



Claire Perry MP and Richard Benyon MP
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Dear Claire and Richard

I thought it would be helpful to send you a quick update on the roll out of our new trains.

You will be aware that new nine and ten carriage Intercity Express Trains have started to call at stations in both your constituencies. These replace our 40 year old High Speed Trains on long distance services between London Paddington and the South West.

In January, we will also start to operate brand new electric trains from Newbury. These will replace turbo services and will operate in four car formation; as they are electric trains only they cannot operate beyond Newbury.

We had also intended to start operating five car Intercity Express Trains in place of turbo services on local stopping trains between Bedwyn and London Paddington from January.

This will be delayed to allow for modifications to the cameras used by the driver to check they can safely close the doors. This is a particular issue for driver only trains at stations that are unmanned at the time of dispatch. This means we cannot start these trains into service in January. Turbo trains will therefore continue to operate on this route for longer than planned.

We are disappointed that we cannot bring all the new trains into service as soon as we had hoped. I will keep you updated on progress and we will work closely with Hitachi to make the modifications as quickly as possible.

It would be remiss of me not to also mention performance. It continues to be a challenge and I apologise for the impact this is having on your constituents and our customers. Things are getting better, but there is more to be done. I have therefore appointed a Performance Director and we are focused on improving reliability. Again, I will keep you up to date on progress.

Best wishes

Mark Hopwood
Managing Director

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