



THE RT HON NICK HERBERT CBE MP

MEMBER OF PARLIAMENT FOR ARUNDEL & SOUTH DOWNS

HOUSE OF COMMONS
LONDON SW1A 0AA

The Rt Hon Chris Grayling MP
Secretary of State for Transport
Department for Transport
Great Minster House
33 Horseferry Road
London
SW1P 4DR

2 July 2018

Dear Chris

We are writing to bring your attention to the continuing, appalling disruption that our constituents who travel on Thameslink and other services are suffering following the chaotic introduction of the new rail timetable.

Performance on the network remains deeply unsatisfactory in the seventh week of the new timetable, to the justifiable fury of our constituents. Trains continue to be delayed, and when they do arrive they are often too short, resulting in overcrowding.

Tens of thousands of journeys have been, and continue to be, disrupted. For our constituents, who endured well over a year of abysmal services as a result of the industrial disputes and the London Bridge upgrade, this further collapse in services is the final straw.

In December 2016 you announced a season ticket rebate for Southern passengers who suffered extraordinary disruption and we welcomed your announcement to the House on 4 June that a special compensation scheme will be introduced to give similar entitlements for regular rail customers experiencing the current disruption.

The current 'delay repay' scheme is not enough and we note that Transport for the North and Northern have just announced, upon your recommendation, that its season ticket holders will be given the cash equivalent of a four-week refund because of the scale of disruption. We believe that similar measures are required to ensure that GTR and Network Rail are held to account for the shambolic service being provided to our constituents, and to provide redress for passengers.

The immediate priority is to sort out the chaos. However, a significant rebate (paid for by the industry, not the taxpayer) would demonstrate that the Government has

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understood the impact of the disruption on passengers, and has responded to their concerns. There has already been over a month's disruption, so a rebate at this point would be entirely justified. We very much hope that this will be brought forward as soon as possible.

With best wishes.

Yours sincerely

The Rt Hon Nick Herbert CBE MP

The Rt Hon Sir Nicholas Soames MP

The Rt Hon Sir Michael Fallon KCB MP

The Rt Hon Sir Oliver Heald QC MP

Heidi Allen MP

Sir Peter Bottomley MP

Jonathan Djanogly MP

Nadine Dorries MP

Tim Loughton MP

Anne Main MP

Bob Neill MP

Dr Matthew Offord MP

Chris Philp MP

Jeremy Quin MP

Henry Smith MP