

Mr Charles Horton
Managing Director
Southeastern
Friars Bridge Court
41-45 Blackfriars Road
London, SE1 8PG

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

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Dear Mr Horton

Recent disruption to Southeastern's services

I am writing, on behalf of the London Assembly Transport Committee, about disruption to Southeastern's services last week.

We have received many complaints from passengers about the level of disruption on Wednesday 6, Thursday 7 and Friday 8 January 2010 when Southeastern was operating a reduced service with no trains after 8pm. They have raised a number of issues which are set out below.

- Why was Southeastern's service so badly disrupted on these days when there was relatively light snowfall in south-east London compared to other areas in the capital, and other rail operators such as Southern were still running their usual services?
- Why did Southeastern decide on Tuesday 5 January to stop trains early the following day before any snow had fallen?
- Why was Southeastern able to resume its usual services on Saturday 9 January despite no change in the weather conditions?
- Why were freight trains able to operate but not passenger trains during these three days?
- The lack of opportunity to obtain a refund for weekly tickets bought last week despite it not been possible to use these on a number of days because of the disruption;
- The lack of information for passengers at stations about changes to the services or alternative travel options, with passenger information displays at stations switched off; and
- The modifications to Southeastern's website which although designed to cope with an increase in the number of users resulted in no facility for passengers to provide feedback.

We are concerned about this disruption to Southeastern's services and would welcome an explanation which responds to the issues outlined above. We would also welcome details of the steps that Southeastern is now taking to ensure its services are not so severely disrupted again.

I look forward to hearing from you.

Yours sincerely



Caroline Pidgeon AM
Chair of the Transport Committee