

22nd November 2000

TOC Compensation Scheme

" Industry Must Overcome Difficulties and Rebuild Public Confidence"

Moves by the rail industry to compensate passengers for the severe network disruption caused by speed restrictions and the ongoing track repair programme have been welcomed by the SSRA, who, with the rail passengers' representatives, were central to the negotiations behind today's compensation package.

Chief Executive and Franchising Director Mike Grant said:

"This package offers between three and four weeks free travel for those most severely affected by the disruption, and has my full endorsement.

"The recent weeks have been awful for the railways. Major maintenance, floods, and the tragic accident at Hatfield pushed the system to the brink. The industry must overcome its immediate difficulties and start to rebuild public confidence as a matter of top priority.

"Passengers have borne the brunt, facing unacceptable delays and inconvenience both during, and in the aftermath of, the ongoing and urgent track inspection and repair programme. They have good reason to feel aggrieved, and are entitled to compensation for the inconvenience faced on a daily basis for several weeks".

Note to Editors

1. Full details of the compensation package are available from ATOC press office (0207 904 3010) and individual train operating companies.

**For further details contact the Department for Transport Rail Press desk:
020 7944 3108**