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Dear Sukhninder

Penalties Statement

Thank you for the opportunity to comment on the revised penalty statement.

As you will be aware from our submission to the original December 2011 consultation, Passenger Focus strongly supports proposals to allow penalties to be levied in the form of *additional* commitments/investment rather than via a 'fine'.

This stemmed from the engineering overruns at Rugby and Liverpool Street back in January 2008. It was noticeable that Network Rail was fined, train operators received sizeable compensation for not being able to run advertised services, and yet passengers received little or nothing. As it is passengers who have to endure inconvenience, frustration and additional expenditure when things go wrong it is right that they should also be compensated, be that direct in the form of refunds/discounts or indirectly by enhancements to the rail network.

Accordingly we support the amendments to the Penalty Statement.

Yours sincerely

Mike Hewitson
Passenger Focus