



Department
for Transport

Heidi Allen MP
House of Commons
London
SW1A 0AA

From the Minister of State
Jo Johnson MP

Great Minster House
33 Horseferry Road
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SW1P 4DR

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Web site: www.gov.uk/dft

Our Ref: MC/236334

18 SEP 2010

Dear Heidi

Thank you for your letter of 29 August to Chris Grayling, about a rail fare freeze for the Great Northern franchise. I am replying as Minister responsible for rail.

I completely understand your concern about the recent poor performance of Govia Thameslink Railway (GTR). I know very well, from the letters that people write to me, the real impact that this period of disruption has had on passengers. Rail performance has been the top priority for me since becoming rail minister, and I am absolutely determined to find a resolution to the timetabling issues that have affected passengers on GTR as well as in the north of England, and to hold Network Rail and operators to account so that these issues cannot be repeated.

The industry needs to be accountable not just to Ministers, but also to the passengers who have suffered as a result of these issues.

The best way to achieve this is ensuring operators compensate passengers for the disruption they have experienced. That is why this Government has required GTR to introduce Delay Repay compensation for passengers experiencing delays of 15 minutes or more, and to make the claims process as smooth as possible. Your letter highlights the ongoing levels of delays and cancellations, and the compensation scheme we have put in place will make sure that those passengers who are affected will receive a full or partial refund as a result whenever this happens.

But the levels of disruption and cancellations experienced in the immediate aftermath of the May timetable introduction until the emergency timetable was introduced were clearly exceptional. That is why I have also required the industry to fund special compensation schemes on GTR, Northern and TransPennine Express. For GTR passengers this will mean that qualifying passengers who have held a season ticket for travel between 20 May and 28

July will receive money back based on the equivalent cost of one to four weeks' rail travel.

In addition I am pleased that GTR announced on 28 August that they have extended the additional industry compensation scheme to those Thameslink and Great Northern non-season ticket holders who were most affected by disruption caused by the introduction of the May 2018 timetable.

This means that, regular travelers who do not have a season ticket, and those who use Carnet tickets, could now be eligible for compensation. Full details of the scheme for season ticket holders and the extended scheme for other regular passengers who do not have a season ticket can be viewed at: railcompensation.thameslinkrailway.com.

This compensation is more effective and targeted than a blanket fares freeze, and benefits passengers more. These schemes mean, for example, that a commuter from St Albans buying monthly season tickets will have received around £350 in compensation direct, rather than saving around £120 on the cost of their season ticket which would be the result of a fares freeze instead.

While this compensation package is being funded and paid for by the rail industry, a fares freeze would instead push costs on to taxpayers. I think it is unfair to ask people who do not use trains to further subsidise those who do. Taxpayers already subsidise the network by more than £4bn a year – meaning that more than half of our transport budget is spent on rail journeys.

That is not to say that we do not want a more affordable rail system for both passengers and taxpayers. The Government want to see the industry driving down cost inflation and waste so that the money saved could support a move to a lower measure of inflation for fares increase. That is why the Secretary of State has written to the rail industry and the unions, asking for their help to move the cost in the industry to the lower rate of inflation. With their help we could limit fares rises for passengers.

Yours,
Jo

JO JOHNSON



Department
for Transport

Bim Afolami MP
House of Commons
London
SW1A 0AA

From the Minister of State
Jo Johnson MP

Great Minster House
33 Horseferry Road
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18 SEP 2018

Dear Bim

Thank you for your letter of 29 August to Chris Grayling, about a rail fare freeze for the Great Northern franchise. I am replying as Minister responsible for rail.

I completely understand your concern about the recent poor performance of Govia Thameslink Railway (GTR). I know very well, from the letters that people write to me, the real impact that this period of disruption has had on passengers. Rail performance has been the top priority for me since becoming rail minister, and I am absolutely determined to find a resolution to the timetabling issues that have affected passengers on GTR as well as in the north of England, and to hold Network Rail and operators to account so that these issues cannot be repeated.

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Yours,
Jo

JO JOHNSON



Department
for Transport

Sir Oliver Heald MP
House of Commons
London
SW1A 0AA

From the Minister of State
Jo Johnson MP

Great Minster House
33 Horseferry Road
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SW1P 4DR

Tel: 0300 330 3000
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18 SEP 2010

Dear Sir Oliver

Thank you for your letter of 29 August to Chris Grayling, about a rail fare freeze for the Great Northern franchise. I am replying as Minister responsible for rail.

I completely understand your concern about the recent poor performance of Govia Thameslink Railway (GTR). I know very well, from the letters that people write to me, the real impact that this period of disruption has had on passengers. Rail performance has been the top priority for me since becoming rail minister, and I am absolutely determined to find a resolution to the timetabling issues that have affected passengers on GTR as well as in the north of England, and to hold Network Rail and operators to account so that these issues cannot be repeated.

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*Yours,
Jo*

JO JOHNSON



Department
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Stephen McPartland MP
House of Commons
London
SW1A 0AA

From the Minister of State
Jo Johnson MP

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Dear Stephen

Thank you for your letter of 29 August to Chris Grayling, about a rail fare freeze for the Great Northern franchise. I am replying as Minister responsible for rail.

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Yours,


JO JOHNSON



Department
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Jonathan Djanogly MP
House of Commons
London
SW1A 0AA

From the Minister of State
Jo Johnson MP

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