Network Rail prepares for May Bank Holiday works

Network Rail is gearing up for a major programme of engineering works over the two Bank Holiday weekends in May (May 4-6 and May 25-27).

On the first weekend, the West Coast Main Line will be closed at Euston (with no trains running in or from it during the weekend), near Crewe and at Glasgow. Chiltern Railways will be providing additional capacity for displaced passengers seeking to travel to and from London.

On the second Bank Holiday weekend, engineering work takes place between Glasgow Central and Motherwell and between Crewe and Runcorn/Warrington Bank Quay, with major service changes including bus replacements and cancellations. A reduced service will also operate at London Euston.

The upgrades will also enhance gauge clearance.

Public distress of rail passengers worsens, says Williams evidence paper

The public does not understand how rail works, do not feel passenger rights are being respected at events that are seen to be within train operators’ control, and said that perceived high prices and complicated pricing structures cause suspicion that they are not getting value for money.

A further paper suggests that priorities should be given to fixing problems perceived to be more within the control of rail operators, to establishing better communication with passengers, and to simplifying the fares structure.

It found that some passengers surveyed regard the system as a “fragmented system of monopolies that does not deliver”.

The evidence paper examined other research which suggests that people on lower incomes have a general tendency to dismiss rail travel for commuting because of the perceived expense. It says that rail would need to be perceived as being a viable option for lower-income passengers.