



Department
for Transport

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From the Minister of State
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Dear Kevin, Robert and Julian

Thank you for your letter of 7 September to Chris Grayling, about TransPennine Express (TPE) services. I am replying as Minister responsible for rail.

I am aware that, since the May 2018 timetable was introduced, the performance of TPE services between York and Scarborough has not been where TPE would want it to be and the Department is continuing to monitor the situation very closely. We are working with Rail North Partnership, Transport for the North (TfN) and TPE to resolve the problems as quickly as possible, to compensate passengers appropriately and to learn the lessons that will prevent this happening again in the future. TPE implemented the following in order to improve performance:

- Changing the diagrams of its drivers in response to the delays being experienced to reduce the circumstances where trains need to be terminated prior to Scarborough.
- If a train does need to be terminated at Malton, it will ensure, wherever possible, that customers are advised prior to the departure of the train from York in order that they can choose to alight for the next service and use the facilities that York station provides.
- Where a train has been turned back prior to Scarborough, TPE has revised its control procedures to avoid (except in extreme circumstances) the situation where the second service is also cancelled.

- TPE is working with London North Eastern Railway to ensure that communication at York for its passengers during disruption is improved, providing clear advice, guidance and information.

As you may be aware, the Secretary of State commissioned an independent inquiry¹ by Stephen Glaister of the Office of Rail and Road, the independent regulator, to examine why we are in this situation and to reduce the chances of it ever happening again. An interim report was published on 20 September² and the final report is expected to be published at the end of the year.

Passengers are encouraged to apply to TPE for Delay Repay compensation for affected journeys. TPE has announced special compensation schemes, funded by the rail industry for passengers severely affected by the disruption around the May timetable change. This was agreed by the Department and TfN which co-manage these two franchises. The details of the full compensation package are still being finalised.

Thank you again for your letter and for raising passenger concerns with us. I hope this reply is helpful.

*Yours ever,
Jo*

JO JOHNSON

¹ <http://orr.gov.uk/news-and-media/press-releases/2018/orr-launches-independent-inquiry-into-may-timetable-disruption>

² <http://orr.gov.uk/news-and-media/press-releases/2018/orr-inquiry-concludes-passengers-let-down-by-rail-industry-failures>