

# **MERSEYRAIL ELECTRICS PASSENGERS' CHARTER**

# PASSENGERS' CHARTER

Covering services supported by Merseytravel  
and operated by Merseyrail Electrics 2002 Ltd

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This information can be provided in alternative formats on request

# 1 INTRODUCTION

## 1.1 Scope of the Charter

This Charter is a summary of the standards we are all striving to achieve. So that you know the quality of service to expect, agreed performance standards are published here. The Charter also shows how we offer refunds when service performance falls below the standards set. The standards set are demanding but achievable. We aim to achieve them all of the time. They cover the whole service provided and are our commitment to you, the customer.

## 1.2 Merseyrail Electrics Concession

Merseyrail services are operated by Merseyrail Electrics 2002 Ltd under a Concession Contract with the Merseyside Passenger Transport Executive (Merseytravel). Merseyrail Electrics 2002 Ltd (Merseyrail Electrics) is a wholly owned subsidiary of Merseyrail Services Holding Company Ltd, a joint venture between Serco and NedRailways.

Under the terms of the Concession Contract, Merseytravel will continue to set service levels, fares and ticket types and to monitor the performance of operators in providing a service to rail customers on Merseytravel supported services.

Merseytravel and Merseyrail Electrics are committed to improving Merseyrail services for our customers. This Charter demonstrates the measures being developed to achieve this aim.

## 1.3 The Merseyrail Network

The map (on the inside back cover) shows the train services and stations to which this Charter applies, together with other services and stations in the area. In the case of Merseyrail Electrics, Merseytravel regulates the fares that can be charged and specifies the minimum level of services that can be run. Merseytravel also sets the prices of TRIO and Saveaway tickets.

Network Rail own, operate and maintain the track, signalling and other infrastructure needed to operate train services. They also own the stations and lease them to Merseyrail Electrics.

## 1.4 Train Services

Train services included in this Charter are:

**Northern Line:** from Liverpool to Southport, Ormskirk, Kirkby and Hunts Cross.

**Wirral Line:** from Liverpool to Ellesmere Port, Chester, West Kirby and New Brighton.

## 1.5 Stations

Stations included in this Charter are (a full list is given in the Appendix):

**Northern Line:** from Liverpool to Southport, Ormskirk, Kirkby and Hunts Cross.

**Wirral Line:** from Liverpool to Ellesmere Port, Bache, West Kirby and New Brighton\*.

\* Chester Station is operated by First North Western and outside the scope of this Charter.

## **2 TRAIN SERVICES**

### **2.1 Service Levels and Frequencies**

Merseytravel and Merseyrail Electrics are committed to providing frequent train services that are attractive to customers.

### **2.2 Capacity**

We will plan train services to ensure that:

- You should not need to stand on your train journey – except perhaps at peak times\* and then for no more than 15 minutes; and
- The number of passengers carried on a train above the normal carrying capacity specified by Merseytravel will not generally exceed 4.5% at peak times\*.

When there are disruptions to services, or there are special circumstances, these standards may be exceeded.

\* Peak times are between 7.30am and 9.29am and 4.00pm and 5.59pm Monday to Friday, excepting Bank Holidays.

### **2.3 Performance Standards**

The performance standard for Merseyrail Electrics is based on the Public Performance Measure. This is the percentage of all services arriving punctually (within 5 minutes of their scheduled time). For the purposes of calculating the measure, cancelled trains are treated as unpunctual. The measure makes no allowance for the impact of planned maintenance work and unplanned disruptions. From July 2003, the standard for Merseyrail Electrics is 92% in each four week period for both the Northern and Wirral Lines.

### **2.4 Monitoring**

Merseyrail Electrics will publish information on performance every four weeks and this will be displayed at staffed stations covered by this Charter within fourteen days. This performance monitor will be regularly reviewed.

### **2.5 Cleanliness**

It is our aim to provide trains that are clean both inside and out.

Whilst we have regular programmes for sweeping, cleaning and washing our trains, everyone can help by not dropping litter on the floor.

