



E-mail from Dr. Phyllis Starkey, MP

27 February 2009

Dear Philip,

As I mentioned in my earlier correspondence with you I have been pressing Lord Adonis, the Rail Minister, to ensure that London Midland is monitored closely by the Department of Transport given their poor performance since Christmas and the introduction of the new timetable.

I have today spoken directly to the [Minister](#) who confirmed that his officials are analysing London Midland's performance on a daily basis, they were very concerned at the poor performance on punctuality (67% on 16th February) and have made it clear to London Midland that punctuality and other aspects of performance must improve. There has been some improvement but still not enough, and the improvement must be sustained.

Some of the problems have been caused by Network Rail, and they too are being monitored and told to improve. I also reminded the [Minister](#) of the need for London Midland to improve the information it gives to passengers when there is a problem.

Finally I raised the issue of Milton Keynes Central Station and the long queues that are occurring at present for tickets sales and information. Staffing levels are just not adequate.

I believe the Rail User Group will be meeting with DfT officials on 18th March. I have suggested that some of the performance data the Department is collecting should be shared with the User Group and I hope this will happen.

I would be happy for this e-mail to be posted on the Rail User Group website as I am sure your members will want to know what is happening as soon as possible.

Yours sincerely

Dr Phyllis Starkey MP