

Marcus Clements
Head of Consumer Policy
Rail Markets and Economics



Email:

04 February 2021

Andy Heath
Managing Director
Merseyrail

Dear Andy,

Approval of Merseyrail Electrics 2002 (Merseyrail) Accessible Travel Policy (Condition 5 of the Station Licence and GB Statement of National Regulatory Conditions: Passenger)

Thank you for submitting Merseyrail's revised Accessible Travel Policy (ATP) for approval.

We have reviewed the ATP against the September 2020 "Accessible Travel Policy Guidance for Train and Station Operators" (the guidance). I can confirm that Merseyrail's ATP now meets the requirements of Condition 5 of its station licence and GB Statement of National Regulatory Conditions: Passenger (SNRP).

When I last wrote to you on 10 July 2020, confirming the approval of your previous ATP, I asked for updates on the following initiatives to which Merseyrail committed. You have now confirmed that:

- a new Merseyrail Accessibility Forum was established in 2020, comprising local disabled people, groups that represent them and community outreach organisations that support disabled people in the Liverpool city region; and
- the introduction of new Class 777 trains on the Merseyrail network, which will feature sliding step technology to allow unassisted access for wheelchair users, will take place in 2021. You have committed to updating the ATP when the trains come into service.

You have also indicated that:

- Merseyrail's work to ensure all blue badge car parking spaces are compliant with section C of the DfT's Joint Code of Practice is currently on hold due to the impact of the COVID-19 pandemic and associated restrictions, with no specific date for commencement.
- station welcome posters and information cards for assistance when booking will be rolled out in the coming year once the virus restrictions are lifted and customers begin to travel once again.

I shall be grateful for updates on these two issues during the ATP Quarterly meetings we plan to hold throughout 2021.

Please provide a branded version of all ATP documents by 5 March 2021. A copy of the approved ATP will then be published on our website along with a copy of this letter.

As you are aware, ATPs must be reviewed by operators on an annual basis. Please submit an updated ATP for ORR review by 31 December 2021.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'M. Clements', with a stylized flourish at the end.

Marcus Clements