



More than just a journey

Making Rail Accessible: Helping Older and Disabled Passengers

11/11/2010



More Merseyrail

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1. Introduction

Welcome to Merseyrail. We run an urban rail network of vital importance to the transport infrastructure of Liverpool and the region.

We run frequent services that call at 67 stations connecting Liverpool City Centre with parts of Merseyside, Cheshire and Lancashire giving access to work, shopping and leisure.

Merseyrail is a unique concession in the UK as the role of the Department of Transport (DfT) in awarding rail franchises has been delegated by Parliament to the Merseyside Passenger Transport Executive (Merseytravel). Another unique feature is the length of the concession which is 25 years with review dates along the way. Merseyrail was awarded the concession in July 2003.

Our aim is to deliver consistently high standards of safety, performance and customer service in all aspects of our business.

This document sets out our policy in relation to disabled customers, our commitment to improving services as well as providing a detailed guide of the arrangements and services we will provide for our disabled passengers.

2. Where we operate



3. Our commitment to disabled customers

We are committed to caring for our disabled customers. Our goal is simply to provide trains and stations that are as accessible as possible, ensuring disabled customers enjoy the best possible access and journey comfort when travelling with us.

We acknowledge that under the Social Model of disability, it is the environment that leads to difficulty for disabled people accessing our services. We will look at ways to remove those barriers so that everyone has the same rights to access.

Merseyrail is committed to continuously improving the services and facilities for all our passengers and will strive to deliver the standards set out in the DfT publication: Accessible Train Station Design for Disabled People: A Code of Practice published in 2010.

Since we started our concession in 2003 we have made significant investment. The improvements include:

- Installation of Customer Information Systems (CIS) at 26 stations. Bache, Ellesmere Port, Little Sutton, Capenhurst and Overpool have Customer Information Points which provide a help point, CIS and local bus information.
- All Merseyrail stations now benefit from CIS.
- We have also installed accessible toilets facilities at Hall Road, Formby, Blundellsands and Crosby, Maghull, Hooton and Rock Ferry.
- Major refurbishments have taken place which include the installation of lifts and accessible toilets at Bootle Oriel Road and Sandhills, lifts at Fazakerley and step free access, accessible toilets and CIS at Ormskirk.
- Power Operated doors have been installed at Rock Ferry, Blundellsands and Crosby, Meols, Hooton, Formby, Hillside and Birkdale and all new waiting shelters have automatic doors.

Please let us have your feedback on this policy or our services so we can use it to help us improve.

4. Planning your journey

4.1 Passenger Information

Merseyrail understands the importance of providing up-to-date accurate information to allow disabled passengers to plan their journeys. We want you to have all the information you require to plan your journey. Our Customer Relations team and ticket office staff are there to help you. You can also access information on our services and facilities via our website at www.merseyrail.org or at www.nationalrail.co.uk which details accessibility information for all stations on the National Rail network.

Our website also provides various other updates including live train service information and details of planned engineering work, up – to-the minute information on all National Rail services is also provided by National Rail Enquiries at www.nationalrail.co.uk, or on the telephone on 08457 48 49 50 and Train Tracker 0871 200 49 50.

We will ensure that the information for the stations we manage is accurate and up to date. We will also advertise where facilities

such as lifts are not available at stations entrances and at other accessible stations along the route.

We will endeavour to promptly update Knowledgebase with any changes to the accessibility of services or facilities at stations so that the information available to passengers via the Station Journey Planner (Stations Made Easy) is up to date and passengers who request assistance can be aware of limitations and or/temporary restrictions including:

- Where stations have a physical constraint which prevent some disabled people using them
- When significant temporary works affects station accessibility
- Where there are changes that would make them temporarily inaccessible (such as lifts being out of order)
- Where facilities on trains that materially effect disabled passengers' journeys are unavailable

Whenever any short term or unplanned changes are likely to have a significant impact on passengers' travel arrangements and this would not be captured by the weekly Knowledgebase update, we will contact the helpdesk within 24 hours so the Station Journey Planner can be updated directly.

We commit to updating information provided in hard copy formats as often as practicable, and at least annually we will review this document.

