

Mr Mark Carne  
Chief Executive, Network Rail  
Eversholt Street  
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COPY

17 January 2018

Dear Mark

### Opening of London Bridge's new station concourse

I am writing on behalf of London's passengers to congratulate you on the successful opening of the new London Bridge station concourse earlier this month.

At a recent stakeholder event to mark progress it was interesting to hear feedback from passengers and to meet your South East Stations Director, Ian Hanson. Following the event we have arranged monthly meetings with Ian to discuss how we might work together to continuously improve station interchanges for passengers.

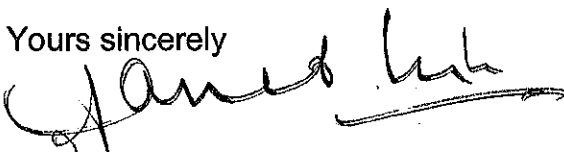
During the event, discussion arose amongst user groups about the differing approaches to charging for the use of toilets at London's mainline rail stations.

We were pleased to see that the facilities at London Bridge can now be accessed free of charge as can those at Victoria. We hope that that this marks a change of policy by Network Rail and that we will see this approach adopted across the stations in London that are managed by Network Rail.

We know from our research into 'value for money' that passengers place great importance on the availability of free toilets and resent having to pay to use them having already paid for a ticket to travel.

We would be happy to discuss this with you or one of your colleagues. If you would find this useful, your office can contact my colleague Richard Freeston-Clough at [richard@londontravelwatch.org.uk](mailto:richard@londontravelwatch.org.uk) to discuss suitable dates.

Yours sincerely



**Janet Cooke**  
Chief Executive, London TravelWatch

Cc Ian Hansen  
Mark Farrow