

THE MERSEYRAIL 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 Agreement with the Merseyside Passenger Transport Executive (Merseytravel). Merseyrail Electrics 2002 Ltd (Merseyrail) is a wholly owned subsidiary of Merseyrail Services Holding Company Ltd, a joint venture between Serco and Abellio. Under the terms of the Concession Agreement, Merseytravel will continue to set service levels, and monitor the performance of operators in providing a service to rail customers on Merseytravel supported services. Merseytravel and Merseyrail 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 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, Merseytravel specifies the minimum level of services that can be run. Merseytravel also sets the prices of TRIO, Railpass, season tickets 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.

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 Arriva Trains Wales and outside the scope of this Charter.

Please note City line stations are not covered by this Charter.

2 TRAIN SERVICES

2.1 Service Levels and Frequencies

Merseytravel and Merseyrail 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 07.30am and 09.29am and 16.00pm and 17.59pm Monday to Friday, except Bank Holidays.

2.3 Performance Standards

The performance standard for Merseyrail 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. The standard for Merseyrail is 92% in each four week period for both the Northern and Wirral Lines.

2.4 Monitoring

Merseyrail 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

For the safety and comfort of our passengers and staff, consuming alcohol is not allowed anywhere on Merseyrail stations or in Merseyrail trains. Smoking is not allowed on trains, on underground stations or in other enclosed or substantially enclosed designated non-smoking areas.

2.7 Toilets

Northern and Wirral Line trains do not have toilets.

2.8 Cycles, Pushchairs and Wheelchairs

Cycles, pushchairs and wheelchairs can already be accommodated on all Merseyrail trains. In the interest of the 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 and not to obstruct gangways and doors.

2.9 Merseyrail Trains

All trains operating on the Merseyrail Northern and Wirral lines have been refurbished and 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

All Merseyrail stations are equipped with ticket selling facilities. Passengers are required to purchase the correct ticket for their journey either via a ticket office or ticket machine.

Please note that a Penalty Fares scheme is in operation on the Merseyrail network. If you cannot produce a valid ticket for your entire journey when asked to do so, you may be charged a Penalty Fare, currently £20, and asked to alight at the next station at which your train stops. If you wish to continue your journey beyond the next station, you may be charged the full single fare to your destination station in addition to the Penalty Fare.

If for any reason ticket selling facilities are not available at your departing station you will be able to buy reduced or discounted tickets at your destination when verified by an authorised Merseyrail employee.

3.3 Access to Stations

The Department for Transport, 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's central area stations at Liverpool Central, Lime Street, Moorfields, James Street, Birkenhead Central, Hamilton Square and Conway Park have lift access to platforms. Kirkdale, Fazakerley, Sandhills, Bootle Oriel Road, Liverpool South Parkway and Old Roan stations 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.

We provide a turn-up-and-go service which means that if you book in advance, our staff will always be there to help. If you would like assistance when using our stations and trains you should telephone our Mobility Helpline allowing at least one hours notice before your journey (see "Addresses and Telephone Numbers" on page 12). If you are travelling further afield on to another operator's trains, please try to give at least 24 hours notice before you travel.

Merseytravel produces an Access Guide containing details of accessibility of all stations on the Merseyrail Network. It is available free of charge by telephoning 0871 200 2233.

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 most stations. There is no charge for using our cycle racks which, where possible, are sited in well-lit locations close to ticket offices. Also available at more than 20 stations are free secure cycle shelters. Information on our Secure Cycle Scheme is available on our website or by contacting Customer Relations.

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. All Merseyrail stations are safer parking accredited.

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 12).

3.7 Interchange with buses

Facilities to interchange between trains and buses are available at the majority of our stations. For details of bus services please contact individual operators, or the National Travel traveline (see "Addresses and Telephone Numbers" on page 12).

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 Department for Transport have provided funds for 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 times of day. Our shelters also accommodate wheelchair users.

3.9 Buying a Ticket

At stations where the ticket 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. When we know in advance that there is likely to be an increase in customers, we will provide additional resources. Independent monitoring of queuing levels is carried out regularly and information about this is available on request.

