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Dear Leo,

Thank you for attending our Board meeting and answering questions about the disruption following the recent 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 on the network following Northern's introduction of a temporary timetable. However, train performance remains poor. When do you expect TransPennine Express's train performance to recover?

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.

Yours sincerely

  
**Anthony Smith**  
Chief executive