4.2 Assistance for passengers

Merseyrail appreciates that disabled customers may need help or to make special arrangements to travel and we are committed to the national recognised reservation system for disabled passengers, Assisted Passengers Reservation System (APRS). Assistance can be arranged through APRS during the hours that trains are scheduled to serve the station. If you require assistance on other National Rail services we advised you to book assistance in advance of travelling giving at least 24 hours' notice. This service is available to passengers travelling anywhere on the National Rail network. Disabled customers using this service can make arrangements for assistance to or from all stations with a single phone call.

We will provide sufficient resources to maintain APRS and continue to improve performance.

4.3 Why book Assistance?

To ensure we provide the best service possible we recommend that, if you require assistance at Merseyrail stations, you contact our Customer Relations team in advance of travel. If your journey is between Merseyrail stations only one hour's notice is required to ensure that our customers' requirements are met.

If you wish to travel at weekends we strongly recommend that you contact our Customer Relations team, due to the possibility of engineering work taking place and trains being replaced by buses.

We will do our best to provide you with the assistance you need to make your journey whether you have booked or not, but by booking you help us to provide that assistance as promptly and effectively as possible. 61 out of our 66 stations are staffed from 15 minutes before the first train to 15 minutes after the last train. If, however, you wish to travel to or from an unstaffed station we will need to make arrangements for transport which is accessible to you to be provided to take you to the most convenient accessible station. Where the station's physical restraints (such as there being no step-free access) prevent some passengers from using it, we will arrange alternative accessible transport.

Where assistance has been arranged in advance we will help passengers off the train at their destination as quickly as possible and wherever reasonably practicable within 5 minutes of arrival of the train at its terminating station.

5.0 Booking Assistance

Our Customer Relations team is able to advise and arrange assistance or provide further information over the telephone or by email. Their contact details are.

Email – comment@merseyrail.org

Telephone number
0800 0227 347 or 0151 702 2071.

These lines are open
Monday – Friday 09.00 - 16.00

They can:

- Help you find the nearest station that meets your accessibility requirements.
- Advise you about access arrangements at the stations you want to use and help you plan the best route for your journey.
- Ensure that our staff and staff at stations operated by other companies are aware of your needs and journey details.
- Make alternative arrangements if you are unable to access a particular station.
- Arrange seat reservations and assistance for other train operators' services.
(Merseyrail and some other train operators do not offer seat reservations on their services)

6. Alternative accessible transport

Merseyrail will provide, at no extra charge, suitable alternative transport, normally a taxi, to take disabled passengers to the nearest or most convenient accessible station from where the passengers can continue their journey when

- a) a disabled passenger is unable to travel from a station which is inaccessible to them because of a physical constraint.
- b) where a rail replacement bus service is provided at times of planned engineering works and this substitute transport is inaccessible to disabled passengers.
- c) where there is disruption to the services at short notice, which makes the service inaccessible to disabled passengers.

We may not be able to transport mobility scooters on replacement transport.

7. Getting to and from the station

A number of our stations have pick-up and drop-off points making access to the station easier and as safe as possible.

Many stations have free parking facilities including Blue Badge spaces. The dedicated Blue Badge spaces are situated as close as possible to the station entrance.

We monitor usage of Blue Badge parking spaces. Such monitoring will enable appropriate enforcement action to be taken when non-Blue Badge holders park in designated spaces.

CCTV cameras cover car parks and the usage of Blue Badge spaces is monitored either locally or remotely at Merseyrail Control or Security Centre. Merseyrail and Merseytravel regularly monitor car park usage and work together to make every effort to increase car parking facilities for all customers across the network. We will use our best endeavours to ensure that all new or refurbished Blue Badge spaces installed in our car parks conform to the Code of Practice. If this is not possible we will follow the dispensation process detailed within the Code of Practice.

All station car parks that are managed by Merseyrail have been approved by the Secure Car Park award scheme.

8. Tickets and fares.

8.1 Ticket Purchase

You can purchase tickets for your journey at our staffed stations. All ticket offices are fitted with an induction loop and some ticket offices have dropped/low level counters suitable for those in wheelchairs.

All Merseyrail unstaffed stations and some staffed stations have self-service ticket machines from which you can buy discounted tickets with a valid railcard.



Merseyrail also accept the Merseytravel Concessionary Pass for Disabled People and Older People that allows free travel on the Merseyrail's Northern and Wirral Line services.

