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Dear David,

Thank you again for attending our Board meeting and answering questions about the disruption following the timetable change.

Our Board pressed for more detail about the industry's plans to compensate passengers. We can only reiterate our view that the compensation should include:

- a cash payment for season ticket holders to reflect the hardship experienced
- recognition of the impact on regular passengers who do not buy season tickets – for instance part-time workers
- the adoption of a 15-minute Delay Repay 'trigger' rather than 30-minute.

Passengers will welcome the improvement in punctuality and reliability that Northern's temporary timetable has provided. However, the impact on passengers where services have been removed or replaced by buses has been significant.

We welcome the news that Northern will serve the Lakes Line again from 2 July and are keen to understand your plans to reinstate the remainder of the 165 services taken out of the timetable. This must not come at the expense of this stability. It's vital that passengers' trust isn't set back further by a return to the unacceptable level of cancellations seen in the first weeks of the new timetable. Can you confirm the full 20 May timetable will be in operation from August? We are of course already within T-6 for that date.

Finally, recent weeks have highlighted once again the need to improve passenger information and communication during disruption. We have considerable experience in this area and are keen to help – Jordan will be in touch.



I look forward to hearing from you.

Yours sincerely

Anthony Smith
Chief executive

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