

## GREATER LONDON AUTHORITY

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**Valerie Shawcross AM**

City Hall  
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London SE1 2AA

**Our Ref:** MGLA210411-6548**Date:** 05 MAY 2011

Dear Val

Thank you for your letter of 20 April concerning the disruption on the Jubilee line on 19 and 20 April.

I wholeheartedly share the Committee's concern about the disruption experienced by Jubilee line passengers as a result of these incidents. In particular, it is deeply regrettable that customers had to be walked from trains along the track on the evening of 19 April. LU has apologised for this and for the delays caused to Jubilee line customers. Refunds have been given automatically to customers' Oyster cards.

The fault on the evening of the 19 April was caused by a problem with the power supply at Canning Town when a piece of equipment fell from under a train and 'earthed' the negative rail to the ground.

Whilst this did not present a safety issue, it led to an immediate loss of power and as a result of this five trains became stuck between Kilburn and Canary Wharf. The exact location and nature of the problem was identified within 20 minutes, and the decision to 'detrain' customers was taken. LU was able to move one stalled train back into West Hampstead station, and passengers from the other trains were led along the track to the nearest station. The emergency services were despatched to stations as a precaution, though there were no reports of any customers needing medical assistance.

The incident the next morning was due to a signal failure at Baker Street, which necessitated a part suspension of the line between Willesden Green and London Bridge to allow LU to run reliable services on the rest of the line. Trains could have run through the affected area but the slow speed required would have had a greater impact overall.

As you would expect, London Underground is going through what happened to cause these incidents in fine detail and to ensure that steps are taken to prevent a recurrence.

I accept that it is unacceptable that services are disrupted in this way. I have had full and frank discussions with London Underground.

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I know that they are completely focused on doing all they can to improve reliability on the line, whilst maintaining their progress in completing the vital upgrade work that they inherited from Tube Lines in such a poor condition 9 months ago, and which has progressed considerably. Completion of this is anticipated to be within the next few months.

Ensuring that the Jubilee line - and all other tube lines - operate safe, reliable and enhanced services during the 2012 Games is a critical objective for LU, and I have every confidence that they will deliver the high level of service and reliability needed to support London hosting the Games.

I would reiterate the fact that I share your concerns and am pressing for full resolution of the problems.

Yours ever,

A handwritten signature in black ink, appearing to be 'Boris Johnson', with a stylized, flowing script.

**Boris Johnson**  
Mayor of London