Where disabled passengers are unable to buy a ticket at a station before their journey, or are unable to use the ticket vending machine, if there is one provided, they will be able to buy a ticket without penalty at their destination station or from one of our Revenue Protection staff.



8.2 The Disabled Persons Railcard

If you have a disability that makes travelling by train difficult you may qualify for the Disabled Person's Railcard. If you have a railcard always carry it with you.

The Railcard allows you, and an adult companion, travelling with you, to obtain a 1/3 discount off most Standard and First Class fares throughout Great Britain.

Details are available in the Rail Travel Made Easy leaflet, published by the Association of Train Operating Companies (ATOC). The guide and an application form are available from ticket offices, from the Disabled Persons Railcard Office and from the National Rail Enquiries website at www.nationalrail.co.uk.

An alternative discount is available on Anytime tickets for wheelchair users who remain in their chair and who have no Disabled Persons Railcard; the discount applies to both the wheelchair user and a companion, though the wheelchair user may travel alone and still receive the discount.

The same discount is available to a person registered as visually impaired but such passengers must be accompanied; the discount applies to both passengers. Please take documentation confirming your visual impairment when buying a ticket and when travelling. The documentation must be from a recognised institution such as Social Services, your Local Authority, or RNIB.

9. At the station

9.1 Assistance

61 of Merseyrail's 66 stations are staffed from 15 minutes before the first train to 15 minutes after the last train and our staff will be happy to help to provide information and assist you. Our staff receive training in how to support and assist disabled customers.

If you are travelling on the Merseyrail network we recommend that you arrive at the station at least 10 minutes before your train is due to depart. If you are travelling on any other train services we recommend arriving 20 minutes before your train is due to depart to allow plenty of time to catch your train. Please make yourself and your needs known to us as soon as you arrive at the station. At our larger station, our automatic ticket gates on the station concourse serve as the meeting point. Elsewhere, Ticket Offices serve as Information Points and meeting points.

Wheelchairs are available at our city centre stations and Liverpool South Parkway station for temporary use on the station by mobility-impaired customers.

9.2 Station entrances

We will not permanently close a station entrance if this leads to a reduction in accessibility for disabled passengers, unless we first consult the DfT, Passenger Focus

and local access groups and the changes have been approved by the DfT.

We will consider the needs of disabled people when restricting or temporarily closing access points at stations. We will endeavour to meet the guidance set out in the Accessible Train Station Design for Disabled People: A Code of Practice and if we cannot we will provide alternative accessible transport to the nearest or most suitable accessible station.

9.3. Aural and visual information

All our fully staffed stations have visual customer information systems which show the final destination station, all stations the train service will call at and the time delay until the next train arrives. The system complies with the standards in the Code. Our unstaffed stations have Customer Information Points which provide a help point, CIS and local bus information

61 of our 66 stations are fitted with a public address system (PA). A public address system will be installed during at 2011 at the remaining five stations.

At times of service disruption we will provide information on train service alternatives and any alternative transport through the public address system.

9.4. Information points and displays

Ticket Offices serve as Information Points and meeting points. All Ticket Offices are equipped with induction loops and some have a low or adjustable counter. Information on station facilities, service and station accessibility is available to passenger at our Ticket Offices, by telephone from our Customer Relations department, on our website (www.merseyrail.org), on the National Rail website 'Stations Made Easy' (www.nationalrail.co.uk).

Ticket Offices are able to provide information on stations facilities.

Additional information is displayed at all stations, at or near the entrances, in the form of our Welcome poster, which provide amongst other information:

- Comprehensive details of the facilities at the station and accessibility level.
- Information about the locality including a contact number for local taxis
- Lost Property
- Assistance Helpline contact number

Whenever possible we make sure information on timetables, fares and connections and information leaflets are placed so both wheelchair users and standing passengers can use them.

We have Customer Information points at our unstaffed stations which provide real time Customer information on Merseyrail services

plus a journey planner for the Merseyrail network and local buses and a help point.

We will co-operate with other train operators as well as other transport providers who operate near to the station so staff are able to provide up-to-date information or be able to direct passengers to where such information can be found.

9.5 Ticket machines

Self-service ticket machines are available at some of our stations. They can issue tickets at the reduced rates for holders of the Disabled Persons Railcard and for their companion.



