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**From:** Forrest, Derek [mailto:Derek.Forrest@southeasternrailway.co.uk]

**Sent:** 11 May 2007 14:51

**To:** Taylor, Gary

**Cc:** Clark, Anne; DAVE WALKER (E-mail)

**Subject:** Re: Review of ORR's criteria and procedures

Gary

Southeastern wish to thank the ORR for the opportunity to respond to the proposed changes to the C & P's.

We wish to support all the changes that are being proposed as we feel that they will enhance the process and, at the same time, simplify what can be a laborious and time consuming process. The proposals should also simplify Access Rights as these should, rightly, be discussed and approved through the timetable bid process.

We would like to support the proposed increased use of General Approvals and the timescale extension. Whilst we are happy to accept the need for setting deadlines and parameters we would like to reserve the right to make further comments once we have seen the final proposals.

Our only concern is with the implementation of the plans. At the ORR Criteria and Procedures workshop held on the 27th April, Network Rail indicated that, currently, they have insufficient qualified staff in their Head Office to support their Customer Relationship Executive teams. We would require confirmation from Network Rail that they have the required additional staff in place who have the necessary knowledge of TAA agreements before the changes take place and, at least, not earlier than after all Supplementals have been agreed for the May 2008 timetable change.

We would be willing to accept some of the changes, i.e. General Approval and TOC on TOC consultation, prior to this but not the full implementation.

Regards

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