



Department
for Transport

From the Minister of State
Jo Johnson MP

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Dear Colleague,

29 June 2018

I am writing to provide an update on compensation for rail passengers in the North of England affected by the recent disruption.

The Secretary of State has assured the House that passengers who regularly travel on the worst affected routes will be properly compensated. Yesterday, I attended the Transport for the North Board meeting in Manchester to discuss a special compensation package that will be funded by the rail industry.

Transport for the North has agreed that the special compensation should cover weekly, monthly and annual season ticket holders on the worst affected routes who experienced severe disruption before and after the May timetable change. Eligible passengers will receive a cash payment equivalent to up to one month's travel. This will be in addition to the standard existing compensation to which passengers are entitled.

Transport for the North has also said that season ticket holders in other parts of the north badly affected since the introduction of the May timetable will be eligible to receive a cash payment equivalent to one week's travel, in addition to standard existing compensation. Alongside this, there will be marketing campaigns for the tourist areas affected by the disruption, such as Blackpool and Cumbria.

Further details will be announced shortly, including exactly which routes and services are covered by this compensation scheme. Additional measures may also be confirmed by Transport for the North.

As you are aware, a temporary timetable is in operation on parts of Northern's network until 29 July. This temporary timetable has brought more stability, helping passengers to plan ahead. The Lakes Line is also due to start running Northern services again from Monday.

There is still a long way to go until performance is good enough, however, and we are working closely with Northern and Network Rail, alongside Transport for the North, to ensure all steps are taken to enable passengers to see further improvement in the reliability of services over coming weeks.

A handwritten signature in black ink, appearing to read 'Jo Johnson'.

JO JOHNSON MP