



Sadiq Khan
Mayor of London
City Hall
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Mark Carne
Chief Executive
Network Rail Infrastructure Ltd
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05 January 2018

Dear *Mayor*

Thank you for your letter of 27 December 2017.

I agree that performance at Waterloo after the August upgrade was not as good as it should have been, and that a few significant incidents caused periods of major disruption. I certainly regret these, but am pleased that problems following the August works were resolved last year.

With regards to the disruption in December, I agree with your comment regarding improved communications between us and TfL, which may have avoided the closure of Waterloo. Mike Brown and I have discussed this, and our teams are working closely to embed contingency plans used in August into business as usual, as well as learn lessons from other incidents including the derailment of a South Western Railway (SWR) train on TfL infrastructure.

More broadly, we are driving improvements in reliability, and through the installation of intelligent infrastructure the number of asset failures in London is at an all-time low. Indeed our national network is more reliable than it has ever been. I welcomed your recent positive comments regarding London Overground, where Arriva Rail London consistently delivers high performance on Network Rail infrastructure.

Of course, this overall improvement is scant consolation for customers when facing disrupted journeys. This is why closer collaboration with train operators, including SWR and Govia Thameslink Railway (GTR), is at the heart of our improvement plans to deliver, as track and train together, for customers. As such, I am also passing your letter to SWR and GTR, particularly with regards to your comments on the inadequacy of customer communications and delay repay, issues on which train operators lead.

Alongside driving operational performance and reliability improvements, we are delivering the biggest investment in the rail network for a hundred years. Our Railway Upgrade Plan is totally transforming rail in London, and your championing of extraordinary projects such as the £800m Waterloo upgrade and £7bn Thameslink Programme, which delivered the iconic London Bridge this week, would be most appreciated.

I understand that your busy schedule meant you were unable to visit either of these projects last year; I encourage you again to visit and see first-hand what we are doing to increase rail capacity in London by a huge 30%. I will ask my office to make contact so we can hopefully meet in person, ideally on-site at one of our transformational projects.

Yours sincerely

A large, stylized handwritten signature in blue ink, appearing to read "Mark Carne".

Mark Carne
Chief Executive