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Dear Peter

### **Constructing the new Old Oak Common station**

The new Old Oak Common station represents a massive investment on behalf of tomorrow's passengers. It will be one of the country's most important transport hubs, and for a time the London terminus for HS2. However, building it will bring extensive disruption over many years – approaching a decade – affecting passengers using GWR, the Elizabeth line and Heathrow Express.

I am writing to ask that the Department for Transport ensures that everything possible is done to protect the passenger experience during construction. In the research we undertook working with Network Rail, we found that passengers were broadly supportive of the project. But they had concerns about the scale of disruption and wanted plans in place to minimize the impact on their journeys.

We are aware that discussions are taking place about reducing the impact while work takes place. However, we are concerned that the approach currently envisaged may not match the scale of project and level of disruption. Old Oak Common has been heralded as an unprecedented build, and passengers will expect an unprecedented approach to managing the consequences. Things like diverting trains into other London terminals when the route to Paddington is closed and ensuring that the requirements of passengers with additional needs – including, but not just those with disabilities – are properly met.

I look forward to hearing from you and happy to discuss. My colleague Nina Howe [nina.howe@transportfocus.org.uk](mailto:nina.howe@transportfocus.org.uk) can add further detail about our concerns if helpful.

Yours sincerely



Anthony Smith  
Chief Executive