

What is Merseylink?

Merseylink is our dial-a-ride service for people who have problems getting around and who cannot use regular public transport some or all of the time. The vehicles are designed for easy access and passenger comfort, and include the following.

- **Wheelchair access**
- **Anchorage points for wheelchairs**
(If you use a wheelchair you must make sure that it is suitable for public transport.)
- **Low steps**
- **Wide and comfortable seats**
- **Seat belts for all passengers**
- **A mobile phone for the drivers so we can contact them**

Our drivers are caring, friendly and familiar with the needs of people who have problems getting around.

Our service runs from 8am to 11pm every day (including a limited service on Christmas Day). You can use our service to travel anywhere in Merseyside.

If you become a member of Merseylink, the service will be free for you and one other person you need to help you. Your membership will last for two years, after which you will need to re-apply.

We will only offer you a Merseylink trip for any part of your journey that is not already covered by accessible public transport. Sometimes we may provide a taxi or low-floor bus for the journey, but this service will still be free.

How to find us

Merseytravel Centres

Liverpool ONE Travel Centre

Liverpool ONE Bus Station1
Canning Place
Liverpool
L1 8LB

Queen Square Travel Centre

Queen Square
Liverpool
L1 1RG

Birkenhead Travel Centre

Birkenhead Bus Station
Claughton Road
Birkenhead
CH41 6RT

Bootle Travel Centre

Bootle Bus Station
Washington Parade
Bootle
L20 4RE

Huyton Travel Centre

Huyton Bus Station
Huyton Hey Road
Huyton
L36 5SB

St Helens Travel Centre

St Helens Bus Station
Bickerstaffe Street
St Helens
WA10 1DH

For details of the opening times of all Merseytravel centres, please visit our website at: www.merseytravel.gov.uk



Merseytravel headquarters, PO Box 1976, Liverpool, L69 3HN

Feb 2018

Merseylink

Our dial-a-ride bus service for people with disabilities



How to become a member of the Merseylink dial-a-ride bus service

If you want to become a member of Merseylink, you must live in Merseyside. You must also:

- receive the mobility part of Disability Living Allowance at the higher rate only (we need to see your allowance book or the notice that says how much allowance you receive);

or

- receive the care part of Disability Living Allowance at the higher rate only (we need to see your allowance book or the notice that says how much allowance you receive);

or

- receive Attendance Allowance at the higher rate only (we need to see your allowance book or the notice that says how much allowance you receive);

or

- be registered blind (we need to see your blind registration document);

or

- receive War Disablement Pension with a mobility supplement or high-rate care allowance (we need to see the notice that says how much allowance you receive);

or

- have a terminal illness (such as cancer) which is getting worse and is causing you sight or movement problems (we need to see written confirmation from your doctor).



Applying to become a member

You can get an application form:

- in person, from any Merseytravel Centre;
- by phoning **0151 330 1002**; or
- by writing to Merseytravel headquarters.

Please fill in the application form and either:

- take it to any Merseytravel Centre; or
- post it to Merseytravel headquarters.

Please make sure you send or bring the following.

- The filled-in application form.
- A recent colour passport-size photograph of yourself, taken within the last 12 months (There is a photograph booth in most Merseytravel Centres where you can take your photograph for a small charge).

You must also send or bring one of the following.

- The registration document that confirms you are blind.
- Your Disability Living Allowance book (or the notice that says how much allowance you receive).
- Your Attendance Allowance book (or the notice that says how much allowance you receive).
- Proof that you receive War Disablement Pension with a mobility supplement or high-rate care allowance.
- A letter from your doctor confirming that you have a terminal illness which is getting worse (such as cancer) and which is causing you sight or movement problems.
- A valid medical certificate or exemption certificate from your doctor if you are not able to wear a seat belt.

By law, you must wear the seat belts or safety harnesses we provide. If you are not able to wear a seat belt for medical reasons, you must provide a valid medical exemption certificate. You will then be able to travel on our vehicles without wearing the seat belt or safety harness, although this will be at your own risk.

If we do not approve your application, you have the right to appeal.



Using Your Scooter on board a Merseylink Service

By joining this scheme, your scooter must fall within the following parameters:

- It must be a Class 2 mobility scooter. Class 2 scooters are lightweight and designed for use on public pavements only, and have a maximum speed limit of 4mph
- It can be no wider than 600mm (23.6in) or longer than 1000mm (39.3in). Baskets, mirrors and other accessories can push the scooter over these measurement limits.
- It must have a turning radius of no more than 1200mm (47.2in)
- When the scooter is in use it must not exceed the Safe Working Load of a standard ramp, normally around 300kg (47 stone).



For applications and more information

Please phone us on **0151 330 1002**.

Or you can write to us at:

Merseytravel headquarters

PO Box 1976, Liverpool, L69 3HN

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