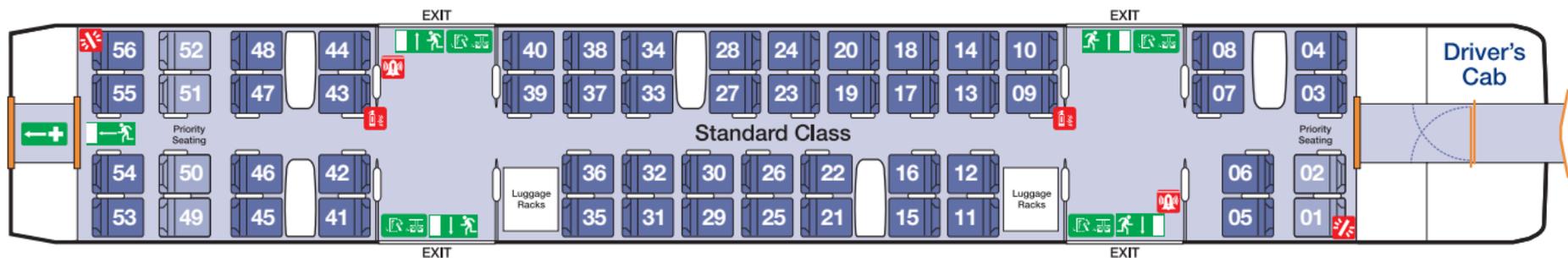
*Designated wheelchair space* **One coach in each train has a section with tip up seats which will accommodate up to two wheelchairs.**

*Priority Seating* **22 Standard and  
3 First Class per train**

# IN CASE OF EMERGENCY

Please familiarise yourself with the location of the emergency equipment and exits in your carriage.

## Class 350 – Coaches A, D, E and H (Standard Class)



### Key to Emergency Symbols



Handle to open  
Emergency Exit



Direction of First Aid Kit  
and Emergency Tools



Emergency  
Exit Doors



External  
Door



Emergency  
Alarm



Fire  
Extinguisher



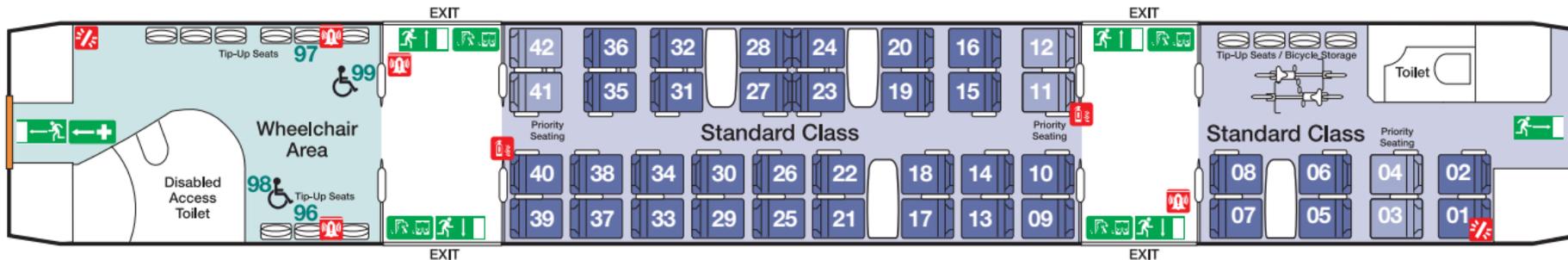
Emergency  
Snaplights

These pages detail the majority of our fleet. However we do operate some trains which have alternative layouts. Please see on train safety information for further details.

# IN CASE OF EMERGENCY

Please familiarise yourself with the location of the emergency equipment and exits in your carriage.

## Class 350 – Coaches B and F (Wheelchair Area and Standard Class)



### Key to Emergency Symbols



Handle to open  
Emergency Exit



Direction of First Aid Kit  
and Emergency Tools



Emergency  
Exit Doors



External  
Door



Emergency  
Alarm



Fire  
Extinguisher



Emergency  
Snaplights

These pages detail the majority of our fleet. However we do operate some trains which have alternative layouts. Please see on train safety information for further details.



