



Mr Jamie Burles
Managing Director
Abellio Greater Anglia
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Montfitchet Road
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Our Ref: ZA50703

14 June 2018

Dear Mr Burles,

Disruption at London Liverpool Street

I am writing to you regarding the disruption my constituents have experienced at London Liverpool Street since Monday this week. I have been in regular contact with your team at Greater Anglia since Monday about this disruption and I am grateful to them for providing me with regular updates which has enabled me to reply to constituents accordingly.

I understand that due to a crack in a bespoke piece of track outside London Liverpool Street, Greater Anglia has been unable to run any services in and out of Platforms 11 and 12, limiting the number of services that can be run to and from the station.

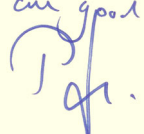
Network Rail has advised that a temporary fix should be in place within the next few days, which should enable a full service to resume and operate normally. However, whilst a new bespoke piece of track has been ordered, it is disappointing that Network Rail has confirmed it will only be installed in October. This is unacceptable because there is no guarantee that the issues experienced this week will not happen again before this piece of track is replaced.

Over the course of this week, I have been contacted by a number of constituents who have advised me that they have been receiving conflicting information from Greater Anglia about the level of disruption, the time it will last and contingency plans. I urge you to ensure that all information provided to passengers throughout the remainder of this disruption is regular and accurate.

My constituents are currently experiencing severe overcrowding on trains and on platforms owing to the heavily reduced service which is currently in operation and I would be grateful if you would provide me with an update about what compensation will be provided to passengers following the disruption experienced this week. Passengers have been paying the full fare for their journeys, but have not been receiving the level of service expected. I understand that passengers are eligible to claim Delay Repay if their journey has been delayed by 30 minutes or more, however, this week, trains have been

short-formed and planned journeys have not been completed in full, which has resulted in some passengers having to pay for alternative modes of transport to complete their journey. I therefore urge Greater Anglia to review the compensation scheme and compensate passengers accordingly for the disruption they have experienced this week.

Yours sincerely,

with our good wishes,


Rt Hon Priti Patel
Member of Parliament for Witham