

18 JUL 2012

Caroline Pidgeon AM
Chair of the Transport Committee
London Assembly
City Hall
The Queen's Walk
London
SE1 2AA

Dave Ward
Olympic Delivery Director
Network Rail
King's Place
London
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09 July 2012

Dear Caroline,

Thank you very much for the opportunity to speak to your committee. I am glad that the members found the two sessions helpful. Please find below responses to the issues raised in your letter:

Gatwick Express Platforms at London Victoria

The installation of new ticket barriers on platforms 13 and 14 six months ago has slowed the flow of passenger traffic on and off the platforms. A contributing factor to these queues is that there is only a single lift from platform level to the car park and taxi area near platforms 13 and 14. This route is used frequently by passengers for Gatwick Express services as they often have large luggage. This lift has been identified as a 'golden asset' for the station during Games time, meaning that it will receive priority maintenance and servicing should the need arise. However, there is no additional crowd management planned for these areas during the Games.

Gatwick Express services at Clapham Junction

The service pattern for Gatwick Express services is a decision for Southern Trains which operates these as part of their franchise agreement with the Department for Transport. Please contact Yvonne Leslie at Southern Trains at Yvonne.Leslie@southernrailway.com.

Contacting Network Rail during Games time

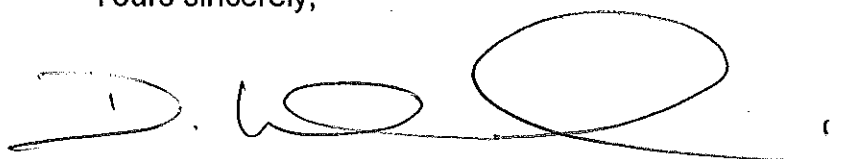
I understand that you will have questions on the status of our operation during the Games. During the Games our public affairs team will be operating an increased operation before, during and after the Games to provide information as quickly as possible. Our public affairs desk can be reached on **0203 356 9523** or at **publicaffairs@networkrail.co.uk**, from **06:30 – 00:00** every day from **Wednesday 18 July to Tuesday 14 August**. Please use this contact in the first instance.



Assembly Members will are also invited to sign up to a daily Olympic bulletin from the public affairs team. Members will be contacted with further details on how to sign up this week.

I hope that you find this information useful.

Yours sincerely,

A handwritten signature in black ink, consisting of a series of loops and a long horizontal stroke at the end.

Dave Ward
Olympic Delivery Director
Network Rail