

Appendix Z – Sample Correspondence - Letter to business and tourist groups

Dear _____,

Mayor's review of ticket office closures on London Underground

As you may be aware the Mayor of London, Sadiq Kahn has commissioned London TravelWatch to carry out an independent review of the closure of ticket offices on London Underground, and its impact on passengers. For the review we are undertaking a number of activities including surveys and focus groups amongst passengers and staff, and mystery shopping of journeys on London Underground.

We would also value your input as businesses serving the needs of visitors to London, and particularly the experiences of your members in relation to :-

- Buying tickets, topping up Oystercards and claiming refunds.
- Accessibility and staff assistance for people with reduced mobility
- Obtaining help and information from staff
- Safety and security whilst travelling on the London Underground
- Purchasing tickets for onward travel on National Rail services.

The public survey that we are conducting is available at <http://www.londontravelwatch.org.uk/ticketofficereview> until Monday 24th October 2016. If you would like to a formal submission to the review please can you contact me by Monday 7th November 2016 at the latest so that we can include your comments in the review.

Yours sincerely

Tim Bellenger
Director Policy and Investigation