

Date: Wednesday 6 June 2018

Rt. Hon Andy Burnham

The Mayor's Office
Churchgate House
56 Oxford Street
Manchester
M1 6EU

Transport for the North

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

Dear Andy,

Re: Northern Rail Emergency Timetable

Thank you for your letter of 3 June 2018 in which you outline key issues of concern regarding the Northern Rail Emergency Timetable and highlight the importance of the Transport for the North Board taking a clear position on these so that this can be put to the Government. Thank you also for your earlier correspondence to which we will be responding in full in due course.

As you know, I have made clear in public that we stand firmly with passengers across the North – they expect and deserve better. Patience has been tested. There has been inconvenience and disruption and we need a rail service that they can rely on.

As the voice of the northern civic and business leaders, we have called for Northern to:

- Ensure any services in total are at least as good as they were before the introduction of the new timetable on 20 May 2018;
- Provide clear communication to customers so that they can plan with confidence;
- Compensate passengers who have bought advance or season tickets for the next two months, given the reduced level of service;
- Reduce the cost of journeys for customers experiencing disruption;
- Arrange for their tickets to be accepted on other rail operators and modes Transport, to provide passengers with an alternative route; and
- Engage businesses and northern leaders on any future changes that may impact passengers.

Once we have heard from Northern, the Partnership Board of Transport for the North will assess the situation to determine next steps. At a wider level, the Board will also give appropriate consideration to both the franchise and the integrity of the system which serves the industry.



As you know, the Transport for the North Partnership Board will be meeting on Tuesday 12 June 2018 when these issues will be considered and we will continue to scrutinise, challenge and track services as needed.

Yours sincerely,

A handwritten signature in black ink that reads "John Cridland".

John Cridland
Chairman, Transport for the North