



“ONTRACK” RAIL USERS ASSOCIATION

(The Walton on Naze, Frinton On Sea, Kirby Cross & Thorpe Le Soken RUA - Serving the Tendring District for over 20 years)

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APRIL 2018.

Dear Member,

ONTRACK – ANNUAL MEMBERSHIP CONTRIBUTION/ DONATION

The ONTRACK TEAM are in your corner fighting for a better, faster, more frequent, reliable, local and London services. ONTRACK leaders have for years worked tirelessly and unpaid on your behalf to seek improvements to the local rail services lobbying both the railway directors, our politicians, and all the public bodies responsible for transportation.

We won't mention the big freeze, or the “war” or the disrupted nights in January and February but still the fares went up above inflation again at the start of 2018! When you have been stood up by missed connections, or stuck in a train going nowhere or frustrated by the inadequate hourly service then remember the ONTRACK team who are slogging away are totally committed to bringing about improvements.'

- The recent snow debacle saw trains taken out of service because Network Rail's weather forecasts got it wrong as to when it would snow, and later rail lines were disrupted when it did snow because there were not enough Network Rail (State owned) snow ploughs.
- Other challenges are improving Customer Service. The replacement of Ticket Offices by Ticket Machines and roving “Station Hosts”, at Walton, Thorpe, Great Bentley, Alresford and Harwich International were not welcomed especially by the older generation.
- Without doubt the Clacton/Walton line rail service is the poor relation compared to other coastal towns in the South East, with a basic hourly service with a pattern designed to be run at absolutely minimal cost.
- This has led to chaos, particularly when connections are missed as result of main line disruption and congestion. Passenger numbers have clearly deteriorated because of the poor service, despite a 50% increase in the local population over the last 40 years.
- ONTRACK's headcount exercise showed the official statistics significantly understated usage. ONTRACK has long been campaigning for the introduction of a 30 minute interval service.
- If Government wants more housing here then the service frequency and reliability and journey time and infrastructure must improve, allied to eliminating the perpetual and detrimental weekend engineering work closures. We are now united with all key politicians in calling for key improvements, including those that would get 2000 trucks a day off the A12 and A14 trunk roads

Please help us keep up the good fight: We ask for a £5 Donation as contribution so kindly fill in and send off the tear off slip at the bottom and also complete the declaration now required before sending your remittance. *Note the declaration of data protection policy and compliance printed on the reverse*. Apologies for the bureaucracy involved but blame the EUROPEAN GENERAL DATA PROTECTION REGULATIONS!

Yours sincerely,

Membership Secretary

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Please renew our membership and let us contact you by e-mail, post, phone Yes.../No... (Forget Me)...

SIGN HERE.....**PRINT NAME**.....

TEL NO**MOBILE NO.** **E-MAIL ADDRESS**

POSTAL ADDRESS.....

CUT THIS SLIP OFF - Place in box at HARWOODS OF ESSEX, Connaught Ave Frinton OR POST via Royal Mail to our Hon. Membership Secretary David Payne, 4 CRABTREE, BRIARFIELDS, KIRBY LE SOKEN, FRINTON ON SEA, ESSEX CO13 0HF

“ONTRACK” RUA

MEMBERSHIP & DATA PROTECTION POLICY –

1. We welcome new members (Application Form is on our website, or collect from Harwood’s of Essex). But the new European General Data Protection Regulations come into force in May 2018.
2. So we need to ask you the following and advise you how we use membership data
 - 2.1 Do you want us to keep in contact and keep you briefed, keeping you informed of developments where your views can make a difference? Yes/ No (Or handwrite a circle around preference on Membership renewal Slip)
 - 2.2 Or do you want us to “forget you”? YES...../ NO.....(N.B. Data will be updated/ deleted in 30 days)
But this means we cannot contact you or advise you of upcoming events or issues that affect you in future even if you are lapsed member
 - 2.3 We do not divulge membership details for third party use. Please let us know if you have any concerns
 - 2.4 Except
 - Where request for help in sorting out complaints in respect of customer service may require sharing / verifying customer details and we will let you know if we do so
 - Otherwise in respect of surveys and/ or petitions where signatory’s identities need to be retained for verification purposes
3. What Data do we keep? Your contact details so we that can keep in touch and keep you updated.
4. Any surveys you participate in we collate the results data as a statistical profile (personal identities not revealed)
5. You can request update of your details and preferences at anytime via the ONTRACK website or by contacting the Membership Secretary by post or e-mail

See our ONTRACK website <https://www.ontrackrailusers.org.uk> / and also the ONTRACK FACEBOOK page <https://www.facebook.com/ontrackrailusers.org.uk/>

CUT/ TEAR OFF MEMBERSHIP FORM

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