### **2.6 Smoking and Alcohol**

All Northern and Wirral Line trains are completely "No Smoking" for the safety and comfort of our customers and staff. Customers are also asked not to consume alcohol on Merseyrail trains.

## **2.7 Toilets**

Northern and Wirral Line trains do not have toilets.

## **2.8 Cycles, Pushchairs and Wheelchairs**

On local services within Merseyside, cycles, pushchairs and wheelchairs can already be accommodated on all trains providing that gangways are not obstructed to a point deemed unsafe. Additional accommodation on Merseyrail Electrics trains will be available by 2005. In the interest of safety and comfort of all passengers, it may be necessary to implement restrictions at busy times. Cyclists are asked to co-operate with other customers and staff in these circumstances.

## **2.9 Merseyrail Electrics Trains**

Before the end of 2005, Merseytravel will refurbish all trains operating on the Merseyrail Electrics network. This will include enhanced facilities for wheelchairs and bicycles as well as new seats, floors, wall coverings and lighting.

# **3 STATIONS**

## **3.1 Staffing**

We aim to staff all stations within the Merseytravel Area every day that services operate, from 15 minutes before the first service until 15 minutes after the last service.

Some other stations are staffed for all or part of the day: the opening hours for ticket sales are displayed at all stations. Staff offer rail travel advice, sell tickets and, if possible, assist customers with mobility difficulties.

## **3.2 Making Sure Everyone Pays**

Ticketless travel leads to higher ticket prices for other customers. Most station ticket offices are staffed throughout the period in which trains run. If you start your journey at a staffed station you must purchase the correct ticket for your journey before boarding the train. Unless the station where you started your journey had no ticket selling facilities, you will not be allowed to buy reduced or discounted tickets on the train or at your destination.

Inspectors frequently check customers' tickets on trains and at stations. Customers travelling with intent to avoid payment may be prosecuted or charged a Penalty Fare. Notices displayed at stations give details of any Penalty Fare schemes in operation.

## **3.3 Access to Stations**

The Strategic Rail Authority, Merseytravel and Network Rail are helping to fund improvements to stations and platform access by providing, or updating, lifts, escalators and ramps.

When an escalator or lift is out of use because of planned maintenance, an alternative route will be signed whenever possible. If you require assistance, ask station staff or use the Passenger Help Points where available.

### **3.4 Access for Wheelchairs and Pushchairs**

Many stations on Merseyside are easy to use if you have a pushchair or use a wheelchair. Merseyrail Electrics main central area stations at Liverpool Central, Lime Street, Moorfields, James Street and at Birkenhead Central, Hamilton Square and Conway Park have lift access to platforms. Kirkdale and Old Roan also have lift access. Many local stations have level or ramped access to platforms. At these stations, staff can often help when boarding the train by means of a portable ramp designed for use by wheelchairs.

If you would like assistance when using our stations and trains you should telephone our Mobility Helplines allowing at least one hours notice before your journey (see "Addresses and Telephone Numbers" on page 14).

Merseytravel produces an Access Guide containing details of accessibility of all stations on the Merseyrail Network. It is available free of charge by telephoning 0151-330 1291.

**Please also see section 5.2 of this Charter which is about special arrangements during planned maintenance work.**

### **3.5 Cycles**

Cycle storage is available at all stations. There is no charge for using our cycle racks which, where possible, are sited in well lit locations close to booking offices.

### **3.6 Car Parks**

There are car parks at many stations and the majority are available free of charge.

Security is being increased by measures such as the installation of high intensity lighting, closed circuit television surveillance and better fencing.

Details of station car parks are available from the National Rail Enquiry Service and the National Travel traveline (see "Addresses and Telephone Numbers" on page 14).

### **3.7 Interchange**

Facilities to interchange between trains and buses are available at some stations and these will be further improved by 2006. For details of bus services please contact individual operators, or the National Travel traveline (see "Addresses and Telephone Numbers" on page 14).

