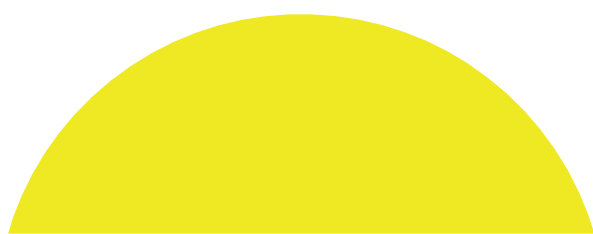
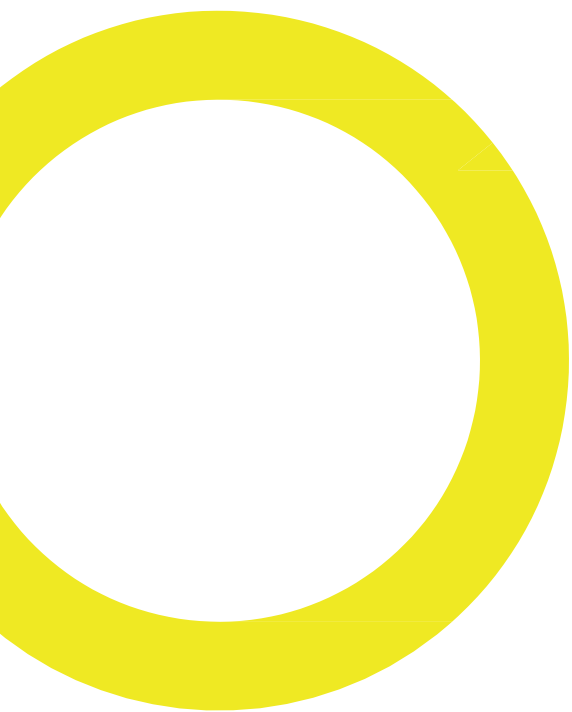


Merseyrail Service Quality Report 2021-2022



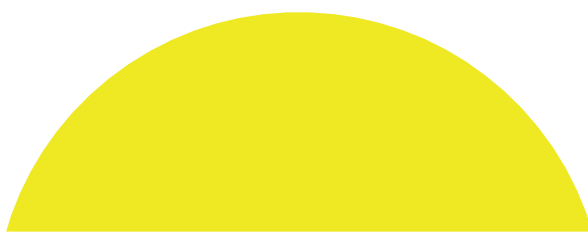
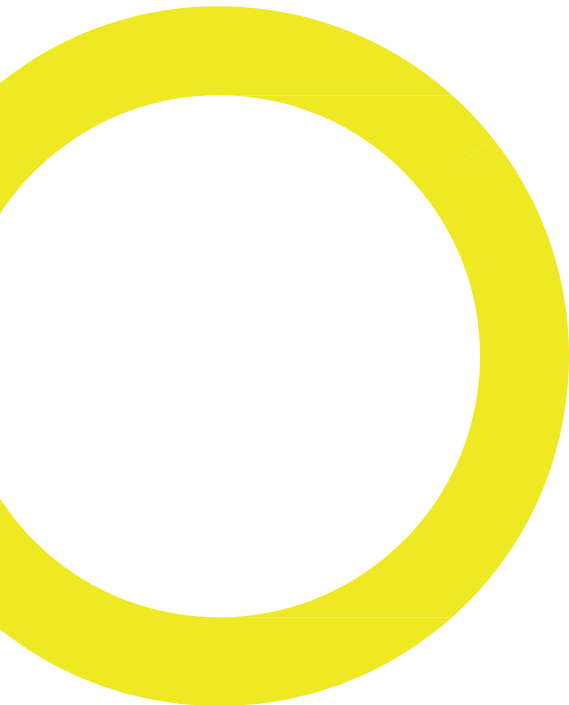
Overview

This report captures Merseyrail service quality for the Rail Year 2021-22.

