

Date: 17 May 2018

Transport for the North

2nd Floor
4 Piccadilly Place
Manchester
M1 3BN
Tel: 0161 244 0888

Dear Andy,

Thank you for your letter in which you highlight the issues currently facing rail passengers using Northern (Arriva Rail North) train services in the Greater Manchester area. This is a matter of significant concern to us and we are aware that across the Northern franchise, parts of Greater Manchester, Lancashire and Cumbria have been badly affected by these performance issues, and recognise the detrimental effect of unreliable train services on both passengers and the economy.

We have already formally raised concerns with Northern on behalf of Transport for the North members, making it clear that we want more to be done to rectify the number of train cancellations, delays and short train formations. We have a meeting taking place with the Rail North Partnership, who manage the franchise, to address current performance issues and we will be requesting a meeting with David Brown, Managing Director of Northern, to escalate these issues and discuss the improvement plan to help mitigate the impacts on passengers.

As you know, Transport for the North is committed to improving transport in the North of England for the benefit of those who work in the North, visit it, or do business in the region.

The day-to-day management of the rail franchises in the North is undertaken by the Rail North Partnership, which reports to a joint board made up of Department for Transport and Transport for the North representatives. The Partnership team has the power to seek appropriate remedial plans and have confirmed that Northern performance is already being formally assessed as part of the franchise management process and will be assessed on its compliance to the Train Service Requirement under the franchise agreement.

We will seek further clarification on the points you have raised and respond in full. I can personally assure you that we will be continuing to monitor performance, in conjunction with the Rail North Partnership, on a daily basis.

Yours sincerely,



John Cridland
Chairman, Transport for the North