

PENNY MORDAUNT MP  
HOUSE OF COMMONS  
LONDON  
SW1A 0AA

Mr Andy Pitt  
Managing Director  
South West Trains  
Friars Bridge Court  
41-45 Blackfriars Road  
London  
SE1 8NZ

20 July 2011

Dear Mr Pitt

Further to the Minister's letter to you of 18 July, a copy of which I have received, I write to ask that you make public your passenger loading figures and Passengers In Excess of Capacity figures.

The Minister suggests that you regard data on passenger numbers as commercially confidential. I can well understand that you would wish to keep such information from any potential rival bidder for future Rail Franchises; however, in the interests of the passengers who use your services it should be published, and augmented by independent surveys. If you are to convince your passengers that you are providing the best possible service, you must recognise that passenger data will have to be made public.

I also request that you make public the terms on which you lease your rolling stock. It is difficult for passengers to trust that the 450s are not being used by SWT to save money when they are not provided with the facts. Angel Trains has admitted that the 444s are 20 per cent more expensive to lease than the 450s and the implied that they are more expensive to run, too. As SWT keeps 444 carriages unused, passengers are left to wonder whether the cost of the lease is reduced if the rolling stock is not used and the cheaper to lease and run 450 used instead. In such a circumstance, why are the savings not passed on to passengers? If this is not the case, and no saving is made by using the 450s, why are 444s standing idle? The Minister has asked that you assess the use of your 444 fleet at off-peak times when the only justification you have offered for the use of 450s, overcrowding, is not a factor. In making this analysis it would serve the interests of the public and indeed those of SWT itself if all the relevant data were released.

Tel: 023 9269 7266

E-mail: [info@pennymordaunt.com](mailto:info@pennymordaunt.com)

Even if you remain resolute in your belief that it is necessary to deploy 450 carriages in the current strength of numbers, it is surely not possible to maintain that there is no difference in the comfort or quality of 'passenger experience' of the 450 and 444 carriages. Even if every seat on a 450 carriage were usable, and that is far from the case, the design of those seats means that passengers have a less comfortable journey than counterparts on a 444; indeed, in days gone by the logical designation of the 450 would have been 'Third Class'. It is not acceptable for passengers on the Portsmouth-London railway line to pay a standard fare for a Third Class carriage. I would welcome your thoughts on what reductions in fares on 450s will be introduced if you feel constrained to persist with 450 carriages.

Thank you in anticipation of your assistance.

Yours sincerely

Penny Mordaunt MP