

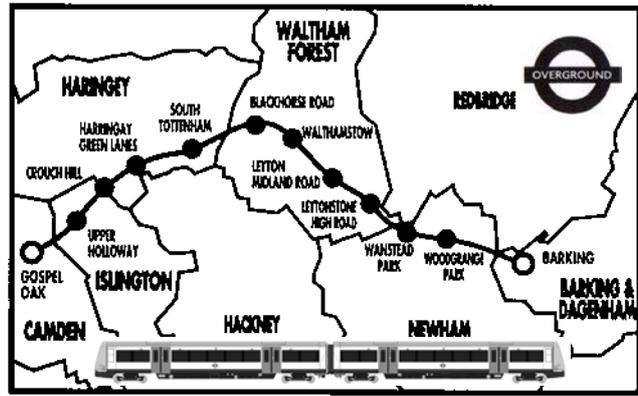
BARKING – GOSPEL OAK RAIL USER GROUP

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NEWS RELEASE 28th June 2013

BARKING STATION MANAGER PROMISES IMPROVEMENTS

Barking station operators **c2c** have promised to make improvements to information provision at Barking station, following a meeting at the station between representatives of the Barking-Gospel Oak Rail User Group (BGORUG)^[1] and Station Manager, Suzanne Lingood.

SUMMARY

- **c2c** agreed to relocate timetable posters and information about engineering works (including rail replacement bus details) for the London Overground^[2] operated Barking – Gospel Oak Line so that they are more prominently positioned.
- **c2c** agreed to see how information about platform alterations can be improved, to reduce the risk of people waiting on the wrong platform for their train.
- **c2c** agreed to look at improving directions to the station's single lift, which gives access to all platforms via the station subway – a fact which is not readily apparent.

Said BGORUG Secretary Glenn Wallis, “We are pleased to have established a good and constructive dialogue with **c2c**, and look forward to seeing improvements in the near future”.

c2c's Station Manager at Barking, Suzanne Lingood, said: “We're delighted to work with BGORUG and identify improvements we can make to benefit local passengers.”

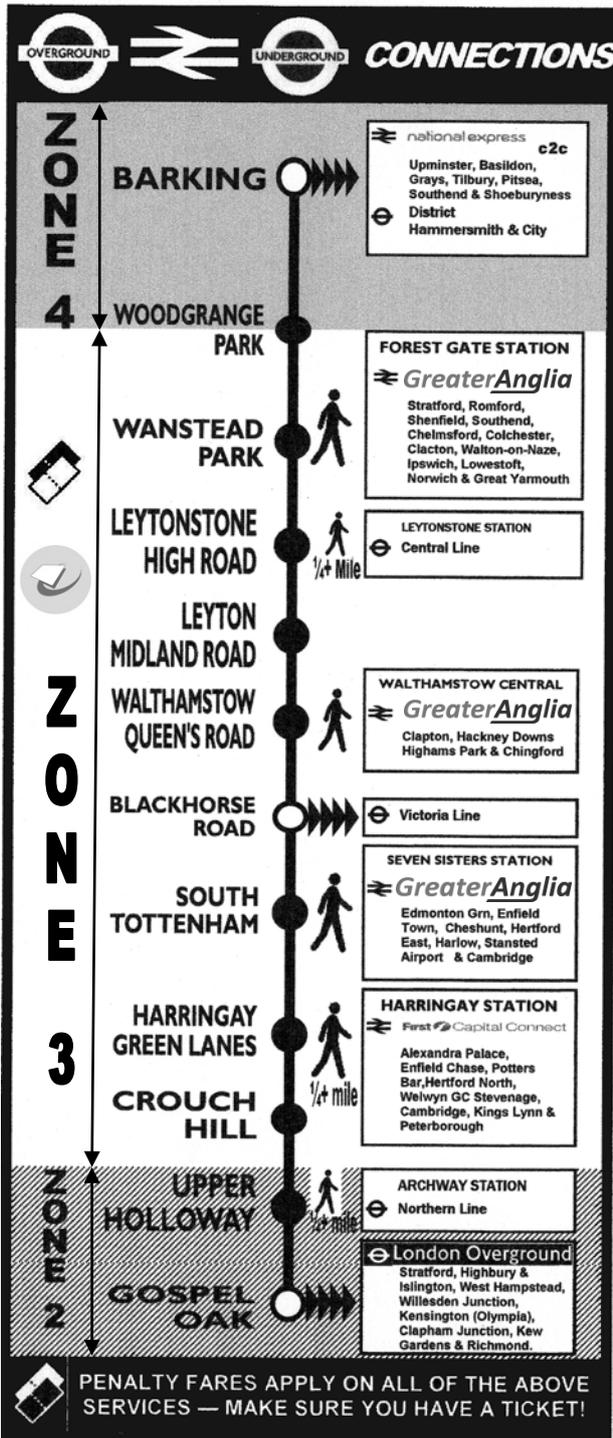




BARKING STATION MANAGER PROMISES IMPROVEMENTS

One remaining area of concern is the provision of assistance to District Line wheelchair users at the station; c2c staff are unable to provide this at present, as London Underground trains require a different type of ramp from those used by National Rail operators. As this is presumably a general issue affecting stations all over London, BGORUG is asking watchdog London TravelWatch to take this issue up.

- ENDS -



FOR FURTHER INFORMATION
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NOTES FOR EDITORS

1. Formed as the Barking – Kentish Town Line Committee to fight Dr. Beeching's closure proposal in the mid 1960s, the Barking – Gospel Oak Rail User Group has continued to represent the line's passengers and campaign for improved services and station facilities, and also for the electrification of the only non-electrified railway in North East London.
2. Following the transfer of responsibility for the former Silverlink Metro services from the Department for Transport (DfT) in 2006, Transport for London (TfL), let the London Rail Concession to London Overground Rail Operations Ltd (LOROL), a joint Hong Kong/German owned venture, to operate the London Overground network from November 2007 until March 2014, recently extended by TfL to November 2016.