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 also be purchased in advance of travel. Saveaway tickets may be bought at any time but may only be used outside peak times (see section 2.2). TRIO tickets can be renewed up to three days in advance of their 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, warrant and major debit and credit cards.

3.10 Toilets

Toilets are available during the hours that trains run at Aigburth, Ainsdale, Bidston, Birkdale, Birkenhead Central, Blundellsands & Crosby, Bootle Oriel Road, Chester, Conway Park, Formby, Hall Road, Hooton, Hoyle, Hunts Cross, Liverpool Lime Street Main Line, Liverpool Central, Liverpool South Parkway, Maghull, Meols, Moorfields, New Brighton, Ormskirk, Rockferry, Sandhills and Southport stations. More will be provided under major station improvement programmes. 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, ticket office, shelters, car parks, landscaped areas and station approaches are cleaned frequently, 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

For the safety and comfort of our passengers and staff, consuming alcohol is not allowed anywhere on Merseyrail stations or in Merseyrail trains. Smoking is not allowed on trains, on underground stations or in other enclosed or substantially enclosed designated non-smoking areas.

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 on train staff.

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 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 precaution regulations.
 - All Merseyrail Electrics trains are fitted with CCTV.

The personal security of all our customers is a matter of highest importance. All Merseyrail operated stations are accredited as secure stations.

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 Centre 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 Enquiries.
- 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 trains. The National Travel traveline, and National Rail Enquiries aim to answer 95% of telephone calls within 30 seconds. (See "Addresses and Telephone Numbers" on page 12).

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. Notification of planned maintenance work will be displayed at stations 4 weeks in advance and detailed information 1 week in advance.

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 Helpline 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 12).

5.3 Disruption to Services

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 underground stations.

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

At home:

Information about service disruption on the Northern and Wirral lines can be obtained from the Merseyrail website – www.merseyrail.org.

We will continue to develop improved communication systems to passengers wherever they are, using systems such as websites, National Rail Enquiries, the National Travel traveline and social networking sites(see "Addresses and telephone Numbers" on page 13).

6. CUSTOMER CARE

6.1 Customer Comments

Merseyrail 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 12). Comments forms may be returned to any staffed station or posted to the Merseyrail Customer Relations Office or the Merseytravel Customer Services Department at the addresses shown.

Comments don't have to be sent to us on a comments form. If you wish to write to us - please address your letter to the Merseyrail Customer Relations Office or Merseytravel Customer Services Department, whichever is appropriate. If you send a letter or a comments form to Merseyrail 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, 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 and you do not consider the reply to be satisfactory then you may refer the matter to Passenger Focus. This 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 12). Merseyrail has a published Customer Comment Procedure, information about which is available from stations, from the Merseyrail Customer Relations Office and the Merseytravel Customer Services Department (see "Addresses and Telephone Numbers" on page 12).

6.2 National Passenger Survey

At least every six months Passenger Focus will seek customers' views about train services, stations, staff and other factors which customers consider important to rail travel to help in planning services and facilities. Customers are asked to co-operate with survey staff. The results of the surveys will be published by Passenger Focus and used to compare Merseyrail 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. Current results are available on the Merseyrail website.

7 HOW TO CLAIM IF YOU ARE DELAYED

7.1 General

Overall, Merseyrail run reliable and punctual services. However, from time to time, 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

Ticket Type:
Anytime Single
Anytime Return
Day Saver

Tickets issued by Merseytravel

Ticket Type:
Saveaway
Trio
Railpass

Our ticket offices also sell a wide range of National Rail tickets and products. Each claim will be considered on its merits. The guidelines for claims are outlined below.

- **Merseyrail 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.

- **Trio tickets:**

If you decide not to use a Merseytravel Weekly TRIO ticket you should return it with a completed form to Merseytravel at Mann Island or a Merseytravel Ticketing and Information Centre as soon as possible. We will charge you an administration fee for processing this.