Information and tickets

Indicator	Service Quality
Provision of travel information during the journey	Information in person or written format is available from any staffed station, with most of our stations being staffed from 15 minutes before the start of service to 15 minutes after the last train has departed. Information is also prominently displayed using our electronic passenger information system on each platform and at static poster cases. A public address system is also used to announce information across the network. Help points are located on each platform allowing customers to contact National Rail Enquiries or control room staff where required. Digital channels such as our social media services including Twitter and Facebook are available between 06:00 to 23:30 Monday to Saturday and between 10:00 and 18:00 on Sundays. Our website is also used to communicate key messages and timetables. A telephone service is available between 07:00 and 19:00 Monday to Friday for those who may wish to call for information.
How requests for information are handled at the station	Requests can be made in person at our stations (where staffed). At unstaffed station requests can be made via phone, website, or social media. Help points are also located on each platform allowing customers to contact National Rail Enquiries or control room staff where required. All requests are dealt with as quickly as possible. In most cases this is immediate with information being readily available.
How information about train schedules, tariffs and platforms is provided	This information is available in person from all staffed stations, our website, our mobile app (using our journey planner tool) and via posters located on platforms across our network.
Ticket buying facilities	You can buy a ticket at any of our staffed stations. When buying a ticket at a ticket office, you should not need to queue for more than five minutes. Queues at our ticket offices are independently measured regularly and where we know more people will be travelling, we will make sure there are enough members of our team available to help. Tickets for longer journeys beyond the Merseyrail network and seat reservations (available for some long-distance train operators) may be bought in advance of travel if required from all staffed stations and from rail appointed travel agents. Ticket vending machines are also available at 19 of our stations to help reduce queuing times or where staff are not available to sell you a ticket. We also offer the opportunity to buy the Merseyrail Only Railpass via the Liverpool City Region Combined Authority online ticketing portal, MetroSmart. The Merseyrail Day Saver ticket is available to buy online via the Merseyrail website.

Indicator	Service Quality
Availability of staff at the station for information provision and ticket sale	At our staffed stations, most of which are open from 15 minutes before the start of service each day until 15 minutes after service ends, staff are available to provide information and retail tickets. At those stations without staff, Ticket Vending Machines and help points are provided to ensure that customers can purchase a ticket and ask any questions they may have.
How information to disabled people and persons with reduced mobility is provided	Information is provided utilising all channels in an appropriate manner. This is governed by our Accessible Travel Policy (ATP) which clearly sets out the support and standards we seek to achieve to support those with reduced mobility who travel on our network. A copy of our ATP can be found on our website.



Punctuality of services and general principles to cope with disruption to services

a) Delays

Indicator	Service Quality
Overall average delay of services in % per category of service (international, domestic long-distance, regional and urban/suburban)	Regional service only (see % delay on arrival below).
% delay at departure	8.66% of booked trains departed the origin station 1 minute late or more 13.31% of booked trains arrived at the destination station 1 min late or more
% delay at arrival (of which):	2.86% of booked trains arrived at the destination station 5 mins late or more (Public Performance Measure PPM)
% delay of less than 60 minutes	100%
% delay of 60-119 minutes	0%
% delay of 120 minutes or more	0%
% of missed connections with other train services	N/A

b) Disruptions

Indicator	Service Quality
Existence and short description of contingency plans, crisis management plans	A range of crisis and contingency plans are in place in the event of disruption. These plans involve us working with partners such as Network Rail to ensure that the service to customers is returned to normal as soon as is possible. During disruption processes are in place to keep customers informed and where appropriate rail replacement vehicles are used to ensure customers can complete their journey. Each incident which requires the use of our contingency plans are subsequently reviewed to ensure effectiveness.

Cancellation of services

Indicator	Service Quality
Cancellation of services as part of all services in % per category of service (international, domestic long-distance, regional and urban/suburban)	Regional Service only – 1.60%

Cleanliness of rolling stock and station facilities (air quality in carriages, hygiene of sanitary facilities, etc.)

Indicator	Service Quality
Cleaning intervals	Our train maintainer Stadler have a dedicated team of train presentation operatives working every evening to ensure that the Fleet of Class 507 and 508s are kept to a high standard of cleanliness. The cleaning standards are audited internally via the train maintainer every period, and external audit conducted by Merseyrail are also carried out. Stadler have a system of work which focuses on manual body wash activities which are focused on ensuring the trains maintain a high level of external cleanliness. They focus on a process of cleansing and disinfecting internal train services, and this is further enhanced by Merseyrail's own in service cleaners. Merseyrail's on board cleaning team are deployed to key points on the Merseyrail network to disinfect touch points daily. Merseyrail are also looking at introducing further quality assurance checks to enhance and sustain service quality.
Technical measurement for air quality (e.g. level of CO2 in ppm)	Merseyrail trains are electric and do not emit Co2 as a result.
Availability of toilets	There are no toilets on Merseyrail trains. Toilets are however available at 51 of our stations. Further information on which stations have toilets including Accessible toilets can be found on our website.