9.6 Ticket Gates

Automatic ticket gates are in operation at Liverpool Central, Moorfields, Liverpool Lime Street (Low Level), James Street, Conway Park, Southport and Liverpool South Parkway. All the gate lines include a wide gate suitable for wheelchair users or those with impaired mobility. If members of staff are not available to supervise the gate line, the gates will be fixed in the open position to ensure easy access.



9.7 Luggage

Where assistance at a station has been arranged in advance through APRs, our staff will provide assistance with luggage to and from the train for our disabled customers.

When a passenger has not booked in advance, we will endeavour provide assistance, depending on the availability of staff at the time as quickly as possible.

We don't have barrows or powered buggies at our stations so we ask that you bear in mind the weight, size and quantity of luggage. The assistance will be limited by the individual staff members' ability to lift the item(s). Our staff are trained in manual handling and therefore will not lift anything that they feel would put their own health or well being at risk.

There are no left luggage facilities at any of our stations.

Left Luggage facilities are available on the concourse of Liverpool Lime Street mainline station which is operated by Network Rail.

9.8 Ramps

All our staffed stations have ramps to help with getting on or off our trains. These are able to carry a combined weight (for passenger and wheelchair) of up to 300kgs.

Assistance getting on or off our trains can be booked through our Customer Relations team. If you have not booked assistance our station staff will still do their best to assist you, but by booking in advance we will be able to help you as promptly and efficiently as possible.



9.9 Facilities provided by Third Parties

We will endeavour to ensure all facilities provided by third parties are accessible to disabled people and ensure that they are not located where they will cause obstruction. If we have contracts with third-party companies who deliver services on behalf of Merseyrail we will make training in awareness of accessibility and disabled passengers' needs a requirement of their contract.

10. On Train

10.1 Aural and visual Information

All our trains are fitted with aural and visual on-train public address system; the system complies with the standards in the Code. Announcements are made throughout the journey confirming the destination of the train, the name of each station as the train approaches it and at each station stop. Our guards can make additional aural and activate additional visual announcements as and when required. We are committed to providing announcements within 2 minutes if a train will be delayed for more than a few minutes.

10.2 Seats on Trains

Seats on Merseyrail trains cannot be reserved. However, seats located closest to the entrance/exit doors are marked with a notice asking other passenger to make the seats available for older or disabled passengers. If you require assistance boarding the train this can be provided. We undertake to make every reasonable effort to ensure a passenger can obtain a seat but this may not be possible if seats are not available.

10.3 Scooters and Wheelchairs

Manual or powered wheelchairs and mobility scooters can travel on any of our trains and on any route provided they fall within the following dimensional and weight limits:

Width 700 mm

Length (including footplates) 1200mm

Weight (including customer) 300 kgs

If you wish to travel and you are unsure whether your wheelchair or scooter is suitable for conveyance on our trains please contact our Customer Relations team before travelling.

10.4 Wheelchair Spaces

All our trains offer facilities including two designated wheelchair spaces with “assistance” buttons. One is situated near to the driver’s accommodation and the other is situated near to the guard’s accommodation. Both wheelchair spaces are clearly indicated on the outside of trains with a pictogram of a wheelchair.

Although these spaces are not dedicated for sole use by customers in wheelchairs they do have priority over all other users including mobility scooter users and customers with pushchairs. Our staff will provide assistance during boarding, alighting and positioning the wheelchair-user into the appropriate space on the train.

10.5 Wheelchair Safety

If you use a manual wheelchair and need assistance alighting from the train we recommend that you descend the ramp backwards. If you prefer to descend the ramp in the forward direction our staff will deploy the ramp but will not offer assistance to push the wheelchair.

When preparing to board or alight the train we ask that all baggage is taken off the back of the wheelchair seat so it does not topple when entering and exiting the train via the ramp.



10.6 Scooter Travel restrictions

We cannot guarantee that you will be able to take your mobility scooter on connecting services operated by other train companies and we highly recommend that you check details with them before you travel.

10.7 Scooter Safety

When preparing to board or alight from the train we ask that all baggage is taken off the back of the mobility scooter seat so it does not topple when entering and exiting the train via the ramp.

