

# GREATER LONDON AUTHORITY

## Mayor's Office

### **Lord Adonis**

Secretary of State  
Department for Transport  
Great Minster House  
76 Marsham Street  
London SW1P 4DR

City Hall  
The Queen's Walk  
More London  
London SE1 2AA  
Switchboard: 020 7983 4000  
Minicom: 020 7983 4458  
Web: [www.london.gov.uk](http://www.london.gov.uk)

**Our ref:**

**Date:**

**07 JAN 2010**

Dear Andrew

### **South Eastern Trains service**

I can well understand the need for a robust national railway timetable in the current extreme conditions, but hundreds of thousands of Londoners in the south east of the city were inconvenienced yesterday and further today as a result of what is a much more severe planned service reduction by South Eastern Trains than any other TOC railway commuter service in London, both in volume and hours of operation as well.

First trains arrive in London too late for many to start normal work; last trains again tonight will be at 1900 or 2000. There is no good reason for this. Other TOCs (and Southern and SWT) are operating normal hours in similar conditions. It is an odd move to restrict the hours of operation when running trains beyond normal hours to keep power rails clear is an industry standard practice. This does not serve passengers well (or indeed taxpayers, given the revenue support from the public purse), and they will not be deceived by subsequent performance measurement against a much lower planned output; I hope neither you, nor the Rail Regulator, will be either. You should also know that the result of the adoption of the 'emergency timetable' has been an almost total absence of useful information over SET's operation in London. I am told South Eastern Trains propose to operate the same restricted hours service tomorrow as well.

# GREATER LONDON AUTHORITY

I cannot stand by and see action taken which prevents this city functioning normally, despite the inclement weather. I call on you to direct South Eastern to resume normal hours operation, with the fullest possible timetable, with immediate effect.

Yours ever,



**Boris Johnson**  
Mayor of London

Cc: Caroline Pidgeon AM  
Valerie Shawcross AM  
Richard Tracey AM  
Jenny Jones AM  
James Cleverly AM  
Len Duvall AM  
John Biggs AM  
Kit Malthouse AM  
Councillor Colin Barrow CBE, Leader, City of Westminster  
Councillor Steve Reed, Leader, Lambeth Council  
Councillor Nick Stanton, Leader, Southwark Council  
Sir Steve Bullock, Mayor, Lewisham Council  
Councillor Chris Roberts, Leader, Greenwich Council  
Councillor Teresa O'Neill, Leader, Bexley Council  
Councillor Stephen Carr, Leader, Bromley Council