

Jacqui Russell
Head of Consumer Policy
Email ATP@orr.gov.uk



Catherine Desson
Customer Experience Manager
Transport for London
By email

25 November 2024

Dear Catherine,

Launch of London Underground Limited's Accessible Travel Policy

Thank you for your email of 14 November 2024, updating us on the status of London Underground Limited's (LUL) Accessible Travel Policy (ATP) launch. This ATP will apply to 30 stations used by National Rail services where LUL acts as Station Facility Operator and is therefore responsible for providing assistance.

You have told us that your ATP launch has been delayed to 19 January 2025. This is because of September's cyber-attack on Transport for London, which you have explained has been extremely disruptive to systems and operations. It is disappointing however that we were not notified of the delay earlier, as is required under section 2.2.6 of our [ATP Guidance](#).

We agree to your revised plan to launch your ATP on 19 January 2025, noting the exceptional circumstances that have resulted in this delay. Please confirm to us when the launch has taken place, along with a link to your published ATP on your website.

Yours sincerely,

Jacqui Russell

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