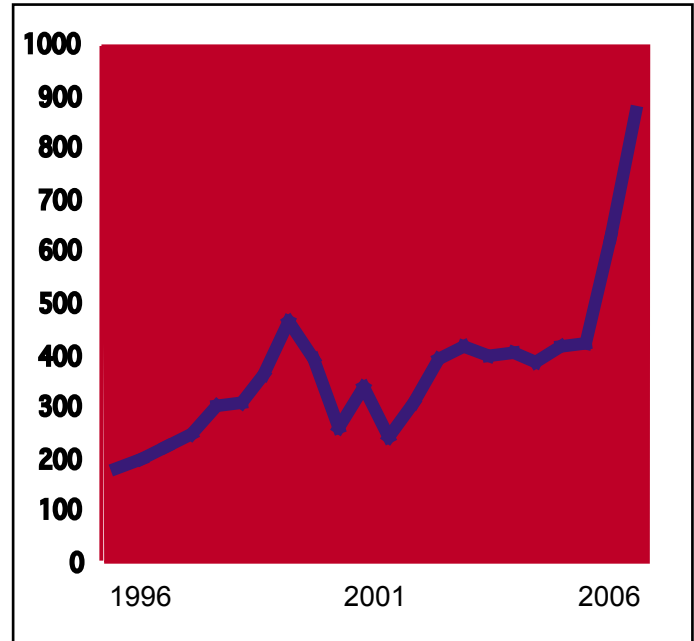
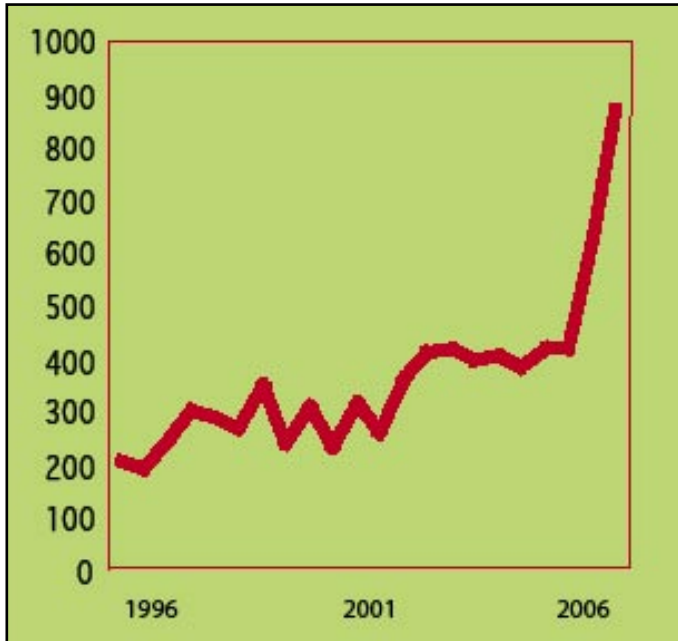


# ONE for ALL

NEWSLETTER OF CAMBRIDGE HEATH AND LONDON FIELDS RAIL USERS

JANUARY 2007



Cambridge Heath passenger numbers – peak hours only

London Fields passenger numbers – peak hours only

## 100% growth in a year!

Passenger numbers have doubled in the past 12 months after a big increase in the number of trains stopping at Cambridge Heath and London Fields.

The improved train service, with 500 extra trains a week introduced in December 2005, is obviously much appreciated.

The ambitious expansion of the service initially was too much for ONE Railway to cope with.

Some of the newly introduced trains had to be cut and a temporary timetable introduced in the early part of 2006.

But gradually over the year, the full timetable was reinstated as ONE recruited more train drivers. To add to the

improvements, trains are being refurbished both inside and out. Many of them now have onboard CCTV.

One of the big problems at the stations is the inadequate cleaning regime but ONE has made several attempts to improve conditions.

We have been told by ONE that the practice of using cleaning contractors had changed and that the cleaning was being taken "in house".

We are still urging ONE to implement a more rigorous cleaning programme to cope with the behaviour of a small minority of anti-social people.

A big step forward came in December when ONE arranged for the removal

of the drug needle bin at Cambridge Heath.

We have also asked ONE to use the CCTV to take action against people who cause damage and nuisance. We are hoping they will bring forward plans to set up a control room at Hackney Downs where local stations can be

continuously monitored by the recently installed CCTV.

We will also be calling for the Sunday service to be improved.

