

# ONE for ALL

NEWSLETTER OF CAMBRIDGE HEATH AND LONDON FIELDS RAIL USERS

DECEMBER 2004

## It's more good news

A meet-the-managers session was held at Hackney Downs station on 27 November 2004 with some good news for users of Cambridge Heath and London Fields stations from managers of ONE Railway which now runs the trains on our line.

■ **TRAIN INFORMATION SYSTEM** is to be installed on the platforms at both stations some time next year. This will hopefully bring an end to the uncertainty about when trains are due. The system is being backed by Transport for London as well as Hackney and Tower Hamlets councils which are providing large grants to pay for the installation of the information technology at our two stations as well as at Bethnal Green. The system may well be installed by May or June next year.

■ **CLOSED CIRCUIT TELEVISION** to ensure that people are safe when they are using the stations.

■ **MORE NOTICE BOARDS** are to be installed at platform level so that routine information can also be provided where it is needed - where people are waiting for their trains. Some of the previously installed boards, which are not cheap, have been vandalised or stolen.

■ **MIRRORS** on the corners at both stations are to be replaced.

■ **TRAINS** are gradually being refurbished.

■ **NEW HELP POINTS**, more like the ones on the Tube, are to be installed along with more staff at the control office.

■ **BETHNAL GREEN** ticket office is to be reopened at peak times.

Retail manager Gary Finlayson and group station manager Mark Boon said they would be checking to see why the ticket machines do not work in the evening or at weekends.

We asked why Family Travel Cards were not available from the machines, why the ticket machines at Liverpool Street do not sell Cambridge Heath tickets and what Christmas trains would be running. They promised to look into our questions.

### TIMETABLE NEWS

The timetable will be completely revamped in December 2005. We will be asking for a Sunday service and for increased frequencies during the week.

#### Improvements so far:

Off-peak train services. Saturday trains. Help points at Cambridge Heath and London Fields. Telephone in the foyer at London Fields. Ticket machines installed in January 2001. New seats on the Liverpool Street-bound plat-

forms at Cambridge Heath and London Fields. Mirrors on blind corners.

More official timetables and printed information. Re-painting. Improved lighting. Efficient graffiti removal. New signs. Stair edge repairs. More regular and thorough cleaning.

#### Improvements to come:

The passenger information system and CCTV.

#### Our aspirations:

A regular, reliable service every 10 to 15 minutes, every day of the week.

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The timetable for our two stations is on the Web at: <http://www.railwatch.org.uk/chlfug.html>