



ENGLAND

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Greater Anglia 'sorry' for first month of rail service

A train operator has apologised for its performance in its first month running services in the eastern counties.

Greater Anglia took over the train franchise in the east from National Express East Anglia on 5 February this year.

Ruud Haket, Greater Anglia managing director, said overhead cable problems and train faults had caused delays.

In a statement on the company website, he said the firm was developing plans to cut disruptions.

"It's been a month since Greater Anglia took over as operator of the train service across the region," he said.

"We are the first to admit that our performance has not been to the level expected nor demanded by you, our customers, during this time and for this we are sorry."

Action plan

The company, a British branch of Dutch train firm Abellio, won the franchise to provide train services across Cambridgeshire, Essex, Hertfordshire, Norfolk, Suffolk and links to London in October last year.