

## **Information Bulletin 3 – February 28th 2007**

### **Isle of Man**

A further meeting of supporter of TWIOM took place on the 12<sup>th</sup> February. The next meeting is scheduled for 12<sup>th</sup> March at 19.30 at the Empress.

The Ministers of Transport and Tourism have been notified of the setting up of TWIOM and a number of meetings are scheduled to start the process of alerting Authorities and Operators to passenger issues.

Introductory Meetings have already been held with the Airport Director Designate on 23<sup>rd</sup> February and the Chief Executive of the Department of Transport on 27<sup>th</sup> February. Both meetings were positive and constructive.

The following have taken on key roles :-

Chair – Brendan O’Friel

Treasurer - John Barber

Secretary - Bernard Arrowsmith

Research - Paul Moncaster

Tony Wright had briefly taken on the Secretary’s role but was unable to continue because of health issues. We wish Tony well.

We continue to try and provide helpful information for passengers at this end of this Bulletin. We concentrate this month on the bus and rail links near the Pierhead at Liverpool to assist ferry passengers with onward travel as the daily fast craft service to Liverpool is due to recommence shortly.

Work on our own website has continued and the website is now live. We are grateful to PAG and TWNW for their help in hosting TWIOM information on their websites. Please note details of our website at the end of the bulletin.

TWIOM cannot deal with Individual passenger complaints. However, we will try and be helpful in at least two ways. First we shall offer advice about how to complain and secondly we plan to discuss with authorities and operators their complaints handling system.

At this stage, we would suggest to passengers who have a significant complaint that they should write to the relevant Authority or Operator giving the details. We can report that the Department of Transport has a booklet “Customer Feedback Guidelines” dealing with Complaints Compliments & Suggestions, together with a Complaints form. This is obtainable from the Information Desk at the Airport and from the Department of Transport.

### **North West.**

- On the TWNW website is information about public transport links with ferries in the North West. Click on “Meeting Documents” and find the report on the Liverpool Meeting of 7<sup>th</sup> October 2006.
- A report of TWNW latest public meeting at Crewe on 10<sup>th</sup> February will be found on their website.

- The TWNW website has a valuable contacts page including links to the websites of other passenger groups, travel information sources and to the websites of operators.

## **Passenger Information**

### **1. LIVERPOOL: CONNECTIONS FerryLink Bus Routes S2 and S3**

There are now two circular bus routes operated by Arriva between Liverpool Pier Head (next to the IOM Ferry Terminal) and Lime Street Station and Moorfields (Merseyrail - Northern & Wirral Lines) stations every 15 minutes. As these are circular routes it is best to use S2 from Pier Head to Lime Street and S3 from Lime Street to the Pier Head.

The **S2 operates** from Pier Head at 05, 20, 35 and 50 minutes past the hour, taking 4 minutes to Moorfields and 15 minutes to Lime Street. The service operates from 07.20 to 18.05 Monday - Friday. On Saturdays there is a service every 20 minutes (last departure 17.45) and on Sundays and Bank Holidays the service is every 30 minutes with the last departure at 18.05.

The **S3 operates** from Lime Street at 06, 21, 36 and 51 minutes past the hour, taking 12 minutes to the Pier Head. Passengers from Moorfields station can use this bus from Tithebarn Street 7 minutes after the Lime Street time to Moorfields and 15 minutes to Lime Street. The service operates from 07.36 to 18.21 Monday - Friday. On Saturdays there is a service every 20 minutes (last departure 18.11) and on Sundays and bank Holidays the service is every 30 minutes with the last departure at 18.11.

### **2. Merseyrail**

The nearest Merseyrail station to the Pier Head is James Street on the Wirral Line. Trains also serve Moorfields, Lime Street and Central. The station is less than 10 minutes walk from the Pier Head but there is no public transport between Pier Head and this station.

### **3. Liverpool Airport: coaches to Manchester**

Two operators offer coaches from Liverpool Airport to Manchester. In addition to Arriva, Terravision Coaches operate a 24/7 coach service from the airport to Central Manchester for £5.50 return.

### **Our New Website**

<http://www.travelwatch-isleofman.org>

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