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The Customer Service Manager,
One Great Eastern,
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Dear Sir or Madam,

I am writing regarding the poor quality of service on the Southminster Branch Line. My main concerns are the following:

- The regularity of problems, which result in long delays, making me late for work or late getting home.
- When trains are cancelled it is far more likely to be a Southminster train than a Southend train.
- The departure time of the last train from London Liverpool Street station to connect with a train to Southminster is the 2200. This is **nearly 3 hours** before the last train to Southend Victoria at 00:50.
- On Saturdays the last train from London is at 21:20 making it impossible to use the train to socialise or visit London theatres etc.
- The low frequency of trains, especially during peak periods, which means long waiting periods and overcrowding.
- The refusal sometimes of staff at Wickford, to arrange buses when Southminster trains are delayed. They say they don't have the authority to arrange buses.
- The need to change trains at Wickford and/or Shenfield.
- The **much** higher fares paid compared to those of commuters to Southend Victoria

During peak times the average delay between trains for the Southminster line is an appalling 44.67 minutes, whereas the Southend line is an enviable 11.33 minutes.

It would appear that the Southminster Branch Line is given a low priority when devising timetables and a low priority when problems occur, yet the paying passengers pay considerably more than those paying to travel towards Southend!

It should also be pointed out to you that perhaps Great Eastern gets a distorted view of the usage of the branch line since:

- Many people travel on the branch line for free since it's so easy to do so.
- Many people drive to Wickford rather than suffer the branch lines poor service.
- Many get taxis from Wickford late at night, since it's impossible to travel beyond Wickford by train.

A lot of people do use the line, but even more people would use it if there was a better service and more would pay for the service if penalty fares were introduced and enforced.

I await your comments.

Yours sincerely,

Christine Drew