

Dear Councillor,

I am writing to you again ahead of the forthcoming changes to Central line services from Sunday 26 January 2020.

As part of our work to ensure passengers are aware of these changes, we will be holding Meet the Manager events at the following stations, on **Tuesday 14 January 2020 (17:00-19:00)**:

- Epping
- Theydon Bois
- Debden
- Roding Valley
- Chigwell
- Grange Hill
- Hainault

We are carrying out works to the trains as part of the circa £380 million investment by TfL to the Central Line Improvement Programme. The benefits include the replacement of old motors, meaning fewer broken down trains and a more reliable service. We're improving onboard accessibility by including more space for wheelchair users, as well as improved audio and visual passenger information. We're also adding CCTV to make for a safer journey. Unfortunately, this work cannot take place during overnight engineering hours, and some trains will be taken out of service to make these improvements.

Unfortunately this much needed Central line work means that we will have to reduce morning and evening peak services at Debden, Theydon Bois and Epping stations. In real terms this means reducing the 11 trains in the peak hour that we currently run from Debden, to 9 trains per hour (and 10 down to 8 at Epping).

Approximately one month after the introduction of the new timetable, we will introduce a four-car train service that will act as a shuttle between Woodford and Hainault. As it does today, the service will continue to run at a frequency of 3 trains per hour. When there are four car trains, all customers will continue to be able to board. Currently each week day morning there are three trains which run from Grange Hill via Woodford through to central London, and these will continue as eight car trains under the new timetable.

The new timetable allows us to make improvements at other times on the busiest section of the line through central London, between Leytonstone and White City and increase services:

- Monday to Friday 06:00 - 07:00, from 15 to 18 trains per hour
- Monday to Saturday 22:00 - 23:00 from 19 to 24 trains per hour
- Sunday 16:30 -18:00 from 22 to 24 trains per hour

Following the completion of these works and the restoration of the full Central line fleet in 2023, we expect to be able to deliver improvements for Central line customers as part of a new timetable.

Kind regards,

Jasmit Jabbal

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