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customer relations

Anglia
West Anglia
Great Eastern
Stansted Express

Genevieve Ream
Rail Passengers Committee
Stuart House
City Road
Peterborough
PE1 1QF

Contact Ref.93
09/Oct/2004

Yr 1026827

Dear

GENEVIEVE

Thank you for your letter dated 4 October, following extensive correspondence between Dr Kirby and 'one' concerning late night departures from Liverpool Street to Southminster.

As Dr Kirby states in the letter dated 15 July (from the bottom of page 1) "There are 12 trains departing from Liverpool Street to Southend after 2200....Many of these trains are almost empty, except for the last train"

I assume those people living along the Southminster Line travel to Wickford by train and take other means from there. If this is so there is not enough here to start compiling a business case for the extension of the services at night, even taking into account any perceptive modest increase in the custom on the se trains.

The Network Rail engineering work issue stands alone, and I am sure the Committee generally supports the maintenance regime at night v need for blockades during the day. However, to build a commercial business case for providing a train crew, unit, extra empty train movements to Southend etc would be difficult in the extreme balanced against the amount of increased income the change would generate.

I am sorry that we cannot provide later trains on the Southminster Line, and currently we have no plans to make any radical alterations to this within the time of this franchise.

I believe that we have answered Dr Kirby's concerns, but I realise that he will remain unsatisfied as he wanted to have later trains on the Southminster Line, and there are no plans to change the timetable to accommodate that wish.

Yours sincerely,

Andi Jones
Customer Relations Development Manager
'one'

ANDI JONES

one

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