

Liverpool Lime Street disruption 2017 Stakeholder briefing pack

30 September – 22 October 2017

1. What's happening?

Liverpool Lime Street station is undergoing a major transformation – its biggest upgrade since the 19th Century. This is the first of two phases of work. The next phase will take place in summer 2018. Once complete, this work will:

- Enable an extra three services per hour from Lime Street, including new direct services to Scotland.
- Create two new station platforms
- Remodel station platforms to provide longer, straighter, safer platforms capable of accommodating longer trains and more passengers, more safely.

It is forecast that by 2043 the number of passengers travelling at peak time through Lime Street will have doubled. This work is vital to create capacity at the station to accommodate more passengers.

It is one of 10 major railway upgrades across the Liverpool City Region and sits within the wider Great North Rail Project to transform rail travel for customers in the North of England.

2. Key travel advice:

The Liverpool City Region is very much open for business during the work and you can still get into the city and to your destination. The rail industry and Liverpool City Region have built a robust transportation plan for the closure. Keeping passengers on the rail network where possible has been a priority. Where this has not been possible we have ensured high quality rail replacement bus services are available.

Passengers travelling via Liverpool South Parkway should be directed to **Moorfields station** in the Liverpool City Centre as Moorfields has greater capacity to keep passengers moving. Based on their final destination, the alternative travel arrangements may actually get passengers closer to where they want or need to be (see city centre map for info)

We want people to:

- Stick to public transport wherever possible to keep the Liverpool City Region moving
- Please plan ahead and allow extra time for their journey (see estimated additional journey times below – based on peak travel)
- Print off/pick up tickets in advance, BEFORE the day of travel.

Note: Limited printing machines will be available at Liverpool South Parkway and some temporary printing facilities at Moorfields and Liverpool Central, however to avoid queueing, we advise passengers to print off/pick up tickets before the day of travel. Printing facilities will remain available at Liverpool Lime Street station.

- There will be additional staff on hand to help at key interchanges to provide help and advice to passengers.

3. Outline of the travel plan (maps below) – including additional journey time and bus frequency:

Journeys via Liverpool South Parkway

30 September – 22 October

Mainline services from destinations such as Manchester (including Manchester Airport), London, Nottingham, Runcorn, Birmingham, Leeds, York and Crewe will start/terminate at Liverpool South Parkway. Passengers can easily pick up the Merseyrail network from here which will take them, quickly, to Moorfields station in the Liverpool City Centre.

It's easy to transfer onto the Merseyrail network; there is no need for passengers to leave the station. They just need to go over the overbridge at Liverpool South Parkway and across the station concourse.

Frequency: 4 trains per hour (Monday to Saturday) and 2-4 trains per hour (Sunday – dependant on time of travel).*

*A quality rail replacement bus service will be provided between Liverpool Lime Street and Liverpool South Parkway for some early morning Virgin Trains services.

Allow additional journey time: It is estimated that transferring onto the Merseyrail network should add only 10-15 minutes to journeys if passengers are able to catch the next available train. Please note that stations will be busy and passengers may have to wait for the next available Merseyrail service.

Journeys via Huyton

30 Sept – 8 October

Services will start/terminate at St Helens Central and St Helens Junction. Quality rail replacement buses will be on hand to get you between both St Helens stations and Liverpool Lime Street.

Please note: if travelling between Preston/Wigan and Liverpool Lime Street you also have the option of travelling via Ormskirk/Kirkby using the Merseyrail network to/from Moorfields station in the Liverpool City Centre.

Frequency:

(Monday-Saturday) Express/limited stop service every hour and stopping service (calling all stations) every 30 minutes*

*Some additional hourly services during weekday morning and evening peaks will also be available.

(Sunday) Stopping service every hour.*

*Also an hourly stopping service between Manchester Oxford Road and Liverpool Lime Street will be

available on 20 September and 1st October to support passenger movements during the Ordsall Chord works.