Once on board our services, all wheelchair users and scooter users should ensure they position their vehicle safely within the designated space and apply the brakes. On no occasion should wheelchairs or scooters block the exits or passageways as this is a safety hazard. If a scooter user positions their vehicle safely within the designated space they don't need to transfer to a seat whilst travelling on Merseyrail trains.

For safety reasons we also insist that powered wheelchairs and mobility scooters do not exceed 4 mph on station premises.

11. Rolling Stock Information

All Merseyrail services are operated by class 507 and 508 electric trains. These have two sets of wide opening doors on each coach opened and closed by the train crew at each station stop. These trains were built between 1978 and 1980 and are of a standard type built at that time for short distance suburban journeys. They have no toilet facilities.



Our trains have three coaches but can be joined to make a six-coach train.



12. Connections to other train services

Merseyrail staff will assist passengers to transfer to make connections to other trains whether operated by ourselves or another train operating company. This will also include any assistance required when trains are re-platformed at short notice.

We recommend that if you require assistance that you contact our Customer Relations team before travelling so can make the necessary arrangements.

13. Interchanges with other modes

Merseyrail staff will assist a passenger from their point of entry to the station until they have boarded the train and vice versa.

A number of stations have connections with local bus services and further information can be obtained from Merseytravel travel line on 0871 200 22 33 between:

7am – 8pm Mondays to Fridays

8am – 8pm Saturdays, Sundays and Bank Holidays

Closed on Christmas Day

We have taxi ranks at the following locations; Southport, Liverpool South Parkway, Formby, Maghull, Hunts Cross, Kirkby, Ormskirk and Hoylake and we advertise a telephone number for a local taxi company at all our stations.

14. Service Disruption

There are occasions when the advertised train service cannot be provided because of service disruption.

14.1 Planned Service Disruption

When this disruption is known in advance we will make every effort to contact them. If necessary, we will make alternative arrangements for travel. When disruption occurs without advance warning we will make arrangements for alternative transport for their journey when the customers arrive at the station. If a rail replacement services is arranged we always endeavour to provide buses that comply with relevant accessibility regulations .If we are unable to provide low floor buses every effort will be made to provide an alternative means of transport according to the specific needs of our passengers, to complete their journey.

14.2 How we will assist you during unplanned service disruption

When the disruption happens without advance warning, we are committed to make every effort to reintroduce normal services as soon as possible. However, there may be times when there will be a need to provide alternative transport, such as buses, which may not always be fully accessible, under these circumstance a customer who is unable to use the alternative transport will be offered alternative accessible transport, normally an accessible taxi at no extra costs.

14.3 Assistance at times of emergency

There are special arrangements for providing assistance at times of emergency. Details of the Merseyrail emergency evacuation procedures are held at all our staffed stations and issued to all our train crew staff. When we come aware of an emergency situation at our unstaffed stations we would deploy staff to assist.

The emergency evacuation procedure for each station varies according to such factors as the physical layout, the presence and accessibility of facilities, and the availability of station staff.

Our trains display safety information on what to do in the rare event of an on-board emergency. Evacuation guidelines are

displayed in each carriage. The guidelines use a high level of pictorial graphics so that all customers may understand them. In the event if an emergency on the train, we consider the safest option is nearly always to stay on board the train. All our trains are fitted with an emergency evacuation kit that includes a ladder. All of our train crew staff receive train evacuation training and this includes assisting disabled customers. Further details of our evacuation guidelines is contained in our Making Rail Accessible: Guide to Policy and Practices.

15. Contact and Feedback

We welcome your comments and feedback about all aspects of our services including accessibility. If you would like to give feedback Comments forms are available at all our stations or email us at comment@merseyrail.org.

The Legal and Compliance Manager has day-to-day responsibility for our Disabled People's Protection Policy and can be contacted via our Customer Relations team.

You can also write to our Customer Relations team at:

Customer Relations Department
Merseyrail
Rail House
Lord Nelson Street
Liverpool
L1 1JF

Information for disabled passengers can be obtainable from:

- All our station ticket offices,
- Our website: www.merseyrail.org
- Our Customer Relations team, telephone number and textphone number 0800 0227 347 (freephone number, when telephoning from anywhere in UK) or 0151 702 2071.

