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6 March 2012

To holders of GB station licences and passenger SNRPs

Dear licence and SNRP holder,

### **Notice of changes to station licences, passenger licences and passenger SNRPs**

The companies listed in the schedules to this notice have been granted licences and/or statements of national regulatory provisions (SNRPs) to operate railway assets under section 8 of the Railways Act 1993 (the Act) or regulation 10 and schedule 4 of the Railway (Licensing of Railway Undertakings) Regulations 2005 (the Regulations).

In accordance with section 12(2) of the Act and regulation 13(2) of the Regulations, on 1 December 2011<sup>1</sup>, the Office of Rail Regulation (ORR) gave notice of its proposal to modify certain licences and SNRPs.

The notice published by ORR set out the reasons for the modifications and their effect. It required any representations or objections to the modifications to be made on or before 30 January 2012.

ORR has considered the representations or objections which were received during the consultation period and which were not withdrawn.

The licence and SNRP holders listed in the schedules to this notice have consented to the modifications.

Under section 12(1) of the Act and regulation 13(1) of the Regulations, and with the consent of the licence holder, I therefore modify the licences and SNRPs listed in the schedules to this notice by:

- (a) inserting a new condition 4 into the station licences as set out in schedule 1 to this notice; and

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<sup>1</sup> ORR's 1 December 2011 consultation letter can be found at [http://www.rail-reg.gov.uk/upload/pdf/passenger\\_information\\_consultation\\_dec2011.pdf](http://www.rail-reg.gov.uk/upload/pdf/passenger_information_consultation_dec2011.pdf)



- (b) deleting condition 4 of the passenger licence or SNRP (as appropriate) in its entirety and replacing it with the new condition 4 as set out in the schedule 2 to this notice.

I am placing a copy of this letter on our website and on our public register. We will also update all relevant licences and SNRPs on our website.

Yours sincerely

A handwritten signature in black ink, which reads "Robert M Plaskitt". The signature is written in a cursive style with a large, sweeping initial 'R'.

**Robert Plaskitt**

## **Schedule 1: Station licences**

The station licences subject to this schedule 1, with date of issue and reference numbers, are:

<b>Station licence holder</b>	<b>Date and number</b>
Arriva Trains Wales Ltd	3 Dec 03 UK0320030016
c2c Rail Ltd	14 Dec 94 UK0319940007
Chiltern Railway Company Ltd	30 Apr 95 UK0319950015
DB Regio Tyne and Wear Ltd	24 Mar 10 UK0320100002
East Coast Main Line Company Ltd	26 Oct 09 UK0320090004
East Midlands Trains Ltd	6 Nov 07 UK0320070019
First Capital Connect Ltd	29 Mar 06 UK0320060008
First Greater Western Ltd	28 Mar 06 UK0320060002
First ScotRail Ltd	11 Oct 04 UK0320040012
First/Keolis Transpennine Ltd	28 Jan 04 UK0320040002
Glasgow Prestwick International Airport Ltd	2 Sep 94 UK0319940006
London and Birmingham Railway Ltd	7 Nov 07 UK0320070023

<b>Station licence holder</b>	<b>Date and number</b>
London Underground Limited	31 March 1994 UK0320040009
London and South Eastern Railway Ltd	28 Mar 06 UK0320060005
London Overground Rail Operations Ltd	7 Nov 07 UK0320070026
Merseyrail Electrics 2002 Ltd	17 Jul 03 UK0320030013
Merseyrail Electrics 2002 Ltd (Liverpool Southpark way)	23 Dec 2005 UK 03 2005 0086
Northern Rail Ltd	26 Nov 04 UK0320040016
Rail for London Ltd	25 Oct 07 UK0320070017
Southern Railway Ltd	11 Sep 09 UK03200901(02)
Stagecoach South Western Trains Ltd	26 Jan 07 UK0320070004
Stobart Rail Ltd (Southend Airport)	3 Feb 2011 UK0320110001
Tyne & Wear Passenger Transport Executive	26 Mar 02 UK0320020003
West Coast Trains Ltd (Virgin Trains)	28 Apr 95 UK031995 0013

The modifications are to insert a new condition 4:

### **Condition 4: Information for passengers**

- 1 The licence holder shall cooperate with train operators so far as is reasonably necessary to enable them to meet their obligations to provide information to passengers.