9 October – 20 October

A rail service will run from 6am to 8pm into Liverpool Lime Street Station (Platforms 1&2) – 4 per hour. Trains will originate from Wigan, Preston and Manchester Victoria and serve all stations of these lines.

For services before 6am/after 8pm quality rail replacement bus services will be available between Huyton and Liverpool Lime Street. These will run approximately every 30 minutes.

21 – 22 October

Services will start/terminate at Huyton station with quality rail replacement bus services on hand to get you to/from Liverpool Lime Street.

Frequency

(Saturday) Stopping service every 15 minutes

(Sunday) Stopping service every 30 minutes

Allow additional journey time:

Between St Helens and Liverpool Lime Street: Up to 59 minutes more for stopping service, calling all stations (this is dependent on where passengers travel to and from) and 34 minutes more for express/limited stop service (based on peak-time travel).

Between Huyton and Liverpool Lime Street: Up to 29 minutes more on stopping service, calling all stations (this is dependent on where passengers travel to and from) and 18 minutes more for express/limited stop service (based on peak-time travel).

Journeys via Hunts Cross

30 September – 22 October

Services via stations between Warrington and Hunts Cross will start/terminate at Hunts Cross station. Passengers can choose between a quality express rail replacement bus services between Hunts Cross and Moorfields in the Liverpool City Centre or a stopping service calling at intermediate stations on the City Line (Liverpool South Parkway, West Allerton, Mossley Hill and Edge Hill) to Liverpool Lime Street station.

Frequency

Express service between Hunts Cross and Moorfields:

(Monday to Saturday) every 15 minutes

(Sunday) every 30 minutes

Stopping service between Hunts Cross and Liverpool Lime Street:

(Monday to Saturday) every 30 minutes.

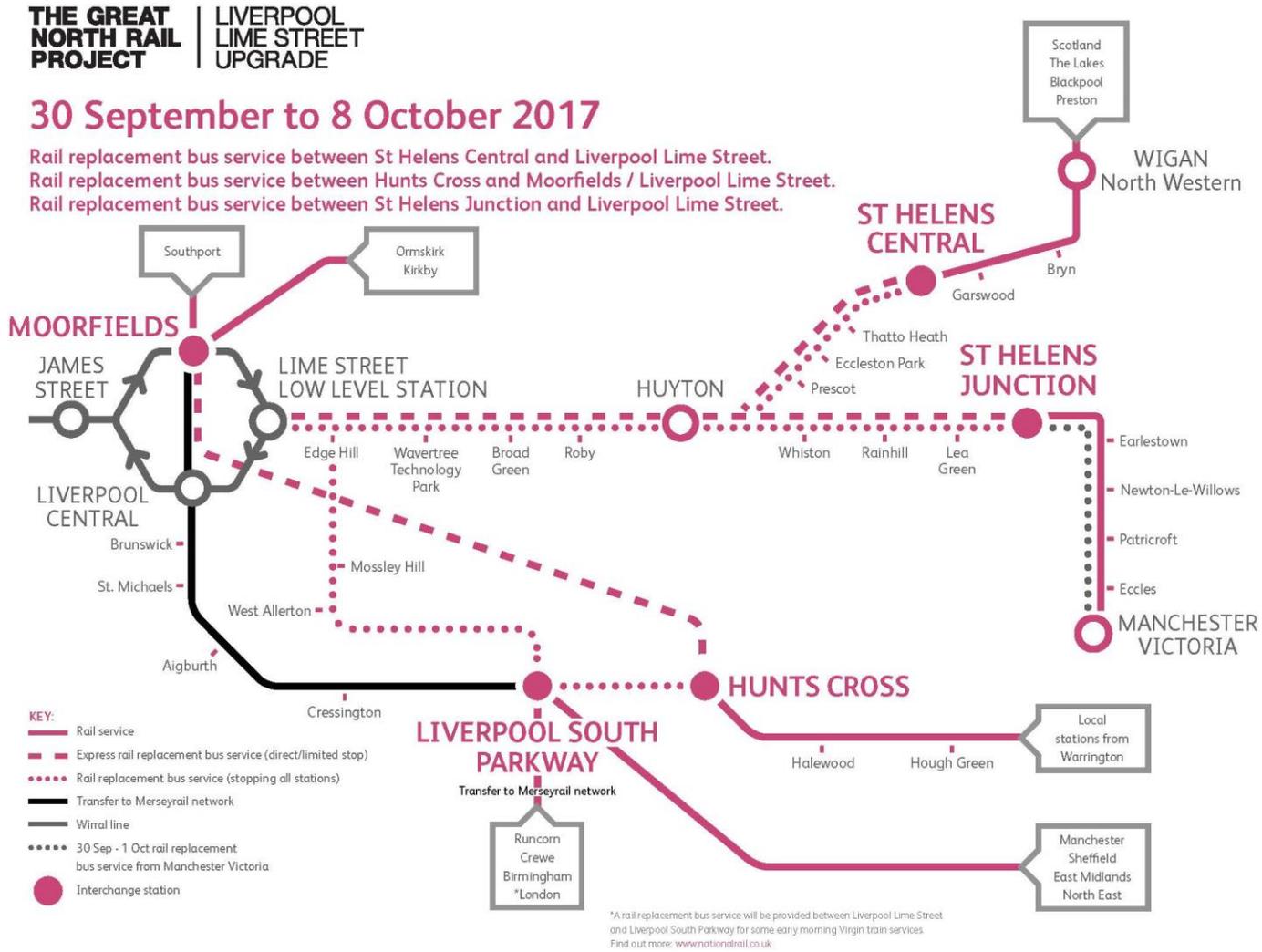
(Sunday) every hour.