These lines are open Monday – Friday
09.00 to 16.00

- National Rail Enquiries
telephone 08457 48 49 50
text phone 08456 05 06 00
- National Website
www.nationalrail.co.uk
- Merseytravel Website:
www.merseytravel.gov.uk

If you want to pre book assistance please contact our Customer Relations Team on 0800 0227 347 or 0151 702 2071 or by email (comment@merseyrail.org)

Customers requiring to book assistance outside these hours or weekends or Bank Holidays can ring 0151 702 2704.

16. Communication

Copies of this document are available, free of charge, from our ticket offices, our Customer Relations team, and from our website www.merseyrail.org.

We will also provide copies in alternative formats such as Braille, audio and large print on request and will endeavour to have the documents available within seven working days of receiving your request.

17. Station Accessibility Information

Please be aware that the accuracy of this information is current as of the date of publication.

Name	Staffing Type	Station Accessibility	Car Park & No of Blue Badge Spaces	Seating	Toilets (wheelchair Accessible)	Easy Access Ticket Sales	Designated Meeting Point	Customer Information Systems (visual only)	Waiting Rooms/ Covered Waiting Areas
Aigburth	Full	✗	Yes (1)	Yes (both platforms)	Yes	Yes	Booking Office	Yes	Covered Waiting Area
Ainsdale	Full	✓	Yes (6)	Yes (both platforms)	Yes	No	Booking Office	Yes	Waiting Rooms (both platforms) wheelchair accessible
Aintree	Full	✓	Yes (8)	Yes (both platforms)	No	No	Booking Office	Yes	Waiting Rooms (both platforms) wheelchair accessible
Aughton Park	Full	✗	No (0)	Yes (both platforms)	No	No	Booking Office	Yes	Waiting Shelter (both platforms)
Bache	None	✗	Yes (3)	Yes (both platforms)	No	No	No	Yes	Waiting Shelter (Liverpool bound platform) Wheelchair accessible
Bank Hall	Full	✗	No (0)	Yes (both platforms)	No	No	Booking Office	Yes	Waiting Shelter (island platform)
Bebington	Full	✓	Yes (2)	Yes (both platforms)	No	No	Booking Office	Yes	Waiting Shelter (both platforms) wheelchair accessible
Biriston	Full	✗	Yes (0)	Yes (both platforms)	Yes	No	Booking Office	Yes	Covered waiting areas on both platforms

Birkdale	Full	✓	Yes (7)	Yes (both platforms)	Yes	No	Booking Office	Yes	Waiting Rooms (both platforms) wheelchair accessible
Birkenhead Central	Full	✓	No(0)	Yes (both platforms)	Yes	Yes	Booking Office	Yes	Waiting Shelter platform 1, covered waiting area platform 2
Birkenhead North	Full	✗	No(0)	Yes (both platforms)	No	No	Booking Office	Yes	Covered waiting areas (both platforms) Wheelchair accessible – New Brighton/ West Kirkby bound platform)
Birkenhead Park	Full	✗	No(0)	Yes (both platforms)	No	No	Booking Office	Yes	Waiting Shelter (island platform)
Blundellsands & Crosby	Full	✓	Yes(2)	Yes (both platforms)	Yes	No	Booking Office	Yes	Waiting Shelters (both platforms) wheelchair accessible
Boothle New Strand	Full	✓	No(1)	Yes (both platforms)	No	No	Booking Office	Yes	Waiting Shelters (both platforms) Wheelchair accessible
Boothle Oriol Road	Full	✓	No(0)	Yes (both platforms)	Yes	Yes	Booking Office	Yes	Waiting Shelters(both platforms) Wheelchair accessible
Bromborough	Full	✗	Yes(4)	Yes (both platforms)	No	No	Booking Office	Yes	Waiting Shelters (both platforms)
Bromborough Rake	Full	✓	No(0)	Yes (both platforms)	No	Yes	Booking Office	Yes	Waiting Shelters (both platforms) wheelchair accessible