### **3.8 Facilities**

All stations are well lit and have seats, name boards, shelters and timetables of services. The addresses and telephone numbers of the train service operators are also shown.

Merseytravel and the Strategic Rail Authority are funding more seats and shelters at stations, along with improved passenger information and toilets at some stations. Following a suburban station modernisation programme, there are enough seats for at least 20% of customers and sufficient shelter for all customers at the busiest time of day.

### **3.9 Buying a Ticket**

At stations where the booking office is open or ticket machines available, everyone is expected to purchase a valid ticket for their whole journey before boarding a train.

When buying a ticket at a ticket office, you should not need to queue for more than five minutes.

Tickets for longer journeys may be bought - in advance of travel if required - from all staffed stations and from rail appointed travel agents. Tickets for local journeys can be purchased up to three days in advance of travel. Saveaway tickets may be bought at any time but may only be used in the off peak. TRIO tickets may be renewed in advance of expiry date.

All ticket offices in the Merseytravel Area offer a wide range of rail tickets, Merseytravel tickets, railcards and reservations and accept payment by cash, cheque, warrant and major debit and credit cards.

### **3.10 Toilets**

Toilets are available during the hours that trains run at Birkenhead Central, Chester, Conway Park, Hooton, Hunts Cross, Liverpool Lime Street Main Line, Liverpool Central, Moorfields, New Brighton and Southport stations. More will be provided by 2005 under a major station improvement programme. We aim to inspect our toilets regularly and to keep them clean, tidy and functional. If you are dissatisfied with their condition, please report it to the station staff.

### **3.11 Cleanliness**

Station platforms, booking-halls, shelters, car parks, landscaped areas and station approaches are cleaned regularly, to provide a pleasant environment and to fulfil our responsibilities under the Environmental Protection Act. It is our intention to remove any graffiti within one working day.

### **3.12 Smoking and Alcohol**

Smoking is not allowed on Merseyrail trains or anywhere in underground stations for safety reasons. Waiting rooms are also no smoking areas for the comfort and safety of customers and staff. Customers are also asked not to consume alcohol on Merseyrail trains and stations other than in licensed cafeteria/bars.

### **3.13 Station Maintenance**

Station staff are responsible for looking after their stations: any vandalism, graffiti, litter or damage to equipment should be reported to them.

Any damage to unstaffed stations may be reported at any staffed station or to the Guard or Conductor on the train.

## 4 PERSONAL SECURITY AND POLICING

As part of continuing efforts to increase personal security:

- All Merseyrail stations are fitted with closed circuit television. All cameras are monitored at frequent intervals and equipped with 24-hour recording facilities.
- Enhancement of station lighting complements recent improvements at many stations.
- There are Public Telephones and Passenger Help Points at all Merseyrail stations. Help Points provide up to date travel information about Merseyrail Electric's services and can be used to summon help in an emergency.
- Staff are available to help customers on trains and at stations in the Merseytravel Area.
- All underground stations are regularly inspected by the Fire Brigade and comply with current safety and fire precautions regulations.
- Some Merseyrail Electrics trains are now fitted with CCTV and all will be fitted with CCTV by the end of 2004.
- The personal security of all our customers is a matter of highest importance.
- If you have any concerns about your personal safety or see anything suspicious, please tell a police officer or member of railway staff or use a Passenger Help Point if there is one nearby.
- In an emergency telephone 999 and ask for the British Transport Police.

## 5 INFORMATION

### 5.1 General

Information about train services and fares is available from:

- All staffed stations throughout Merseyside.
- The Rail travel centres at Liverpool Lime Street (main line) station.
- Merseytravel Ticket and Information Centres at Queen Square and Paradise Street Bus Station in Liverpool, Birkenhead, Bootle, Huyton and St Helens Bus Stations, Eastbank Street Southport and the Mersey Ferries Centre at the Pier Head (Merseyrail services only).
- National Rail Enquiry Service.
- National Travel traveline.
- Rail appointed travel agents.
- At all stations there are timetable and network map poster displays and at all staffed stations, timetable booklets and network maps are available from the booking office. Network maps are also displayed on Merseyrail Electrics trains.
- The National Travel traveline, and the National Rail Enquiry Service aim to answer 95% of telephone calls within 30 seconds.

