

ONE for ALL

NEWSLETTER OF CAMBRIDGE HEATH AND LONDON FIELDS RAIL USERS

JUNE 2007

Up, up and away

Passenger numbers at Cambridge Heath and London Fields have grown by 50% over the past year.

That follows 100% growth in the year up to December 2006.

The figures – the latest collected over two days in late May 2007 – show that when passengers are given a good service they respond.

We have congratulated ONE Railway for providing a much better and more reliable service.

ONE's managers have put a lot of effort into improving punctuality.

In the two days of careful observation, the only major operating problem was a broken-down train at Bethnal Green which disrupted the service for about 45 minutes.

We also thanked ONE for the new-style departure timetables on the platforms.

But problems do still exist. We were pleased to see both cleaner and supervisor at Cambridge Heath on Wednesday and pleased to see that

surface litter picking has improved.

But cleanliness and hygiene needs improving at both stations.

In a message to ONE managers we reported: "There was an overwhelming smell of urine at Cambridge Heath all day – as there is every day – because a few people are using the station as a lavatory and the station is not washed on a regular basis.

"Neither station is currently being washed or disinfected effectively.

"Many of the passengers we spoke to asked us to approach you again to improve the cleaning and many are angry that such a simple procedure, which was being carried out properly in the recent past, is not being done now.

"Several asked why ONE and the British Transport Police are not using the expensive CCTV system that has been installed to take action against the people who are abusing the station."

The official passengers'

watchdog, London Travel Watch, is also in negotiations with ONE about improved cleanliness at our two stations.

We also reported that:

1. The ticket machine at London Fields was out of action for most of the day we were there. It would not accept cards at any time and after a while, it also refused to accept paper money. One family tried to buy four all-zones travelcards but gave up when the machine said: Coins only.

2. The shelter on the Enfield-bound platform at Cambridge Heath is missing three glazing panels. The roof of the shelter on the Liverpool Street-bound platform has been damaged apparently by someone trying to steal the lead flashing.

3. Several of the lights were not working at Cambridge Heath and one fitting at a crucial point on the platform stairs was missing altogether.

4. London Connections maps

are needed at both stations, both on the platforms and in the entrances. We were asked several times for advice on how to get to other parts of London. There was no useful rail and Tube map at either station to which we could refer people other than small maps we provided. More display cases are needed at Cambridge Heath including ones big enough for London Connections maps.

5. The "You are here" map on the platform at Cambridge Heath still informs people incorrectly that they are in Cambridge!

6. The mirrors at Cambridge Heath on the stairs have been removed.

At an earlier meeting we were told Oyster card readers will be fitted at our stations in June or July 2007.

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.

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 line will also be blocked for several days in August 2007.

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.