

John Cridland  
Chairman  
Transport for the North

3<sup>rd</sup> June 2018

Dear John

## **NORTHERN RAIL EMERGENCY TIMETABLE**

Ahead of the teleconference, I wanted to set out the issues which I believe now need to be addressed following the announcement of the emergency timetable by Northern late on Friday evening.

I think it is important that the Transport for the North board takes a clear position on all of these issues so that they can be put to the Government as part of the Partnership Board.

### **1. Compensation**

Many Northern passengers are already significantly out of pocket following recent disruption. Now, people who have bought advance or season tickets valid in the next two months face receiving a lower level of service than was being offered when they bought those tickets.

Given this, I find it staggering that no mention was made in Northern's statement on Friday evening of proper compensation for passengers. This cannot be right.

It is clear that Northern stand to benefit financially from the operation of their reduced timetable and by avoiding compensation claims that they may otherwise have incurred. It must therefore follow that there must be a substantial offer of compensation for those with advance or season tickets. More broadly, I believe there should be a temporary reduction in general ticket prices on all services and routes affected by the emergency timetable.

If Northern is unwilling to put forward an acceptable compensation and fare reduction package voluntarily, I would ask the board to impose fines on the company to pay for it.

### **2. Interoperability of tickets**

In recent days, many people affected by the disruption have spoken to me of their frustration in being unable to use Northern tickets on other operators and other modes of transport. For the period of the emergency timetable, I believe extended ticket acceptance arrangements must therefore be put in place and those operators appropriately compensated. This should include Northern tickets being accepted by other train operators and on other modes of transport such as bus and tram.

### **3. Details of emergency timetable**

I do not believe that we can accept this proposed new timetable as a fait accompli without first examining the impact on particular routes and particular communities. What has been put forward

is the company's view of what it is prepared to provide rather than what is right for the public. I therefore believe the board must reserve the right to require that changes are made and, if necessary, services reinstated.

#### **4. Compliance**

Board members need to agree a set of clear consequences for Northern if performance does not stabilise in the short-term and if a full service is not restored by the end of July. In my view, if the new May timetable is not fully operational by early August, proceedings should be initiated to remove the franchise. As far as I am concerned, this emergency timetable represents the "last chance saloon" for Northern.

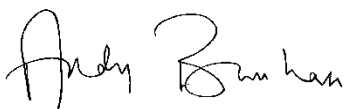
#### **5. System integrity**

Alongside the above issues of detail, there is also a much bigger principle at stake. If a rail operator is allowed unilaterally to impose its own timetable, with no conditions or consequences, I believe that sets a dangerous precedent in our rail industry. Northern's actions question the integrity of the whole system and cannot go unchallenged. The coming days will be a crucial test for the Department for Transport and Transport for the North. Northern's customers will expect we take every step possible to hold the operator to account for the misery they have caused thousands of people.

While I would like to see all of these issues addressed in the call, I understand that we may not be able to reach a resolution on each one in the time we have. For that reason, it may be necessary to hold an emergency board meeting this week and I wanted to give you notice that I may propose that during tomorrow's call depending on how it goes.

Thank you for what you have done to date to bring focus to this situation and your prompt action in setting up Monday's call. I would ask you to copy this letter to all members of the TfN board and, given the need for passengers to be kept updated on developments, I am making this letter public.

Yours sincerely

A handwritten signature in black ink that reads "Andy Burnham". The signature is written in a cursive, flowing style.

**RT HON ANDY BURNHAM**  
**Mayor of Greater Manchester**