

Mr Peter Hendy
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Transport Committee
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Dear Peter

TfL's response to the snow on 21 December 2009

Thank you for your letter of 24 December 2009 about TfL's response to the snow that fell on 21 December 2009.

We discussed this matter briefly at the Transport Committee meeting this week and are pleased that TfL takes seriously the need to learn lessons following our report *Slipping up? Impact of the extreme weather on London Transport* (March 2009). Members also noted that TfL run services had not been disrupted as some others. We remain concerned, however, at reports of delays in December in providing up-to-date information on service disruption via TfL's website and the telephone helpline.

Your letter reports that the telephone helpline did work well but was busy and, as a result, callers wanting to speak to an operator would have experienced longer wait times. You also refer to TfL's new interactive system for callers which is helping to improve the service by providing immediate answers, including at times of peak demand or major travel disruption.

Please could you provide any available information on caller waiting times and the number of unanswered calls on 21 December 2009 and subsequent days of bad weather. In doing so, we would also welcome an assessment of how the new system has reduced waiting times for callers during the last few days of bad weather compared with what might have been previously expected.

I look forward to hearing from you.

Yours sincerely

Caroline Pidgeon AM
Chair of the Transport Committee