

# LONDON ASSEMBLY

Caroline Pidgeon MBE AM, Chair of the Transport Committee

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

7 January 2015

Mark Carne  
Chief Executive  
Network Rail  
1 Eversholt Street  
London NW1 2DN

Dear Mr Carne,

## **Christmas rail service disruptions**

I am writing, on behalf of the London Assembly Transport Committee, to ask you about the disruption to train services over the Christmas period for passengers using King's Cross station and Paddington station.

As you know, many thousands of Londoners were affected by the over-running of engineering works, and the lack of adequate alternative provision for passengers. We welcome your decision to trigger a review of how these problems arose and were dealt with, and look forward to seeing the findings and recommendations of this work.

In light of the seriousness of the problems, I would like to ask you to outline for the Transport Committee what lessons have been learned and what steps you will be taking to prevent or mitigate these problems in the future. In a reply to this letter please could you share early insights with the Committee, covering:

- The planning and delivery of engineering work.
- The provision of information about service disruptions for passengers.
- The adequacy of backup arrangements, given the failure of Finsbury Park to cope with the number of passengers directed to the station.

We would also like you to set out what compensation will be provided for passengers affected by the disruptions.

I look forward to hearing from you on these important matters.

Yours sincerely,

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