



Department  
for Transport

Paul Plummer  
Chief Executive, Rail Delivery Group  
paul.plummer@raildeliverygroup.com

From the Secretary of State  
**The Rt. Hon. Chris Grayling**

Great Minster House  
33 Horseferry Road  
London  
SW1P 4DR

Tel: 0300 330 3000  
E-Mail: [chris.grayling@dft.gsi.gov.uk](mailto:chris.grayling@dft.gsi.gov.uk)

Web site: [www.gov.uk/dft](http://www.gov.uk/dft)

5<sup>th</sup> March 2018

I am writing in respect of the unprecedented weather last week and the disruption caused across the whole of the network.

Staff worked tirelessly to recover the services across the network, despite the difficult circumstances. In particular I know many front line staff were out in freezing conditions trying to either keep, or get services running. Their efforts on behalf of passengers are to be commended.

One area where industry needs to take further action is around customer communications during disruption. When things go wrong, effective communication is the one mitigation that can be employed and one that is extremely important to the travelling public. There have been a number of instances which have come to my attention which do not reflect the high standard of communication passengers deserve.

Going forward I expect to see a focus on providing passengers with better information, not least in the event of cancellations, where alternatives exist for customers to complete their journey. I would like to discuss this matter further at our next Roundtable on the 14<sup>th</sup> March.

I am copying this letter to the Train Operating Companies.

**Rt Hon Chris Grayling MP**

**SECRETARY OF STATE FOR TRANSPORT**