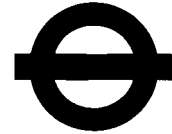


Transport for London



14th December 2009

Head teacher
La Sainte Union Convent R.C. School
Croftdown Rd
London NW5 1HD

Dear Sir / Madam

Transport for London
London Rail

1 Butler Place
London SW1H 0PT

Phone 020 7222 5600

Fax 020 7126 1751

www.tfl.gov.uk

Re: London Overground improvement works and planned services in 2010

I am writing to update you on the improvement works, which are taking place on the London Overground network and inform you of upcoming works and changes to the services.

The London Overground network is currently undergoing a £326m investment programme to allow us to run a faster, more frequent and reliable service. As part of this investment programme, Network Rail will carry out vital improvement works to its infrastructure. This will include track and station improvements and signalling upgrade work. To date most of this work has taken place at weekends, therefore limiting the disruption to regular commuters caused by line closures. However, for the next phase of works it will also be necessary to undertake a prolonged planned closure between Gospel Oak and Stratford, together with the implementation of a revised timetable. The key changes during the period between 20 February and 31 May 2010 are as follows:

- No rail services between Gospel Oak and Stratford, all day, every day.
- A revised morning and evening peak timetable between Richmond and Gospel Oak (with some services terminating at Willesden Junction)
- A revised morning and evening peak Clapham Junction and Gospel Oak (not all trains from Clapham Junction will travel through to Gospel Oak; some will terminate at Willesden Junction).
- Reduced service frequency between Gospel Oak and Willesden Junction in the morning and evening peaks.
- Changes to the timetable on the Gospel Oak – Barking line
- Continued engineering works across the network at weekends

There will be no changes to the off-peak timetable between Gospel Oak and Richmond/Clapham Junction.

Due to this period of planned disruptions, some London Overground passengers, which may include members of staff and students from your organisation, will have to change their current travel pattern. London Overground will be running a rail replacement bus service calling at all stations between Hampstead Heath and Stratford (with the exception of Caledonian Road & Barnsbury due to access

restrictions for double decker buses in the area) at a frequency of 3 buses per hour Monday to Saturday and 2 buses per hour on Sundays. Please note that whilst the rail replacement bus services will be serving Hampstead Heath station, train services will also be running east from this station to Gospel Oak. Ticket acceptance has also been arranged on all sensible London Underground routes, on bus routes 30, 276, 277 and 488 and on some national rail services.

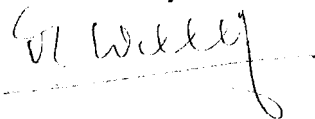
An extensive communications plan will be rolled out in advance of this closure to help ensure that passengers are informed of the upcoming changes and have the relevant information to plan their journey. The communications plan includes:

- Posters at stations
- Leaflets detailing alternative travel arrangements at stations in early January 2010
- Information on the TfL website
- Information sessions at stations in January and February 2010 during the peak times, advertised at stations, on-line and in the Metro
- Press releases and information in the Metro newspaper
- Comprehensive station staff briefing
- Customer Services Team available to address enquiries by phone on 0845 601 4867 and by email at overgroundinfo@tfl.gov.uk

Please find enclosed a poster advertising the upcoming changes, which you may wish to display on your notice board. Please also feel free to include details of the service changes outlined above in any relevant internal and external communications and to include a link to the TfL website on your website.

We understand that these closures will cause inconvenience to some passengers but hope that our communications plans will help to ensure that passengers are aware of the alternative travel options available. If you need any further information about alternative travel arrangements at this stage the London Overground Customer Services team can be contacted by phone on 0845 601 4867 or by email on overgroundinfo@tfl.gov.uk. If you have any questions about the works being undertaken on the London Overground network please contact the Network Rail helpline on 08457 11 41 41 or visit their website at www.networkrail.co.uk/northlondonline

Yours sincerely



Myriam Walburger
Communications Manager, London Rail