Allow additional journey time:

Hunts Cross to Liverpool Lime Street stopping rail replacement bus service: up to 22 minutes more (based on peak-time travel and dependent on where passengers travel to and from)).

Hunts Cross to Moorfields station express rail replacement bus service: Up to 18 minutes more (based on peak-time travel).

4. Map out your journey



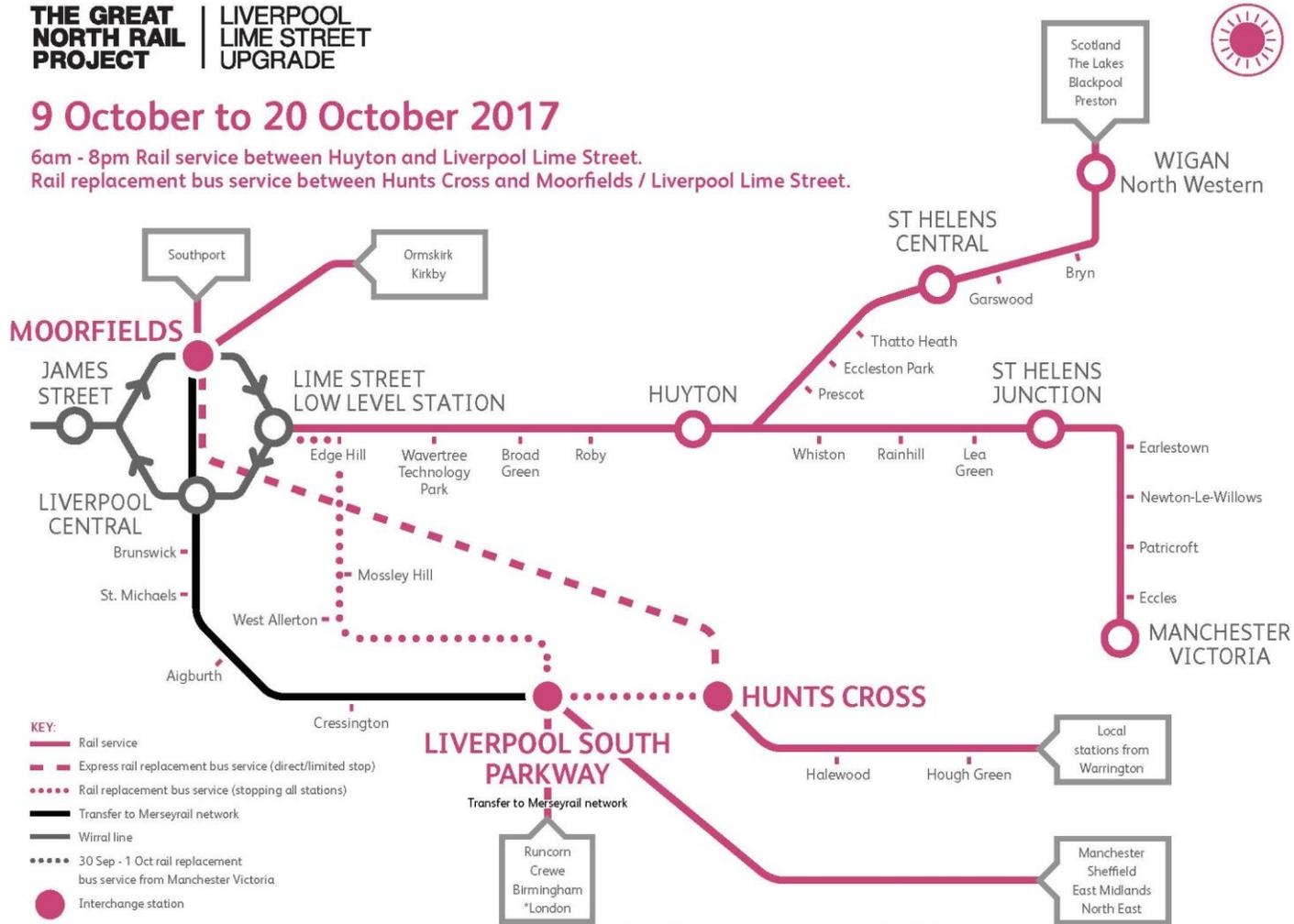
THE GREAT NORTH RAIL PROJECT

LIVERPOOL LIME STREET UPGRADE

9 October to 20 October 2017

6am - 8pm Rail service between Huyton and Liverpool Lime Street.

Rail replacement bus service between Hunts Cross and Moorfields / Liverpool Lime Street.



*A rail replacement bus service will be provided between Liverpool Lime Street and Liverpool South Parkway for some early morning Virgin train services. Find out more: www.nationalrail.co.uk

