

Talk with Greater Anglia managers

January 5, 2023



Rail passengers can talk directly to Greater Anglia rail managers during 'Let's Talk' events to be held during January.

The first event will be held at Ware station on 10 January 2023 from 07.30 to 09.00.

Greater Anglia managers will be available to answer passengers' questions, including about the upcoming major engineering works being carried out by Network Rail to replace the central spans of Nazeing New Road bridge in Broxbourne from 13 January.

The work means that there will be no direct trains between London Liverpool Street, Hertford East, Cambridge and Stansted Airport for six days from Friday 13 to Wednesday 18 January 2023 inclusive.

Passengers will be able to ask Greater Anglia managers about this work and what it means for their journey, as well as giving any other general feedback and comments to help continually improve the service.

Further events will be held at London Liverpool Street from 1600-1800 on Wednesday 11 January and at Bishop's Stortford from 07.00 to 09.00 on Thursday 12 January.

In addition, for those who are unable to make the in-person events, a virtual event will be held on Twitter @greateranglia on 23 January. Further details can be found at greateranglia.co.uk/about-us/customer-engagement-events

Martin Moran, Greater Anglia's commercial and customer service director, said: "It's really important to us to hear from passengers about what matters to them and answer any questions they may have.

"We are keen to listen and understand people's experiences so that we can work to continually improve our service and meet customers' expectations and needs."

Those who cannot make the events but would like to contribute their feedback can do so via Greater Anglia's online survey at greateranglia.co.uk/survey

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