

Working Hard For Our Passengers

**Andy Heath
Managing Director
Merseyrail**

Our Vision

“Delivering a world class railway to our local region”

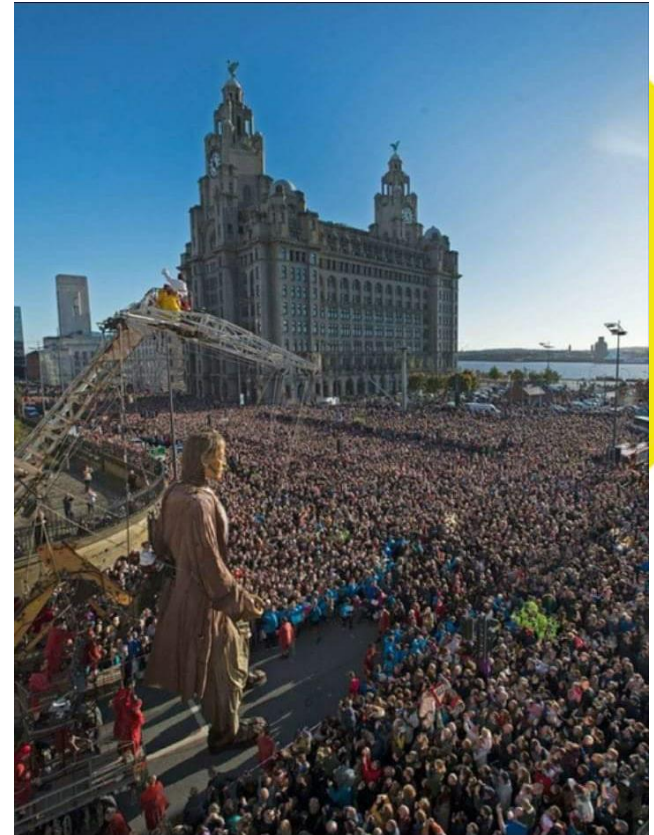
- Working hard for our passengers – National Rail Awards
- New trains in 2020
- Future ticketing
- Communities

About Merseyrail

- 25 year concession with Merseytravel
- Working closely with Merseytravel and our partners
- Profit share scheme, giving £25m back to the City Region
- One of the best performing operators in the country
- A regular high performer in the National Rail Passenger Survey
 - Top franchised operator in Spring 2018
 - Second for value for money

National Rail Awards

- First single operator to win three awards
 - Passenger Operator of the Year
 - Customer Service Excellence
 - Sustainable Development
- Giants bespoke timetable
- 30% of visitors
- Patronage doubled
- Higher than average performance



New Fleet

New Fleet New State-of-the-Art Trains

- The network could extend to Wrexham, Warrington and Skelmersdale
- Double the current CCTV cameras, streamed in the train, to the driver and Control
- Unassisted access with a pioneering sliding step
- Sockets and USB ports at each seat
- 50% more passengers
- Shorter journey times



The Wider Project

- Part of a £460m investment
- Creating 1,000 new jobs
- Adding £70m annually to the economy
- Stadler began managing maintenance depots from October 2017
- Depot modernisations by Stadler
- Platform upgrades to accommodate the new trains from October 20 2018 – June 16 2019

The Mock-Up

- Life size mock-up
- 2,500 visitors at Pacific Road
- Lime Street station November 5 – 18





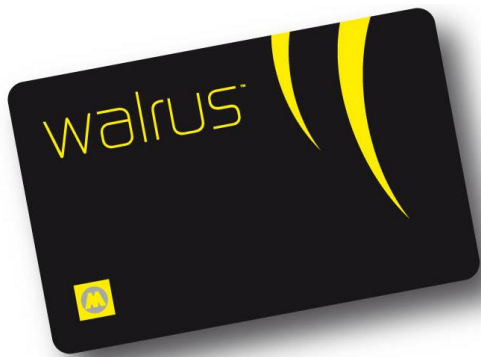
Timescales

- Autumn 2018 – mock-up open to the public
- Summer 2019 – testing
- 2020 – phased introduction of new trains
- 2021 – full fleet in service

Future Ticketing

Future Ticketing

- Industry to be Smart by December 2022
- Walrus cards – Merseyside’s Oyster card
- Trials successful – 100% of Saveaways now sold on Smart
- The first UK rail company to retail Smart at all staffed stations
- Season tickets in the near future



Local Communities

Local Communities

- We have raised over £800,000 for local charities and causes
- Charity of the year – Merseyside and Cheshire blood bikes
- Merseyrail Ladies Football Club
- School liaison team to educate children about the railway
- 47 station adoption schemes and over 100 volunteers



Thankyou