

ONE for ALL

NEWSLETTER OF CAMBRIDGE HEATH AND LONDON FIELDS RAIL USERS

OCTOBER 2005

We've never had it so good!

Passengers at Cambridge Heath and London Fields stations are going to get the best train service they have had for years, thanks to train operator ONE and Transport for London.

❖ **MONDAY-FRIDAY:** From December 2005, there will be four trains an hour in each direction on weekdays. During the morning peaks, there will be six trains an hour into Liverpool Street and in the afternoon peak, six trains an hour out.

❖ **SATURDAY:** The Saturday service – which has been every half an hour – is also to be increased to four trains an hour.

❖ **SUNDAY:** And for the first time for years, there will be a Sunday service – two trains an hour in each direction.

❖ A **TRAIN INFORMATION SYSTEM** is also being installed on the platforms at both stations and this will, we hope, 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.

❖ **CLOSED CIRCUIT TELEVISION** is also being installed to ensure that people feel safer when they are using the stations.

❖ **MORE NOTICE BOARDS** have been put up on the platforms so that routine information can also be provided where it is needed – where people are waiting for their trains.

❖ **NEW HELP POINTS**, more like the ones on the Tube, are being fitted and there are more staff at the control office.

Our campaigning has helped to bring about these changes but many others have helped. Thanks to all of them.

At one stage it was impossible to buy a ticket to our two stations from the machines at Liverpool Street. After complaints from Cambridge Heath and London Fields Rail Users Group, the new-style ticket machines at Liverpool Street now work for us too!

Sadly the ticket machines at both Cambridge Heath and London Fields have been regularly out of action during the day and have never worked in the evening after 7pm or at weekends, since they were installed four years ago!

We also want the full range of tickets – including Family Travel Cards – to be available from the machines. After all, we do not have the option of using a ticket office. And with more people using Oyster cards, we would like to see Oyster card readers at both stations, and all other inner London stations.

What we have been campaigning for over the past 13 years

We have been struggling to get the return of a proper rail service ever since British Rail swung its axe after being told by the then-Tory government to slim itself down for privatisation. After 1992, we were left with just a few trains in the peak hours from Monday to Friday.

Our appeals were largely ignored until in 1996 we started counting passengers at the two stations to prove there was still a demand in spite of the appalling service. We were able to show that more people were using the

trains and we also carried out a survey to see what passengers wanted. Since then, things have gradually got better.

Improvements so far:

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

Our aspirations:

A regular, reliable service every 10 to 15 minutes, every day of the week. Oyster card readers. Real-time train information screens at ground level. Efficient ticket machines providing a full range of tickets, travel cards and railcard discounts.