

Helping you with your journey

Useful information
to help you travel
by train

December 2011



Customer Services

We would like to hear from you!

The timetables for the Merseyrail City, Northern and Wirral Lines have been produced by Merseytravel.

We at Merseytravel work with the train operators to deliver services that meet our customers' needs and expectations. The Merseyrail and Northern Rail Passengers' Charters tell you, as a customer, the standard of service you are entitled to expect and the refund arrangements available if services do not meet these standards.

The charters are available from all staffed City, Northern and Wirral Line stations.

If you have any comments about your service, you should write to or phone the train operator who provides your service:

Merseyrail Northern and Wirral Line services are operated by Merseyrail.

Local City Line services are operated by Northern.

Borderlands Line services are operated by Arriva Trains Wales.

Longer distance services are operated by either Arriva Trains Wales, East Midlands Trains, First TransPennine Express, London Midland or Virgin Trains.

The names and addresses of these train operators are shown below. They will do all they can to deal with comments and suggestions about their services.

The Operator Codes (for example **NT**) shown on the timetable pages, tell you which company operates your train.

Merseyrail (ME)

merseyrail.org



Address: Rail House, Lord Nelson Street, Liverpool L1 1JF

Phone: 0151 702 2071

Textphone: 0151 702 2071

Email: comment@merseyrail.org

Northern (NT)

northernrail.org



Address: Customer Relations Northern Rail Ltd, FREEPOST RL5L-ABEC-BGUU, Leeds LS1 4DY

Phone: 0845 00 00 125

Textphone: 08456 045 608

Email: customer.relations@northernrail.org

Arriva Trains Wales (AW)

arrivatrainswales.co.uk



Phone: 0845 606 1660

Textphone: 0845 60 50 600

Email: customer.services@arrivatrainswales.co.uk

East Midlands Trains (EM)

eastmidlandstrains.co.uk



Address: Customer Relations, Freepost DY940, Derby DE1 9BR

Phone: 08457 125 678

Textphone: 18001 followed by 08457 125 678

Email: getintouch@eastmidlandstrains.co.uk

Customer Services

First TransPennine Express (TP)

tpexpress.co.uk

 First TransPennine Express

Address: Customer Relations, Freepost, Admail 3878, Manchester M1 9YB

Phone: 0845 600 1671

Textphone: 0845 600 1673

Email: tpcustomer.relations@firstgroup.com

London Midland (LM)

londonmidland.com

 London Midland

Address: Customer Relations Team, PO Box 4323, Birmingham B2 4JB

Phone: 0121 634 2040

Textphone: 0845 707 8051

Email: comments@londonmidland.com

Virgin Trains (VT)

virgintrains.co.uk



Address: Customer Relations, Freepost BM6613,
PO Box 713, Birmingham B5 4HH

Phone: 0845 000 8000

Textphone: 0121 654 7528

Email: customer.relations@virgintrains.co.uk

If you have any suggestions for how we can improve your Merseyrail service, or if you are unhappy with the response you have received from a particular train operator, you can write to us at:

Merseytravel, PO Box 1976, Liverpool L69 3HN

Passenger Focus is an independent public body set up by the Government to protect the interests of Britain's rail passengers. You can contact Passenger Focus at:

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

Phone: 0300 123 2350

Email: info@passengerfocus.org.uk

Website: www.passengerfocus.org.uk

Customer safety information

British Transport Police: Railwatch

0800 40 50 40

Help keep our trains and stations safe! Neither Merseyrail Electrics or Northern will accept any physical or verbal assaults on their staff. It is their policy to prosecute any member of the public who mistreats their employees. If you witness an incident, please call British Transport Police on the Freephone number above, at any time.

Crimestoppers - uniting against crime

0800 555 111

If you have information about any crime, call Crimestoppers. Your call is free and you may receive a reward. However, you do not have to give your name.

Accident and emergency procedure

If there is an accident or other emergency on the train, please keep to any instructions given by the on-board train staff, either direct or over the public-address system. In the extremely unlikely event that you have to get off the train without any instructions from the train staff, follow the instructions shown in each of the carriages. Get off the train and move to a safe place well away from the rail tracks as quickly as possible. Do not get off the train unless you absolutely have to or you are told to do so. Other safety information is displayed on the trains.

Planning your journey

Travel enquiries

For up-to-the-minute travel information, call any of the following:

Travel Information		traveline public transport info	0871 200 22 33 Calls costs 10p per minute from land lines, mobiles may vary
Open 0800 to 2000 7 days a week			
www.merseytravel.gov.uk			
Rail Travel	National Rail Enquiries	08457 48 49 50 Local Call Rate	24 hours a day
www.nationalrail.co.uk			



Textphone facilities are available. Calls to this number may be recorded.

