I have experienced issues connected with the timetable changes on numerous occasions but I can reasonably be specific on two of them.

In general on the introduction of the new timetable the issue I had was the cancellation of trains virtually as they were due or even overdue. Some background information. My local station is Heald Green which is the last station before Manchester Airport coming from Manchester and since Northern took over the franchise from First Transpennine there have been many cancellations and only Northern train stop there now whereas previously some First Transpennine stopped, I think with West Coast destinations.

The two issues that I can be reasonably specific are:-

28 May 2018 – I arrived at Manchester Piccadilly from Leeds in the evening and according to the timetable the next train was from Platform 13 (I can’t recall the exact time) but after a short time it was shown on the board as being x minutes late, this changed to Delayed and then eventually to Cancelled. Because I wanted to go to Heald Green I allowed other franchise trains that were going non-stop to the airport to leave without me but the same thing happened again so eventually I did board a non-stop train to the airport and returned home by taxi.

31 May 2018 – I arrived at Manchester Piccadilly from Cheltenham in the late evening and once again the train I wanted was 22:32 but there were two more before that going direct to the airport. All three of these trains showed later times, then just delayed and from my experience on the previous Monday the next step for Northern Rail would be cancelled so I decided to catch the first one in, an express to the airport and arrived there at about 22:45 and got a taxi home.

July 2018