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**Date: 22 December 2009**

Dear Peter

**TfL's response to the snow on 21 December 2009**

I am writing on behalf of the Transport Committee about TfL's response to the snow that fell in London yesterday evening.

We have received and seen reports from passengers that buses were terminated short of their destinations or running at reduced frequency. The Evening Standard has today reported that drivers of about 20 buses in the Muswell Hill area, mainly on the 102, 43 and 134 routes, were forced to halt because of the conditions, and passengers had to continue their journeys on foot. The Streatham Guardian has reported traffic gridlock in Streatham, West Norwood and Crystal Palace, with criticism of a failure to grit the roads before the rush-hour and an apparent absence of any police or emergency services trying to help move stalled traffic. Concerns have been expressed to Members that TfL's telephone helpline was not working well and that its web site may not have reflected the disruption.

In your response to our report into the disruption caused by the snow in February, *Slipping up? Impact of the extreme weather on London Transport* (March 2009), you indicated broad agreement with our findings and outlined the work TfL was doing to improve its response in extreme weather conditions. We are, therefore, keen to receive details of the measures that TfL put in place yesterday evening to respond to the snow and ensure the transport system operated effectively.

We would also like to receive details of any further lessons that TfL might have learned from yesterday, particularly around communications. In your response to our report, you highlighted that TfL's communications strategy had been reviewed and improvements made since February and that TfL's web site and its Travel Information Contact Centre provided real-time travel information for passengers. I would be grateful if you could confirm when the TfL web site was updated to describe the service disruption described above and provide an assessment of how and when information was made available to tube and bus passengers by other means.

I look forward to hearing from you.

Yours sincerely

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