

# Greater Anglia changes temporary timetable after customer feedback

January 18, 2022



Greater Anglia has said it has listened to customers and made further changes to its temporary timetable.

The train operator had introduced a temporary reduced timetable, following the effects of the Omicron variant on 10 January. It has now put in extra services after listening to feedback from passengers.

Jamie Burles, Greater Anglia managing director, said: “We’re very sorry for any inconvenience caused to customers by the new temporary timetable.

“We’ve listened to feedback and we’re making changes to make journeys better for school children and commuters alike.

“We’ll continue to monitor passenger numbers, listen to our customers and make adjustments if necessary, by either increasing the length of trains or adding extra services.”

He added: “Our railway has changed as a result of the pandemic. We’re seeing fewer commuters and business travellers due to people working from home when they can, and we’re now funded entirely by the

Government – and ultimately taxpayers.

“We have a duty to our customers and to taxpayers. We want to provide a reliable and punctual service for our customers, which is also good value to taxpayers.

“We are determined to continue running a reliable and punctual service for all our customers, as we have done throughout the pandemic.”

## Changes

From Monday 17 January, the following changes will be made to the timetable:

- An additional morning peak service from Witham to London Liverpool Street, departing Witham at 07:04 calling at Hatfield Peverel 07:08, Chelmsford 07:15, Ingatestone 07:22, Shenfield 07:27, Stratford 07:44, and arriving at London Liverpool Street at 07:53.
- Extra afternoon service for school children travelling home from schools in Essex: departing Chelmsford at 16:10, calling at Shenfield 16:21, Stratford 16:36, arriving at London Liverpool Street at 16:44.
- Two morning and two afternoon services between Hertford East and London Liverpool Street instead of Stratford: departing Hertford East towards Liverpool Street 07:10, 07:41, 16:39 and 17:09 and the current 08:11, 08:41, 17:44 and 18:17 services will start at London Liverpool Street instead of Stratford.
- Three extra peak services on the Southend Victoria line, departing Southend Victoria at 06:30 and 16:10 arriving London Liverpool Street at 07:30 and 17:10; and departing London Liverpool Street at 17:32 arriving Southend Victoria at 18:31.
- One extra afternoon peak service from London Liverpool Street to Colchester, departing Liverpool St at 17:11, calling at Stratford 17:18, Shenfield 17:34, Chelmsford 17:44, Witham 17:54, Marks Tey 18:02 and arriving at Colchester at 18:10.

Further changes due from Monday 24 January are:

- All services from Hertford East will operate to London Liverpool Street instead of Stratford.
- Direct services will be introduced from Walton-on-the-Naze to Colchester via Colchester Town. These will replace the current Colchester to Colchester Town shuttle.
- The 06:05 departure from Southminster will run through from Wickford to London Liverpool Street, with intermediate stops at Billericay, Shenfield and Stratford.