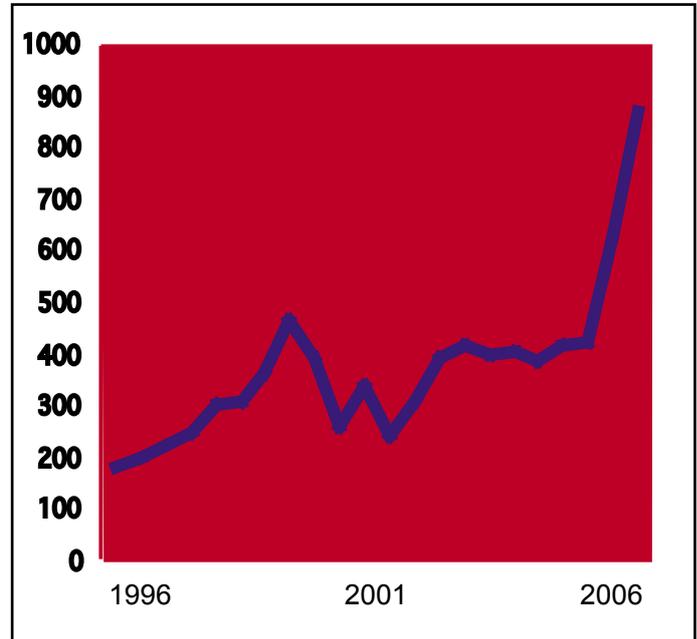
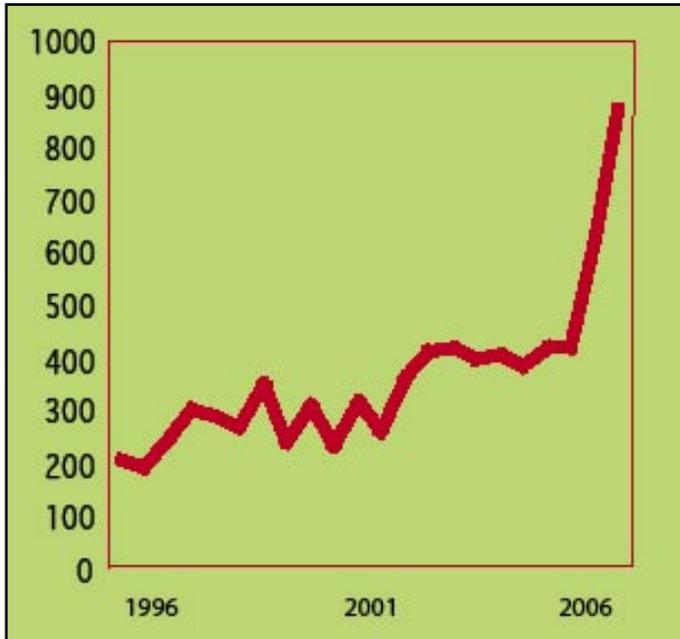


ONE for ALL

NEWSLETTER OF CAMBRIDGE HEATH AND LONDON FIELDS RAIL USERS

MAY 2007



Cambridge Heath passenger numbers – peak hours only

London Fields passenger numbers – peak hours only

100% growth in a year!

Passenger numbers doubled last year after a big increase in the number of trains stopping at Cambridge Heath and London Fields.

At a meeting with ONE in April, we passed on the concerns of people who responded to our survey in December.

We were told Oyster card readers will be fitted at our stations in June or July. The company also wants to install a long-line public address system for Bethnal Green, Cambridge Heath and London Fields

to supplement the train information screens. Route director Perry Ramsey also promised to take up our complaints about cleanliness of the stations. 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.

We were told that ONE and Network Rail had been working together to try to pre-empt problems with the overhead power lines and with switch

points at the entrance to Liverpool Street station.

It says that it has already improved punctuality and is aiming to make further improvements.

The company is planning to bid for some of the new trains promised by the Government to combat overcrowding.

ONE wants to run 12-coach trains which will mean extending the platforms at some stations. Along the Lea Valley, it is hoping to reinstate four tracks to improve capacity and reliability. ONE is also hoping in the future to be able to build a train maintenance depot at either Hertford or Broxbourne.

Christmas blockade

Train operator ONE has warned us that there will be no trains into Liverpool Street for 10 days from Sunday 23 December to Tuesday 1 January while a bridge is removed to make way for the East London Line extension at Shoreditch.

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.

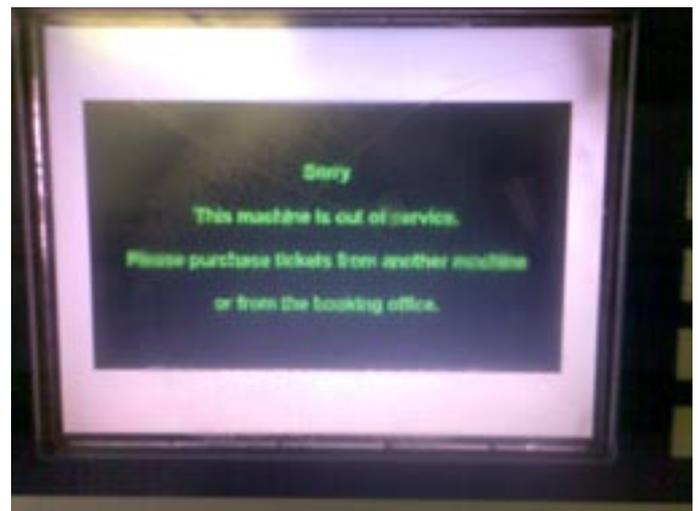
The train information screens are also criticised.

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."