**Date issued:** 7th of November 2024

**Freedom of Information Request 280/24**

**You asked us…**

**Would you be able to send figures for numbers travelling on the Bidston to Neston part of the line. This year and last year. Any data on numbers using the Wrexham to Bidston train to/from and through Wirral.**

**Would you be able to give me an update on when the 1/2 hourly services will be in place and an update on where we are in getting a straight through to Liverpoool (or even Birkenhead North) line.**

**RESPONSE**

Question 1

The ORR Estimates of Station Usage data are publicly available ([here](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fdataportal.orr.gov.uk%2Fstatistics%2Fusage%2Festimates-of-station-usage%2F&data=05%7C02%7CFreedomofinformation%40tfw.wales%7Cd2a367c2c89a42e810ab08dcf5012c00%7C87dcd024301948269956ba76b2a04ff4%7C0%7C0%7C638654632580166602%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=WG4STT9DtDNhH3ukiqsbP1NCTUgDkdgpAi%2Bka49dhUo%3D&reserved=0))

Please see below, the relevant stations for the last 2 financial years.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Entries/Exits | |  | Interchange | |
| Station | 2021/22 | 2022/23 |  | 2021/22 | 2022/23 |
| Neston | 24,074 | 33,242 |  | 0 | 0 |
| Heswall | 51,680 | 60,182 |  | 0 | 0 |
| Upton (Merseyside) | 12,784 | 18,278 |  | 0 | 0 |
| Bidston | 236,994 | 270,874 |  | 68,227 | 76,964 |

Question 2

There is no immediate plan to increment the frequency to 30 minutes.

TfW have been working with Liverpool City Region Combined Authority (LCRCA) and Network Rail on developing the design and business case for improved services on the Borderlands Line, including direct services into Liverpool City Centre. To date much of this has been funded by Welsh Government.  LCRCA will be leading the next phase of work to complete an Outline Business Case for the Department for Transport building on the development to date. We will continue to work with LCRCA and Network Rail to progress these connectivity improvements.

Please see the information published on the Future Timetable Review at

[https://haveyoursay.tfw.wales/strategic-future-timetable-review](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fhaveyoursay.tfw.wales%2Fstrategic-future-timetable-review&data=05%7C02%7CFreedomofinformation%40tfw.wales%7Cb80f740e415f4e026b4508dcf359bd7f%7C87dcd024301948269956ba76b2a04ff4%7C0%7C0%7C638652813952242788%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=VswDlVP6KIgKzniWXuLrb5c3GtkpZrVYYEgXQB%2Bv19k%3D&reserved=0)

We hope this information is of use to you.

Yours sincerely,

**Transport for Wales**

**Appeal Rights**

If you are unhappy with the way your request has been handled and wish to make a complaint or request a review of our decision, please write to the Head of Freedom of Information at either Transport for Wales, 3 Llys Cadwyn, Pontypridd, CF37 4TH or [freedomofinformation@tfw.wales](mailto:freedomofinformation@tfw.wales). Your request must be submitted within 40 working days of receipt of this letter. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision.

The Information Commissioner (ICO) can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or you can contact the ICO through the 'Make a Complaint' section of their website on this link: <https://ico.org.uk/make-a-complaint/>

The relevant section to select will be "Official or Public Information".