

Merseyrail hailed as most punctual rail operator in country

April 26, 2019



Photo credit: Najmi Arif / Shutterstock.com

Merseyrail has been hailed as the most punctual rail operator in the country following a prestigious award win and the release of recent statistics.

The train operating company was named the most punctual over the last twelve months (1st April 2018 to 31st March 2019) with 95.51% of trains running punctually – well above the national average of 86.3%.

The results come just months after Merseyrail claimed top spot for regional operational performance at the Golden Whistle Awards for the previous calendar year (January – December '18).

Organised by the Institute of Railway Operators and Modern Railways Magazine, the ceremony recognises excellence in railway operations across the country.

Merseyrail were declared more reliable than their regional train operator counterparts including Arriva

Trains Wales, based on measurement of performance which looks at arrivals at every station en-route – not just a train's destination – over the previous 12 months.

Speaking about the results, Andy Heath, Managing Director at Merseyrail said: "This recent awards win and the release of punctuality results cement the fact that Merseyrail is consistently one of the best performing rail operators in the country.

"Our passengers are at the heart of everything we do, and this is reflected in the results that we have gained despite some challenging conditions over the last twelve months.

"The upcoming development of a new fleet of trains is sure to boost our service even more, and ensure a fantastic service for our passengers for years to come."

The past year has seen Merseyrail scoop coveted awards across the industry, with the rail operator also enjoying a triple win at the National Rail Awards last September.

Records were broken when Merseyrail became the first operator to win three awards at the ceremony last year:

- Passenger Operator of the Year – the ceremony's flagship award
- Sustainable Development Award for commitment to environmental and community initiatives
- Customer Service Excellence for delivery of the Wirral loop line track renewal project