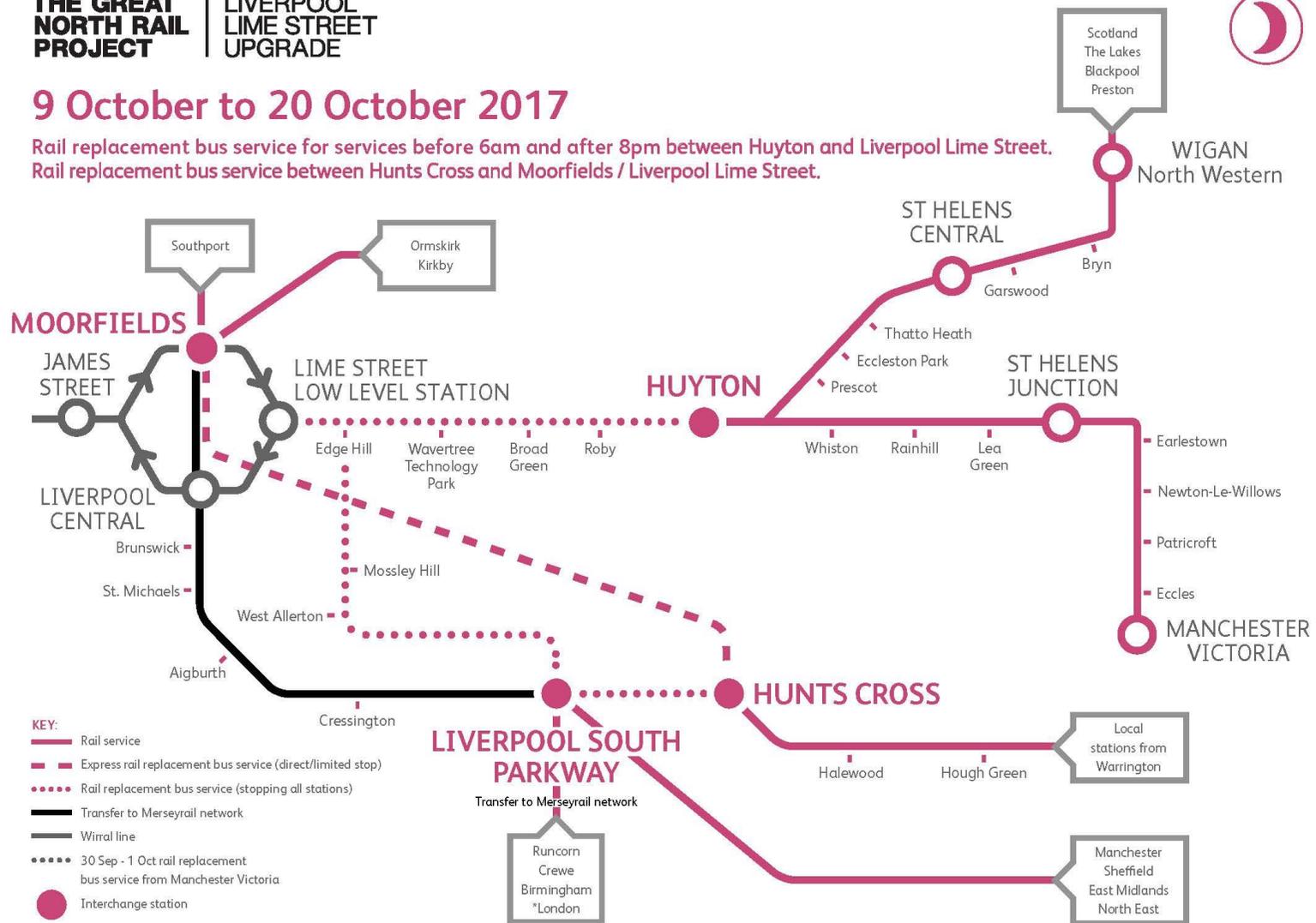
THE GREAT NORTH RAIL PROJECT

LIVERPOOL LIME STREET UPGRADE



9 October to 20 October 2017

Rail replacement bus service for services before 6am and after 8pm between Huyton and Liverpool Lime Street.
 Rail replacement bus service between Hunts Cross and Moorfields / Liverpool Lime Street.



*A rail replacement bus service will be provided between Liverpool Lime Street and Liverpool South Parkway for some early morning Virgin train services. Find out more: www.nationalrail.co.uk.

