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Dear Iain

Engineering overruns at Rugby and Liverpool Street

No one is in any doubt about the amount of work now being done on Britain's railway. This work is needed and is welcome as it will, ultimately, improve the rail network. However, how this work is carried out and how information is managed is also important.

Rail passengers have been badly let down by Network Rail. Having to advise passengers not to travel on a working day is simply unacceptable. Passengers have to rely on the information given to them by the rail industry - sadly this has turned out to be badly flawed in these cases.

Given previous problems encountered at Portsmouth and amount of work that is scheduled to take place in 2008 passengers need to know:

- What happened at Rugby and Liverpool Street and why?
- How will these problems be mitigated in future? Is the problem money, people, working practices or a combination of these factors?
- That this sort of incident is not likely to occur again.

Passengers are relying on you. Please assure us lessons have been learnt.

Yours sincerely

Anthony Smith
Chief Executive