---

## C8 Making Connections

### 8.1 Connections to Other Train Services

---

When making train connections, please allow sufficient time to transfer between trains. You will be advised of connection times when making your booking through our Assisted Travel Team

Our staff are trained to ensure that the needs of our disabled passengers are considered at all times and particularly at times of disruption to train services. When platform alterations occur at short notice:

- station staff, where available, will assist you to the correct platform and will also carry your luggage, if necessary
- staff will update visual information systems and make aural announcements
- staff will look out for visually-impaired passengers and will assist where required
- our staff will try to give sufficient time to allow those needing extra help to board the re-platformed train, however should any changes result in a change to your journey they will coordinate this for you

### 8.2 Intermodal Connections

---

We can provide assistance to and from the station entrance, forecourt, car park, taxi rank or connecting bus service, if this is within the forecourt when a station is staffed. We cannot provide assistance to and from other transport links beyond the immediate station area. Where we can we will work with other transport providers to ensure that a full assistance service is provided. At Manchester Airport, for example there is a meeting point for their assistance providers.

The agent who manages our taxi requirements retains a number of taxi companies across our network to ensure accessible taxis which can carry standard wheelchairs are available to customers. The availability may vary depending on the extent of local supply and time of the day.

---

## C9 Disruption to Facilities and Services

We understand that disruption to services and facilities can significantly impact on all passengers, especially disabled people, and our priority is working to minimise any disruption to our customers.

Where services are disrupted, we will do everything possible to ensure that you are able to continue with your journey. We will offer accessible transport to take you to your destination or back to your station of origin, if more convenient. If disruption occurs before leaving your station, passengers are normally offered the next available service. If we are not able to run train services at all, we will re-book you if you wish to travel on a different day.

If services are going to be disrupted for a longer period of time, or we are aware in advance that there is going to be a problem, our Assisted Travel team will contact you if you have booked through P-Assist and they will help you to make new arrangements.

Where train services are replaced by buses during disruption, we will endeavour to ensure that an accessible bus is provided and if this cannot be achieved, a taxi suitable for you will be provided at no extra charge. However, there may be times during severe disruption where this is not possible due to safety concerns or a lack of available replacement vehicles. In this circumstance we may provide overnight

accommodation or other alternatives to enable you to complete your journey safely.

We will make announcements at all our stations to update passengers during disruption and customers can use help points provided at stations to contact our control centre. Welcome notices at the entrance to our stations show contact details for both our customer relations and assisted travel teams. .

We will advertise and update on both National Rail Enquiries and our website any facilities that may be temporarily out of order if this affects accessibility at that station.

---

## C10 Contact Us

We welcome comments on accessibility issues and any suggestions for improvements to the services we provide. Customer comment forms are available from all our ticket offices, by downloading a form from our website [www.tpexpress.co.uk](http://www.tpexpress.co.uk), or by contacting the Assisted Travel Team.

We also welcome general feedback which can be sent to [tpcustomer.relations@firstgroup.com](mailto:tpcustomer.relations@firstgroup.com). Alternatively, you can contact us to feedback your views by: telephone: 0800 107 2149. Minicom service: 0800 107 2061 (for hard of hearing) or obtain our policy documents.

If you wish to write to us, please use the postal address below:

First TransPennine Express  
Customer Relations  
Admail 3878  
FREEPOST  
Manchester  
M1 9YB

Our Operations Director has executive responsibility for this document. Our Customer Relations Manager has day-to-day responsibility for accessibility and assistance issues.

---

## C11 Alternative Formats

We can provide you with copies of this document and our 'Policy' document in alternative formats. You can request copies via the contact methods listed above. You can request alternative format copies direct via our website. Regardless of how you request an alternative-format document, we will provide it within seven working days. The alternative formats available are:

- Large Print
- Braille
- Audio
- Easy Read

We will keep up to date with developments in alternative formats and update this list as appropriate.

---

## C12 Station Accessibility Information

Information regarding station accessibility forms part of our DPPP. Please note that this is a general summary of facilities available at each station, current at the time of producing this document. For more up-to-date information, including recently installed new facilities available at our stations, please visit our website or the National Rail Enquiries website [www.nationalrail.co.uk](http://www.nationalrail.co.uk).

