

Marcus Clements
Head of Consumer Policy & Compliance
Rail Markets & Economics



E-mail:

13/08/2019

Julian Edwards
Managing Director
East Midlands Railway

(By email)

Dear Julian,

Approval of Abellio East Midlands Limited (trading as East Midlands Railway) Accessible Travel Policy (Condition 5 of the Station Licence and GB Statement of National Regulatory Conditions: Passenger)

Thank you for submitting East Midlands Railway's (EMR) draft Accessible Travel Policy (ATP) for approval.

I confirm that we have reviewed the ATP against the 2019 "Accessible Travel Policy *Guidance for Train and Station Operators*" (the guidance). As part of our review process we also sought views on the draft ATP from Transport Focus and Disabled Persons Transport Advisory Committee (DPTAC) and had several exchanges with EMR to clarify its commitments. I can confirm that EMR's revised ATP meets the requirements of Condition 5 of its station licence and GB Statement of National Regulatory Conditions: Passenger (SNRP).

We note that at the time of submission, you have committed to our specified timeframes in relation to staff training but have not stated how you will deliver this. In order for us to understand how this plan will be delivered, we will require you to provide us with a report which sets out these details and the progress made against the delivery of these commitments by 31 July 2020.

During the course of our exchanges, you expressed concerns regarding EMR's ability to meet the two-hour notice period from April 2022. We agreed to discuss the issues further prior to submission of a revised ATP in April 2020.

You have also informed us that a number of initiatives are being rolled out by EMR. I shall be grateful if you will provide an update against each one upon completion. The initiatives include:

- the introduction of self-service Ticket Vending Machines at all stations managed by EMR;
- new and refurbished accessible rolling stock which will be compliant with PRM-TSI legislation by December 2021 on London-Corby services and by December 2022 on regional services;

- the introduction of the Blue Assist Scheme in April 2020, which will enable passengers to communicate their needs and requirements to employees; and
- the launch of your inclusivity forum in May 2020 which will comprise a wide range of participants who will discuss all future accessibility and inclusion issues.

We also welcome the following, which we believe are likely to be positive for passengers:

- your partnership with carrymyluggage.com to provide a door to door service for the delivery of larger items that cannot be carried on EMR trains; and
- the introduction of Passenger Assist Flags at larger mainline stations to help passengers locate where they can obtain assistance.

A copy of the approved ATP is attached to this letter, and will be published on our website along with a copy of this letter.

Yours sincerely,

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

Marcus Clements