

Merseyrail

A Serco-NedRailways Concession



In July 2003, Serco-NedRailways was awarded the Merseyrail concession for 25 years. This marked the entry of Serco and NedRailways into the UK heavy rail market. The contract has a total value of £3.6 billion.

Objective

Merseyrail is a unique concession in the UK as the role of the Strategic Rail Authority has been delegated by Parliament to the Passenger Transport Executive (Merseytravel) and the concession agreement is between the operator and Merseytravel. Also, the length of the concession is 25 years from 20 July 2003 with review dates along the way, allowing both Merseytravel and ourselves to take the long view.

Merseyrail is an urban network of vital importance to the transport infrastructure of Liverpool and Merseyside. In view of the ongoing regeneration of the city and the anticipated developments related to the Cultural Capital of Europe award for 2008, rail will play a major role in the economic life of the region and be a vital part in the urban transport network which, thanks to the efforts of Merseytravel, is already "multi-modal".

Merseyrail offers one of the country's most reliable train services and since the takeover, Serco-NedRailways has made a further contribution to performance by an improved availability of the rolling stock. This has been achieved through better maintenance which is entirely carried out "in-house", attention to operational detail and a pro-active approach in eliminating structural causes of delays.

Communicating with Stakeholders

Merseytravel and Merseyrail have established an open relationship and are able to communicate quickly and effectively to discuss issues before

they become adversarial. It is Merseyrail's genuine belief that in the rail industry no single partner can perform without the involvement of others. It is worth investing time, money and effort in helping partners to achieve their goals to help Merseyrail to improve in the longer term.

Numbers

The network comprises 75 route miles, with outer termini at Southport, Ormskirk, Kirkby, Hunts Cross on the Northern Line, and New Brighton, West Kirby, Chester and Ellesmere Port on the Wirral Line. The core city centre underground network is 6.5 miles in tunnels with 5 underground stations, including the original Mersey railway tunnel opened in 1886. 1,100 staff work for Merseyrail.

It is third rail electrification (750 v dc) and encompasses 67 stations, of which 66 are managed by Merseyrail.

It is one of the most intensively used networks in the UK with over 780 train services daily (Monday to Friday). At peak frequencies trains operate at 15 minute intervals, increasing to 5 minute on city centre sections, which equates to an annual mileage of approximately 3.8 million miles. Nearly 50% of passengers are daily users and around 100,000 passenger journeys are made per weekday which equates to 30 million passenger journeys per annum.

Major refurbishment of entire rolling stock fleet in progress, financed and initiated by the PTE Merseytravel to be completed by the end of 2004.

For further information please contact: