

# On the WAGN

Newsletter of Cambridge Heath and London Fields Rail Users Group

January 2003

## Boost for stations

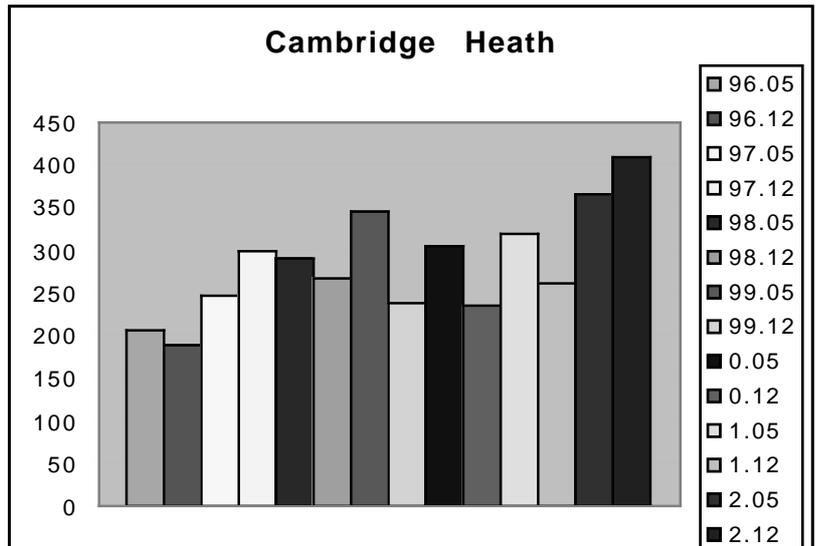
More and more passengers are using both Cambridge Heath and London Fields stations.

Tuesday evening at Cambridge Heath on 3 December saw the highest number ever recorded by the user group – 218. The Wednesday 5 December morning count – 190 – was the highest December figure and would have been another record but the service was disrupted between 9am and 10am.

Both counts at London Fields – on Wednesday 11 and Thursday 12 December were also December records, at 199 and 192 passengers.

On these occasions the service performed well with minor delays to only a few trains. We believe more people are comfortable about using the stations, particularly Cambridge Heath, following the re-painting. More improvements are however needed.

We have written to WAGN, the Strategic Rail Authority and Transport for London to suggest that our stations should have trains every 15 minutes and on Sundays, particularly as public transport will need to improve when congestion charging is introduced in March 2003.



The number of people using Cambridge Heath has been gradually increasing ever since we began counting in 1996. Since autumn 2000, growth has been hit by disruption following the Hatfield accident. The numbers on the left are passengers using the station between 05.57 and 09.30 and 15.57 to 19.30. Off-peak use is also going up.

## Smile, please, for the cameras

We hear there is a chance that CCTV security cameras are soon to be fitted at our two stations.

This follows an initiative involving Hackney, Tower Hamlets, Railtrack, WAGN and other agencies to improve the environment on and around our stations.

There is already less of an air of neglect about the stations and police say there is virtually no crime.

Unfortunately there is still frequent disruption to the service.

WAGN managers have told us that when trains are cancelled, controllers have been told to stop trains specially at our stations to fill the gaps.

So use the help line to ask controllers to stop trains for you if your

train fails to turn up. Please be polite because railway staff frequently suffer abuse from passengers when matters are beyond their control.

Much of this frustration could be avoided if there was an electronic passenger information system, giving the time of the next train and information about delays.

We also hear WAGN is planning to upgrade the system at Hackney Downs. This should be the opportunity for fitting a information system at Cambridge Heath and London Fields.

WAGN's parent company National Express is bidding to take over the new Greater Anglia franchise in 2004 which would involve it taking over all train services operating out of Liverpool Street.

### Improvements so far:

Off-peak train services. Saturday trains. Help points at Cambridge Heath and London Fields. Telephone in the foyer at London Fields. Ticket machines installed in January 2001.

New seats on the Liverpool Street-bound platforms at Cambridge Heath and London Fields. Mirrors on blind corners. More official timetables and printed information. Re-painting. Stair edge repairs

### Improvements to come:

We are still waiting for a passenger information system and CCTV.

### Our aspirations:

A regular, reliable service every 10 to 15 minutes, every day of the week.