



Rt. Hon Joan Ryan MP
Member of Parliament for Enfield North
House of Commons
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11th January 2016

Mr Michael Stubbs
Director – London Overground (Transport for London)
Transport for London
42-50 Victoria Street
London
SW1H 0TL

Dear Mr Stubbs,

I write regarding the performance of the London Overground service operating in Enfield. A number of my constituents, particularly since the beginning of January, have contacted me to raise their concerns regarding train cancellations and delays to the service.

The problems affecting residents using stations at Turkey Street, Enfield Town, and elsewhere in the Borough, have caused a great deal of stress and frustration. These issues have resulted in constituents being late for work or for important appointments.

It is now more than seven months since the handover of West Anglia suburban rail routes, from Abellio Greater Anglia (AGA) to London Overground. Passengers have a right to expect a better and more reliable service.

I would be grateful if you could provide an urgent response and explanation to my constituents regarding the current circumstances. In addition, I would welcome an update on how London Overground intends to improve standards and passenger satisfaction over the coming weeks and months.

I look forward to hearing from you.

Yours sincerely,

Rt. Hon Joan Ryan MP

Cc – Mr Peter Austin, Managing Director – London Overground Rail Operations