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| Dear Sir Oliver      As you may be aware we have been involved in discussions with the Department for Transport (DfT) over the GTR franchise contract, following the industry-wide issues surrounding the introduction of the May 2018 timetable. An agreement has been reached and we have a plan in place for the remainder of the franchise period, bringing further stability and helping build on the performance improvements since the summer.    We have also agreed with the DfT that we will contribute £15m towards tangible improvements for passengers. We will work with passenger groups to determine what improvements this package will fund, and we will be back in touch on this point. This fund is on top of the additional industry compensation we are offering to qualifying Thameslink and Great Northern customers most severely affected by disruption between 20 May and 28 July 2018.    A link to the full statement from our parent company is available here:  [https://www.go-ahead.com/en/media/news/2018/GTR-DfT-agreement-2018.html](https://protect-eu.mimecast.com/s/W9bRBHGQqQqsY?domain=go-ahead.com)  Today also sees the publication of the Transport Select Committee’s report into the May timetable changes and responding to this, Patrick Verwer CEO of Govia Thameslink Railway said: “We acknowledge the report by the Transport Select Committee into the industry-wide issues surrounding the introduction of the May timetable. We have made some significant improvements, particularly in providing information for passengers, following a preliminary investigation by the industry regulator, the Office of Rail and Road. We are very sorry for the disruption the May timetable caused and have already processed compensation claims for 68,000 season ticket holders, with the deadline for claims extended to 31 January 2019. Since July, services on Thameslink and Great Northern have become more stable and reliable. Next week we will begin to introduce 200 mainly off-peak services to complete the phased roll-out of the May weekday timetable, bringing the total number of daily weekday services to 3,600.”  Regards    The GTR team |