

# 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	5
C5. Tickets and fares	5
C6. At the stations	6
6.1 Aural and visual information	6
6.2 Information points and displays	6
6.3 Ticket machines	7
6.4 Ticket gates	7
6.5 Luggage	7
6.6 Left luggage	7
6.7 Ramps	7
6.8 Facilities provided by third parties	7
C7. On the train	8
7.1 Aural and visual information	8
7.2 Seats on train	8
7.3 Scooter carriage	8
7.4 Rolling stock information	9
C8. Making connections	14
8.1 Connections to other train services	14
8.2 Intermodal connections	14
C9. Disruption to facilities and services	14
C10. Contact Details	15
C11. Alternative formats	15
C12. Station accessibility information	15
Appendix A	16

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## 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.

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## 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.

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## 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 at least 24 hours

# First TransPennine Express

in 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 'Assisted Passenger Reservation System' (APRS) used by all train operators. 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 APRS. We will ensure that this information is updated in advance of any changes taking place. Should assistance be required outside of the station opening hours, but whilst train services are still running, we will provide alternative transport from the nearest accessible station back to the non accessible station free of charge provided you are in possession of a valid ticket.

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. The rail industry is in the process of introducing a new version of APRS which will enable on-line assistance bookings to be made.

APRS allows you to:

- book assistance in advance for alighting and boarding
- request help entering the station from the taxi rank – (where we have staff availability)
- request a portable ramp for boarding or alighting
- 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

We have produced a summary of facilities available at each station (see Appendix A) covering both the stations we operate and 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 staff. 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 APRS. 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 APRS system is working along with other train operators through our association with the Association of Train Operating Companies and we will work towards making any necessary improvements.

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## 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, where available, 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, where available, 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, another means of accessible transport will be provided, where available.

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

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## 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.

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## 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 reductions on your fare, subject to entitlement.

You may qualify for a Disabled Person's Railcard. This offers discounted travel for you and a companion (usually 34% discount). There are also discounts of 34% or 50% for wheelchair users and

visually impaired people without a Railcard – some conditions apply. For further details please contact our Assisted Travel Helpline, ask at one of our stations, see ATOC's 'Rail Travel Made Easy' leaflet, or go to: [disabledpersons-railcard.co.uk](http://disabledpersons-railcard.co.uk) We also support Local Authority discount schemes for disabled people.

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## 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, Passenger 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 focussed 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 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 in our pay and display car parks.

### 6.1 Aural and visual information

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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

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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

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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

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We do not operate ticket gates at our stations; however they are in operation at some of the stations we serve. Where a station has automatic or manual ticket gates, these will be locked open when unstaffed.

## 6.5 Luggage

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We do not provide staff specifically to carry passengers' luggage, but we commit to providing assistance with luggage to and from the train for disabled and older passengers where this has been booked in advance, and it is reasonably practicable to do so. This is subject to the availability of staff. 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). Our staff are trained in manual handling and therefore will not lift anything that they feel would put their own health or well being at risk. There is no charge for this service.

## 6.6 Left luggage

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

## 6.7 Ramps

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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

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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, and 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 also.

### 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.

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 operate two 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.

### 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

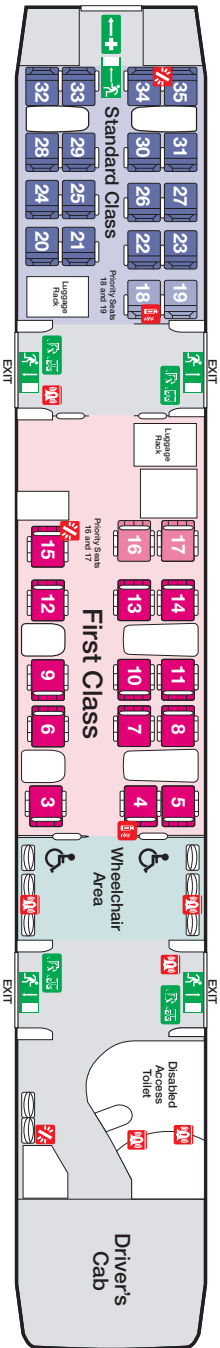
These trains have three coaches, but can be joined together to make a six coach train.

