

Paul Maynard MP  
Parliamentary Under Secretary of State for Transport  
Department for Transport  
Great Minster House  
33 Horseferry Road  
London, SW1P 4DR

Dear Minister,

We are writing to you to request a meeting to discuss our serious concerns regarding the operation of the Midland Mainline service. This commuter service is currently run by Govia and serves our constituents in St Albans and Hitchin and Harpenden. The service is incredibly well used but sadly is subject to constant delays and cancellations. Passengers tell us that the chaotic service is compounded by having inadequate communication and information about the daily problems that beset them. Worryingly, there appears to be little sign of improvement now or for the immediate future to their journeys.

Numerous long suffering travellers have complained to us about their inability to travel to work or appointments in a timely manner. This service disruption has been continuing for an unacceptable period of time. Whilst we appreciate that there are ongoing Network Rail works that do impact on the line, this is no excuse for the rail services not to provide a reliable timetable or try to deliver improvements to their service. It appears that the franchise is not being delivered and this needs to be addressed.

Not only are our constituents suffering a poor service, they also receive far less generous compensation than Southern Rail passengers when these incidents occur, which cannot be acceptable. Our constituents simply wish to receive the level of service that is only reasonable for them to expect, particularly as they have to pay some of the highest rail fares in the country.

We hope it is possible to have this meeting as a matter of urgency to discuss what can be done to improve this dreadful service. We would welcome representatives from Govia to be present at the meeting as this disruption to train services cannot continue.

Yours,

Anne Main MP

Peter Lilley MP