

Dame Margaret Hodge MP  
House of Commons  
London SW1A 0AA

Julian Drury  
Managing Director  
2<sup>nd</sup> Floor, Cutlers Court  
115 Houndsditch  
London EC3A 7BR

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*Dear Margaret,*

At our meeting in June I promised you that we would complete the development work on our December 2017 timetable during the summer break and I would come back to you after the recess to let you know what we are able to do to increase the number of c2c services at Barking. As part of this we have also been working through changes in response to approaches from our customers (and your fellow MPs) at some of our other stations. As you know this involves balancing the priorities of passengers across all the different areas of our routes - some of which are conflicting - with the obligations we have in our franchise agreement. As promised I am writing here to let you know the result of that work and the adjustments we plan to make to our timetable in December.

I hope you will see that we have listened to what you said and made a number of significant changes.

Firstly I can confirm that each one of the changes to the c2c peak timetable in December 2017 includes an improvement for Barking passengers. We have identified an additional five services that can stop at Barking station during peak times, plus a sixth peak service that will be doubled in length. Most importantly we have plugged the 17-minute gap between 08.02 – 08.19 which you rightly asked us to fix. So we have done exactly what you asked.

In detail, the new timetable will include the following AM peak improvements for Barking passengers:

- An additional call at Barking at 07.03, arriving at Fenchurch Street at 07.21. This cuts an existing 8-minute gap between c2c services
- An additional call at Barking at 08.11, arriving at Fenchurch Street at 08.29. This cuts the existing 17-minute gap between c2c services which I know has been an issue for some passengers
- An additional call at Barking at 08.49, arriving at Fenchurch Street at 09.08. This cuts an existing 9-minute gap between c2c services
- The existing 09.05 departure from Barking will be doubled in length from 4-carriages to 8-carriages.

We are also introducing two new PM peak services for Barking passengers:

- The 17.01 departure from Fenchurch Street will now also stop at Barking at 17.16

- The 18.01 departure from Fenchurch Street will now also stop at Barking at 18.17

We have submitted our new timetable which includes these changes to Network Rail; the changes come into effect from Sunday 10 December 2017.

This will form our timetable for 2018 and our planning work is now turning to the next major timetable change which will be to deploy the fleet of new trains which we are ordering to expand our fleet from 2019/20. We expect these to give us capacity for around an extra 6,500 passengers in each peak and this will make a huge difference to what we can do. We are currently out to tender in the market for these trains and we plan to award the contract with the chosen manufacturer before the end of this year.

I will update you once we have confirmed this order and when we will starting planning work on this next major timetable which is unlocked by delivery of the fleet.

We have taken very seriously what you have said to us at our recent meetings, have listened, and made quite significant changes to our peak service. We care deeply about getting this right and I hope you will agree that we have kept our word to you and to our customers in Barking.

Please do let me know if you would like more information.

Very best wishes,



Julian Drury  
Managing Director, c2c