<i>No of units in service</i>	<b>51</b>
<i>Primary routes</i>	<b>All Routes</b>
<i>RVAR compliant</i>	<b>Yes</b>
<i>Accessible toilet available</i>	<b>Yes</b>
<i>Colour contrasting grab rails</i>	<b>Yes</b>
<i>On-board portable ramp</i>	<b>Yes</b>
<i>Passenger information system</i>	<b>Yes</b>
<i>Designated wheelchair space</i>	<b>One coach in each train has a section which will accommodate two wheelchairs.</b>
<i>Priority Seating</i>	<b>20 seats are available</b>

# 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 and First 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



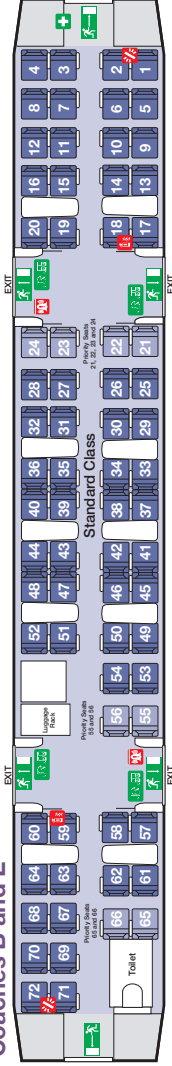
Emergency  
Snaplights

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.

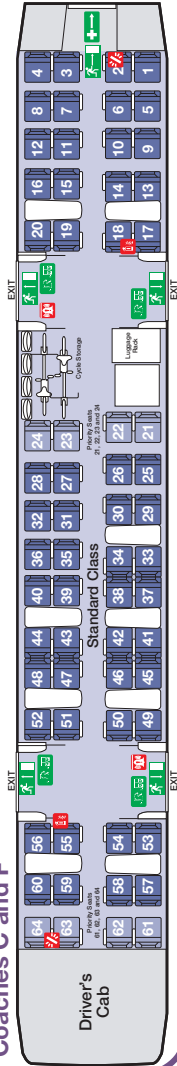
# IN CASE OF EMERGENCY

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



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



### 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
- Snaplights

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

## FTPE Trains – **Class 170**

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### Class 170 Train

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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**

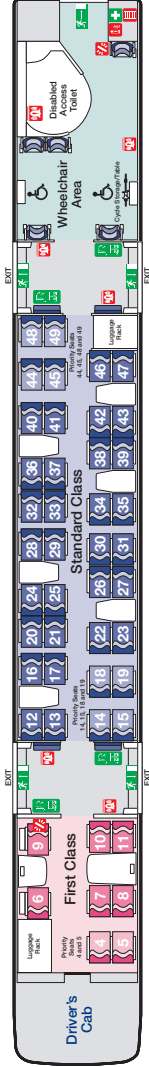
*Designated wheelchair space* **One coach in each train has a section with tip up seats which will accommodate up to two wheelchairs.**

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

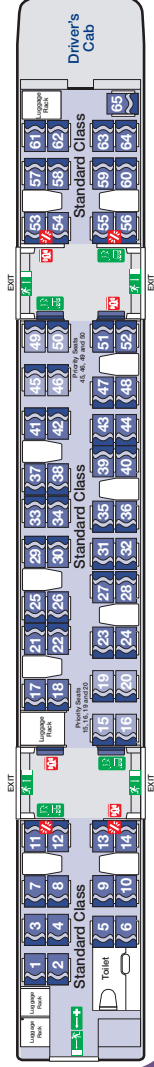
# IN CASE OF EMERGENCY

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

## Class 170 – Driving Coach (First and Standard Class) Coaches A and D



## Class 170 – Driving Coach (Standard Class) Coaches C and F



### 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.

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## C8 Making Connections

### 8.1 Connections to other train services

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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

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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 we have recently installed 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.

