

Marcus Clements
Head of Consumer Policy



14 February 2020

Tracy Hall
Head of Customer Information
GTR

Dear Tracy,

High passenger impact incident on 18 December 2019 – passenger information

As part of our monitoring of the provision of information to passengers we routinely review incidents on the network that have a high passenger impact. The incident on Wednesday 18 December when a signalling problem affected services in the East Croydon area during the evening peak is in this category.

Although such high impact events occur relatively rarely, it is important that when they do they are reviewed and any lessons are learnt. Industry action PIDD-31 makes provision for routine reviews of CSL2 incidents focussed on customer impact.

For incidents that are rapidly evolving, paragraph 25 of our regulatory guidance¹ makes it clear that the need to provide perfect information should not prevent train services being provided. However, we would expect licence holders to use reasonable endeavours to get such information out as widely as possible and as quickly as possible.

Therefore, I shall be grateful if you will provide to ORR the results of the review that GTR has carried out into this incident, showing its conclusions and learning points for the future. We are particularly interested in the impact on your passengers, including those travelling through stations managed by other companies for example Network Rail, and how you plan to improve their experience in future.

Next steps

I look forward to receiving your response by **28 February 2020**.

¹ http://orr.gov.uk/data/assets/pdf_file/0015/4353/information-for-passengers-guidance-on-meeting-the-licence-condition.pdf

We have also written to Network Rail about the incident, a copy of which is attached. Accordingly, we have copied this letter to Network Rail.

Please note that this letter and any non-confidential reply will be published on our website.

Yours sincerely

A handwritten signature in black ink, appearing to be 'M. Clements', written in a cursive style.

Marcus Clements

Copy to:

- John Halsall, Network Rail – Regional Director, Southern
- Jo Shelley, Network Rail – Programme Manager (Passenger information)
- Paul Appleton, ORR – Region SRO