



**Merseyrail**  
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All Headteachers

25<sup>th</sup> August 2020

Dear Headteacher,

As we approach a full return of pupils to schools next month, I wanted to contact you to let you know about the steps we are taking at Merseyrail to ensure the safety of pupils travelling on our network, and to seek your support in communicating the actions your pupils can take to protect themselves and others.

Since the start of the pandemic, we have implemented measures to reassure our passengers and increase hygiene on the network. These include:

- Consistent, round-the-clock cleaning including overnight deep cleans using specialist microbial cleaners that kill pathogens on surfaces
- Social distancing signage in place at our stations
- Posters across the network advising passengers on face covering legislation
- Utilised extensive media coverage including radio advertising, stressing the need to wear a face covering as social distancing will not always be possible at all stages of the journey
- Increased British Transport Police presence patrolling the network, challenging those not wearing a face covering and issuing £100 fines where appropriate

However, these actions can only help keep our communities safe if our passengers including pupils play their part. Unfortunately, our staff and customers have told us that in the last few weeks there has been a significant number of young people using our trains and stations without face coverings. I am therefore asking for your support in communicating the following key messages to parents and to those young people in your care, who may choose to travel by Merseyrail:

- Face coverings must be worn at all times at stations or on train, unless aged under 11 or exempt. £100 fines can be issued by British Transport Police for those breaking the rules.
- Use contactless payments where possible, all pupils must be in possession of a valid ticket to travel.
- Wash or sanitise hands as soon as possible before and after travel
- Remain seated where you can



- Maintain social distancing where possible
- Follow advice from staff and be considerate to other passengers
- If travelling with a bike, consider leaving it at the station rather than taking it on the train. Secure cycling storage is available at stations by visiting [www.merseyrail.org/plan-your-journey/getting-to-our-stations/bike/go-cycle-form.aspx](http://www.merseyrail.org/plan-your-journey/getting-to-our-stations/bike/go-cycle-form.aspx)).
- Do not use public transport if you, or a member of your household, has COVID-19 symptoms

From 7 September there will also be a change to the current timetable, with the Ormskirk and Kirkby lines increasing from a 30-minute service to a 15-minute service, Monday to Saturday until 19:30. The rest of the network remains unchanged. Full timetables can be found on the Merseyrail website, and pupils are encouraged to check before they travel. This can be done by visiting [www.merseyrail.org](http://www.merseyrail.org), the Merseyrail Twitter account [@merseyrail](https://twitter.com/merseyrail) or by sending a message on WhatsApp on 0151 555 1111.

To support the community to travel with confidence over this period of considerable change we have developed a stakeholder tool kit which can be found by visiting <https://www.merseyrail.org/seasonal/returning-to-work.aspx>. This is a useful resource which will provide you with information and advice on travelling with Merseyrail during this Pandemic.

I hope this note is useful and reassures you that Merseyrail are doing all we can to keep passengers safe as they begin to travel with us in larger numbers from September. I also thank you for your support in communicating our key messages to your pupils and their parents. If you require any further information please don't hesitate to contact Greg Suligowski (Head of Customer and Stakeholder) by emailing [GSuligowski@merseyrail.org](mailto:GSuligowski@merseyrail.org).

Yours sincerely,



**Andy Heath**  
**Managing Director**