

## What we would like from you in return

Anyone who uses our services can have an affect on the quality of the service we provide and on other people's experience of using our service. We ask you to recognise other people's needs and:

- provide us with all the information we ask for so that we can deal with you quickly and effectively;
- behave responsibly and respectfully to staff and to other customers - we do not accept threatening or abusive behaviour towards our staff or other customers;
- keep to the rules and regulations that apply to our services;
- not cause damage to our property, stations and vehicles;
- report any damage you see or problem you experience while using our services as soon as possible and
- keep our property, stations and vehicles safe and clean - do not drop litter and avoid being loud or offensive.

We want to provide you with an excellent service but we need your help. Please let us know if we have done something that was better than you expected, or if a member of staff has done more than you expected to help you.

It is also important that you are able to tell us when something has gone wrong or you have a suggestion about our services that you would like us to consider.

Our contact details are on the back page.

### Our plans for the future

We want to continue to develop a co-ordinated, safe transport network for Merseyside, supporting economic and social regeneration, making sure everyone can use our services and working to the highest standards to protect the environment and improve people's quality of life.

For details of our plans for the future, please visit the Local Transport Plan within our website at [www.merseytravel.gov.uk](http://www.merseytravel.gov.uk)

## How to contact us

### Merseytravel (Headquarters)

Telephone: 0151 227 5181 (Open Monday to Friday 8.30am - 5pm)

Minicom: 0151 227 5181

Website: [www.merseytravel.gov.uk](http://www.merseytravel.gov.uk)

### Traveline (for public transport information)

Telephone: 0871 200 22 33 (Open every day from 8am - 8pm)

Your calls will cost 10p a minute from a BT landline. Other mobile and landline networks may charge extra.

### Mersey Tunnels (Headquarters)

Telephone: 0151 236 8602 (24 hours a day, seven days a week)

Minicom: 0151 236 8602 (ext. 220)

Website: [www.merseytunnels.co.uk](http://www.merseytunnels.co.uk)

E-mail: [enquiries@merseytunnels.co.uk](mailto:enquiries@merseytunnels.co.uk)

### Mersey Ferries (Headquarters)

Telephone: 0151 630 1030 (Open 9am to 5pm, Monday to Friday)

Minicom: 0151 330 1467

Website: [www.merseyferries.co.uk](http://www.merseyferries.co.uk)

E-mail: [info@merseyferries.co.uk](mailto:info@merseyferries.co.uk)

We can provide this information in other formats if you ask.



# Merseytravel Customer Charter



Nov 09



We want to make sure that we provide you, our customers with a high-quality and efficient service. This charter describes the standards we are working towardsto make Merseytravel a world-class organisation.



# Merseytravel Customer Charter

## Who are we?

Merseytravel is made up of the Merseyside Integrated Transport Authority and Passenger Transport Executive. We work to promote a co-ordinated public transport network which everyone in Merseyside can use. We want the transport network to improve your quality of life.

18 councillors from Merseyside's five districts serve on the authority and are responsible for making our policies.

We want to support an effective transport network, so that you have high-quality, attractive and reliable buses, trains, ferries and tunnels.

We do this because we want to make sure that you have good access to transport services.

## What do we do?



We help fund bus routes that you need to take you to schools, hospitals, jobs, training and so on, and that commercial bus operators do not provide. We also manage the Merseylink bus service.

In Merseyside, the bus operators provide 80% of bus services while we provide the other 20% to meet your needs.



We provide and maintain bus stations and bus shelters and provide over 6000 bus stops with information.

Included in this figure are six bus stations which are staffed, five bus stations which are not staffed and over 2000 high-quality shelters with lights, seating and information about timetables.

We provide facilities and services, which are clean, well maintained, environmentally friendly, fully accessible and focused on our customers. Our bus facilities are designed with your safety, security and comfort in mind.



**We make sure there is a high-quality rail network to meet social, economic and environmental needs**

Our network covers 88 stations. Passengers make over 36 million journeys on the rail network each year.

We work with all train companies and Network Rail to make sure you have a high-quality rail service.



**We own and run both of the Mersey Tunnels**

The Mersey Tunnels are open 24 hours a day, 365 days a year and provide a major link to the National Highway Network.

More than 500,000 vehicles use the tunnels each week.



**We own and run the Mersey Ferries**

The Mersey Ferries provide a service from Monday to Friday every morning and evening for passengers to cross the River Mersey. During the day and at weekends we also run a leisure river cruise every hour. We run other cruises along the Manchester Ship Canal and host special cruises and events.

We also run Spaceport, The U-Boat Story and The Beatles Story tourist attractions.



**We provide a concessionary travel scheme**

We provide free travel on public transport for people aged 60 and over and for people with certain disabilities. People aged 60 and over can travel free at all times (except from 6.30am to 9.30am Monday to Friday). People with a disability can travel free at any time of the day.

We also provide a number of free journeys each year for people who are eligible to travel through the Mersey Tunnels (phone Mersey Tunnels for more information and to find out how to apply).



**We provide a range of pre-paid tickets and throughout Merseyside we maintain a network of agencies that sells tickets**

A wide range of outlets such as travel centres, retailers including newsagents, post offices, rail stations, libraries and tourist information centres sell our tickets for travel on buses, trains and Mersey Ferries.

# Our Standards of Service and Our Commitment to You

**We are committed to meeting your needs and, in particular, providing you with a high-quality service. We make sure that we are polite, and we care about our customers.**

- When you phone us, we will greet you politely and clearly. We will give you our name or the name of the division you are calling and answer your call within five rings.
- We will make sure that, when necessary, we will put calls through to the right place the first time.
- We will respond to phone messages within one working day.
- We will make sure that we wear official identification at all times so that you know who you are dealing with.
- We will respond to all letters and e-mails within 21 days.
- We will keep a record of your complaints, comments and compliments and use them to review and improve our service.
- We will acknowledge your complaints within two working days of receiving them and respond to them within 21 days.
- If your complaint is not about our services, we will forward it to the relevant operator within five days of receiving it.
- We will provide accurate and reliable information at all times.
- We will continue to develop our staff to provide the highest standards of customer service.
- We will make sure everyone has access to our services.
- We will continue to go beyond environmental and health and safety standards in everything that we do.
- We will review our customer charter every year.