(see "Addresses and Telephone Numbers" on page 14).

## 5.2 Routine Maintenance

Routine maintenance of track and signalling equipment is carried out overnight and on several weekends each year to improve the quality of services available to customers. Sometimes this means that buses replace trains for part or all of a journey. Information about this will be displayed at affected stations six days in advance and will also be available from the National Rail Enquiry Service and the National Travel traveline.

When buses replace trains, services will be organised to run as smoothly as possible. Extra time will usually be required for your journey. Where necessary, extra staff will be on hand to help when customers change from train to bus or vice versa.

If you find it difficult to use a bus please contact our Mobility Helplines so that we can arrange for a suitable vehicle to meet you. This way your journey will be more comfortable and there will be less delay (see "Addresses and Telephone Numbers" on page 14)

## 5.3 Disruption to Services

### **At staffed stations:**

Should a train run more than five minutes late, announcements will be made at stations to tell you how long you may have to wait. Notices will be displayed at stations in the event of significant disruptions to services.

Merseytravel and Network Rail have invested to improve communications between the Northern and Wirral Line Centralised Control Centre, stations and trains. This includes improvements to public address systems throughout the area and displays on platforms and station concourses at all Merseyrail Electrics' underground stations.

Customers may also use the Passenger Help Points to obtain information.

### **At unstaffed stations:**

Should train services be suspended or suffer significant disruptions, notices will be displayed as quickly as possible to tell customers of changed arrangements.

Customers may also use the Passenger Help Points to obtain information.

### **At home:**

We will develop improved communication systems to passengers wherever they are, using systems such as Ceefax, websites, the National Rail Enquiry Service and the National Travel traveline.

## 6 CUSTOMER CARE

### 6.1 Customer Comments

Merseyrail Electrics values comments about train services.

Merseytravel welcomes comments about policy and planning issues affecting local transport. Merseytravel also oversees pre-paid and concessionary fare levels and train frequencies in the Merseytravel area and welcomes comments about these.

Comments forms are available from all staffed stations and by post (see "Addresses and Telephone Numbers" on page 14). Comments forms may be returned to any staffed station or posted to the appropriate Customer Services Department or Merseytravel at the addresses shown.

It is not necessary to obtain a comments form. If you wish to write to us - please address your letter to the Customer Services Department at Merseyrail Electrics, or Merseytravel, whichever is appropriate. If you send a letter or a comments form to Merseyrail Electrics you should receive a reply or an acknowledgement within 5 working days of receipt and a full response within 20 days. Merseytravel will acknowledge your letter within 2 working days and respond in full within 30 working days of receipt.

All comments received by Merseytravel or Merseyrail Electrics, whether received in writing, by telephone or in person, are recorded and analysed so that improvements can be made to facilities and services.

If your comment is made to Merseyrail Electrics and you do not consider the reply to be satisfactory then you may refer the matter to the Rail Passengers' Committee for North Western England. This Committee is a statutory body set up to protect the interests of rail passengers. You may also write to Merseytravel (see "Addresses and Telephone Numbers" on page 14).

*Merseyrail Electrics has published Customer Complaints Procedures, information about which is available from stations and from the Customer Services Departments (see "Addresses and Telephone Numbers" on page 14).*

## 6.2 National Passenger Survey

At least every six months the Strategic Rail Authority ask customers' views about train services, stations, staff and other factors which customers consider important about rail travel to help in planning services and facilities. Customers are asked to co-operate with survey staff. The results of the surveys are published from time to time on the SRA's website and used to compare Merseyrail Electrics' services with those provided by other train operators.

