

Neil Grabham
Managing Director
Merseyrail
cc: Dominic Booth, Oliver Perryman, Lord Peter Hendy

August 2024

Dear Neil,

We are writing to follow up on our letter sent to you in March 2024 regarding Merseyrail's policy not to accept QR-code based e-tickets. To date, we have not received any response from you or your organisation, which is both disappointing and concerning given the gravity of the situation.

The issues we raised in our previous letter are not mere inconveniences; they represent a significant barrier to rail adoption and are causing real financial hardship to your passengers. Recent developments in the rail industry further underscore the urgency of addressing this matter. As you will be aware, a landmark ruling by the chief magistrate for England and Wales has declared that the use of the single justice procedure (SJP) for prosecuting alleged fare evasion cases was improper. This ruling is set to overturn as many as 74,000 prosecutions across England and Wales, including cases involving Merseyrail.

This ruling has brought significant attention to how train operating companies handle ticketing issues. Merseyrail's outdated policy on e-tickets could face similar scrutiny and backlash, while the ruling also emphasises the need for fair and transparent ticketing procedures while your policy goes against this trend towards fairness and modernisation. Merseyrail has an opportunity to rebuild trust with passengers since this ruling, by adopting more customer-friendly ticketing policies. Therefore, we are urging you to take immediate action by:

- Immediately suspending the policy of penalising passengers for using e-tickets.
- Issuing a statement acknowledging the problem and committing to change.
- Aligning your ticketing policies with the rest of the UK rail network, within reason.
- Providing a clear timeline for implementation of the above changes, ideally as soon as possible.

Failure to address this issue promptly could result in further erosion of public trust and negative publicity, and decreased ridership as people opt for alternative transport methods. We request a response to this letter as soon as possible, outlining a plan to address these critical issues. Merseyrail has an opportunity to lead by example in modernising ticketing practices and restoring public confidence. We sincerely hope you will take this opportunity to do the right thing for your passengers and the communities you serve.

I have copied this email to the CEO of Transport UK Group, Head of Commercial Revenue at Merseyrail, and the Minister of State for Rail, given the gravity of the situation. Our original letter and passenger comments are available on our website at enroutecic.com/campaigns/ditch-the-print.

Awaiting your urgent response,

Harry Burr
Joint Chief Executive
Reply to: Harry.Burr@enroutecic.com