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Dear Mike and Mike

**Paddington Square construction: Bakerloo Line exit only proposal**

I am writing to express Transport Focus's concern about the proposal to make the Bakerloo line at Paddington Station exit only for two years during Paddington Square construction. I know these concerns are shared by our colleagues at London TravelWatch. The recent timetable change on the Great Western main line means that Paddington is now busier than ever.

We are aware that there are concerns about the safety of the exit only proposal and we have not seen evidence that the scale of customer experience impact has been taken into account. The Hammersmith and City Line platforms barely cope as it is at certain times of the day.

We know that it has been suggested that the Crossrail station at Paddington could be used to allow access to the Bakerloo Line. We urge you to explore this as an option to alleviate the impact on passengers arriving at Paddington main line station.

While the Paddington Square development will ultimately be transformational in terms of access for passengers, as other recent transport projects have highlighted, the way in which a scheme is delivered and its impact on the travelling public is critical. Passengers understand the need for investment and welcome the benefits it brings, but they also expect the rail industry, in its broadest sense, to work together to do everything possible to minimise inconvenience while it is being done.

I look forward to hearing from you.

Yours sincerely

  
**Anthony Smith**  
Chief executive

cc Emma Gibson, London TravelWatch