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By Email: XXXXX

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**Department for Transport**  
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Web Site: [www.dft.gov.uk](http://www.dft.gov.uk)

Our Ref: F0007212

24 January 2011

Dear XXXXX

I am writing to confirm that the Department has now completed its search for the information which you requested on the 28 December 2010. A copy of the information is enclosed in Appendix 1; the format is designed to preserve the confidentiality of the recipients in the email communications. Please be aware that further communication was carried out on the subject you requested via face to face discussions and telephone conversations, neither of which is recorded.

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If you are unhappy with the way the Department has handled your request or with the decisions made in relation to your request you may complain within two calendar months of the date of this letter by writing to the Department's Information Rights Unit at:

Ashdown House  
Sedlescombe Road North  
Hastings  
East Sussex TN37 7GA  
E-mail: FOI-Advice-Team-DFT@dft.gsi.gov.uk

Please see attached details of DfT's complaints procedure and your right to complain to the Information Commissioner.

If you have any queries about this letter, please contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

XXXXXX

## **Your right to complain to [DfT/Agency] and the Information Commissioner**

You have the right to complain within two calendar months of the date of this letter about the way in which your request for information was handled and/or about the decision not to disclose all or part of the information requested. In addition a complaint can be made that DfT has not complied with its FOI publication scheme.

Your complaint will be acknowledged and you will be advised of a target date by which to expect a response. Initially your complaint will be re-considered by the official who dealt with your request for information. If, after careful consideration, that official decides that his/her decision was correct, your complaint will automatically be referred to a senior independent official who will conduct a further review. You will be advised of the outcome of your complaint and if a decision is taken to disclose information originally withheld this will be done as soon as possible.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

## FOI F007212

### Email from NXEA to DfT on 16<sup>th</sup> December 2010

Further to our discussion yesterday regarding performance including feedback and mitigating actions relating to weather related issues, I can confirm that the Met Office has predicted 95% certainty that 6" of snow will fall on Saturday 18 December 2010. Following the industry telephone conference today, Network Rail have declared this to be a Level 2 event which means that we expect to run a normal service over the weekend and into next week. However, we may need to implement speed restrictions for Class 317's and 321's to protect the traction motors.

Therefore this email seeks approval from DfT that if Network Rail increase the weather event to Level 3 due to deterioration of weather and increased level of snowfall, that we can implement a revised plan of the day as allowed under Clauses 9.1 and 9.2 of Schedule 1.3. Please note the following actions will be considered and implemented if the need arises.

- \* speed restrictions to apply on 317s and 321s in falling and accumulating snow
- \* Stratford-Standed airport services may need to be cancelled
- \* STEX half-hourly service
- \* GE diesels to terminate at IPS or COL
- \* InterCity to be hourly with
- \* Gidea Park starters may need to be pre-cancelled
- \* Chelmsford AM peak starters to run to Witham

The weather reports at present are not clear as to whether heavy snow fall will occur in the Eastern region but snow fall is being predicted over the weekend. Heavier snow falls are possible next week but again not definite. An emergency weather conference will be held again tomorrow and hopefully will be given greater certainty to the weather over the next 2-5 days and whether Network Rail will declare Level 3.

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### Email from NXEA to DfT on 23<sup>rd</sup> December 2010

As discussed with you earlier today I am making a formal request to reduce the Stansted Express service to half hourly throughout the day and withdraw the Stratford to Stansted Airport service entirely due to the temporary shortfall of 23No. 317 EMUs which have developed a range of technical faults in the recent snow. We are currently operating this amended timetable and seek your permission to extend this to Monday January 10th.

We are currently reviewing the impact of the resource shortfall on the Great Eastern timetable and will present our proposal to you in due course.

We will provide you with a plan to return our fleet to full strength by January 7th.

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### Email from DfT to NXEA on 23<sup>rd</sup> December 2010

We agree to NXEA implementing an amended timetable as set out in your e-mail dated 23 December, on the following conditions:

- if units are available before 10 January that they are put into service
- you mitigate the impacts for some smaller stations such as Roydon, Harlow Mill, Angel Road and Northumberland Park, by putting stops in other services where possible
- this is widely publicised at stations as well as on the website and announcements made at stations where appropriate

I note that you will be reviewing the position on the GE – I will not be in the office tomorrow, so if you are not able to catch me this afternoon, please pick up directly with ... who is aware of the fleet issues.