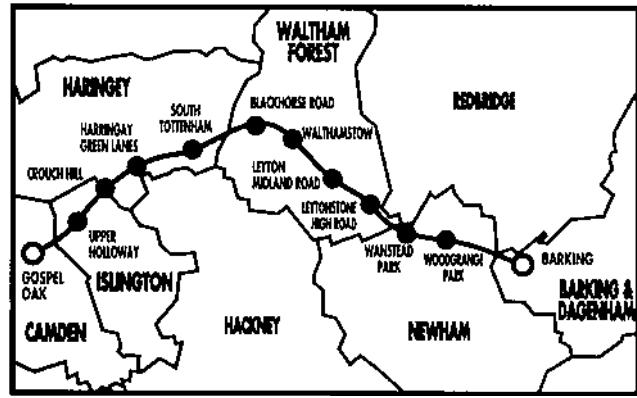


BARKING-GOSPEL OAK LINE USER GROUP

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NEWS RELEASE **27th December 2007**

“CHRISTMAS CONFUSION REIGNS ON LONDON OVERGROUND”, SAYS PASSENGER GROUP

**Transport for London criticised for failing to publicise service
reductions over the Christmas and New Year period**

Passenger group forced to produce timetables

Many passengers trying to use the Barking-Gospel Oak Line during the holiday period found themselves waiting on platforms for non-existent trains when Transport for London (TfL) failed to publicise the reduced service it operated on the local London Overground line, with trains every 30 minutes from Christmas Eve until New Year's Day, excepting Christmas Day and Boxing Day when no trains ran.

Graham Larkbey, Secretary of the Barking-Gospel Oak Line User Group (BGOLUG) said, “Thanks to our sources in the industry, we were able to publicise the reduced service on 17th December. We had expected trains to run to the current Saturday timetable as has been the case in previous years. Instead London Overground produced a special 30-minute interval timetable which we know would confuse and annoy passengers expecting a 20-minute interval service during the mornings and afternoons.”

“We became concerned that TfL’s website and *Festive Season* travel information booklet showed a Saturday service operating on London Overground, when this was not the case. We hoped that TfL would quickly produce the correct information for passengers,” he added.

But by Christmas Eve only the TfL website had been altered and it stated that a *modified* Saturday service would operate. As there was still no information on the stations BGOLUG’s dedicated volunteers produced timetables and spent Boxing Day posting them on platforms.

“Our volunteers found would-be passengers on every platform waiting for non-existent trains,” said BGOLUG member Richard Pout. “To make matters worse, when the reduced service was running, the automated information screens and announcements at some stations continued to announce the normal timetable.”



“We realise that in taking over a national rail service like ours, TfL is on a fairly steep learning curve,” said Graham Larkbey, “But all in all this should have been handled a lot better, and I think that there a few lessons for TfL to learn from this.”

- ENDS -

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