



Merseytravel's dial-a-ride bus service for people with disabilities



Questions & Answers

Any questions?

How do I make my booking?

To make a booking you need to let us know:

- where you are travelling from and to;
- what time you want to be picked up or dropped off; and
- if you are bringing anyone with you.

Our staff will plan a journey using the most suitable type of transport. This may be a combination of one of our vehicles and regular buses or trains.

When we offer you a journey on one of our vehicles, we will give an estimated pick-up time. This means that the driver may arrive up to 15 minutes earlier or 15 minutes later than the time we give you.

Who do I phone?

Booking line

Phone: **0151 330 1660** (open Monday to Saturday from 10am to 2pm)

General questions and cancellations

Phone: 0151 330 1661 (open all week from 8am to 8pm)

Can I phone using Typetalk?

You can use Typetalk by dialling **18001** then the phone number, for example **18001 0151 330 1660**.

When can I phone and book?

You can phone and book Monday to Saturday from 10am to 2pm.

You can ask for a journey for the next day or up to seven days before you want it. A member of the team will phone you back 48 hours before your planned journey to let you know if we have been able to provide the trip you have asked for.

If you want to book a journey for the next day, we will let you know when you phone whether or not we can provide the trip. You can only book one journey each day.

If you need to go out last minute, you can phone the booking office as we may have something available if someone has cancelled.

Will I be in a phone queue?

We aim to answer all calls within 30 seconds, but sometimes it may take longer.

How do you give out or share trips?

We try to make sure that we share out journeys equally, so we will give you up to 40 miles a month, but no more than 10 trips a month.

Can I carry any miles that I do not use to the next month?

No.

Where can you take me?

We are often used to take people shopping, to visit friends and relatives, to places of worship, to health centres, to visit someone in hospital and so on.

We can't take you to day centres which are run by the local council or to hospital appointments. Also, you cannot use our services to get to school, except to events after school.

How far can I travel?

We cover Merseyside. Usually people use the service for short journeys, for example, to local shops. If you want to go on a longer journey, please remember that you will be using a lot of your mileage allowance.

Instead of taking me door-to-door, you've given me a trip on Merseylink to the railway station and then you are meeting me when I get off the train to take me to my destination.

Is this classed as one trip?

Yes.

Do I have to show my membership card to the driver?

Yes. Drivers will refuse to take you if you cannot show them your up-to-date membership card.

How much does it cost?

There is no charge for our service and, as long as you have a travel pass, you will not have to pay for buses and trains.

Please remember that if you are elderly and have a concessionary travel pass, you will not be able to start a bus or train journey until after 9.30am.

What time do your services run?

Our services run from 8am to 11pm every day, except on Christmas Day when our service will be between 10am and 4pm. Please remember that you must finish your journey before 11pm, and before 4pm on Christmas Day.

Will my journey be direct?

We will usually have to pick up and drop off other people along the way, but we will aim to keep your journey to less than one hour.

Will I always get the journeys I ask for?

We will always try to give you your journey, but this depends on what we have available on the day.

Can I stop along the route to pick up prescriptions and so on?

No. This affects other people's trips.

Why can't I have all my journeys on one of your vehicles?

If you can use regular public transport for some or all of your trip, we can help more people get around. For example, our vehicle may take you to your local railway station instead of taking you all the way on the bus. But, if you let us know that you have particular problems or your mobility aid, for example your walking stick, zimmer frame or scooter, is too big or the wrong shape to fit on regular buses or trains, we will try to give you a door-to-door service. Please remember that a door-to-door service will use up a lot of your monthly mileage allowance.

I haven't used regular public transport for a long time – how will I manage?

Please phone **0151 330 1661** for information on how we can help you.

What if your vehicle doesn't turn up?

If our vehicle doesn't turn up, please phone the relevant numbers below.

Between 8am and 8pm
Phone: **0151 330 1661**

Between 8pm and 11pm
Phone: **07836 381 757**

How do I cancel a trip?

If you would like to cancel a trip, please phone the relevant numbers below.

Between 8am and 8pm
Phone: **0151 330 1661**

Between 8pm and 11pm
Phone: **07836 381 757**

Please give us as much notice as possible, as we may be able to give a trip to another person.

Will I be penalised if I cancel?

Not usually, as we understand that sometimes people have to cancel. But, we do monitor how many times and how often you cancel. If we feel you are making too many cancellations, we will review your membership.

Will you ever cancel my booking?

Not usually, but sometimes things happen that are beyond our control.

Can I bring my scooter with me?

Yes, but only if it can be secured safely. If you are going on the train as part of your trip, you must have permission from the rail company to take the scooter on the train. Currently, only Merseyrail Electrics allow scooters on trains.

How do I get permission to take my scooter on the Merseyrail Electrics trains?

To get permission to take your scooter on the train, you should phone the customer relations manager on **0151 702 2063** before you travel. If you get permission, they will send you a letter to show to the rail staff.

Do I have to wear a seat belt on your vehicles?

Yes – unless you have a medical exemption certificate, in which case you must travel in a seat or wheelchair that faces the back of the vehicle.

I am under 16 – can I travel alone?

No, you must be with a parent, carer or guardian.

If I am bringing my baby or child, do I need to bring a baby seat or child seat?

Yes. You must tell us when you book your journey how many children will be travelling with you, and you must bring a suitable baby seat or child seat. You must fold any buggies or prams so we can store them securely.

Can I travel if my wheelchair tyres are not pumped up properly?

No. Your wheelchair must have working brakes and the tyres pumped up for a safe journey. This also applies to regular buses and trains.

Do I have to move from my wheelchair to a seat?

If you can move easily and without help, we would always encourage you to do so for your comfort and safety. Please let us know when you book if you can move yourself.

How much shopping can I bring on your vehicles?

For health and safety reasons, you can only bring two shopping bags.

Can I bring luggage onto your vehicles?

If you mention when you book that you need to take luggage, our staff will do everything they can to help you.

Can I smoke on your vehicles?

No.

What happens if someone is abusive on your vehicles?

We do not accept any abuse towards our staff or our customers. If you see any abuse, you must report it to our office.

Can the driver come into my home and help me?

No. The driver is only allowed to help you from the front door to the vehicle.

Who can travel with me?

You can bring a carer or someone else with you. If you want to bring more than one person, we will do our best to help, but you must tell us when you book a trip.

If you are responsible for children or elderly relatives who cannot or should not travel alone or be left unsupervised, we will do our best to help you travel with them.

I am meeting my carer when I get off the bus.

Will you wait with me if they are late?

No.

Am I expected to tip the driver?

No – tipping or offering gifts is not allowed.

For more information

Please contact our office at:

Merseylink
Merseytravel
24 Hatton Garden
Liverpool, L3 2AN.

Phone: 0151 330 1661
Text Relay If you use a textphone,
dial 18001 then 0151 330 1661.

We can provide this information in different formats,
such as in Braille or large print, if you ask us.

