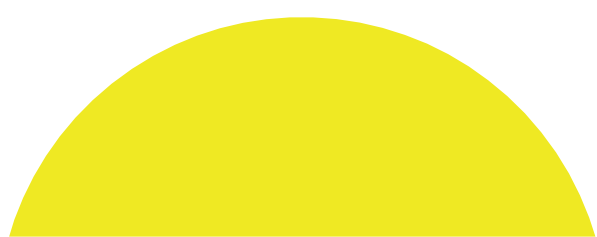
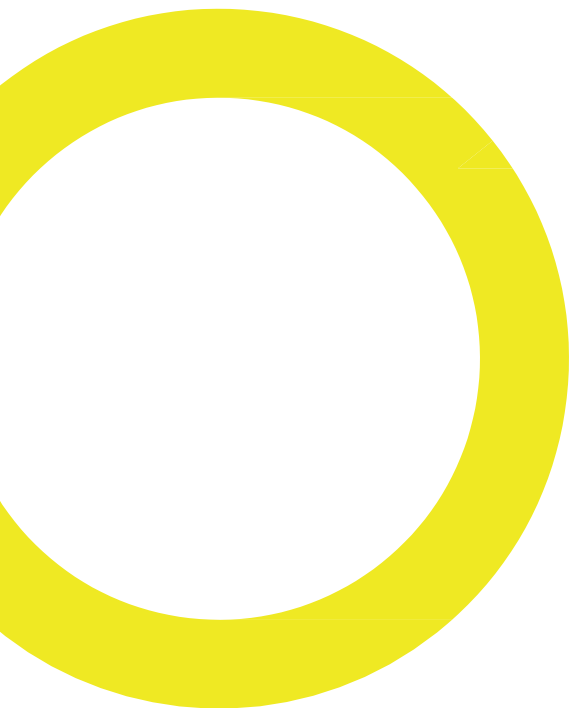


# Merseyrail Service Quality Report 2023-24

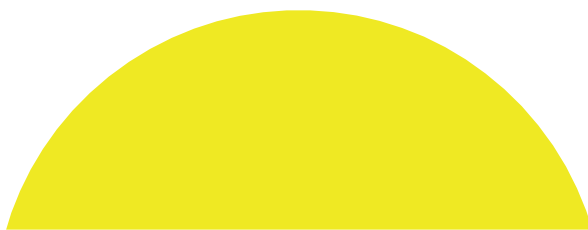


## Overview

This report captures Merseyrail service quality for the Rail Year 2023-24

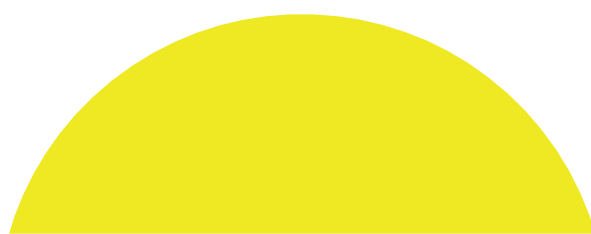
## Information and tickets

Indicator	Service Quality
Provision of travel information during the journey	<p>Information in person or written format is available from any staffed station, with most of our stations being staffed from 15 minutes before the start of service to 15 minutes after the last train has departed. Information is also prominently displayed using our electronic passenger information system on each platform and at static/digital poster cases. A public address system is also used to announce information across the network. Help points are located on each platform allowing customers to contact National Rail Enquiries or control room staff where required.</p> <p>2023 also saw the launch of digital passenger information systems onboard our trains.</p> <p>Digital channels such as our social media services including Twitter and Facebook are available between 06:00 to 23:30 Monday to Saturday and between 10:00 and 18:00 on Sundays. Our website is also used to communicate key messages and timetables. A telephone service is available between 07:00 and 19:00 Monday to Friday for those who may wish to call for information.</p>
How requests for information are handled at the station	<p>Requests can be made in person at our stations (where staffed). At unstaffed station requests can be made via phone, website, or social media. Help points are also located on each platform allowing customers to contact National Rail Enquiries or control room staff where required. All requests are dealt with as quickly as possible. In most cases this is immediate with information being readily available.</p>
How information about train schedules, tariffs and platforms is provided	<p>This information is available in person from all staffed stations, our website, our mobile app (using our journey planner tool) and via posters located on platforms across our network.</p>



