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AS/2019/083

Dear John

**Disruption, 18 December 2019**

Wednesday night was clearly not good from a passenger perspective.

I have two questions:

- Given the paralysis caused when it fails, why is the power supply to the signalling system seemingly so vulnerable? How can it be made more resilient?
- Given the obviously major disruption, why was 'disruption mode' not deployed on the Victoria information displays? This would have ensured that only the trains that are definitely running are displayed.

I look forward to hearing from you.

Yours sincerely



**Anthony Smith**  
Chief executive