

**From:** [REDACTED]

**Sent:** 08 November 2017 9:54 AM

**To:** [REDACTED]

**Cc:** [REDACTED]

ORR DPPP <DPPP@orr.gsi.gov.uk> [REDACTED]

**Subject:** RE: TPE franchise commitment - 2hr notice for booking assistance

[REDACTED]

I can confirm that the obligation has yet to be signed off, as it is pending evidence review. [REDACTED] and I will be undertaking a further tranche of CO sign offs next week and may include this specific commitment (evidence permitting).

No formal variation to the Franchise Agreement has been made as yet (either in respect of the initial derogated date or any potential change in scope), as this change will be 'rolled up' with a range of other CO's that have also been subject to change over the past few months

Next steps beyond 31 October are for TPE to ensure that further improvements to the deliverable are made as and when supporting systems 'catch up' and that TPE co-ordinate with other TOCs (Northern initially), to ensure the best possible outcome for customers. Clearly the monitoring and assessment of these efforts will form part of RNP's contractual management – along with the processing of the formal change.

Kind regards

[REDACTED]

[REDACTED]

Rail North Partnership

Tel: [REDACTED]



**Rail North Partnership**  
West Gate  
Grace Street  
Leeds LS1 2RP  
[www.railnorth.org](http://www.railnorth.org)

**From:** [REDACTED]  
**Sent:** 31 October 2017 17:05  
**To:** [REDACTED]  
**Cc:** [REDACTED] ORR DPPP ; [REDACTED]  
**Subject:** RE: TPE franchise commitment - 2hr notice for booking assistance

[REDACTED]  
Thanks for your comprehensive email. I understand that TPE are intending to go live with the 2hr notice system today or tomorrow.

I wanted to check a couple of points you covered in your email, to inform our decision on approving the DPPP:

- Has the Rail North Partnership Team now formally signed off the obligation? Or when is this expected to take place?
- Has the formal variation to the franchise agreement now been made? (is this a separate process to the sign off mentioned above?)
- What are the next steps beyond 31 October?

I'd be grateful for an early response from you if possible, as we're keen to get this clarified (and I know TPE are keen to get their DPPP approved).

Many thanks  
[REDACTED]

[REDACTED]  
[REDACTED]  
T: [REDACTED]  
[REDACTED]  
One Kemble Street, London, WC2B 4AN  
[orr.gov.uk](http://orr.gov.uk) | Follow us [@railandroad](https://twitter.com/railandroad)  
[REDACTED]

ORR protects the interests of rail and road users, improving the safety, value and performance of railways and roads today and in the future.

From: [REDACTED]

Sent: 20 October 2017 10:55

To: [REDACTED]

DPPP <[DPPP@orr.gsi.gov.uk](mailto:DPPP@orr.gsi.gov.uk)>

ORR

Subject: RE: TPE franchise commitment - 2hr notice for booking assistance

Thanks [REDACTED]

Can you confirm what the next steps will be after the 31<sup>st</sup> October please?

Kind Regards

[REDACTED]

From: [REDACTED]

Sent: 19 October 2017 2:42 PM

To: [REDACTED]

Cc: [REDACTED]

DPPP <[DPPP@orr.gsi.gov.uk](mailto:DPPP@orr.gsi.gov.uk)>; [REDACTED]

ORR

Subject: RE: TPE franchise commitment - 2hr notice for booking assistance

Hi [REDACTED]

TPE have kept us informed of progress throughout in respect of this specific obligation, which has proved particularly problematic to deliver, given TPE's reliance on generic industry systems and 3<sup>rd</sup> party support. Whilst the obligation has yet to be formally signed off by the Rail North Partnership Team, based on the evidence presented to date we do not foresee any issues with TPE's approach.

Please see below the history of this obligation to date:-

TPE derogation request (extended time for delivery) dated 28/04/17 citing the failure of PA Staff (app), which is an app produced on behalf of RDG, with station staff unable to access the system via the app.

Derogation granted, extending the delivery timescale to 31/10/17 (formal variation to the current Franchise Agreement pending).

19/04/17 – TPE advise that as they are the first TOC to introduce two hour notice passenger assistance, this will only be available for journeys between TPE managed stations. Network Rail and Northern are not currently ready to introduce this at their stations but TPE will continue to work closely with them.

17/05/17 – TPE advise that the Industry App has no automatic alert meaning the new arrangements would rely on staff logging in frequently, and the App 'fell over' during training. The App is an RDG product, so TPE's ability to resolve these issues timeously is limited. More recently, limitations in the National Reservation System (NRES) mean it is currently not possible to make wheelchair bookings once train reservations have closed (typically sometime in the evening of the day prior to departure). NRES is an industry system, so again, TPE's ability to make changes is limited. However, TPE is pursuing a workaround, but timescales more likely to be October than July.

