



## Department for Transport

Stephen Locke  
Chair  
London TravelWatch  
Dexter house  
2 Royal Mint Street  
London EC3N 4QN

Peter Wilkinson  
Director –Rail Franchising  
Department for Transport  
4/15 Great Minster House  
33 Horseferry Road  
London SW1P 4DR  
Phone: 0207 944 3927  
E mail: peter.wilkinson@dft.gsi.gov.uk

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Dear Stephen

Thank you and your team for this excellent new report on the London travelling environment.

This report serves to confirm what many of us have suspected for a long time and its' empirical evidence is very clear. This makes me more determined than ever to maintain a focus on these issues by our Train Operating Companies, the police, and ourselves at the DfT. It is all too easy to use the excuse of cost pressure to ignore the simple and eminently affordable solutions that can tackle the issues your report spotlights. I shall also be resisting any pressure to unnecessarily or unjustifiably further de-staff the railway – quite the opposite. In London I believe the case can readily be made for more front line staff on some particular railways.

We will be using your excellent report to further inform our franchise specification. We take a great deal of notice of London TravelWatch reports and continue to work with your team to strengthen our franchise designs.

Very best regards