

One Great Eastern
Customer Service Centre
North Station
Colchester
Essex
CO1 1XD

5 Cedar Grove
Burnham on Crouch
Essex
CM0 8DQ

20th July 2004

Dear Sirs,

Poor Service on the Southminster Branch Line.

As a regular commuter on the Southminster Branch Line for the past twenty years, I find that the service has not improved, in fact it appears to be deteriorating.

It was hoped that since the change earlier this year that things would perhaps improve, but not so, there are still delays, especially approaching Liverpool Street- mostly no platforms available, I thought that part of the reasoning was that should there be a problem then any train could use any platform-not so.

Why is it, when there is a problem, the branch line more often than not is forgotten about. As a rule there is one train an hour-give or take, whereas Southend service has a service every 10-15 minutes (rush hour service). Why for once cannot the branch line take precedent over the Southend Main Line.

Why do we have to change at Wickford or even Wickford and Shenfield on those trains outside the peak rush hour, why isn't there through services throughout the day.

Why does the service have to finish so early, 2200 Monday-Friday and 2120 on Saturday, surely we could have a late bus if nothing else, these timings hardly give you time to have dinner, let alone go to the theatre.

Why is it that when something happens during the day, which then causes delays etc on departures from Liverpool Street, can you still not arrange for either trains to operate a shuttle from Wickford, or even buses to be organized (that go to one or two of the stations i.e Battlesbridge/South Woodham Ferrers or Althorne/Burnham and Southminster)instead of going to each and every station,and causing even more delays. It would appear that you have enough time to sort out these blips in the system.

All along the branch line, more and more housing developments are taking place, but can the rail system as it is now stand the strain! There is much room for improvement.

On the odd occasion when I happen to travel on the later trains I have seen no sign of the added security-is this once again something of the past!

I have also noted that fare dodgers have a great time on these later trains, they appear to come and go as they please.

Yours faithfully

Ellen Tyrrell (Miss)