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## 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, wherever possible, 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 APRS 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, where available a taxi suitable for you will be provided at no extra charge to you.

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. We will also provide contact details for both our customer relations and assisted travel teams for ease of contact on our welcome notices which can be viewed upon entering our stations.

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.

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## 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 [tpecustomer.relations@firstgroup.com](mailto:tpecustomer.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 Customer Services Director has executive responsibility for this document. Our Customer Relations Manager has day-to-day responsibility for accessibility and assistance issues.

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## C10 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.

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## C11 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).

# First TransPennine Express

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 Information Points (help or information point on the platforms)	When Staff are available to help
<b>Arnside</b>	All entrances fully accessible	None	Ramps to all platforms	✗	✗	✗	✗	✓	✓	✓	✓	Unstaffed
<b>Barnetby</b>	Main entrance fully accessible	None	Ramps to all platforms	✗	✗	✗	✗	✓	✓	✓	✓	Unstaffed
<b>Barrow-in-Furness</b>	Main entrance fully accessible	Induction Loop, Low Counter	Lifts to all platforms	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sat 0440-0045 Sun 0800-2335
<b>Birchwood</b>	All entrances fully accessible	Induction Loop	Ramp to Platform 1 only	✗	✗	✓	✓	✓	✓	✓	✓	Mon-Sat 0610-2355 Sun 0825-2320
<b>Blackpool North*</b>	Main entrance fully accessible	Induction Loop	Ramps to all platforms	✓	✓	✓	✓	✓	✓	✓	✗	Mon-Sun 24hrs
<b>Brough</b>	All entrances fully accessible	Induction Loop, Low Counter	Ramps to both platforms	✓	✓	✗	✗	✓	✓	✓	✓	Mon-Sat 0515-1945 Sun 0900-1830
<b>Burnside</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 Screens	Additional Information Points (help or information point on the platforms)	When Staff are available to help
<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	Ramps to all platforms	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sat 0500-0045 Sun 0715-0045
<b>Dewsbury</b>	All entrances fully accessible	Induction Loop, Low Counter	Lifts and/or ramps to all platforms	✓	✓	✗	✓	✓	✓	✓	✓	Mon-Sat 0530-1945 Sun 0715-1945
<b>Edinburgh*</b>	Car park entrances fully accessible	Induction Loop	Lifts and/or ramps to all platforms	✓	✓	✗	✓	✓	✓	✓	✗	Mon-Sat 0430-0045 Sun 0745-2350
<b>Glasgow Central*</b>	All entrances fully accessible	Induction Loop	Lifts and/or ramps to all platforms	✓	✗	✓	✓	✓	✓	✓	✓	Mon-Sat 0500-0030 Sun 0700-0030
<b>Grange-over-Sands</b>	Main entrance fully accessible	Induction Loop, Low Counter	Ramps to both platforms	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sat 0630-1945 Sun 1000-1800
<b>Grimsby Town</b>	Main entrance fully accessible	Induction Loop	Lifts and/or ramps to all platforms	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sat 0530-2115 Sun 0845-2045

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

# First TransPennine Express

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 Screens	Additional Information Points (help or information point on the platforms)	When Staff are available to help
<b>Huddersfield</b>	Main entrance accessible via ramp	Induction Loop, Low Counter	Lifts to all platform	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sun 24hrs
<b>Hull</b>	Main entrance fully accessible	Induction Loop, Low Counter	Ramps to all platforms	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sun 24hrs
<b>Kendal</b>	Main entrance fully accessible	None	Ramps to platform	✗	✗	✗	✗	✓	✓	✓	✓	Unstaffed
<b>Lancaster*</b>	Main entrance fully accessible	Induction Loop	Lifts to all platforms	✓	✓	✓	✓	✓	✓	✓	✗	Mon-Sat 0450-0000 Sun 0800-0000
<b>Leeds*</b>	All entrances accessible	Low Counter	Lifts and/or ramps to all platforms	✓	✗	✓	✓	✓	✓	✓	✗	Mon-Sun 24hrs
<b>Liverpool Lime Street*</b>	Main entrance fully accessible	Induction Loop, Low Counter	Lifts and/or ramps to all platforms	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sun 0600-2330
<b>Malton</b>	Main entrance fully accessible	Induction Loop, Low Counter	Ramp to the platform	✗	✓	✗	✓	✓	✓	✓	✓	Mon-Sat 0630-1930 Sun 0930-1945