National Rail Enquiries: if you have hearing difficulties, you can call **0845 60 50 600** or visit **www.nationalrail.co.uk**

Changes to train services

Please check at your local station for details of any changes to your services. You can also call one of the travel enquiry offices before you start your journey. For up-to-date information about Northern services, visit **northernrail.org**

For up-to-date information about Merseyrail (Northern and Wirral Line) services, visit their website at **merseyrail.org** or call them on **0151 702 2071**.

Every week, we produce a Merseytravel News Update advert which lists bus and train changes for the following week. We publish this advert in the free newspapers which are delivered to your door. You can also find it on our website at **merseytravel.gov.uk**

Bank holiday services

Services may change during bank holiday periods. Please check at your local station or visit the Merseytravel website at **merseytravel.gov.uk** for full details of all bank holiday train services nearer the time. Train services shown in the timetable as **BHX** will not run on bank holidays.

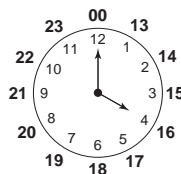
Weekend maintenance work

From time to time essential station, track and signalling work needs to be carried out to improve the quality of services for customers and to make sure the network can continue to run safely and smoothly. This work usually takes place overnight or at weekends and it may involve changes to normal services, including running buses instead of trains. When buses are used, your journey times will be longer and there may not be enough room for prams, wheelchairs and bicycles. If you find it difficult to use a bus, please contact one of the numbers shown above for information and advice. This way, your journey will be more comfortable and there will be less delay.

Helping you to plan your journey

The 24-hour clock

In this timetable book, train times are shown in the 24-hour clock format. For example, 9.42am is shown as '0942' and 3.28pm is shown as '1528'. Use the clock shown here to help you convert other afternoon and evening times.



Getting to and from the station

Many Merseyrail stations are served by buses and taxis, making it easy for you to get to your destination from the train. For more information about taxis from your local station, you can download the 'Traintaxi guide' from the internet. Visit traintaxi.co.uk for more information. This guide gives information for all stations on the National Rail network including names and contact details of taxi companies. For Northern and Wirral Line Merseyrail stations, you can also visit merseyrail.org and click on your local station. The details shown will include contact numbers for local taxi companies.

Free car parking is available at many stations. Most stations have cycle racks close to the booking office, which are free to use at any time.

Connections between trains

You should allow at least five minutes when you are connecting between trains (in other words, getting off one train and onto another). You will need to allow more time at the main stations, especially those in central Liverpool, because of the distance between platforms. Here are some recommended times.

Connection:	Station:	Time needed:
Northern to Wirral	Liverpool Central	10 minutes
Northern to City	Moorfields (catch any Wirral Line train to Liverpool Lime Street - one stop)	20 minutes
Wirral to Northern	Moorfields	10 minutes
Wirral to City	Lime Street	10 minutes
City to Northern	Lime Street (catch any Wirral Line train to Liverpool Central - one stop)	20 minutes
City to Wirral	Lime Street	10 minutes

If you are travelling on the City Line and are changing trains at Manchester Piccadilly, Preston or Crewe, allow 10 minutes for your connections.

If you are changing trains at Earlestown, allow eight minutes for your connection.

If you are changing trains at Liverpool South Parkway, allow seven minutes for your connection.

At all other stations you should generally allow at least five minutes.

Connections times shown between trains are for guidance only and we cannot guarantee them.

Travelling to the airport

Connecting buses serving Liverpool John Lennon Airport

Liverpool South Parkway is an interchange station on the Hunts Cross - Southport line. It offers convenient connections to and from Liverpool John Lennon Airport.

Travel to Liverpool South Parkway, then catch a frequent bus service to Liverpool John Lennon Airport:

AirLink Route 501: the fast shuttle bus between the plane and the train

Route 80A: to and from Liverpool city centre (local stopping service)

Route 86A: to and from Liverpool city centre (local stopping service)

You can also travel on **Arriva AirLink 500**, a limited-stop bus service from bus stops in Liverpool city centre. **AirLink 500** connects with Northern Line trains at Dale Street, near Moorfields station and connects with Wirral Line and City Line trains at Skelhorne Street, near Liverpool Lime Street station. The journey time by bus from the city centre to the airport is about 45 minutes.

The bus services shown above may only operate at certain times of the day and may change at short notice.

