

Campaign for Better Transport
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The Rt. Honourable Theresa May, MP Prime Minister
Office of the Prime Minister
10 Downing Street
London SW1A 2AA

27 June 2018

Dear Prime Minister,

We are writing to you in response to chaos we have seen at railway stations up and down the country as a result of the timetable changes. Passengers are rightly angry at the appalling way in which this was handled. The lucky ones are getting to where they are going, albeit a lot later than planned, but many thousands more have been left unable to reach their destination at all, stranded at stations with no idea when, or if, a train will arrive. Many of those caught up in this chaos have paid thousands of pounds for their season ticket. This is unacceptable and was avoidable.

We are pleased that the Government has announced a compensation scheme. However there are as yet very few details or what this will look like. That is why we are writing to you, for assurances that it will be easy for passengers to access meaningful compensation for the inconvenience and disruption caused. We urge you to provide season ticket holders with substantial compensation and a discount on future season tickets, automatically and without the need for people to complete any forms. Non-season ticket holders should be able to claim the full face value of any tickets purchased in the period of disruption with no questions asked.

In order to ensure that the compensation scheme provides passengers with adequate redress in a timely and efficient manner, the Government must write to train operators informing them of how to provide the compensation to passengers and set targets for the amount of Schedule 8 cash passengers should get. In addition we want to see a full independent review of the way in which the Department for Transport manages franchises, including ways in which local authorities, passengers and communities can have a greater say over local rail services, and a commitment to future investment, especially in the north of England. Only then will people have faith that this cannot happen again.

Yours sincerely

Stephen Joseph, Chief Executive, Campaign for Better Transport
Ben Foley, Thameslink, Southern and Great Northern Commuters #ThisHasGotToStop
Northern Resist Commuters group