Thanks to all those who filled in our survey forms during the passenger count in December. We will be passing on your concerns.

### The CHLFUG campaign

#### Improvements so far:

Off-peak train services, evening trains, Saturday trains, Sunday trains. Help points. Passenger information system and CCTV. Telephone in the foyer at London Fields. Ticket machines installed in January 2001. New platform seats. More official timetables and printed information. Re-painting. Improved lighting. Efficient graffiti removal. New signs. Stair edge repairs. Removal of needle bin.

#### Our aspirations:

Proper cleaning and washing of the stations every day. 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 and railcard discounts. Additional station entrances to improve access and personal safety.

# Cleanliness is top priority

Cleanliness of the stations is by far the greatest concern of passengers using both Cambridge Heath and London Fields stations, a survey of passengers' opinions has found.

"London Fields is the most disgusting train station I have ever been on," said Luke. "One would expect the operator to try to change this."

Passengers were asked to decide their priorities in a survey carried out by two CHLFUG volunteers in December.

More than 60% said cleanliness was their top priority and 98% put it in their top six priorities.

Robert told us: "The cleaning of the stations, particularly London Fields is shameful."

Everton said: "The smell of urine is sickening. There definitely needs to be more regular cleaning."

Dianne said: "London Fields is already isolated. Having no staff there is not very good if you are a woman travelling on your own."

Nazish said: "After dark, I am frightened of being attacked. Just having CCTV is not adequate."

Janice said: "I would like the ticket office opened so help is available if needed."

"Cambridge Heath is disgustingly dirty most days," said Deborah. "I have complained to ONE many times. My conclusion is that they are uninterested and dismissive. Thank you

CHLFUG for your work. At least you are trying."

Emily added: "The current situation is revolting. The cleanliness of the station should be an absolute priority."

Joanne said: "Rats have been seen on the stair well at Cambridge Heath."

Mira said: "Cambridge Heath looks and smells disgusting."

"I feel scared to go inside. I always hold my breath when I go there."

"People should be able to travel to work in comfortable conditions."

Cressida said: "A full-time cleaner is needed to deter the drug addicts using the station as a toilet."

Richard said: "Hoodlums and yobs should be prevented from messing up the stations."

Several people said their top priority was to see the CCTV cameras used to stop anti-social activity.

Near the top of most people's list of priorities was the speedy introduction of Oyster card readers.

The user group has heard that patronage at some London rail stations is dropping as people with Oyster cards are avoiding trains because of the extra cost and hassle.

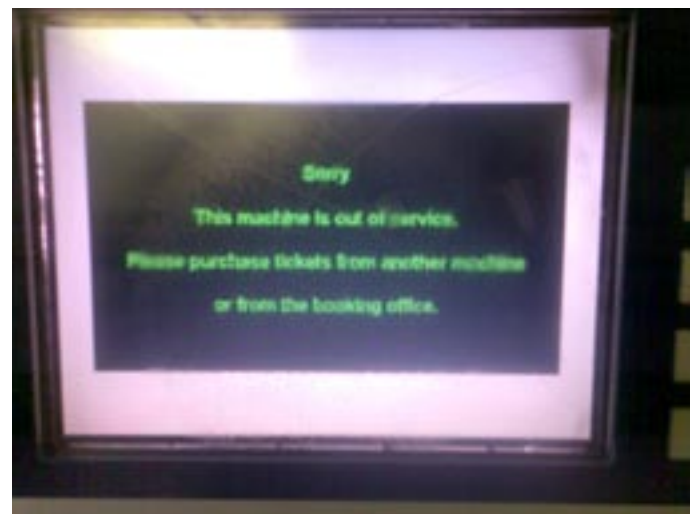
The train information screens are also criticised.

Mira said: "The trains are 'on time' on the screens and at the last minute, it changes to warn that the train is late."

Another passenger said: "Announcements could



**Passengers at Cambridge Heath after struggling up the stairs with their push chairs**



**A familiar sight at both stations, an out-of-order ticket machine. The instruction on the screen says use another ticket machine or the booking office. Of course neither is available**

explain the reason for severe delays." Anthony said: "As the ticket machine is so often out of order, does that not show the need for a second machine?"

Other passengers pointed out the mirrors on the blind corners of the stairs need replacing, disabled

access needs improving and asked why the Metro free newspaper was not available.

But Warren said: "Apart from the Oyster card readers, better reliability and punctuality of existing train services is my top priority."