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NEWS RELEASE - Immediate

Friday, 13th July 2012

Rail passengers benefit from more detailed punctuality measuring

TravelWatch North West, (TWNW), the independent passenger champion in North West England, welcomes the recent announcement by the Department for Transport that passengers will now be able to find out the number of trains running that arrive within one minute of on time. The publication of this information is a step in the right direction. Previously the only data available was for trains arriving within either 10 or 5 minutes of time, depending on the type of service.

However there is a need for even greater transparency. Chris Dale, Chair TWNW, said “These figures are recorded at destination stations and many passengers’ journeys finish at intermediate stations along a train’s route for which the figures don’t apply. Also the figures are averaged out over a wide range of services over a period of a year. This obviously does not always match the experience of a lot of passengers on specific routes - for example the large numbers who travel to and from work during peak periods when performance is traditionally below the average.”

TWNW notes that more detailed data will be available by October and we trust that our concerns will be addressed.

ENDS

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