The survey covers ten areas of importance to passengers and there are targets for the percentage of passengers who are fairly satisfied or very satisfied with the standards being achieved. The targets are all above the levels of satisfaction recorded in 2002, as shown below.

Factor	2002 Survey Results	Target
Information about train times and platforms	67%	76%
Station ticket buying facilities	69%	77%
Station cleanliness	50%	63%
Appropriate environment to catch train	49%	63%
Attitude and helpfulness of station staff	64%	75%
Attitude and helpfulness of train staff	64%	74%
Comfort of seating area on train	52%	70%
Information during journey	50%	66%
Upkeep and repair of train	39%	61%
Train cleanliness	47%	67%

## 7 HOW TO CLAIM IF YOU ARE DELAYED

### 7.1 General

Overall, Merseyrail Electrics run reliable and punctual services. From time to time, however, things do go wrong and to make amends we are pleased to offer full or partial allowances against the purchase of future tickets as described below.

### 7.2 Single, Return and Weekly Tickets

#### Tickets issued by Merseyrail Electrics.

Ticket Type:  
Single  
Off-Peak Single  
Return  
Off-Peak Return

#### Merseytravel Tickets

Ticket Type:  
Saveaway  
Weekly TRIO

Claims are operated on an ex-gratia basis. Each claim will be considered on its merits. The guidelines for claims are outlined below:-

- **Merseyrail Electrics tickets:**  
If the train you plan to catch is delayed or cancelled and you decide not to travel, we will give a full refund if you return your ticket to the station booking office where it was bought before you leave the station. If you do not return it then, but still wish to claim a refund, we may charge you an administration fee.
- If we inform you that your train is delayed before you buy a ticket then we will not normally make a refund.
- **Merseytravel tickets:**  
If you decide not to use a Merseytravel Weekly TRIO ticket you should return it with a completed form to Merseytravel at Hatton Garden or a Merseytravel Ticketing and Information Centre as soon as possible. We will charge you an administration fee for processing this.
- **Merseytravel and Merseyrail Electrics tickets:**  
If you are delayed for more than one hour on any leg of your rail journey, we will normally offer vouchers to the value of 20% or more of the price paid for that journey. If your ticket has not been collected please submit it with your claim as evidence or alternatively provide proof of purchase.
- All claims should be made on the claim forms available from staffed railway stations in the area and contain full details of day of travel, planned and actual times of journeys and other journey details such as origin, destination and interchange points.
- We cannot normally accept claims when the delay is caused by matters outside the control of the railway industry (for example acts of vandalism or security alerts). Nor do we offer reimbursement of costs (eg: Taxi fares) incurred as a result of service disruptions.

## 7.3 Season Tickets

### Tickets issued by Merseyrail Electrics

Season Tickets valid for one month and longer:

#### Merseytravel Tickets

Ticket Type:  
Monthly TRIO  
Annual TRIO  
Annual Off-Peak TRIO  
Young Person's TRIO

The guidelines for allowances are outlined below:

- Northern and Wirral Line performances will be measured separately for the purpose of calculating allowances. If you travel on more than one line, the performance of the worst performing line will be used to assess the claim for an allowance.
- To claim an allowance you will need to complete a claim form, on expiry of the old ticket and buy your new ticket within four weeks of the expiry of the old one.
- Allowances on TRIO tickets are usually in the form of a cheque. However if the ticket is not renewed, allowances will be made by voucher unless you are moving out of the area, retiring, made redundant, commencing maternity leave or changing your workplace and can, therefore, no longer use Merseyrail, or if you are a student delaying renewal of your ticket until the beginning of the next term.
- Allowances may be paid upon the expiry of your ticket if the performance figures published for the date of expiry of your ticket show performance has been below standard (see section 2.3). An allowance of 5% of the purchase price of the expired ticket will be payable if the 92% standard has not been achieved. If performance falls below 90%, an allowance of 10% of the purchase price of the expired ticket will be payable. We do not offer reimbursement of costs (eg: Taxi Fares) incurred as a result of service disruptions.
- Figures showing performance will be displayed at all staffed stations on the line every four weeks.
- Performance will be measured against the timetable, including modifications advertised for holiday periods, special events and engineering works.
- The punctuality and reliability standards are explained in paragraph 2.3 of this charter.
- If you do not wish to use your Season or TRIO ticket after a certain date within its validity, you can surrender the ticket and apply for a refund. The amount refunded will be calculated by working out what it would have cost had you originally bought a ticket for that length of time and we may also make an administration charge. The remainder will be refunded to you. Season tickets should be handed in at station booking offices and TRIO tickets should be sent or handed into Merseytravel at Hatton Garden or at a Merseytravel Ticketing and Information Centre (see paragraph 5.1).
- In relation to TRIO Tickets, refunds and allowances under this category will be awarded and calculated against the Merseytravel Refunds and Allowances Policy. Refunds will not be allowed against duplicate or replaced tickets.