Station	Access to station entrance and ticket office	Ticket Office Accessibility	Platform Accessibility	Wheelchair Available	Disabled Badge Holder Parking	Accessible Toilet	Public Telephone	CCTV	Public Address	Customer Information Screens	Additional Help Points	When Staff are available to help
Arnside	All entrances fully accessible	None	Ramps to both platforms	✗	✗	✗	✗	✓	✓	✓	✓	Unstaffed
Barnetby	Main entrance fully accessible	None	Ramps to all platforms	✗	✗	✗	✗	✓	✓	✓	✓	Unstaffed
Barrow-in-Furness	Main entrance fully accessible	Induction Loop, Low Counter	Lifts to all platforms	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sat 0435-0040 Sun 0800-2315
Birchwood	All entrances fully accessible	Induction Loop, Low Counter	Ramp to Platform 1 only	✗	✓	✓	✗	✓	✓	✓	✓	Mon-Sat 0615-2145 Sun 0815-2145
Blackpool North*	Main entrance fully accessible	Induction Loop	Ramps to all platforms	✓	✓	✓	✓	✓	✓	✓	✗	Mon-Sun 24hrs
Brough	All entrances fully accessible	Induction Loop, Low Counter	Ramps to both platforms	✓	✓	✗	✗	✓	✓	✓	✓	Mon-Sat 0515-1945 Sun 0900-1830
Burneside	Main entrance fully accessible	None	Ramp to platform	✗	✗	✗	✓	✓	✓	✓	✓	Unstaffed

\*non-FTPE station

For information on the nearest accessible station to unmanned / limited accessibility stations call **0800 107 2149**

Station	Access to station entrance and ticket office	Ticket Office Accessibility	Platform Accessibility	Wheelchair Available	Disabled Badge Holder Parking	Accessible Toilet	Public Telephone	CCTV	Public Address	Customer Information Screens	Additional Help Points	When Staff are available to help
<b>Carlisle*</b>	All entrances fully accessible	Induction Loop, Low Counter	Ramps to all platforms	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sun 24hrs
<b>Carnforth</b>	All entrances fully accessible	Induction Loop, Low Counter	Ramps to all platforms	✗	✓	✗	✓	✓	✓	✓	✓	No assistance staff available
<b>Cleethorpes</b>	Main entrance fully accessible	Induction Loop, Low Counter	All platforms accessible from concourse	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sat 0445-0045 Sun 0715-0045
<b>Darlington*</b>	All entrances fully accessible	Induction Loop	All platforms accessible from concourse	✓	✓	✓	✓	✓	✓	✓	✗	Sun-Fri 24hrs Sat 0600-2359
<b>Dewsbury</b>	All entrances fully accessible	Induction Loop, Low Counter	Lifts and/or ramps to both platforms	✓	✓	✗	✓	✓	✓	✓	✓	Mon-Sat 0630-1945 Sun 0700-1945
<b>Durham*</b>	All entrances fully accessible	Induction Loop, Low Counter	Lifts and/or ramps to both platforms	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sat 24hrs Sun 0700-2359
<b>Edinburgh*</b>	All entrances fully accessible	Induction Loop, Low Counter	Lifts and/or ramps to all platforms	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sat 0400-0045 Sun 0745-2350

\*non-FTPE station

For information on the nearest accessible station to unmanned / limited accessibility stations call **0800 107 2149**

Station	Access to station entrance and ticket office	Ticket Office Accessibility	Platform Accessibility	Wheelchair Available	Disabled Badge Holder Parking	Accessible Toilet	Public Telephone	CCTV	Public Address	Customer Information Screens	Additional Help Points	When Staff are available to help
<b>Glasgow Central*</b>	All entrances fully accessible	Induction Loop, Low Counter	Lifts and/or ramps to all platforms	✓	✗	✓	✓	✓	✓	✓	✓	Mon-Sat 0400-0030 Sun 0700-0030
<b>Grange-Over-Sands</b>	Main entrance fully accessible	Induction Loop, Low Counter	Ramps to all platforms	✓	✓	✗	✓	✓	✓	✓	✓	Mon-Sat 0630-1945 Sun 0930-1800
<b>Grimsby Town</b>	Main entrance fully accessible	Induction Loop	Lifts and/or ramps to all platforms	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sat 0500-2130 Sun 0830-2045
<b>Haymarket*</b>	All entrances fully accessible	Induction Loop, Low Counter	Lifts to all platforms	✓	✗	✗	✓	✓	✓	✓	✓	Mon-Sat 0630-2125 Sun 0810-2125
<b>Huddersfield</b>	All entrances fully accessible	Induction Loop, Low Counter	Lifts and/or ramps to all platforms	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sun 24hrs
<b>Hull</b>	Main entrance fully accessible	Induction Loop, Low Counter	All platforms accessible from concourse	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sun 24hrs
<b>Kendal</b>	Main entrance fully accessible	None	Ramps to platform	✗	✗	✗	✗	✓	✓	✓	✓	Unstaffed

