

Mr Mark Carne  
Chief Executive Officer  
Network Rail  
Kings Place  
90 York Way  
London  
N1 9AG

**Date:** 13 December 2013

Dear Mr Carne

I write as Chairman of the Swale Joint Transportation Board, a fully constituted body comprising Kent County Council and Swale Borough Council members.

At their meeting on 9 December 2013, Board members expressed dismay at the lack of progress in bringing the lift at Faversham railway station into operation.

The lift was installed a considerable time ago and was, the Board heard, opened for a very short time before being closed down. It has remained closed ever since.

To get from the 'up' platform to the 'down' platform, passengers must use a subway, with many steps, or walk or drive over half a mile by road. This is not acceptable.

The town plays host to a number of popular events during the year, which are unaccessible to wheelchair users who rely on the train. Similarly, those with mobility problems who must catch a train to health facilities in Canterbury, Whitstable, Medway or elsewhere are disadvantaged by the lack of access at the station.

As I say, the local population, as represented by their elected councillors, feels that this situation is not acceptable and look to you for an explanation of the delay in opening the lift and a speedy resolution that will see it brought fully into use.

Yours sincerely

**Cllr MIKE WHITING**  
**Chairman, Swale Joint Transportation Board**