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Frustration at Ongoing Rail Service Disarray

TravelWatch NorthWest (TWNW), the independent Community Interest Company representing users of all forms of public transport in North West England, is very frustrated at the appalling catalogue of service cuts and cancellations affecting our train services in the North West.

Back in March we met with TransPennine Express to voice our concerns at the high level of short notice cancellations but 5 months later they are still happening. To add to the woes Avanti West Coast have recently announced swingeing cuts to service frequency in an effort to improve reliability, including just one train an hour between Manchester and London – in normal times it should be 3! There are also severe repercussions on the West Coast Main line north of Preston, especially given TPE unreliability. Northern Rail in our part of the world is also not perfect.

Reasons given for the chaos include severe staff shortages, unofficial strike action and training backlogs (going back to the pandemic) We would also comment that there appears to have been undue reliance on Rest Day working, relating back to the days when wages were lower. To add to this is the ongoing official industrial action. Whatever the reasons, all this misery is really bad news for passengers at a time when the railway is crying out for people to take the train.

There may be no easy short term solution but those with the ultimate responsibility, beyond the operators, must be seen to be giving the whole dysfunctional mess urgent attention and assurances of a return to normality, as speedily as possible

ENDS

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