

Caroline Pidgeon AM, Chair of the Transport Committee

To all train operating  
companies serving London

London Assembly  
City Hall  
The Queen's Walk  
London, SE1 2AA

7 February 2012

Dear xxx

**Rail services in London during recent bad weather**

I am writing, on behalf of the London Assembly's Transport Committee, about train operating companies' services into and out of London during the recent bad weather. This follows on from our previous work into the impact of snowfall on the capital's transport system including our letter to the Secretary of State for Transport about the disruption to rail services in January 2010 and our submission to the Government's Winter Resilience Review (May 2010).

In light of our previous work and the rail industry's subsequent actions and investment to improve services during bad weather, we are writing to all train operating companies about the impact of the snowfall on Saturday 4 February. We would be grateful if you could provide a response to the following questions.

- How many and what proportion of your services into and out of London on Saturday 4, Sunday 5 and Monday 6 February were affected by the bad weather?
- What plans were put in place prior to the bad weather to prevent service disruption?
- Which parts of the plans worked well and which parts, if any, did not?
- Where services were changed because of the bad weather, what particular circumstances led to the changes, in particular any reliance on track and signalling services beyond your control?
- How effective were your communications with passengers during this period of bad weather?
- What, if any, further lessons have been learned to inform future preparations for bad weather?

I would be grateful if you could respond by 24 February.

Yours sincerely

**Caroline Pidgeon AM**  
Chair of the Transport Committee