## 7.4 Claim Forms

Claim forms are available at all staffed stations in the area and should be returned there. Customers should state clearly the ticket type held to ensure the correct claim form is issued. You should receive an acknowledgement within 5 days of receipt.

## 8 Addresses and Telephone Numbers

### **Merseyrail Electrics**

(Northern and Wirral Lines)  
Customer Relations  
Rail House  
Lord Nelson Street  
Liverpool  
L1 1JF

Tel: 0151 702 2071  
Fax: 0151702 2413  
Mobility Helpline:  
0151 702 2071 (Mon-Fri 9am-5pm)  
0151-702 2704 (all other times)

### **Network Rail Helpline**

Network Rail Community Relations  
Room 317  
Rail House  
Store Street  
Manchester  
M60 7RT  
Tel No: 08457 114141

### **Merseytravel**

Rail Services  
Merseytravel  
24 Hatton Garden  
Liverpool  
L3 2AN  
Tel: 0151-227 5181  
Fax: 0151- 236 2457  
Millennium Access Guide:  
0151-330 1291

### **National Rail Enquiry Service**

24 hours daily Tel: 08457 48 49 50  
Textphone facilities available  
All calls local rate  
(Calls to this number may be recorded)

### **National Travel traveline**

8am-8pm daily  
Tel: 0870 6082608  
Textphone facilities available  
All calls national rate  
(Calls to this number may be recorded)

### **British Transport Police**

*Emergency:*  
Dial 999 and ask for British Transport  
Police  
*General:*  
British Transport Police  
Rail House  
Lord Nelson Street  
Liverpool  
L1 1JF  
Tel: 0800 40 50 40

### **Rail Passengers Committee For North Western England**

9<sup>th</sup> Floor  
Rail House  
Store Street  
Manchester  
M1 2RP  
Tel: 0161-244 5982  
Fax: 0161-244 5981

## Appendix      Stations Served

Aigburth	Hunts Cross
Ainsdale	Kirkby
Aintree	Kirkdale
Aughton Park	Leasowe
Bache	Little Sutton
Bank Hall	Liverpool Central
Bebington	Liverpool James Street
Bidston	Liverpool Lime Street (Low Level)
Birkdale	Moorfields
Birkenhead Central	Maghull
Birkenhead Hamilton Square	Manor Road
Birkenhead North	Meols
Birkenhead Park	Moreton
Blundellsands & Crosby	New Brighton
Bootle New Strand	Old Roan
Bootle Oriel Road	Ormskirk
Bromborough	Orrell Park
Bromborough Rake	Overpool
Brunswick	Port Sunlight
Capenhurst	Rice Lane
Conway Park	Rock Ferry
Cressington	St Michaels
Eastham Rake	Sandhills
Ellesmere Port	Seaforth & Litherland
Fazakerley	Southport
Formby	Spital
Freshfield	Town Green
Garston	Wallasey Grove Road
Green Lane	Wallasey Village
Hall Road	Walton
Hightown	Waterloo
Hillside	West Kirby
Hooton	
Hoylake	



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