

From: [Gary Bogan](#)
To: [Dave Pearson](#); [REDACTED]
Cc: [REDACTED]
Subject: RE: Delay Repay
Date: 01 November 2018 11:01:33
Attachments: [image001.jpg](#)
[image002.jpg](#)
[image003.gif](#)
[image004.gif](#)

Dave, apologies – [REDACTED] and I had worked up a response to send but it has gotten caught up somewhere.

Let me double check the latest and get back to you ASAP.

Gary Bogan
Director, Rail North Partnership

[REDACTED]



Rail North Partnership
Ground Floor, West Gate, Grace Street, Leeds, LS1 2RP



The information in this email may be confidential or otherwise protected by law. If you received it in error, please let us know by return e-mail and then delete it immediately, without printing or passing it on to anybody else.

Incoming and outgoing e-mail messages are routinely monitored for compliance with our policy on the use of electronic communications and for other lawful purposes.

From: Dave Pearson <Dave.Pearson@westyorks-ca.gov.uk>

Sent: 30 October 2018 07:58

To: [REDACTED] Gary Bogan

[REDACTED]

Cc: [REDACTED]
[REDACTED]

Subject: RE: Delay Repay

Hi Gary/ David

As outlined in the email below, we continue to be contacted by MCard customers seeking recompense through delay repay. We are in a situation where DfT and ministers say delay repay applies to multi modal ticketing yet our TOCs will not

apply it until instructed by RNP.

Is there any update?

Dave

Dave Pearson | Director, Transport Services
West Yorkshire Combined Authority | Leeds City Region Enterprise Partnership
(the LEP)

Wellington House | 40-50 Wellington Street | Leeds | LS1 2DE

xxxx.xxxxxxx@xxxxxxxxxxxxx.xxx.xx

www.westyorks-ca.gov.uk | www.the-lep.com

Follow the West Yorkshire Combined Authority on [Twitter](#) | Follow the LEP on [Twitter](#) or on [Linked In](#)

Metro is the transport network of the West Yorkshire Combined Authority. Find local travel information at www.wymetro.com, [Twitter](#) and [Facebook](#)

From: Dave Pearson

Sent: 13 September 2018 12:22

To: [REDACTED] Gary Bogan

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: Delay Repay

Hi David / Gary

Noting today's announcement of the extension of Delay Repay to 15 minutes, I would request that the implementation of this provision incorporates clarity on the status of multi modal zonal tickets such as MCard in this regard.

Northern and TPE have both firmly held the position that Delay Repay does not apply to MCard customers. This has resulted in customer disputes for which neither the CA nor the West Yorkshire Ticketing Company (WYTCL) can offer a satisfactory resolution. One such complaint to a local MP resulted in the attached response from a DfT official which clearly states that it does apply.

We have made the TOCs aware of this correspondence however it would be useful to obtain full clarity on the matter through the franchise process.

I have copied the Chair and Commercial Development Manager of WYTCL into this email

Dave

Dave Pearson | Director, Transport Services
West Yorkshire Combined Authority | Leeds City Region Enterprise Partnership
(the LEP)

Wellington House | 40-50 Wellington Street | Leeds | LS1 2DE

xxxx.xxxxxxx@xxxxxxxxxxxxx.xxx.xx

www.westyorks-ca.gov.uk | www.the-lep.com

Follow the West Yorkshire Combined Authority on [Twitter](#) | Follow the LEP on [Twitter](#) or on [Linked In](#)

Metro is the transport network of the West Yorkshire Combined Authority. Find local travel information at www.wymetro.com, [Twitter](#) and [Facebook](#)

Disclaimer

The contents of this email and any attachments are confidential to the intended recipient. They may not be disclosed to or used by or copied in any way by anyone other than the intended recipient. If you have received this email in error, please contact the sender immediately by return email. Please then delete the email and do not disclose its contents to any person.

Nothing in this email amounts to a contractual or other legal commitment on the part of West Yorkshire Combined Authority ("WYCA") unless confirmed by a written communication signed by or on behalf of the Head of Legal and Democratic Services. Service of legal documents is not accepted by email.

Please note WYCA does not accept liability for any damage or loss that may occur from software viruses and it is your responsibility to virus check this email and any attachments.