

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

Phil Hufton
Network Rail
1 Eversholt Street
London
NW1 2DN

7 April 2015

Dear Caroline

Re: London Assembly Transport Committee meeting

Thank you for the opportunity to speak to the Transport Committee on 27 March as part of your consideration of the redevelopment of London Bridge station and to answer your relevant questions.

As I said, I am very sorry for the disruption and inconvenience that customers, including you of course, have experienced recently. This is not the level of service that we want to provide.

As we discussed at the Committee, given the significant congestion on lines in to London Bridge any small incident, even when fixed immediately, has and will continue to have a disproportionate impact on passengers and certainly on our timetable which results in us publishing delayed messages.

Working with the train operators we need to manage these incidents better and ensure that passengers are well informed and looked after at the same time as we deliver an investment and improvement programme to grow and expand the network.

I would like to offer you my reassurance that I – supported by my team – will work tirelessly to make improvements. We have an action plan to manage the station better and to communicate better with customers.

We are working more closely than ever with train operators to deliver this and I hope passengers will start to benefit from the changes we are making and will continue make in the coming weeks.



I know you are looking at dates to meet Mark Carne at London Bridge station. If your diary permits, I would like to include a 'behind the scenes' tour so you or any of the committee can see the ongoing work to deliver the Thameslink Programme and the day to day operations. This could include a visit to our Three Bridges Rail Operating Centre, which controls large parts of the railway between London and the Sussex Coast.

I look forward to hearing from you in the near future. In the meantime, if you would like any further information, please contact Adam Love in our public affairs team on 07515 624863 or adam.love@networkrail.co.uk.

Yours sincerely

A handwritten signature in blue ink that reads "P. Hufton". The signature is written in a cursive style with a large, looped initial "P" and a stylized "H".

Phil Hufton

Managing Director, Network Operations
Network Rail

cc Valerie Shawcross AM