

12/09/19

I promised to keep you updated on Network Rail's improvement work and thought it would be helpful to let you know where you can find details of changes on our website.

You will know from previous updates that on Sunday 15 December, we'll be introducing the biggest timetable change on our network since 1976, bringing faster, more frequent services with more seats across the region.

- Around three quarters of journey times will be changing as we add new services and change old ones as part of the improvements. You can get more information and sign up for alerts on **GWR.com/Timetable2019**
- Track renewals will affect train services between Bristol Temple Meads, Weston-super-Mare and Taunton on Saturday 28 and Sunday 29 September and on Sundays 6 and 13 October. To find out more, visit **GWR.com/Bristol**
- Buses will replace trains between Crediton and Barnstaple from Saturday 26 October to Friday 8 November whilst Network Rail renews track on the branch line. To find out more visit **GWR.com/Barnstaple**
- Tunnel and track maintenance in the Taunton area will affect train services between Tiverton Parkway and Castle Cary/Weston-super-Mare from Saturday 9 to Thursday 14 November. To find out more, visit **GWR.com/Taunton**
- Buses will replace trains on the branch line between St Budeaux Victoria Road and Gunnislake for infrastructure maintenance from Monday 9 to Thursday 12 December. A web page at **GWR.com/Gunnislake** will be available soon
- Further upgrade work over Christmas is also planned, affecting trains to/from London Paddington as well as Cardiff Central, Gatwick Airport and Salisbury. To find out more, visit **GWR.com/Christmas**

If I can provide you with more detailed information about any of these developments, please don't hesitate to let me know, or you may find that our overall upgrade page

GWR.com/Upgrade has the answers you need

The new timetable is less than 100 days away, it is a very significant change and we are using every avenue we can to alert customers to check the timetable as services that have operated at the same time for many years may well have changed. If this is something that you think you could help us with through colleague, constituent or member mailings we will be very happy to provide you with information to do so. Equally, if you know of any large groups, or businesses that you feel we should be contacting, please let me know and we will be happy to approach them.

We want all our customers to know the changes that are coming and welcome any suggestions on how we can get the message out.

Thank you

Best wishes

Jane Jones

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