

Ref: SC/01/LTW

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20 September 2018

Dear Janet,

Notification of intention to pursue a Major Change in accordance with Clause 6-18, Paragraph 2, of the Ticketing and Settlement Agreement.

I am writing to confirm the intention of Arriva Rail London (ARL) to pursue a Major Change in accordance with the Ticketing and Settlement Agreement (TSA), utilising the guidance from the Department for Transport (DfT).

ARL operates the London Overground service under a Concessionary Agreement with Transport for London (TfL). TfL have held devolved responsibility for this railway, under an agreement with the DfT, since 2007.

ARL is a National Rail TOC, a member of the Rail Delivery Group (RDG) and Rail Settlement Plan (RSP) and is the Station Facility Owner (SFO) at 81 stations on the London Overground network. Our stations are part of the TSA and any amendment to the ticket office operations must be consulted in accordance with the published guidance.

London Overground is currently undertaking a programme of Customer Journey Modernisation to ensure that our staff are in the best position possible to support our customers. Accordingly, we wish to consult with a view to closing some booking offices at several of our stations. The stations affected are listed in the enclosed Submission Document.

The consultation will open on Friday 21st September 2018 and close on Friday 19th October 2018. Posters will be erected at stations informing customers about the change, and how to contact London TravelWatch during the first 21 days of the consultation to submit their views on the proposed changes.

Any objection to the proposal should be communicated to Arriva Rail London (c/o Sam Russell) at the above address.

Should we receive no objections, we will write to you to confirm that this Major Change has been accepted.

Yours sincerely,



Will Rogers
Managing Director