

Rail regulator welcomes improved timetable recovery plan from Avanti

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The Office of Rail and Road says it has secured key improvements to how Avanti passengers plan and book their journeys.

This follows a call from the rail regulator for immediate improvement to Avanti's timetable recovery plan, after its initial improvements stalled. This meant weekend timetables were only being finalised a few days in advance, making it difficult for passengers to plan and book with confidence.

Avanti's more resilient recovery plan shows a pathway to full and sustained recovery to producing and finalising timetables in line with current industry norms by mid-May.

The regulator recognises that significant engineering work on the West Coast Mainline in March and April adds complexity and risk to the plan, and has impacted on recovery timescales.

Avanti has also published on its website the dates for when tickets are to be released for sale, in an important step to improving information for passengers.

Stephanie Tobyn, Director of Strategy, Policy and Reform at ORR said: “Now that Avanti has established an improved recovery plan, the onus is on them to deliver.

“It is positive to see some early improvements to passenger information, in particular the publication of dates when tickets are to be released to passengers.

“This early momentum needs to be sustained and we will closely monitor delivery on a weekly basis.”

Photo credit: Avanti West Coast