

Rail chiefs wash their hands of poor service

by DOMINIC GOVER

Enfield commuters failed to win assurances that train services in the borough would improve after taking their complaints to rail bosses last week.

Three regular users of the Cheshunt to Liverpool street service, which is run by rail operator, One, met management to press them into making changes that would alleviate the misery passengers constantly endure, such as overcrowded carriages, and late or cancelled trains.

The meeting came about when One contacted Nick De Bois, the Conservative Parliamentary Candidate for Enfield North, after he collected 1,000 complaint cards from rail users and published the results on his website, www.enfieldrailcampaign.com. He invited fellow campaigners Christine Jones and Adele Panayi to the meeting as they had gathered 1,300 signatures opposing cuts to the train timetable last year.

campaigning commuters were angered by the way they were treated by One's top brass.

They claim that the firm's business director, Perry Ramsey, and the Lea Valley line manager, Kevin Walton, were 'beligerent, uncompromising and unhelpful'.

Broadlands Close resident, Ms Jones, 48, travels from Turkey Street and depends upon the service to get to work. She said: "The meeting was astounding. I thought the firm's representatives were arrogant and denied that certain delays or cancellations had ever occurred.

"The service is atrocious. There are constant delays and conditions on-board can be sardine-like."

Ms Panayi, 36, travels from Southbury station every day to work in the City. She said: "They would not accept that it was their responsibility to do anything. The meeting has made us even more determined to continue our campaign."

A One spokesman said: "We're sorry the attendees were dissatis-



Concerned: From left, rail campaigners Adele Panayi, Christine Jones, and Nick de Bois, at Southbury railway station

tions."

The campaigners claim that last week, the 8.11am service, which is vital to people who work in London, was cancelled once, and late three times. Yesterday, the 7.40am service was cancelled.

Mr de Bois said: "Commuters are paying a lot of money for a service which is not good

8.06am service to Liverpool Street and replaced it with an unreliable slow 8.11 train.

The One spokesman said: "There are simply no more slots for addi-

tional trains. In general, the last eight months have seen improving punctuality. We are working with Network Rail to deliver a better service more consistently."