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# Clog Rail tells staff 'prepare for passenger anger'

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by THE FACT COMPILER • FEB. 6, 2012

A big Eye welcome to Greater Anglia, the former NXEA franchise now operated by Abellio.

So how goes the new franchise on its second day?

Putting aside the the non-availability of its website for most of yesterday and the revelation that 30 services have already been cancelled this morning, all is well (shurely shome mishtake. Ed).

The new franchise's captive commuter customers will of course also be delighted by Clog Rail's cost saving measure that saw 9 Class 317/7 units returned to ROSCO Angel before the franchise even started.

Passengers on routes from Liverpool Street to Ipswich, Witham, Colchester Town, Harwich International and Norwich are already benefiting from trains formed by 2 x 321 units rather than the usual 3 x 317/7 units.

No matter. How else will they get to work?

At least Clog Rail has improved communications with its people. Station staff have received an email instructing them to "prepare for customer anger" as short formed 8 car trains trundle into stations rather than the usual 12.

Meanwhile, the Captain of Netball continues her crusade against Network Rail bonuses, curiously omitting to berate her own officials for deliberately consigning hard pressed East Anglian passengers to overcrowded journeys.

But then populist grandstanding is so much easier than meeting passenger needs.

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