

## **London Travelwatch**

Consultation on updating ORR's guidance on access to service facilities

Dear Sir / Madame,

London TravelWatch acknowledges this consultation. Our main comment is that train operators should use their reasonable endeavours to co-operate with one another, for the overall benefit of passengers, particularly at times of disruption. Access to servicing facilities is a key component of this.

If you have any queries on this please feel free to contact me.

Yours sincerely

**Tim Bellenger**

Director, Policy and Investigation