



HOUSE OF COMMONS

LONDON SW1A 0AA

John Larkinson
Chief Executive
Office of Rail and Road
One Kemble Street
London
WC2B 4AN

16 May 2019

Dear Mr Larkinson,

We are writing to highlight our concerns about the impact of unreliable rail services on passengers across the UK, and to call for the introduction of automatic compensation for delays and cancellations following a chaotic year across the network.

We welcome the independent Williams Review, which presents a huge opportunity to protect and promote the interests of passengers, from improving punctuality to increasing value for money and overhauling the excessively complex compensation system. Having suffered numerous severe disruptions across the network over the last few years, it is vital that passengers see immediate benefits from these reforms. As such, we were pleased to see the Review request recommendations specifically on compensation from the regulator.

As you will be aware, millions of train journeys are taken every day, however, too often these journeys are either cancelled or delayed. The rollout of the May 2018 timetable demonstrated how bad the experience for passengers can be when services fail.

Recent research from consumer group Which? revealed that around half of commuters find travelling by rail frequently stressful. Amongst those surveyed, a significant number said they missed out on time with family and friends while some were even pushed to move house as a result of delays. It's no surprise that official data shows overall passenger satisfaction with punctuality and reliability has dropped from 79% to 73% over the past decade.

In a market where people are often not able to vote with their feet and switch providers if they are unhappy, compensation plays a critical role. Schemes such as Delay Repay were set up to ensure that when things do go wrong, passengers receive compensation for the disruption caused. However, despite a number of actions taken by the ORR and train companies themselves, compensation claim rates remain low - just 35% of all passengers eligible for compensation actually claim.

The case for automatic compensation has never been stronger. Some train operating companies already offer automatic compensation to select customers and the rollout of smart ticketing means that the required technology to enable automatic compensation is already in operation across the network.

The ongoing Williams Review provides an opportunity to overhaul compensation systems to work for passengers. The regulator must now make strong recommendations to ensure that



after struggling to complete their journey on time, our constituents will no longer have to fight to get the money that they are owed.

We look forward to hearing from you on this issue and seeing the ORR's recommendations to the Williams Review.

Yours sincerely,

Huw Merriman MP

Nigel Adams MP
Bim Afolami MP
Clive Betts MP
Paul Blomfield MP
Crispin Blunt MP
Peter Bottomley MP
Graham Brady MP
Tom Brake MP
Jack Brereton MP
Alan Brown MP
Chris Bryant MP
Ruth Cadbury MP
Ronnie Campbell MP
Maria Caulfield MP
Sarah Champion MP
Julie Cooper MP
Rosie Cooper MP
Robert Courts MP
Ronnie Cowan MP
Stella Creasy MP
Jim Cunningham MP
Janet Daby MP
Nic Dakin MP
Martyn Day MP
Steve Double MP
Chris Elmore MP
Michael Fallon MP
Tim Farron MP

Frank Field MP
Vicky Ford MP
Yvonne Fovargue MP
Mark Francois MP
Preet Gill MP
Bill Grant MP
Lilian Greenwood MP
John Grogan MP
Robert Halfon MP
Harriet Harman MP
Helen Hayes MP
Oliver Heald MP
Kevin Hollinrake MP
George Howarth MP
Darren Jones MP
Ruth Jones MP
Gillian Keegan MP
Stephen Kerr MP
Peter Kyle MP
Ben Lake MP
Jeremy LeFroy MP
Ivan Lewis MP
Jonathan Lord MP
Tim Loughton MP
Caroline Lucas MP
Rachel Maclean MP
John Mann MP
Rachael Maskell MP

Kerry McCarthy MP
Siobhain McDonagh MP
Catherine McKinnell MP
Madeleine Moon MP
Stephen Morgan MP
Bob Neill MP
Jared O'Mara MP
Grahame Morris MP
Teresa Pearce MP
Lloyd Russell-Moyle MP
Gavin Shuker MP
Tulip Siddiq MP
Angela Smith MP
Henry Smith MP
Nicholas Soames MP
Alex Sobel MP
Jamie Stone MP
Wes Streeting MP
Graham Stringer MP
Paul Sweeney MP
Derek Thomas MP
Tom Tugendhat MP
Derek Twigg MP
Martin Whitfield MP
Dr Philippa Whitford MP
Sarah Wollaston MP
William Wragg MP
Daniel Zeichner MP