



**STATEMENT ISSUED BY TfL TO BGORUG  
ON 4<sup>TH</sup> MARCH 2019  
REGARDING THE CONTINUING DELAY IN THE DELIVERY OF THE  
CLASS 710 4-CAR EMUs TO LONDON OVERGROUND**

I'm writing let you know about planned service changes on the Gospel Oak to Barking line in the coming weeks and to update you on the current position on the introduction of new trains.

Regrettably, despite our efforts to bring the new electric trains into service as soon as possible, they will not be ready when the last three diesel trains are released in mid-March. This means that, from Monday 18 March, we will need to temporarily reduce the service to two trains per hour, at regular 30 minute intervals, using the modified four car electric trains. The modified trains can carry twice as many passengers as the diesel trains, so overall capacity on the line will remain the same. However we completely understand the inconvenience a frequency reduction will cause to our customers and we are very sorry for this.

We will also be providing additional bus services during this period to help fill the gaps in the train service, and Bombardier will deliver an enhanced maintenance programme for the modified electric trains to help reliability.

Regular customers who choose to take alternative routes via Zone 1 as a result of the timetable changes will be automatically refunded the additional cost.

We will make sure our customers are kept informed of their travel options during this period on the TfL website and at stations. A dedicated new webpage was launched today providing station-by-station travel advice so we can share the latest information as soon as it becomes available. More information can be found here: [tfl.gov.uk/gospel-oak-barking-trains](http://tfl.gov.uk/gospel-oak-barking-trains). In addition, station staff will have up-to-the-minute information to help customers plan their journeys.

Initial driver familiarisation on the new trains has begun so customers will start to see them along the line during service hours. Once software issues are resolved, driver training will start in earnest and once substantially progressed there will be more certainty on when the new trains may enter passenger service.

Alongside this, the manufacturer, Bombardier Transportation, is continuing to resolve outstanding software issues and complete testing before the new trains can be certified and handed over for passenger use. Bombardier is being pressed to do everything it can to deliver a fully operating train as soon as possible to end the disruption to customers on the line.

If you have any questions, please do get in touch. We will of course make sure you and our customers are kept updated.

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