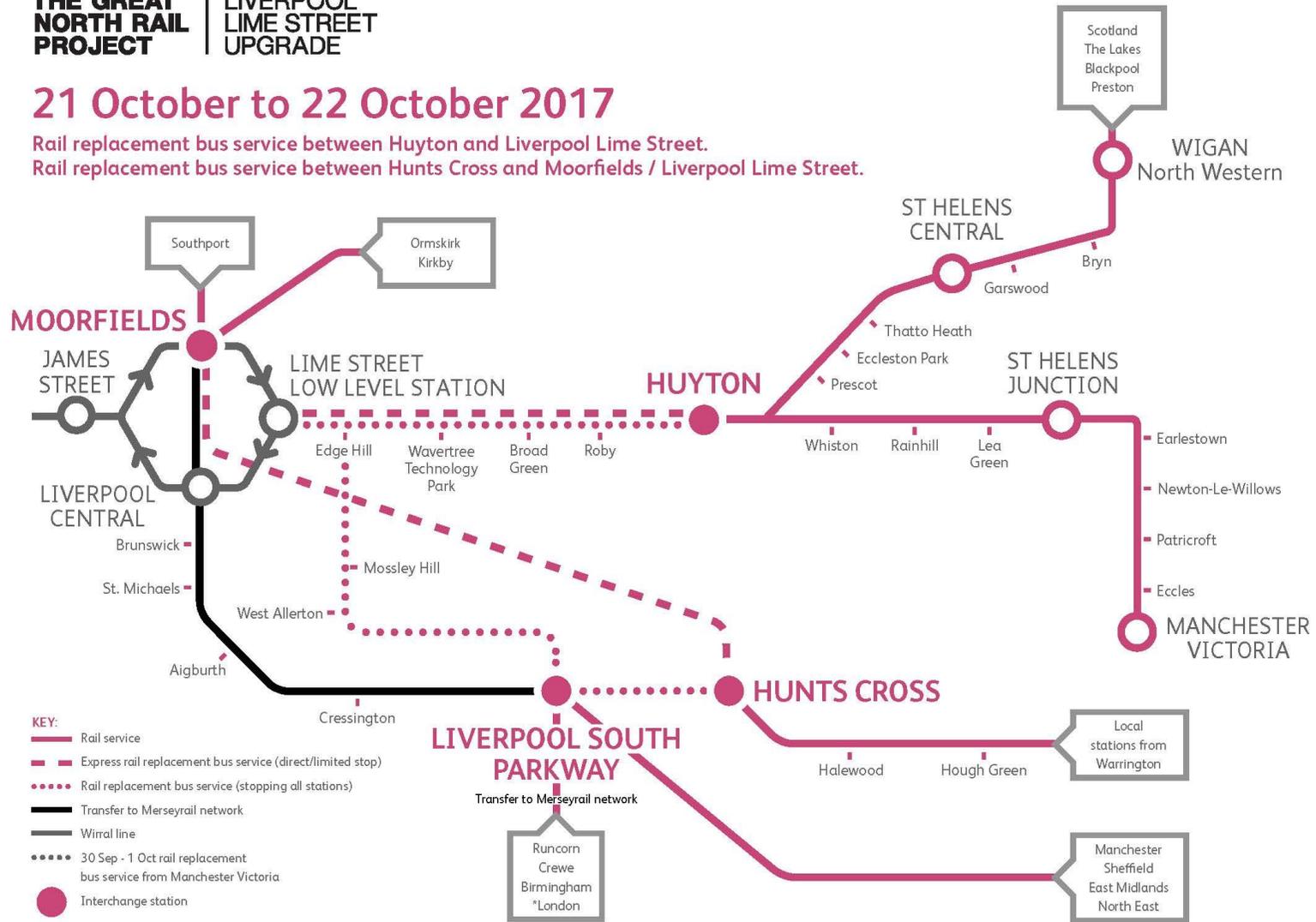
THE GREAT NORTH RAIL PROJECT

LIVERPOOL LIME STREET UPGRADE

21 October to 22 October 2017

Rail replacement bus service between Huyton and Liverpool Lime Street.

Rail replacement bus service between Hunts Cross and Moorfields / Liverpool Lime Street.



*A rail replacement bus service will be provided between Liverpool Lime Street and Liverpool South Parkway for some early morning Virgin train services. Find out more: www.nationalrail.co.uk.

5. Station facilities

Additional station facilities will be available to passengers at the following stations:

Liverpool South Parkway

- Passenger drop off/pick up point facilities
- Taxi rank: To access the taxi rank leave the platform via stairs/lift and follow signs for the station concourse. Once in the concourse turn left after Costa Coffee and out into the station car park. The taxi rank will be in front of you.
- Information point: staffed stand providing passenger information.
- Ticket machines: Facilities to purchase and print off/pick up tickets; however these will be limited it is advised that passengers collect tickets before the day of travel to avoid queueing.
- Cash machine
- MtoGo (ticket office and convenience store) and Costa Coffee
- Cycle hire facilities
- Liverpool South Parkway is also well served by bus services to and from Liverpool City Centre

Moorfields station

- Temporary ticket on demand printing facilities (although it is advised that passengers collect tickets before the day of travel to avoid queueing).
- Taxi rank: No current taxi rank, but Liverpool City Council are looking at the possibility of a small (2 car) taxi rank outside the Moorfields entrance on the opposite side of the road from the station adjacent to the Rail replacement bus service.
- MtoGo (ticket office and convenience store)
- Cycle hire facilities