\*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 Screens	Additional Information Points (help or information point on the platforms)	When Staff are available to help
<b>Huddersfield</b>	Main entrance accessible via ramp	Induction Loop, Low Counter	Lifts to all platforms	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sun 24hrs
<b>Hull</b>	Main entrance fully accessible	Induction Loop, Low Counter	Ramps to all platforms	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sun 24hrs
<b>Kendal</b>	Main entrance fully accessible	None	Ramps to platform	✗	✗	✗	✗	✓	✓	✓	✓	Unstaffed
<b>Lancaster*</b>	Main entrance fully accessible	Induction Loop	Lifts to all platforms	✓	✓	✓	✓	✓	✓	✓	✗	Mon-Sat 0450-0000 Sun 0800-0000
<b>Leeds*</b>	All entrances accessible	Low Counter	Lifts and/or ramps to all platforms	✓	✗	✓	✓	✓	✓	✓	✗	Mon-Sun 24hrs
<b>Liverpool Lime Street*</b>	Main entrance fully accessible	Induction Loop, Low Counter	Lifts and/or ramps to all platforms	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sun 0600-2330
<b>Malton</b>	Main entrance fully accessible	Induction Loop, Low Counter	Ramp to the platform	✗	✓	✗	✓	✓	✓	✓	✓	Mon-Sat 0630-1930 Sun 0930-1945

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

\*non-FTPE station

# First TransPennine Express

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 Information Points (help on the platforms)	When Staff are available to help
<b>Scarborough</b>	Main entrance fully accessible	Induction Loop, Low Counter	Ramps to all platforms	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sat 0615-2310 Sun 0800-2315
<b>Scunthorpe</b>	Main entrance fully accessible	Induction Loop, Low Counter	Ramps to all platforms	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sat 0530-2015 Sun 0830-2030
<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	Ramps to Platform 1	✓	✓	✓	✓	✓	✓	✓	✓	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
<b>Stalybridge</b>	Main entrance fully accessible	Induction Loop, Low Counter	Ramps to all platforms	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sat 0540-2335 Sun 0645-2335
<b>Staveley</b>	None	None	None	✗	✗	✗	✓	✓	✓	✓	✓	Unstaffed

\*non-FTPE station

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

# Making Rail Accessible

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 Screens	Additional Information Points (help on the platforms)	When Staff are available to help
<b>Thirsk</b>	Main entrance accessible during staffed hours	Induction Loop	Ramps to all platforms	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sat 0615-1945 Sun 0845-1730
<b>Thornaby</b>	Main entrance fully accessible	Induction Loop	Ramps to both platforms	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sat 0545-1945 Sun 0915-1715
<b>Ulverston</b>	Side entrance fully accessible	Induction Loop, Low Counter	Ramps to both platforms	✓	✓	✗	✓	✓	✓	✓	✓	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 0600-0022 Sun 0815-2315
<b>Windermere</b>	Main entrance fully accessible	Induction Loop, Low Counter	Ramps to platform	✓	✓	✓	✓	✓	✓	✓	✓	Mon-Sat 0600-2045 Sun 1030-2045
<b>Yarm</b>	Main entrance fully accessible	None	Ramps to both platforms	✗	✗	✗	✗	✓	✓	✓	✓	Unstaffed
<b>York*</b>	Main entrance fully accessible	Induction Loop, Low Counter	Lifts to all platforms	✓	✓	✓	✓	✓	✓	✓	✗	Mon-Sun 24hrs

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

## Notes

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## Notes

## Route Map

