

## **NEWS RELEASE - IMMEDIATE**

Thursday 19<sup>th</sup> November 2009

### **TravelWatch NorthWest view of Manchester Victoria station vindicated**

In their recent report "Better Rail Stations", independent stations champions Chris Green and Sir Peter Hall found that a mystery shopping survey showed that in passenger quality terms Manchester Victoria station came bottom of the list of national interchange stations\* in the UK.

This comes as no surprise to TravelWatch NorthWest (TWNW), whose report on Manchester's Stations in Feb 2009 pointed to the many shortcomings at that station.

"Better Rail Stations" also pointedly shows that of the 10 worst stations in the same category as Manchester Victoria, no less than 7 \* are in North West England.

TWNW Chair, Chris Dale said "This is a shameful indictment on those who have allowed these stations to reach this poor standard. There are also many other poor quality stations in the North West which need urgent attention".

"We welcome the focus that the report has placed on the issues and the commitment expressed by the Department for Transport and Network Rail to improvements. A regime needs to be in place to ensure that this situation never occurs again and we hope this is just the start of the massive investment that NW stations need to bring them up to the expectations and satisfaction of 21st century passengers. In the interests of North West rail passengers we will be monitoring those improvements and other recommendations of the "Better Rail Stations" report closely".

*\* National 'B' Interchange Stations – the other 6 in the North West are Crewe, Warrington Bank Quay, Preston, Wigan North Western, Liverpool Central and Stockport.*

### **ENDS**

TravelWatch NorthWest is an independent organisation representing users of all forms of public transport in NW England. .

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