Liverpool Central

- Temporary 'ticket on demand' printing facilities (although it is advised that passengers collect tickets before the day of travel to avoid queueing).
- Taxi rank: Exit the station and walk straight ahead through the shopping centre. Outside the shopping centre, cross at the pedestrian crossing (Ranleigh Street) and turn right. Walk approx. 75 yards and cross at the crossing towards Mcdonalds. The Taxi rank is on your left on Great Charlotte Street.

Alternatively, exit the shopping centre and cross the road at the pedestrian crossing. Turn left and walk 100 yards to taxi rank adjacent to the Lloyds bank.

Please note: City Star volunteers and additional Merseyrail staff will be on hand at Liverpool Central and Moorfields stations to help passengers throughout the work.

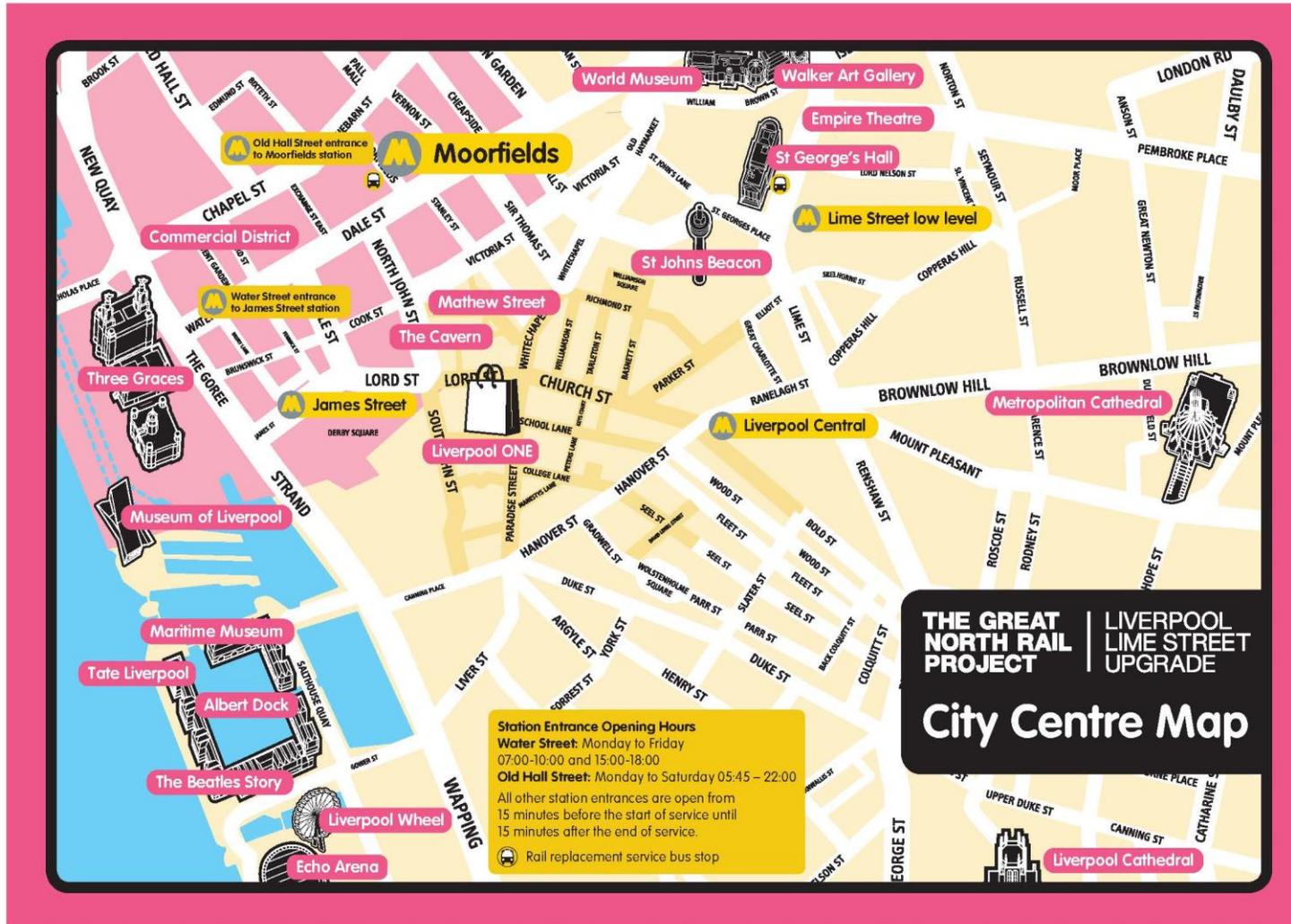
Liverpool Lime Street Station will still be open for passengers to buy/pick up tickets and seek advice before they travel