Name	Staffing Type	Station Accessibility	Car Park & No of Blue Badge Spaces	Seating	Toilets (wheelchair Accessible)	Easy Access Ticket Sales	Designated Meeting Point	Customer Information Systems (visual only)	Waiting Rooms/ Covered Waiting Areas
Brunswick	Full	✓	Yes(2)	Yes (both platforms)	No	No	Booking Office	Yes	Waiting Shelters (both platforms) wheelchair accessible)
Capenhurst	None	✗	Yes(2)	Yes (both platforms)	No	No	No	Yes	Waiting Shelters (both platforms) wheelchair accessible
Conway Park	Full	✓	No(0)	Yes (both platforms)	Yes	No	Gate Line	Yes	Covered waiting areas (wheelchair accessible)
Cressington	Full	✗	Yes(1)	Yes (both platforms)	No	No	Booking Office	Yes	Waiting Shelter (Liverpool bound platform)
Eastham Rake	Full	✗	Yes(4)	Yes (both platforms)	No	No	Booking Office	Yes	Waiting Shelter (both platforms) Chester platform wheelchair accessible via long/ steep ramp
Ellesmere Port	Part	✗	Yes(0)	Yes (both platforms)	No	No	Booking Office	Yes	Waiting Shelter (wheelchair accessible)
Fazakerley	Full	✗	No(0)	Yes (both platforms)	No	Yes	Booking Office	Yes	Waiting Shelters (both platforms) Wheelchair Accessible
Formby	Full	✓	Yes(10)	Yes (both platforms)	Yes	No	Booking Office	Yes	Waiting Rooms (both platforms (wheelchair accessible)

Freshfield	Full	✓	Yes(3)	Yes (both platforms)	No	No	Booking Office	Yes	Waiting Shelters (both platforms) wheelchair accessible)
Green Lane	Full	✗	Yes(2)	Yes (both platforms)	No	No	Booking Office	Yes	Covered platforms (both platforms)
Hall Road	Full	✓	No(0)	Yes (both platforms)	Yes	No	Booking Office	Yes	Waiting Shelters on Southport bound platform, waiting room on Liverpool bound platform (all wheelchair accessible)
Hamilton Square	Full	✓	No(0)	Yes (both platforms)	Yes	Yes	Gate Line	Yes	Covered platforms (wheelchair accessible)
Hightown	Full	✓	No(0)	Yes (both platforms)	No	No	Booking Office	Yes	Covered shelter (southport platform) Waiting shelter (Liverpool bound platform) Wheelchair accessible
Hillside	Full	✗	No(0)	Yes (both platforms)	No	No	Booking Office	Yes	Waiting shelters (both platforms)
Hooton	Full	✗	Yes (24)	Yes (both platforms)	Yes	Yes	Booking Office	Yes	Waiting Rooms (both platforms)
Hoylake	Full	✓	Yes(10)	Yes (both platforms)	Yes	Yes	Booking Office	Yes	Waiting Rooms (both platforms)
Hunts Cross	Full	✗	Yes(2)	Yes (island platform only)	Yes	No	Booking Office	Yes	Waiting Shelter (island platform)

Name	Staffing Type	Station Accessibility	Car Park & No of Blue Badge Spaces	Seating	Toilets (wheelchair Accessible)	Easy Access Ticket Sales	Designated Meeting Point	Customer Information Systems (visual only)	Waiting Rooms/ Covered Waiting Areas
Kirkby	Full	✓	Yes(3)	Yes (both platforms)	No	No	Booking Office	Yes	Waiting Shelters (both platforms) wheelchair accessible
Kirkdale	Full	✓	No(2)	Yes (both platforms)	Yes	Yes	Booking Office	Yes	Waiting Shelters (both platforms) Wheelchair accessible
Leasowe	Full	✓	Yes(4)	Yes (both platforms)	No	No	Booking Office	Yes	Waiting Shelters (both platforms) wheelchair accessible
Lime Street(Low Level)	Full	✓	No(0)	Yes (both platforms)	No	No	Gate Line	Yes	Covered platforms – wheelchair accessible
Little Sutton	None	✗	No(0)	No	No	No	No	Yes	Waiting Shelters (both platforms)
Liverpool Central	Full	✓	No(0)	Yes (Allplatforms)	Yes	Yes	Gate Line	Yes	Covered platforms – wheelchair accessible
Liverpool James Street	Full	✓	No(0)	Yes (both platforms)	Yes	Yes	Gate Line	Yes	Covered platforms – wheelchair accessible
Liverpool South Parkway	Full	✓	Yes(14)	Yes All platforms	Yes	Yes	Gate Line	Yes	Waiting Rooms with station building/ covered platforms Wheelchair accessible