Ticket buying facilities	<p>You can buy a ticket at any of our staffed stations. When buying a ticket at a ticket office, you should not need to queue for more than five minutes. Queues at our ticket offices are independently measured regularly and where we know more people will be travelling, we will make sure there are enough members of our team available to help. Tickets for longer journeys beyond the Merseyrail network and seat reservations (available for some long-distance train operators) may be bought in advance of travel if required from all staffed stations and from rail appointed travel agents. Ticket vending machines are also available at 19 of our stations to help reduce queuing times or where staff are not available to sell you a ticket. We also offer the opportunity to buy the Merseyrail Only Railpass via the Liverpool City Region Combined Authority online ticketing portal, MetroSmart. The Merseyrail Day Saver ticket is available to buy online via the Merseyrail website.</p>
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Indicator	Service Quality
Availability of staff at the station for information provision and ticket sale	<p>At our staffed stations, most of which are open from 15 minutes before the start of service each day until 15 minutes after service ends, staff are available to provide information and retail tickets. At those stations without staff, Ticket Vending Machines and help points are provided to ensure that customers can purchase a ticket and ask any questions they may have.</p>
How information to disabled people and persons with reduced mobility is provided	<p>Information is provided utilising all channels in an appropriate manner. This is governed by our Accessible Travel Policy (ATP) which clearly sets out the support and standards we seek to achieve to support those with reduced mobility who travel on our network. A copy of our ATP can be found on our website.</p>



## Punctuality of services and general principles to cope with disruption to services.

### a) Delays

Indicator	Service Quality
Overall average delay of services in % per category of service (international, domestic long-distance, regional and urban/suburban)	Regional service only (see % delay on arrival below).
% delay at departure	15.14% of booked trains departed the origin station 1 minute late or more
% delay at arrival (of which):	25.35% of booked trains arrived at the destination station 1 min late or more 7.63% of booked trains arrived at the destination station 5 mins late or more <b>(Public Performance Measure PPM)</b>
% delay of less than 60 minutes	99.9%
% delay of 60-119 minutes	0.01%
% delay of 120 minutes or more	0.00%
% of missed connections with	N/A

## b) Disruption

Indicator	Service Quality
Existence and short description of contingency plans, crisis management plans	A range of crisis and contingency plans are in place in the event of disruption. These plans involve us working with partners such as Network Rail to ensure that the service to customers is returned to normal as soon as is possible. During disruption processes are in place to keep customers informed and where appropriate rail replacement vehicles are used to ensure customers can complete their journey. Each incident which requires the use of our contingency plans are subsequently reviewed to ensure effectiveness.

Indicator	Service Quality
Cancellation of services as part of all services in % per category of service (international, domestic long-distance, regional and urban/ suburban)	Regional Service only – 4.36%

## Cancellation of services

### Cleanliness of rolling stock and station facilities (air quality in carriages, hygiene of sanitary facilities, etc.)

Indicator	Service Quality
Cleaning intervals	<p>Our train maintainer Stadler has a dedicated team of train presentation operatives working every evening to ensure that the Fleets of Class 777 and 507 are kept to a high standard of cleanliness. The cleaning standards are audited internally via the train maintainer every period, and external audit conducted by Merseyrail are also carried out. Stadler have a system of work which focuses on manual body wash activities which are focused on ensuring the trains maintain a high level of external cleanliness. They focus on a process of cleansing and disinfecting internal train services, and this is further enhanced by Merseyrail's own in service cleaners. Merseyrail's on board cleaning team are deployed to key points on the Merseyrail network to disinfect touch points daily. Merseyrail are also looking at introducing further quality assurance checks to enhance and sustain service quality.</p>
Technical measurement for air quality (e.g. level of CO2 in ppm)	<p>Merseyrail trains are electric and do not emit Co2 as a result.</p>
Availability of toilets	<p>There are no toilets on Merseyrail trains. Toilets are however available at 53 of our stations. Further information on which stations have toilets including Accessible toilets can be found on our website.</p>

## Customer satisfaction survey

It should be noted that since COVID 19 that the National Rail Passenger Survey has not taken place. As a result, the industry launched a smaller interim survey known as the National Rail User Survey. The results shown below are from the most recent wave of results received by Merseyrail.

