



LONDON  
- 5 FEB 2019  
TRAVELWATCH

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London Travel Watch  
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Mark Carne  
Chief Executive  
Network Rail Infrastructure Ltd  
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31 January 2018

Dear Janet

Thank you for your letter of 17 January, and for the warm words following the successful opening of London Bridge. I'm incredibly proud of the fantastic work delivered by colleagues, which now sees the huge new concourse at London Bridge station uniting all fifteen platforms for the first time, as well as delivering modern facilities making the station fully accessible to all.

The infrastructure works completed either side of London Bridge, serving critical London stations including Blackfriars, Farringdon and St. Pancras International, are providing the much-needed extra capacity to allow more passengers to travel to and through the capital, as well as new journey options.

Turning to the substantive point of your letter – the provision of free toilets for passenger at Network Rail managed stations – this is something that I very much support and we are looking at how this can be successfully implemented. I would like to reassure you that we do not profit from any of the toilet charges made at our managed stations; the charge helps to maintain the toilets and prevents misuse such as vandalism and other anti-social behaviour. All money raised is reinvested into the railway, including the upgrade of our stations.

Currently eight of our 18 managed stations provide free access to toilets. Our Route Businesses are looking at how this could be delivered to all of our stations in our next funding period beginning April 2019; we must of course balance this with the need to manage public money responsibly. I look forward to updating you on the progress of this work.

Thank you for taking the time to write to me on this matter.

Yours sincerely

Mark Carne  
Chief Executive

Cc: Ian Hanson, Stations Director – Network Rail South East  
Mark Farrow, Director London Rail