## **Schedule 2: Passenger licences and SNRPs**

The statements of national regulatory provisions (SNRPs) and Railways Act 1993 passenger licences subject to this schedule 2, with date of issue and reference numbers, are:

<b>SNRP holder</b>	<b>Date and number</b>
Arriva Trains Wales Ltd	28 Nov 05 UK02 2005 0011
C2C Rail Ltd	28 Nov 05 UK02 2005 0015
Chiltern Railway Company Ltd	28 Nov 05 UK02 2005 0019
East Coast Main Line Company Ltd	20 Sep 06 UK02 2006 0006
East Midlands Trains Ltd	6 Nov 2007 UK02 2007 0009
First Capital Connect Ltd	29 Mar 06 UK02 2006 0004
First Greater Western Ltd	28 Mar 06 UK02 2006 0002
First ScotRail Ltd	28 Nov 05 UK02 2005 0035
First/Keolis Transpennine Ltd	28 Nov 05 UK02 2005 0039
Grand Central Railway Company Ltd	4 Jun 07 UK02 2007 0003
Hull Trains Ltd	28 Nov 05 UK02 2005 0055
London and Birmingham Railway Ltd	7 Nov 2007 UK02 2007 0011

<b>SNRP holder</b>	<b>Date and number</b>
London and South Eastern Railway Ltd	28 Mar 06 UK02 2006 0003
London Underground Rail Operations Ltd	7 Nov 2007 UK02 2007 0012
Northern Rail Ltd	28 Nov 05 UK02 2005 0067
Rail for London Ltd	25 Oct 2007 UK02 2007 0008
SOLR1 Ltd	10 Oct 2007 UK02 2007 0006
SOLR2 Ltd	10 Oct 2007 UK02 2007 0007
Southern Railway Ltd	11 Sep 09 UK02 2009 0002
Stagecoach South Western Trains Ltd	26 Jan 07 UK02 2007 0001
West Coast Trains Ltd (Virgin Trains)	28 Nov 05 UK02 2005 0083
XC Trains Ltd	7 Nov 2007 UK02 2007 0010

<b>Licence holder</b>	<b>Date and number</b>
DB Regio Tyne and Wear Ltd	24 Mar 2010 UK0320100001
Merseyrail Electrics (2002) Ltd	17 July 2003 UK03 2003 0011
Tyne and Wear Passenger Transport Executive	15 March 2002 UK03 2002 0002

The modifications are to delete Condition 4 Timetabling and insert new Condition 4:

## **Condition 4: Information for passengers**

### *Purpose*

- 1 The purpose is to secure the provision of appropriate, accurate and timely information to enable railway passengers and prospective passengers to plan and make their journeys with a reasonable degree of assurance, including when there is disruption.

### *General duty*

- 2 The licence holder shall achieve the purpose to the greatest extent reasonably practicable having regard to all relevant circumstances, including the funding available.

### *Specific obligations*

- 3 The following obligations in this condition are without prejudice to the generality of the general duty in paragraph 2 and compliance with these obligations shall not be regarded as exhausting that general duty. In fulfilling these obligations the licence holder shall at all times comply with the general duty in paragraph 2.

### *Planning services*

- 4 The licence holder shall cooperate, as necessary, with Network Rail and other train operators to enable Network Rail to undertake appropriate planning of train services and to establish or change appropriate timetables, including when there is disruption.
- 5 In particular, the licence holder shall:
  - (a) provide Network Rail with such information about the licence holder's licensed activities as may be reasonably necessary for Network Rail to fulfil its obligations relating to timetabling in its network licence;
  - (b) participate constructively in any timetabling consultation carried out by Network Rail;
  - (c) use reasonable endeavours to resolve promptly any timetabling disputes; and
  - (d) respond expeditiously to any timetabling matter which Network Rail reasonably considers to be urgent.

*Code(s) of practice and improvement plan(s)*

- 6 The licence holder shall, unless ORR otherwise consents, publish one or more code(s) of practice or other documents setting out the principles and processes by which it will comply with the general duty in paragraph 2.
- 7 Where the licence holder considers, or is directed by ORR, that improvements to its arrangements for the provision of information to railway passengers and prospective passengers are necessary or desirable to enable it better to fulfil the general duty in paragraph 2, it shall develop, publish and deliver a plan, which sets out the improvements it intends to make and the dates by which such improvements will be made.
- 8 The licence holder shall, from time to time and when so directed by ORR, review and, if necessary, revise, following consultation, anything published under paragraph 6 and any plan under paragraph 7 so that they may better fulfil the general duty in paragraph 2.
- 9 ORR shall not make any direction under paragraphs 7 or 8 without first consulting the licence holder.

*Provision of information to intermediaries*

- 10 The licence holder shall as soon as reasonably practicable:
  - (a) provide to the holders of passenger and station licences; and
  - (b) provide to all timetable information providers on request reasonable access to appropriate, accurate and timely information to enable each on request to provide passengers with all relevant information to plan their journeys including, so far as reasonably practicable, the fare or fares and any restrictions applicable.
- 11 In this condition:

“Network Rail” means Network Rail Infrastructure Limited (a company registered in England and Wales under number 02904587), and its successors and assigns.