Indicator	Service Quality
Punctuality of trains	88% (National Rail User Survey January 2024)
Accuracy and availability of information on train times/ platforms	84% (National Rail User Survey January 2024)
Consistently good maintenance/excellent	N/A
High level of security on train/ in station	N/A
Cleanliness of inside of the train	84% (National Rail User Survey January 2024)
Provision of useful information throughout the	84% (National Rail User Survey January 2024)
Response times to information requests at stations	N/A
Availability of good quality toilets on every train	There are no toilets on Merseyrail services due to the nature of our network.
Cleanliness and maintenance of stations to a high standard	84% (National Rail User Survey January 2024)

Accessibility of stations and trains

Accessibility of stations varies across the Merseyrail network. Stations are categorised in line with our Accessible Travel Policy. Those with step free access from the entrance to the station to all of the platforms are categorised as 'A'. Those with step free access to some platforms as 'B' and those with no step free access as 'C'. This information is available to customers in advance through our website, the National UK Passenger Assist Service or via our customer relations team.

Where a customer wishes to travel from an inaccessible station and is unable to do so, we will provide a rail replacement taxi to take them to their nearest accessible station, to support their journey. We also offer the facility to book this service an hour in advance via our customer relations team.

We do, however, offer a comprehensive turn up and travel service, meaning that customers who need assistance to board can simply make themselves known to staff on arrival at the station and be assisted onto the next available train.

Since the introduction of our new fleet in 2023, step free access is provided between all Merseyrail 777 trains and all platforms on the network.



Indicator	Service Quality
Assistance provision to disabled persons and persons with reduced mobility	Our station staff will aid at stations including helping with buying a ticket and assisting with boarding and alighting the train. Our staff will telephone through to connecting or destination stations to ensure that customers are met at the other end, this call will include what assistance they need and where they are on the train. If the customer is travelling to an accessible unstaffed station, the station staff will ask the Train Manager or Guard on board to assist them off the train.

## Complaint handling refunds and compensation for non-compliance with service quality standards

Indicator	Service Quality
Procedure in place	We have a robust complaint handling process in place. This is reviewed regularly with our regulator the Office of Road and Rail. A copy can be found on our website.
Number of complaints and outcome	1543 closed
Categories for complaints	<ul style="list-style-type: none"> <li>• Other Policy</li> <li>• Sufficient room for all passengers to sit/stand</li> <li>• The attitudes and helpfulness of the staff at station</li> <li>• The helpfulness and attitude of other staff (not on train/not at station)</li> <li>• Punctuality/reliability (i.e. the train arriving/departing on time)</li> </ul>
Received complaints	1745
Processed complaints	98% within 20 days
Average response times	12.6 days
Possible improvement action undertaken	<p>We review our top 5 complaint categories annually and act to continually improve the service we offer.</p> <ul style="list-style-type: none"> <li>• This year has seen us focus on the benefits our new fleet of trains can deliver for our passengers. They offer up to 50% more capacity on our trains. Once implemented this will see the amount of space for customers to stand and sit increase.</li> <li>• We have also been working closely with our train supplier Stadler to significantly improve performance. We have achieved this by providing daily real time feedback including customer comments directly to the manufacturer allowing them to prioritise based on customer need. The result is a 4% improvement in PPM since November 2023.</li> </ul>

## Assistance provided to disabled persons and persons with reduced mobility

Indicator	Service Quality
Possible improvement action undertaken	<ul style="list-style-type: none"><li>• We continue to monitor and review all complaints made about staff conduct and availability. This sees responsible managers reviewing all complaints and challenging conduct where required.</li></ul>
Assistance procedure in place	Our Assisted Travel Policy, which can be found on our website, sets out clearly the assistance procedures for our network.
No of cases of assistance per category of service (international/domestic long distance, regional and urban/suburban)	Regional only. 42,808 cases of unbooked assistance were successfully provided across our network this year.  In addition, 3,580 cases of booked assistance were successfully delivered via the national passenger assist service.

