

Easy Access guide to public transport in Merseyside

November 2011



Merseytravel



Opening up Merseyside to everyone

Merseytravel and the bus and train operators of Merseyside are committed to making travel around Merseyside accessible to everybody. Here's how we do it...

Specially designed buses

Most buses within Merseyside are now Easy Access, specially designed for people who are less mobile:

- parents with buggies and small children
- shoppers with heavy loads to carry
- wheelchair users
- older people and those who are less mobile

Easy Access buses have special facilities to make getting on and off easy:

- wide doors
- low entrances (and some buses kneel and have extending ramps to make them even easier to get on and off)
- flat floors
- plenty of bright, colour contrasting easy-grip handles

- priority seats for people with mobility difficulties

They are all modern and fitted out to a high standard.

Bus stops

We are committed to improving our bus stops throughout Merseyside. New facilities will include:

- shelters to protect you from the weather, where possible
- good lighting to increase your personal security
- seating
- bus timetable information
- raised kerbs to make it easier to get on and off buses
- better bus stop marking so that buses can get close to stops

These improvements are part of an ongoing programme to make bus stops safer, more convenient and more comfortable.

Bus stations

All of our bus stations are modern, well-lit and have special features such as tactile paving for blind and partially sighted passengers, fully accessible toilets and parent & baby facilities. They all have friendly, specially trained staff.

There are also Merseytravel Centres at all of our staffed bus stations, which are fully accessible and fitted with induction loops for hearing impaired passengers.

Merseyrail

Merseyrail welcomes disabled travellers and is making improvements wherever possible to make travel easier.

Trains on the Northern and Wirral Lines have visual and audible announcements to tell you which station you are approaching and where to make connections.

Not all of our rail stations are easy

to access, so we recommend that you plan your journey so that you use stations best equipped and staffed to meet your needs.

If you need help or advice, please call our 'Mobility' helplines.

- For journeys starting on the Northern or Wirral Lines, call 0800 027 7347 (freephone) or 0151 702 2071, 9am to 5pm Monday to Friday (Textphone available) or 0151 702 2704 at all other times. Alternatively, you can email comment@merseyrail.org (staffed from 9am to 5pm Monday to Friday).

- For journeys starting on the City Line, call 08081 56 16 06 (freephone), 7.45am to 8pm Monday to Friday, 9am to 5pm Saturdays and Sundays. Email assistance@northernrail.org or textphone 0845 604 5608.



**For information or advice on your
travel arrangements ring Traveline
on **0871 200 22 33****

**or visit the Merseytravel website,
merseytravel.gov.uk**