

*To all train operating companies
providing rail services in London*

Transport Committee
London Assembly
City Hall
The Queen's Walk
London, SE1 2AA
Switchboard: 020 7983 4000
Web: www.london.gov.uk

Date: 15 January 2010

Dear Managing Director

Rail services into London during recent adverse weather

I am writing, on behalf of the London Assembly Transport Committee, about the rail services provided in London during the recent period of bad weather. This follows on from our previous work into the impact of snowfall on London's transport network in February 2009 and our report *Slipping Up? Impact of the extreme weather on London transport* (March 2009).

We are very concerned about the high level of disruption that some rail passengers have experienced in recent days. We have already written separately to Southeastern expressing our concern at changes to its services on 6, 7 and 8 January 2010.

We are now contacting all train operating companies providing services in London to seek more information about the services provided in the last two weeks. We would be grateful if you could provide details of the following:

- How many and what proportion of services into and out of London were changed because of the weather on each day between Monday 4 January and Thursday 14 January?
- Where services were changed because of adverse weather, what particular circumstances led to the changes, in particular any reliance on track and signalling services beyond your control?
- What steps were taken to keep passengers informed and how effectively did telephone and web-based information services operate?
- What contingency arrangements were put in place to minimise the need to change services because of the adverse weather?
- What lessons were learned from the snow in February 2009 and what changes were implemented as a result? What further lessons have been learned from the recent disruption to rail services to avoid a similar situation arising again?

We would welcome a response by Friday 29 January 2010.

I look forward to hearing from you.

Yours sincerely

Caroline Pidgeon AM
Chair of the Transport Committee