09/08/17 – TPE advise that they have approached the Accessibility Forum for guidance, gaining the advice to proceed with the two-hour minimum timeframe, despite the issue re seat reservations.

Therefore in conclusion, any approval of the DPPP should be able to proceed without conflicting with the Franchise Agreement.

Kind regards

[REDACTED]



[REDACTED]  
4/21, Rail North Partnership  
West Gate  
Grace Street, Leeds, LS1 2RP  
[REDACTED]

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**From:** [REDACTED]  
**Sent:** 19 October 2017 10:19  
**To:** [REDACTED]

**Cc:** [REDACTED] ORR DPPP <[DPPP@orr.gsi.gov.uk](mailto:DPPP@orr.gsi.gov.uk)>  
**Subject:** RE: TPE franchise commitment - 2hr notice for booking assistance

Can you please include [REDACTED] as [REDACTED] is on leave now.

Thanks

[REDACTED]

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**From:** [REDACTED]  
**Date:** 19 October 2017 at 08:43:24 BST  
**To:** [REDACTED]  
**Cc:** [REDACTED] ORR DPPP <[DPPP@orr.gsi.gov.uk](mailto:DPPP@orr.gsi.gov.uk)>  
[REDACTED]  
**Subject:** RE: TPE franchise commitment - 2hr notice for booking assistance

Hi [REDACTED]

Thanks, we'll have a look at this and respond to [REDACTED]

Regards

[REDACTED]  
[REDACTED], Rail North Partnership | [REDACTED]

From: [REDACTED]

Sent: 18 October 2017 18:15

To: [REDACTED]

Cc: [REDACTED]

ORR DPPP <[DPPP@orr.gsi.gov.uk](mailto:DPPP@orr.gsi.gov.uk)>; [REDACTED]

Subject: RE: TPE franchise commitment - 2hr notice for booking assistance

[REDACTED]  
The TPE franchise is managed by Rail North, so I have copied your email to [REDACTED]  
[REDACTED] and [REDACTED], at Rail North who will hopefully be  
able to assist with your enquiry.

Regards

[REDACTED]  
[REDACTED], Passenger Services, Department for Transport

4/21 GMH | [REDACTED]

From: [REDACTED]

Sent: 18 October 2017 17:57

To: [REDACTED]

Cc: [REDACTED]

ORR DPPP <[DPPP@orr.gsi.gov.uk](mailto:DPPP@orr.gsi.gov.uk)>

Subject: TPE franchise commitment - 2hr notice for booking assistance

Hi [REDACTED]

I'm currently reviewing TPE's DPPP which they have submitted to us for approval. The updated draft includes information about a 2hr notice period for booking assistance.

I note that the TPE franchise states:

82.1 The Franchisee shall amend the Passenger's Charter to ensure that from no later than 30 April 2017 and for the remainder of the Franchise Term, the advance notice required to be given by a customer when making a Passenger Assistance reservation in respect of a rail journey between Stations is reduced to no more than 2 hours.

82.2 The Franchisee shall engage and use its reasonable endeavours to agree with: (a) Network Rail that the advance notice required to be given by a customer when making a Passenger Assistance reservation in respect of a rail journey from or to a Network Rail Managed Station at which the Passenger Services call is reduced to no more than 2 hours; (b) the Northern Franchisee that the advance notice required to be given by a customer when making a Passenger Assistance reservation in respect of a rail journey from or to a station in respect of which the Northern Franchisee is the Facility Owner and at which the Passenger Services call is reduced to no more than 2 hours ("Advanced Notice Reduction"). From the date of such agreement, the Franchisee shall establish and implement such procedures as are necessary for the purposes of giving effect to the Advance Notice Reduction as agreed with the Northern Franchisee.

However, it appears that TPE's proposed arrangements may not be fully compliant with the franchise requirements. In the draft DPPP, they state:

- Our new 2 Hour Passenger Assistance service is available to customers who are making a direct journey on TransPennine Express train services between two TransPennine Express managed stations, and allows assistance bookings to be made up to 2 hours before travel.
- Our 2 Hour Passenger Assistance service can only be booked by calling the TransPennine Express Assisted Travel team.
- It is not possible to purchase tickets at the time of booking using our 2 Hour Passenger Assist service. Tickets should be bought via alternative methods.
- We are unable to take bookings for 2 Hour Passenger Assistance via our webform.
- Seat reservations cannot be provided at this notice, however by booking assistance, you gain the benefit of station staff being notified of your requirements in advance, and in place to assist you. If due to seats or wheelchair spaces being unavailable you are unable to travel on the service you have booked, and no alternative service is available within the next hour, alternative transport will be provided:
  - o To the nearest station where alternative TransPennine Express services are available to your destination; or
  - o To your destination station.

TPE has told us that this scheme is due to start at the end of this month.

I would be grateful for your comments on this, as we don't really want to be in the position of approving something in the DPPP which is at odds with the franchise requirements.

Thanks

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