Customer satisfaction survey

It should be noted that due to COVID 19 that the National Rail Passenger Survey did not take place as normal during the reporting period. As a result, the industry launched a smaller interim survey known as the National Rail User Survey. The results shown below are from the most recent wave of results received by Merseyrail.

Indicator	Service Quality
Punctuality of trains	91% (National Rail User Survey Spring 2022)
Accuracy and availability of information on train times/ platforms	66%* (National Rail User Survey Spring 2022) *Caution should be applied to this measure due to low sample size
Consistently good maintenance/excellent	89% (National Rail User Survey Spring 2022)
High level of security on train/ in station	89% (National Rail User Survey Spring 2022)
Cleanliness of inside of the train	87% (National Rail User Survey Spring 2022)
Provision of useful information throughout the	83% (National Rail User Survey Spring 2022)
Response times to information requests at stations	N/A
Availability of good quality toilets on every train	There are no toilets on Merseyrail services due to the nature of our network.
Cleanliness and maintenance of stations to a high standard	88% (National Rail User Survey Spring 2022)

Accessibility of stations and trains

Accessibility of stations varies across the Merseyrail network. Stations are categorised in line with our Accessible Travel Policy. Those with step free access from the entrance to the station to all of the platforms are categorised as 'A'. Those with step free access to some platforms as 'B' and those with no step free access as 'C'. This information is available to customers in advance through our website, the National UK Passenger Assist Service or via our customer relations team.

Where a customer wishes to travel from an inaccessible station and is unable to do so, we will provide a rail replacement taxi to take them to their nearest accessible station, to support their journey. Our trains have a step between the platform staff on arrival at the station and be assisted onto the next available train. We also offer the facility to book this service an hour in advance via our customer relations team.

We do however offer a comprehensive turn up and travel service, meaning that customers who need assistance to board can simply make themselves known to staff on arrival at the station and be assisted onto the next available train.

Indicator	Service Quality
Assistance provision to disabled persons and persons with reduced mobility	Our station staff will provide assistance at stations including helping with buying a ticket and assisting with boarding and alighting the train. Our staff will telephone through to connecting or destination stations to ensure that customers are met at the other end, this call will include what assistance they need and where they are on the train. If the customer is travelling to an accessible unstaffed station, the station staff will ask the Guard on board to assist them off the train.

Complaint handling refunds and compensation for non-compliance with service quality standards

Indicator	Service Quality
Procedure in place	We have a robust complaint handling process in place. This is reviewed regularly with our regulator the Office of Road and Rail. A copy can be found on our website.
Number of complaints and outcome	1415
Categories for complaints	<ul style="list-style-type: none"> • Other Policy • Ticket Buying Facilities • Sufficient room for all passengers to sit/stand • Punctuality/reliability (i.e., the train arriving/departing on time) • The helpfulness and attitude of other staff (not on train/not at station)
Received complaints	1551
Processed complaints	99% within 20 days
Average response times	11.1 days
Possible improvement action undertaken	We review our top 5 complaint categories annually and act to continually improve the service we offer. This year has seen a split focus between helping our customer understand what was expected of them and from us during the COVID-19 pandemic and a focus on complaints about our local railway byelaws. As part of this, this year we have proactively begun to engage with young people alongside the Railway Ombudsman, so help raise awareness of local regulations and to help shape the travel behaviors of the next generation of passengers. We also regularly share comments and complaints from staff within our management team, who work across the business to help reduce complaints about staff conduct and availability. This year saw front line staff receive targets as part of our commitment to reduce complaints.

Assistance provided to disabled persons and persons with reduced mobility

Indicator	Service Quality
Assistance procedure in place	Our Assisted Travel Policy, which can be found on our website, sets out clearly the assistance procedures for our network.
No of cases of assistance per category of service (international/domestic long distance, regional and urban/suburban)	Regional only. 17,528 cases of unbooked assistance successfully provided across our network this year. In addition, 2,576 cases of booked assistance were successfully delivered via the national passenger assist service.

