



**Ann Frye OBE, BA, FCILT, FCIHT, TPP
Director, Ann Frye Ltd
Director, PassePartout Training Ltd**

**75 Alderney Street
London
SW1V 4HF
Tel: 0044 07710 355969**

In depth experience of policy development and implementation working at senior governmental & commercial levels in the UK and internationally. International specialist in meeting the transport and mobility needs of disabled and older people.

Particular strengths include:

- Effective chairing skills
- Strong analytical skills
- Thinking strategically, delivering operationally, being pragmatic
- First-hand knowledge of how central Government works
- Communicating effectively at all levels
- Extensive experience of Governance and ethical issues

Career History

Director, Ann Frye Ltd: Independent Consultant 2006 - present

Consultancy specialising in policy analysis of the transport and mobility needs of disabled and older people and of broader social policy and governance issues.

Key projects include:

Transport accessibility/mobility:

- Chairing the US Transportation Research Board sub-committee on International activities in the field of transport accessibility (which brings together both developed and developing country perspectives) (since 2001 on-going);
- Chairing Transport Committee of GAATES (Global Alliance on Accessible Technologies and Environments) (2013 – on-going);
- Expert adviser to Government of Canada’s review of Canada Transportation Act (2014 – 2015)

- Expert adviser to Transport for London on engagement with disabled and older Londoners (current and on-going);
- Expert adviser to Government of Ireland on transport accessibility strategy (on-going);
- Expert adviser/judge of European Access City Awards (on-going);
- Member of the UK Civil Aviation Authority Consumer Panel (since 2012)
- Expert adviser to International Transport Forum on economic potential of older tourists (2015);
- Expert Advisor to the King Abdul Aziz Road Project in Saudi Arabia (Mecca) (2012 - 2013);
- Expert Advisor to European Commission (DG Justice) project on effectiveness of current EU laws in field of accessibility (2013);
- Expert adviser to Northern Ireland Government on taxi accessibility (2013/2014);
- Advising the Olympic Delivery Authority and Transport for London on accessibility issues for Olympics (2010 – 2012);
- Making study of older and disabled people and sustainable urban transport for the UN Habitat 2013 Global report on Human Settlements (2010 – 2011);
- Expert Advisor to European Commission research project MEDATE drafting a Guide to Best Practice in delivering accessible public transport urban areas in Europe (2009/2010);

Director (and Founder), PassePartout Training Ltd 2010 – Present

A not-for-profit training company specialising in training staff in the aviation and other transport industries in legal and best practice requirements in meeting the needs of disabled people and people with reduced mobility (PRMs)

Key current projects include:

- Leading team reviewing policies and practices at easyJet on disabled passengers (on-going);
- Developing and delivering training on legal and best practice requirements in accessible air travel to easyJet management, cabin crew , pilots and call centres (on-going);
- Carrying out reviews and gap analysis of airports to identify areas in which needs of PRMs could be met more effectively (on-going);
- Delivering training to PRM assistance providers, cabin crew and others in Europe and the Middle East (on-going)

Chair, Sub-Group on Passengers with reduced Mobility, European Civil Aviation Conference (ECAC) 1996 – 2012

Unpaid role leading the work of ECAC in the field of PRMs. The group comprised representatives of some 20 countries including civil aviation authorities, government bodies and airline and airport representative bodies as well as disability interests.

Key achievements include:

- Developing guidance on good practice in support of EU Regulation 1107/2006 on rights of disabled air passengers. Topics include training requirements and quality standards for assistance providers. ECAC guidance is cited in Regulation 1107/2006 as the authoritative source of good practice;
- Developing and running training courses for National Enforcement Bodies ;
- Working closely with US Department of Transportation to explore conflicts and compatibilities between European and US legislation in this field, drawing up guidance for airlines and airports on these issues.

Head of Mobility & Inclusion Unit, UK Department for Transport

1980 - 2006

Senior Civil Servant leading team of 40 plus staff responsible for developing and implementing laws and policies on all aspects of the transport and mobility needs of disabled and older people and other social policy issues.

Key achievements include:

- Creating and leading a specialist Unit to identify and deliver solutions to the transport and mobility needs of disabled and older people and to promote equality and diversity both within the Department and across the transport industries;
- Key role in drafting, taking through Parliament and implementing Disability Discrimination legislation in the transport field.
- Developing and promoting international best practice across transport modes which is now enshrined in European legislation e.g. by:
 - Leading international groups developing consensus and best practice in rail and bus accessibility;
- Developing and delivering policy on social inclusion, crime and personal security, gender issues and volunteering (2001 – 2006)
- Chairing working group of International Transport Forum on access and mobility issues (1985 – 2006)

UK Department of Environment & Transport

1973 – 1980

- Joined UK Government as a graduate entrant and successfully delivered in a range of challenging policy posts.

Other Professional and Personal Details

Personal

- Awarded OBE in 1991
- BA (Hons) Degree University of London (French & Italian) 1973;
- 2007 recipient of William G Bell award from US Transportation Research Board (for outstanding contribution to accessible transport)
- Married

Current and recent voluntary activity

- Chair of Mobility Choice;
- Chair of Time & Talents for Westminster;
- Trustee of Rees Jeffreys Road Fund;
- Trustee of One Westminster
- Trustee Arthritis Care 2006 - 2012

Professional

- Visiting Professor, Department of Civil & Environmental Engineering, University College London;
- Fellow of the Royal Society of Arts
- Fellow of the Chartered Institute of Logistics and Transport;
- Fellow of the Chartered Institution of Highways and Transportation;
- Honorary Transport Planning Professional