



HOUSE OF COMMONS  
LONDON SW1A 0AA

26 June 2018

Dear councillors,

**New rail timetable**

Ahead of the Streets, Environment and Homes Scrutiny Sub-Committee meeting this week, I am writing to you on behalf of many of my constituents in Croydon North who have faced severe disruption as a result of the new rail timetable rolled out across the Govia Thameslink Railway network.

Many constituents have told me they now face unacceptable – and entirely avoidable – delays to their commutes to and from work. One constituent, who travels from Norwood Junction, is now forced to spend an extra hour commuting to and from London Bridge each day. For my constituents who use Crystal Palace to get into London for work, the choices for direct services are at 7:22am, 7:23am, 7:55am, and 7:56am. This is clearly an absurd timetable to follow as the trains are not spread evenly across the hour.

The disruption this has caused was entirely avoidable. Residents in Croydon North are particularly angry about the lack of a serious public consultation and GTR's poor preparation for implementing the new timetable that has led to chaotic levels of delays and cancellations.

The impact this shambolic timetable roll-out has had the lives of residents in Croydon North is unacceptable in any context. However, as you will be aware, it follows years of GTR's dreadful service, poor customer relations, and soaring fare rises.

I understand Govia Thameslink Railway representatives were invited to attend the meeting of the Sub-Committee, which they declined. By refusing to be properly held to account, GTR are again treating local people – their passengers - with contempt. I hope that in GTR's absence, representatives from Network Rail are able to set out the steps being taken to deliver the vastly improved rail service Croydon's residents sorely need.

Yours sincerely,

A handwritten signature in black ink that reads 'Steve Reed'.

Steve Reed MP

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