For full details, pick up a bus timetable from any Merseytravel Centre, ring the brochure hotline on **0151 330 1066** (and we will post you a copy), or ring Traveline on **0871 200 22 33** for help planning your journey.

Tickets and travel passes

The right ticket for you

The train companies offer a range of convenient, easy-to-use and money-saving tickets. Staff in the ticket office will be able to advise you on the best value-for-money tickets available for your particular journey. You can buy most types of ticket before the day you travel, so it's convenient and you can avoid last-minute queues.

Trio tickets

These are season tickets valid within Merseyside, which can save you money if you regularly use bus, train and ferry services. You can renew weekly or monthly tickets up to three days before they are due to run out. If you are buying a Trio ticket for the first time, you can only buy it on the day you want to start using it - in other words, you cannot buy a ticket in advance. To save time, you should buy or renew your ticket at off-peak times.

Railpass tickets

These are 'rail-only' season tickets available from staffed Merseyrail stations. They are valid on the Merseyrail Network in Merseyside and stations to Chester, Ellesmere Port and Ormskirk on the Northern and Wirral Lines.

Season tickets

For many long-distance journeys (such as Liverpool to Warrington, Preston or Manchester), you can buy rail season tickets. These can be for a week, a month or for longer periods up to one year, and they give you significant savings on peak return fares. Ask at your local station booking office for details.

Saveaway tickets

Saveaway tickets are one-day tickets valid for Merseyrail journeys within Merseyside and to Ormskirk, Chester and Ellesmere Port. You can use them on buses, trains and ferries at any time except for journeys starting between 0631 and 0929, Monday to Friday.

Anytime and off-peak tickets

Single and return tickets are available for all rail journeys (see note below). There are several types but there are some (like off-peak returns) that you can only use at certain times of the day or on certain trains.

Children

Up to two children under five years of age may travel with each fare-paying passenger free of charge. However, children under five years of age who are travelling free may only sit in a seat which is not needed by a fare-paying passenger. Children under 16 years of age are entitled to discounts on most tickets. The notices and publications of the train operator whose trains you are using will say if a discount is not available.

For full details of peak times and off-peak times, check with your local station booking office or call any of the enquiry numbers on page 5.

Group and concessionary travel

Group travel

If a group of 10 or more of you want to travel by train, the train operator can help you plan all your travel arrangements. For journeys starting on the Northern or Wirral Lines, call Merseyrail on **0151 702 2071** (9am to 5pm Monday to Friday) or email **comment@merseyrail.org**

For journeys starting on the City Line, call Northern on **0113 2479 659** (9am to 5pm Monday to Friday).

English National Concessionary Travel Passes for older people and for people with disabilities

Older people (aged over 60) and people with disabilities who live in Merseyside may be entitled to either a Merseytravel Local Travel Pass or an English National Concessionary Travel Pass, which allows them to travel free on all local bus services in Merseyside (the Local Travel Pass) or within England (the National Travel Pass), on the Mersey Ferries and Merseyrail trains within Merseyside (including services to Chester, Ellesmere Port and Ormskirk).

You cannot use passes issued by other local authorities on Merseyrail trains or the Mersey Ferries.

There are details of eligibility, restrictions and how to apply for these travel passes in our booklet 'Travel passes for people and for people who have a disability'. You can pick up a copy at any Merseytravel Centre or call **0151 330 1066**.

Older or disabled people living outside Merseyside should contact their own local authorities for details about their local English National Concessionary Travel scheme.

Making sure everyone pays

Inspectors often check customers' tickets on trains and at stations. Anyone who travels without a valid ticket will be prosecuted. Penalty fares apply on Wirral and Northern Line services.

Merseyrail Family ticket

If you're planning a family day out, you can now buy a Merseyrail Family Day ticket from any staffed station.

The **Family Day ticket** can be used for up to two adults and three children travelling together for journeys on the Merseyrail network during off-peak hours. The ticket is valid on all of the Northern and Wirral Lines and the City Line within Merseyside. For full details and current prices, visit **merseyrail.org** or call **0151 702 2071**.

Travel assistance

Disabled travellers

We welcome disabled travellers and are making improvements wherever possible to make travel easier. If you're disabled or in need of a bit of help or advice, please call the 'Mobility' helplines.