6. I'm not familiar with the Merseyrail network or the centre of Liverpool outside of Lime Street, can you help?

Please see network map and city centre map below. Also visit www.merseyrail.org.uk



Liverpool City Centre map:



7. Where can I find out more?

Go to www.networkrail.co.uk/lcr

Merseyrail – www.merseyrail.org/limestreetupgrade

Merseytravel - www.merseytravel.gov.uk/limestreetupgrade

National Rail enquiries – www.nationalrail.co.uk

For more information on the £340m Liverpool City Region railway investment visit www.keepliverpoolmoving.com

Leaflets will also be available at key interchange stations.

Other potential questions:

- [Where do the buses go from?](#)

Location of rail replacement buses at interchange stations:

- Liverpool South Parkway – Bus stand 1
- Liverpool Lime Street: St George’s Plateau (opposite Lime Street station)
- Moorfields – Bus stop directly outside of Moorfields station
- St Helens Central – Station forecourt (off Shaw Street)
- St Helens Junction – Bus turning circle within station footprint, behind the station building.
- Huyton – Two stands in bus station (TBC)

There will be additional way-finding signage as well as additional staff to help passengers find their way around unfamiliar stations.

- [What do I do about printing tickets?](#)

Advise passengers to print off/pick up tickets BEFORE the day of travel. This message will be pushed on all channels.

Limited printing machines will be available at Liverpool South Parkway and some temporary printing facilities at Moorfields and Liverpool Central, however to avoid queueing, we advise passengers to print off/pick up tickets BEFORE the day of travel. Printing facilities will remain available at Liverpool Lime Street station.

- [Parking at Liverpool South Parkway](#)

Car parking at Liverpool South Parkway will be limited during the Lime Street closure to accommodate additional facilities needed to support passenger journeys. The best advice to passengers is to leave their car at home and use public transport wherever possible to avoid congestion/disappointment and to keep the City Region moving.

- [Mobility assistance during the work](#)

Via Hunts Cross: Hunts Cross does NOT have step-free access. Passengers travelling via this route will need to change at Warrington Central and take the next Transpennine Express or East Midlands Trains service to Liverpool South Parkway and transfer onto the Merseyrail network. Alternatively Passenger Assist from Warrington may be arranged with Northern. Passengers need to speak to a member of station staff or call their Passenger Assist helpline in advance of travel

Via St Helens/Huyton: Passengers with mobility assistance requirements are advised to book onto Passenger Assist as normal and a taxi may be provided if there are insufficient facilities on rail replacement bus services.

Via Liverpool South Parkway: Liverpool South Parkway has completely step-free access, there is also lift availability at Moorfields, Liverpool Lime Street and Liverpool Central. Merseyrail will be supporting passenger assist at all stations during the closure.

- Cross-ticket acceptance?

For passengers travelling via Liverpool South Parkway their ticket will be valid on the Merseyrail network to get them to/from Moorfields station.

All routes: Tickets will be valid on Arriva commercial buses that mirror existing rail routes into Liverpool City centre. Find out more: <https://www.arrivabus.co.uk/>