



**HOUSE OF COMMONS**  
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Mr Leo Goodwin  
Managing Director  
TransPennine Express  
Bridgewater House  
60 Whitworth Street  
Manchester M1 6LT

Our Ref: KJ10434

14 December 2018

Dear Mr Godwin

I am writing to you again to raise the lamentable levels of service which my constituents are experiencing at Chester le Street Station.

As you know from the public meeting in September, the constant delays and cancellations are causing severe problems for thousands of local passengers. Furthermore, the information provided by the company continues to be inaccurate, whether provided by staff or online. My constituents have yet to see the promised improvements to the Customer Service offered at Newcastle or to bus services.

I am receiving emails on a daily basis from constituents impacted by these problems - in their own words :

"In summary this week the CLS >> Darlington commuter trains have been cancelled on 7 out of 10 journeys"

"The service continues to go from bad to worse with the morning service having been totally cancelled on 3 out of 4 days in the last week."

"As a working mother, my current position as a senior XYZ has become untenable because I regularly miss pre-arranged pick-up times from my children's schools because I am stuck at Newcastle station."

"It really does feel as though the long term goal here is the withdrawal of services from Chester-le-Street."

"08:24 Commuter train from CLS >> Durham has been cancelled again, we are all late for work again"

"How can the region be taken seriously when our trains aren't on time 50% of the time?"

"While financial compensation does indeed help, it does not compensate for the trouble that working parents have to cause to others to get their children home."



"I see today a 3.1% rise in rail fares has been advertised - this has to be a joke doesn't it?"

"It would appear that the needs of Chester-le-Street passengers are being completely disregarded by this company"

" the delays on the line, particularly with the Transpennine service, are now getting ridiculous and are causing me problems at work. "

"I am currently sitting at the station at Chester le Street waiting for the delayed 9.13 train. Between the 'nursery run' and the time of this train/my meeting, I don't have the option of the bus. I have embarrassingly delayed my meeting as I have no way of being there on time... once again, my professional reputation is threatened."

"there is a growing sense of frustration among all passengers that the service simply cannot be relied upon to get to work and back...Unfortunately if the service continues to be so inadequate, I know that it affects peoples' lives enough to consider moving jobs or relocating completely."  
I could include many more statements along the same lines. This situation is having an intolerable effect on individuals' lives, and an impact on our local economy.

As the local Member of Parliament, I will be raising these issues on constituents' behalf until a solution is found, and will be calling for a debate in Parliament on this issue in the New Year.

My constituents and I look forward to your response.

Best wishes

Yours sincerely

A handwritten signature in blue ink, appearing to read 'K. Jones'.

Rt Hon Kevan Jones  
Member of Parliament for North Durham