

Department for **Transport**

Chief Executive
Directly Operated Railways Limited
East Coast Main Line Company Limited
4th Floor
One Kemble Street
London
WC2B 4AN

Deputy Director, Rail Contracts
Department for Transport
Zone 4/14
Great Minster House
33 Horseferry Road
London
SW1P 4DR
Direct Line:

Web Site: www.dft.gov.uk

04 September 2012

Dear,

CONTRAVENTION OF THE SERVICES AGREEMENT

Services Agreement (“the Services Agreement”) dated 13 November 2009 between the Secretary of State for Transport (“the Secretary of State”), Directly Operated Railways Limited and East Coast Main Line Company Limited (“the Franchisee”).

Words and expressions defined in the Services Agreement have the same meaning when used herein unless the context otherwise implies.

Schedules 7.1 and 13 of the Services Agreement require the Franchisee to report the number of Cancellations each Reporting Period.

By correspondence dated 23rd April 2012, the Franchisee notified the Department that it had misreported the number of Cancellations since Period 1113 due to an error in the methodology it had been using to calculate Cancellations. The methodology used had been inaccurately differentiating between Full and Partial Cancellations. This resulted in the Franchisee underreporting a total of 39 Cancellations across this period. This is a contravention of the Services Agreement.

The Secretary of State is satisfied that you have taken steps to ensure that there is no repetition of this contravention.

This Notice is without prejudice to any action the Secretary of State may take in relation to any future contravention of the Services Agreement, including any contraventions similar to those identified in this letter.

The Department will place a copy of this letter on its public register.

Yours sincerely,

Deputy Director