

**Jacqui Russell**  
Head of Consumer Team



TOC MDs; and  
TOC accessibility leads  
[by email]

26 September 2023

Dear Industry Colleagues

## **Re Station Ticket Office Reforms – Accessible Travel Policy (ATP) commitments**

1. I am writing to you set out ORR's next steps, following the closure of the public consultations published by train operators on the proposed changes to the responsibilities of ticket office staff and ticket office opening times on 1 September.
2. On 5 July 2023 I wrote to you requesting a high-level summary of the changes that you are proposing to make to ticket offices and station staffing, identification of any areas where you anticipate proposing changes to your ATP documents, and any changes that you propose to make at stations to ensure compliance with the ATP guidance.
3. My colleague David Kimball requested more detailed information in his follow-up e-mail of 3 August 2023, which was to be submitted to us by 1 September 2023. Thank you for your responses, which helped us to gain a better understanding of operators' proposals.
4. Transport Focus and London TravelWatch are continuing to analyse proposals and public consultation responses before responding to train operators by 31 October. Their assessment will include consideration of factors such as whether the station will continue to be staffed, accessibility, the alternative options for buying tickets and whether passengers will continue to be able to access station facilities like lifts, waiting rooms and toilets. Operators may amend their proposals in response to the engagement from Transport Focus and London TravelWatch. If Transport Focus or London TravelWatch objects, an operator may refer its proposal to the Secretary of State for a final decision.

### Next Steps

5. As set out in my initial letter, we do not expect to request or receive revised ATP documentation until there is more certainty over the changes that may be



implemented. We do not expect to request any further information, or initiate any more detailed engagement with operators, until then.

6. The process for revising ATPs will then follow the usual process. As part of this we will expect you to show how you have sought and considered feedback from local groups, and we will consult with DPTAC, Transport Focus and (where relevant) London TravelWatch where any material changes are proposed. Material changes are those that may have a significant impact, positive or negative, on a number of passengers, and can include changes to station staffing. It is for ORR to determine whether a proposed change is material.

7. We may also seek further information to satisfy ourselves that existing ATP commitments will continue to be met.

8. If you have any questions or concerns, including where we can provide additional clarity or support in this process, please contact [redacted]. We remain open to one-to-one meetings or a broader industry discussion, if this would be helpful.

9. I am copying this letter to RDG, DfT, Transport Focus, and London TravelWatch.

Yours sincerely

*Jacqui Russell*

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