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Dear Richard

Proposed changes to Schedule 17 of the Ticketing and Settlement Agreement

Thank you for your response to our objections to your proposed changes to ticket office opening hours. The detailed provision of information is most helpful.

We welcome the commitments you have made to maintaining and improving some aspects of service delivery. Your thorough approach to dealing with issues raised by passengers is positive however having considered your response, we still have concerns about the data provided.

The basis for any proposal to change ticket office opening hours must be that usage has changed and to be able to assess this accurately it is necessary for ticket offices to have been regularly staffed. If ticket offices have not been staffed in accordance with published opening hours, demand may have been suppressed. For this reason our objections to the proposals remain unchanged.

Yours Sincerely,



Jocelyn Pearson
Passenger Link Manager