

22 FEB 2010



Department for
Transport

From the Secretary of State

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17 February 2010

Dear Caroline,

Thank you for your letter of 17 February, enclosing correspondence you have had with the various train operating companies which serve London.

As you rightly point out, the rail industry's National Task Force is conducting a review into both the preparedness and handling of rail operations during the recent severe weather. This review will cover not just the London area but look at the national picture and what lessons can be learned and implemented. My officials are actively involved in the National Task Force as well as in reviewing the operators' delivery against individual franchise agreements.

As well as the investigation that you have conducted, I also understand that London TravelWatch has also made public its own report into the "Impact of Snow in December 2009 and January 2010 on London and the South East's Transport System". I note they have a different perspective of Southeastern's performance. Whilst different organisations have different perspectives, it is important that the industry as a whole conducts a review. I am keen that the National Task Force looks at all aspects of preparation, train service delivery and information provision by operators, and until such time as that review has concluded, it is too early to comment upon the recommendations you have made. I would also expect them to be mindful of your work.

Yours ever,
Andrew

ANDREW ADONIS