

Caroline Pidgeon AM, Chair of the Transport Committee

Peter Hendy
Transport Commissioner
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Dear Peter

TfL's services during the recent bad weather

I am writing, on behalf of the Transport Committee, about TfL's services during the recent bad weather. This follows on from our previous work into the impact of snowfall on London's transport network including our report *Slipping Up? Impact of the extreme weather on London transport* (March 2009).

In light of our previous work and TfL's subsequent actions and investment to improve its services during bad weather, we are seeking details of how TfL's services performed following the snowfall on Saturday 4 February. We understand that, on the whole, TfL's services ran well but some passengers experienced disruption particularly on the Tube. We would, therefore, be grateful if you could provide a response to the following questions.

- How far were TfL's services disrupted on Saturday 4, Sunday 5 and Monday 6 February as a result of 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?
- 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