\*non-FTPE station

For information on the nearest accessible station to unmanned / limited accessibility stations call **0800 107 2149**

Station	Access to station entrance and ticket office	Ticket Office Accessibility	Platform Accessibility	Wheelchair Available	Disabled Badge Holder Parking	Accessible Toilet	Public Telephone	CCTV	Public Address	Customer Information Screens	Additional Help Points	When Staff are available to help
Lancaster*	Main entrance fully accessible	Induction Loop, Low Counter	Lifts to all platforms	✓	✓	✓	✓	✓	✓	✓	✗	Mon-Sat 0450-0000 Sun 0800-0000
Leeds*	All entrances fully accessible	Induction Loop, Low Counter	Lifts and/or ramps to all platforms	✓	✗	✓	✓	✓	✓	✓	✗	Mon-Sun 24hrs
Liverpool Lime Street*	All entrances fully accessible	Induction Loop, Low Counter	Lifts and/or ramps to all platforms	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sat 0700-2200 Sun 0800-2000
Liverpool South Parkway*	All entrances fully accessible	Induction Loop, Low Counter	Lifts to all platforms	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sat 0550-0033 Sun 0755-0033
Lockerbie*	All entrances fully accessible	Induction Loop	Platform 1 accessible from concourse, 1 lift to Platform 2	✗	✗	✓	✓	✓	✓	✓	✓	Mon-Sat 0735-2045 Sun 1450-2220
Malton	Main entrance fully accessible	Induction Loop, Low Counter	Ramp to the platform	✓	✓	✗	✓	✓	✓	✓	✓	Mon-Sat 0630-1945 Sun 0930-1945
Manchester Airport	Main entrance fully accessible	Induction Loop, Low Counter	Lifts and/or ramps to all platforms	✓	✗	✓	✓	✓	✓	✓	✓	Mon-Sun 24hrs

\*non-FTPE station

For information on the nearest accessible station to unmanned / limited accessibility stations call **0800 107 2149**

Station	Access to station entrance and ticket office	Ticket Office Accessibility	Platform Accessibility	Wheelchair Available	Disabled Badge Holder Parking	Accessible Toilet	Public Telephone	CCTV	Public Address	Customer Information Screens	Additional Help Points	When Staff are available to help
<b>Manchester Oxford Road*</b>	Main entrance fully accessible	None	Lifts and/or ramps to all platforms except Platform 1	✗	✓	✗	✗	✓	✓	✓	✗	Mon-Sat 0545-0025 Sun 0720-0025
<b>Manchester Piccadilly*</b>	Main entrance fully accessible	Induction Loop, Low Counter	Lifts and/or ramps to all platforms	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sun 24hrs
<b>Manchester Victoria*</b>	Main entrance fully accessible	None	Lifts and ramps to all platforms	✓	✗	✓	✓	✓	✓	✓	✗	Mon-Sun 24hrs
<b>Middlesbrough</b>	Main entrance fully accessible	Induction Loop, Low Counter	Lifts and/or ramps to both platforms	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sat 0515-2315 Sun 0755-0020
<b>Newcastle*</b>	Main entrance fully accessible	Induction Loop	Lifts and/or ramps to all platforms	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sun 24hrs
<b>Northallerton</b>	Main entrance fully accessible	Induction Loop, Low Counter	Ramps to both platforms	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sat 0535-1945 Sun 0900-1945
<b>Oxenholme Lake District*</b>	Main entrance fully accessible	Induction Loop	Ramps to all platforms	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Fri 0525-2350 Sat 0525-2230 Sun 0945-0000

\*non-FTPE station

For information on the nearest accessible station to unmanned / limited accessibility stations call **0800 107 2149**

