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Dear Alan,

Proposal to adjust travel centre opening hours

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

We welcome the commitments LNER have made to maintaining and improving some aspects of service delivery. The thorough approach to dealing with issues raised by passengers is positive and we welcome the commitment to monitor feedback in relation to TVMs to understand whether additional support is required.

It is also reassuring to note that passenger assistance will not be affected by the proposed changes.

We note the amendments LNER propose to travel centre opening hours as a result of the feedback received, increasing the opening hours when compared to the original proposal.

As a consequence of the points raised being addressed, we have no objection to the proposal as amended.

Yours sincerely

Robert Samson

Robert Samson
Senior Stakeholder Manager