- For journeys starting on the Northern or Wirral Lines, call **0151 702 2071** 9am to 5pm Monday to Friday (textphone available) or **0151 702 2704** at all other times. Or you can email **comment@merseyrail.org** (staffed from 9am to 5pm Monday to Friday).
- For journeys starting on the City Line, call Northern's Access Information Line on **08456 008 008**, textphone **08456 045 608** or email **assistance@northernrail.org**
- For journeys starting on other National Rail services, call **08457 48 49 50**, available 24 hours a day. Or you can visit **nationalrail.co.uk**

If you need help with your journey, please give the train operators at least one hour's notice for journeys on the Northern and Wirral Lines, and at least 24 hours' notice for journeys on the City Line or National Rail services.

We have produced an 'Access Guide' which contains details of accessibility (such as wheelchair access) to all the stations on the Merseyrail network. You can download a copy from our website at **merseytravel.gov.uk/information_access-guide.asp**

Large-print timetables

If you need large-print copies of any Merseyrail or local bus timetable, please call us on **0151 330 1041**. We'll send you the timetables you have asked for by post as soon as we can, free of charge.

Useful information

Passenger help points and telephones

All Merseyrail stations have payphones and rail information and emergency helplines. You can use these at any time for information or for help in an emergency.

Smoking

Smoking is not allowed on any Merseyrail train, station or platform area.

Pets

Dogs and most other pets can travel with you, free of charge.

CCTV

All Merseyrail stations and some trains have closed-circuit television (CCTV) cameras for added security.

Bicycles

You can take bicycles on all Merseyrail trains, if space is available. However, for passenger safety and comfort, there may be restrictions at busy times. Please co-operate with other customers and staff in these circumstances. For advice about taking bicycles on City Line trains, call **08456 008 008**.

Catering

On some longer-distance services shown in our City Line timetables, you can buy food and drink from the catering trolleys that staff will bring through the train. Larger stations have shops selling food and drinks or they have cafeteria facilities.

Toilets

All City Line trains have toilets and there are also toilets at main interchange stations. Northern and Wirral Line trains do not have toilets, but lots of stations do.

Lost property

If you have an enquiry about lost property, call the relevant number below.

City Line: **0870 602 33 22** or email: lost.property@northernrail.org

Northern and Wirral Lines: **0151 702 2951** (0800 to 1315 and 1500 to 1800 Monday to Friday, answerphone at all other times).

Moorfields and James Street stations

The entrance to Moorfields station in Old Hall Street is open Monday to Friday from 0545 to 1900.

The entrance to James Street station in Water Street is open Monday to Friday 0700 to 1000 and 1500 to 1800 only.

National Rail conditions of carriage

For full details of your rights and responsibilities when travelling on the National Rail network, please visit nationalrail.co.uk

Community rail

Community Rail Partnerships work to improve rail services. For more details, contact the following organisations:

**Borderlands Line Community Rail Partnership
(Wrexham - Bidston)**

Jamie Sant, Community Rail Officer
Phone: 01352 704537 Email: jamie.sant@flintshire.gov.uk

**Chester to Shrewsbury Rail Partnership
(Chester - Wrexham - Shrewsbury)**

Sheila Dee, Community Rail Officer
Phone: 01691 772784 Email: sheila.dee@wrexham.gov.uk

**Mid-Cheshire Community Rail Partnership
(Chester - Delamere - Manchester)**

Sally Buttifant, Community Rail Officer
Phone: 01244 976788 or 0773 652 3863 Email: railofficer@midcheshirerail.org.uk

**South Fylde Line Community Rail Partnership
(Preston - Blackpool South)**

Simon Clarke, Community Rail Development Officer
Telephone: 01772 530144
Email: simon.clarke@lancashire.gov.uk

**West Lancashire Community Rail Partnership
(Preston - Ormskirk, Wigan - Kirkby and Wigan - Southport)**

Brian Haworth, Community Rail Development Officer
Telephone: 01772 533196
Email: brian.haworth@lancashire.gov.uk

WBRUA - Wrexham Birkenhead Rail Users Association

If you would like to know more information or would like to become a member of the association and receive newsletters, please write to:
Brian Grey, WBRUA, 56 Coombe Road, Irby, Wirral CH61 4US

Station Adoption Scheme

For information about our station adoption scheme, please contact Marion Atkinson at Merseytravel on 0151 330 1027 or send an email to:
marion.atkinson@merseytravel.gov.uk

This information book has been produced by Merseytravel. We've done our best to make sure that all the information is correct when it was printed in November 2011, but please remember that changes can be made at short notice. We'll always keep the versions on our website up-to-date. You can check the information in this book is correct by either visiting the Train Timetables section at merseytravel.gov.uk or by calling 0871 200 22 33.