Maghull	Full	✓	Yes(14)	Yes (both platforms)	Yes	No	Booking Office	Yes	Waiting Room – Liverpool platform. Waiting Shelter – Ormskirk platform – wheelchair accessible
Manor Road	Full	✗	No(0)	Yes (both platforms)	No	No	Booking Office	Yes	Waiting Room (Liverpool platform) Waiting shelter (West Kirby platform) -
Meols	Full	✗	Yes(2)	Yes (both platforms)	Yes	No	Booking Office	Yes	Waiting Shelter on West Kirby platform, waiting room on Liverpool platform
Moorfields	Full	✓	Yes(0)	Yes (All platforms)	Yes	Yes (old Hall St entrance)	Gate Line	Yes	Covered platforms (wheelchair accessible)
Moreton	Full	✗	Yes(2)	Yes (both platforms)	No	No	Booking Office	Yes	Waiting Shelter on both platforms.
New Brighton	Full	✓	No(0)	Yes (both platforms)	Yes	Yes	Booking Office	Yes	Covered islands – wheelchair accessible
Old Roan	Full	✓	No(3)	Yes (both platforms)	No	No	Booking Office	Yes	Waiting Shelter (both platforms) Wheelchair accessible
Ormskirk	Full	✓	Yes(2)	Yes (both platforms)	Yes	Yes	Booking Office	Yes	Waiting Shelter (Preston platform) Covered waiting area on platform. Covered seating area in booking hall. (wheelchair accessible)

Name	Staffing Type	Station Accessibility	Car Park & No of Blue Badge Spaces	Seating	Toilets (wheelchair Accessible)	Easy Access Ticket Sales	Designated Meeting Point	Customer Information Systems (visual only)	Waiting Rooms/ Covered Waiting Areas
Orrell Park	Full	✗	No(0)	Yes (both platforms)	No	No	Booking Office	Yes	Waiting Shelters (both platforms) Wheelchair accessible Liverpool platform only
Overpool	None	✗	No(0)	No	No	No	No	Yes	Waiting Shelters (both platforms).
Port Sunlight	Full	✗	No(0)	Yes (both platforms)	No	Yes	Booking Office	Yes	Waiting Shelters (both platforms)
Rice Lane	Full	✗	No(0)	Yes (both platforms)	No	No	Booking Office	Yes	Waiting Shelters (both platforms)
Rock Ferry	Full	✗	Yes(1)	Yes (All platforms)	Yes	No	Booking Office	Yes	Waiting Room on Liverpool platform – wheelchair accessible. Waiting shelter on the Chester platform
Sandhills	Full	✗	No(0)	Yes (both platforms)	Yes	Yes	Booking Office	Yes	Waiting Shelter (island platform) wheelchair accessible
Seaforth & Litherland	Full	✓	Yes(4)	Yes (both platforms)	No	No	Booking Office	Yes	Waiting Shelter (island platform) wheelchair accessible

Southport	Full	✓	No(0)	Yes (All platforms)	Yes	Yes	Gate Line	Yes	Covered platforms
Spital	Full	✗	Yes(2)	Yes (both platforms)	No	No	Booking Office	Yes	Waiting Shelters (both platforms)
St Michaels	Full	✗	Yes(0)	Yes (both platforms)	No	No	Booking Office	Yes	Waiting Shelter (both platforms)
Town Green	Full	✓	Yes(2)	Yes (both platforms)	No	No	Booking Office	Yes	Covered waiting area (Liverpool platform) – wheelchair accessible. Waiting Shelter (Ormskirk platform)
Wallasey Grove Road	Full	✗	Yes(6)	Yes (both platforms)	No	Yes	Booking Office	Yes	Waiting Shelter (Liverpool platform)
Wallasey Village	Full	✗	No(0)	Yes (both platforms)	Yes	Yes	Booking Office	Yes	Waiting Room (both platforms)
Walton	Full	✗	No(1)	Yes (both platforms)	No	No	Booking Office	Yes	Waiting Shelter (both platform)
Waterloo	Full	✓	No(0)	Yes (both platforms)	No	No	Booking Office	Yes	Waiting Shelter (island platform) wheelchair accessible

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