- **Railpass Tickets:**

Railpass holders are covered by the terms of the Merseyrail or Northern Rail Passenger's Charters. These describe the commitments and standards made by each company to its passengers including compensation arrangements if train performance drops below the expected standards.

- **All ticket types:**

If you purchase a daily ticket from one of our stations for a journey entirely on the Merseyrail Northern or Wirral lines, we will offer compensation to the value of a full ticket refund if you are delayed by more than thirty minutes. If you are delayed on our network but have travelled or are travelling further afield, you may be entitled to compensation to the value of 20% of your ticket price.

If you hold a weekly or monthly Railpass ticket you may be entitled to a percentage of the cost. To make any claims on daily tickets send in the details of your delayed journey, along with the original ticket, to Customer Relations, Rail House, Lord Nelson Street, Liverpool L1 1JF.

Claims may be submitted on the claim forms available from staffed railway stations in the area and should contain full details of day of travel, planned and actual times of journeys and other journey details such as origin, destination and interchange points. You should receive an acknowledgement within 5 days of receipt.

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 (e.g.: Taxi fares) incurred as a result of service disruptions.

7.3 Season Tickets

Tickets issued by Merseyrail

Season Tickets valid for one month or longer:

Tickets issued by Merseytravel

Ticket Type:

Monthly TRIO and Railpass

Annual TRIO and Railpass

Annual Off-Peak TRIO

Young Person's TRIO and Railpass

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 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 (e.g.: 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 standards are explained in section 2.3 of this Charter.
- If you do not wish to use your Season ticket, Railpass 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 and Railpass tickets should be handed in at station booking offices and Trio tickets should be sent or handed into Merseytravel at Mann Island or at a Merseytravel Ticketing and Information Centre (see paragraph 5.1).
- In relation to Trio and Railpass 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.

8 Addresses and Telephone Numbers

Merseyrail

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

Tel: 0151 702 2071
Fax: 0151702 2413
E-mail: comment@merseyrail.org
Twitter: @merseyrail

Mobility Helpline:
0151 702 2071 (Mon-Fri 9am-4pm)
0151-702 2704 (all other times)
Freephone: 0800 0227347

Network Rail Helpline

Network Rail Community Relations
Square One
14 Travis Street
Manchester M1 2NY

Tel No: 08457 114141

Merseytravel

P O Box 1976

Liverpool
L69 3HN

Tel: 0151-227 5181
Fax: 0151- 236 2457

Millennium Access Guide:
0871 200 2233

National Rail Enquiries

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

Website: www.nationalrail.co.uk

National Travel traveline

8am-8pm daily
Tel: 0870 608 2 608
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

Passenger Focus

Freepost RRRE-ETTC-LEET
PO Box 4257
Manchester M60 3AR

Tel: 0300 123 2350

e-mail: info@passengerfocus.org.uk

Website: www.passengerfocus.org.uk

Appendix: Stations Served

Aigburth
Ainsdale
Aintree
Aughton Park
Bache
Bank Hall
Bebington
Bidston
Birkdale
Birkenhead Central
Birkenhead Hamilton Square
Birkenhead North
Birkenhead Park
Blundellsands & Crosby
Bootle New Strand
Bootle Oriel Road
Bromborough
Bromborough Rake
Brunswick
Capenhurst
Conway Park
Cressington
Eastham Rake
Ellesmere Port
Fazakerley
Formby
Freshfield
Green Lane
Hall Road
Hightown
Hillside
Hooton
Hoylake
Hunts Cross
Kirkby

Kirkdale
Leasowe
Little Sutton
Liverpool Central
Liverpool James Street
Liverpool Lime Street (Low Level)
Liverpool South Parkway
Moorfields
Maghull
Manor Road
Meols
Moreton
New Brighton
Old Roan
Ormskirk
Orrell Park
Overpool
Port Sunlight
Rice Lane
Rock Ferry
St Michaels
Sandhills
Seaforth & Litherland
Southport
Spital
Town Green
Wallasey Grove Road
Wallasey Village
Walton
Waterloo
West Kirby