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Angie Doll
Managing Director, Southern & Gatwick Express Railways
Interim Chief Operating Officer GTR

By email

5th January 2022

AS/2022/171

Dear Angie,

Suspension of Southern services at Victoria

I am following up our correspondence last week with GTR about the suspension of Southern services at Victoria, Battersea Park, Clapham Junction and Wandsworth Common until Monday 10 January.

We are concerned that many people returning from the Christmas and New Year break will be inconvenienced by this decision. It is imperative that there is clear communication about the suspension of these and other GTR services, and the alternatives available to people.

Thank you for confirming that there is ticket acceptance between GTR's own brands and some other rail operators. We challenged this last week as we became aware of passenger confusion around ticket acceptance with some misinformation being sent by Southern through twitter.

I understand this has now been dealt with. However, we remain concerned about the inadequacy of communication on ticket acceptance, rail replacement and information about alternative transport options. This is particularly important at stations where passengers need to make choices, use an alternative travel option, or rail replacement if this is available. My experience out on your network yesterday did not give me confidence that GTR is robustly keeping people informed.

Wandsworth Common



At Wandsworth Common there was little indication where to catch the bus replacement or where it is going, and no information about other travel options. At least at Balham there was information about where to catch the rail replacement.

What are GTR doing to ensure that the timetable changes and alternatives are communicated well to people? Are you monitoring whether passengers are well informed, including information from other sources such as NRES and other rail operators?

Are people being actively told that ticket restrictions have been eased and there is more flexibility during this disruption?

I look forward to hearing from you.

Yours sincerely

A. J. C. 

Anthony Smith
chief executive