Station	Access to station entrance and ticket office	Ticket Office Accessibility	Platform Accessibility	Wheelchair Available	Disabled Badge Holder Parking	Accessible Toilet	Public Telephone	CCTV	Public Address	Customer Information Screens	Additional Help Points	When Staff are available to help
<b>Penrith North Lakes*</b>	All entrances fully accessible	Induction Loop, Low Counter	Platform 1 accessible via concourse. Platforms 2-3 accessible via barrow crossing	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Fri 0515-2310 Sat 0515-2215 Sun 0915-0000
<b>Preston*</b>	Main entrance fully accessible	Induction Loop	Lifts and/or ramps to all platforms	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sun 24hrs
<b>Scarborough</b>	Main entrance fully accessible	Induction Loop, Low Counter	Ramps to all platforms	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sat 0615-2335 Sun 0800-2300
<b>Scunthorpe</b>	Main entrance fully accessible	Induction Loop, Low Counter	Platform 1 accessible via concourse. Platforms 2 via staff-operated barrow crossin	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sat 0530-2000 Sun 0845-2000
<b>Seamer</b>	Main entrance accessible via barrow crossing	None	Ramp to both platforms	✗	✓	✗	✗	✓	✓	✓	✓	Unstaffed
<b>Selby</b>	Side entrance fully accessible	Induction Loop, Low Counter	Platform 1 accessible via concourse. Platforms 2-3 via staff-operated barrow crossin	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sat 0600-1945 Sun 0915-1900
<b>Sheffield*</b>	Main entrance fully accessible	Induction Loop, Low Counter	Lifts to all platforms	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sun 24hrs

\*non-FTPE station

For information on the nearest accessible station to unmanned / limited accessibility stations call **0800 107 2149**

Station	Access to station entrance and ticket office	Ticket Office Accessibility	Platform Accessibility	Wheelchair Available	Disabled Badge Holder Parking	Accessible Toilet	Public Telephone	CCTV	Public Address	Customer Information Screens	Additional Help Points	When Staff are available to help
<b>Stalybridge</b>	Main entrance fully accessible	Induction Loop, Low Counter	Lifts to all platforms	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sat 0550-2335 Sun 0650-2320
<b>Staveley</b>	None	None	None	✗	✗	✗	✓	✓	✓	✓	✓	Unstaffed
<b>Thirsk</b>	Main entrance accessible during staffed hours	Induction Loop	Via staff-operated barrow crossing	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sat 0615-1945 Sun 0900-1715
<b>Thornaby</b>	Main entrance fully accessible	Induction Loop, Low Counter	Ramps to both platforms	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sat 0545-1945 Sun 0845-1730
<b>Ulverston</b>	Main entrance fully accessible	Induction Loop, Low Counter	Platform 1 accessible from concourse. Platforms 3 via staff-operated barrow crossin	✓	✓	✗	✓	✓	✓	✓	✓	Mon-Sat 0615-1945 Sun 0915-1800
<b>Warrington Central</b>	Main entrance fully accessible	Induction Loop, Low Counter	Lifts to all platforms	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sat 0600-0020 Sun 0805-2320
<b>Wigan North Western*</b>	Main entrance fully accessible	Induction Loop,	Lifts to all platforms	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sat 0530-0000 Sun 0830-0000

\*non-FTPE station

For information on the nearest accessible station to unmanned / limited accessibility stations call **0800 107 2149**

Station	Access to station entrance and ticket office	Ticket Office Accessibility	Platform Accessibility	Wheelchair Available	Disabled Badge Holder Parking	Accessible Toilet	Public Telephone	CCTV	Public Address	Customer Information Screens	Additional Help Points	When Staff are available to help
Windermere	Main entrance fully accessible	Induction Loop, Low Counter	Ramps to platform	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sat 0600-2045 Sun 1030-2045
Yarm	Main entrance fully accessible	None	Ramps to both platforms	✗	✓	✗	✗	✓	✓	✓	✓	Unstaffed
York*	Main entrance fully accessible	Induction Loop, Low Counter	Lifts to all platforms	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sun 24hrs

\*non-FTPE station

For information on the nearest accessible station to unmanned / limited accessibility stations call **0800 107 2149**

# Route Map

