

Joanna Whittington

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Clare Moriarty
Director General, Rail Executive
Department for Transport
Great Minster House
London
SW1P 4DR

Dear Clare

Disruption to rail passengers caused by overrunning engineering works on 27 and 28 December 2014

On 29 December, Richard Price wrote to you to say that ORR will investigate the unplanned disruption affecting services at Kings Cross and Paddington in late December 2014. He also published the letter on the ORR website (<http://orr.gov.uk/publications/correspondence>).

In the letter he said that ORR will seek comments from passenger groups, industry and funders on the draft terms of reference before they are finalised. Attached is a draft on which we would welcome comments by Friday 9 January. The short time for comments reflects our desire to get on with the review and in particular to have prepared our initial findings for consideration by ORR's board by the end of January 2015. We expect to finalise the terms of reference the week commencing 12 January. Please email any comments on the draft terms of reference to Samantha McClelland Hodgson, Manager, Operations & Network Regulation at Samantha.mcclelland-hodgson@orr.gsi.gov.uk.

In the meantime, we are aware that a number of reviews are being carried out including by Network Rail and that they will report shortly. Our expectation is that these reviews will form part of the evidence base for our review. We will be writing directly to Network Rail and affected train operators to request that this information be provided to us as soon as it becomes available.



I have sent the same letter to Mark Carne at Network Rail, Louise Ellman MP, Chair of the Transport Select Committee; Michael Roberts at the RDG, Michael Holden at Directly Operated Railways; David Brown at Go-Ahead; Chris Burchell at Arriva; Tim O'Toole at First Group; Keith Greenfield at Heathrow Express; Anthony Smith at Passenger Focus; Mike Brown at London Underground, Paul Crowther at the British Transport Police, Derek Mackay MSP at the Scottish Government and Edwina Hart AM at the Welsh Government. I am also putting a copy on ORR's website.

Yours sincerely

A handwritten signature in black ink, reading 'Joanna Whittington.', is positioned below the 'Yours sincerely' text.

Joanna Whittington