

**Stephanie Tobyn**  
Director Consumers and Scotland



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25 June 2021

Dear Jac

## **Passenger impact report – Hitachi class 800 trains**

We have published today the results of our review of the impact on passengers following the Hitachi class 800 trains disruption. The purpose of this letter is to bring the results of our review to your attention and to ask that we meet with you to discuss our findings and the issues we have identified. We note that Transport Focus has also raised a number of issues with you regarding this disruption. It has indicated a willingness to join this meeting.

### **Background**

As you will be aware, alongside our review of the issues surrounding the safety issues with the Hitachi class 800 trains, ORR initiated a review of the impact on passengers of the resultant disruption. This work focussed on the information provided by the four train companies affected by the disruption and National Rail Enquiries (NRE) over the weekend of 8 May and over the following period to 21 May.

In particular, we considered the consistency and clarity of travel information, ticket refund rights, advice to passengers about alternative travel arrangements and ticket acceptance, and contact with passengers who had booked assistance. Our consideration of the communication of ticket refund rights also included a review of the information provided by third-party retailers.

### **Summary of findings**

Our overall findings on the information provided by the train operators and NRE to passengers are positive. We recognise that the train operators were faced with a rapidly changing incident and had to respond accordingly; they performed well in the circumstances and the information provided to passengers was largely clear and consistent. We were also pleased to note that the train operators took proactive action to contact passengers who had booked assistance.



Nonetheless, in conducting our review, we identified a number of issues which are worthy of further consideration to reduce the impact on passengers should similar disruption occur in future. As they apply across the industry including to NRE, it would be helpful to discuss these with RDG as the industry representative body.

We have also written directly to train operators and third-party retailers to set out our findings regarding the clarity and consistency of refund information and to reiterate our expectations in this area.

### **Next steps**

I look forward to meeting with you to discuss the results of our review. My Team will contact you to find a suitable date to do so.

Yours sincerely

A handwritten signature in black ink, reading 'Stephanie Tobyn', is positioned below the 'Yours sincerely' text.

**Stephanie Tobyn**