

David Brown
Managing Director
Northern

11th August 2018

Dear David

NORTHERN RAIL SUNDAY CANCELLATIONS

I am writing following your announcement issued late on Friday which informed passengers that for the third consecutive week you plan to cancel a number of Sunday services, affecting key routes in and around Greater Manchester.

In particular, one important route affected yet again by cancellations is Northern's service between Liverpool and Manchester Airport which, given the time of year, is a service that is likely to be used by families and others setting off on their summer holidays.

In your announcement, you claim that these cancellations are necessary due to "short-notice scheduling of our train crews."

Given that the problem of staff shortages is not new and has caused successive cancellations over recent weeks, I fail to understand why you do not appear to have taken immediate action to address the issue.

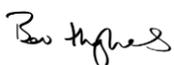
I would therefore be grateful if you could provide me with an urgent response to the following key questions:

1. What is the cause of these staff shortages and what urgent steps are Northern taking to address them in the short-term?
2. Can you reassure me and the travelling public that a full range of services will operate next Sunday?
3. What compensation is available for those passengers who were booked onto Northern services on Sunday and have had to make alternative travel arrangements at short notice, such as booking taxi journeys to and from the airport?

As you are no doubt aware the Mayor has had to write to you, the Secretary of State for Transport and Transport for the North on a number of occasions over the past several months, and has also written to the Prime Minister, regarding what has been a chaotic and unacceptable situation. It is disappointing that once again we are having to contact you directly regarding Northern's services failing to meet an adequate standard.

I hope you will be able to provide me with an early reply to these questions. Passengers in the North deserve no less.

Yours sincerely,



Beverley Hughes, Deputy Mayor of Greater Manchester for Policing, Crime, Criminal Justice and Fire

The Deputy Mayor's Office, Churchgate House, 56 Oxford Street, Manchester, M1 6EU