

# THE UP LINE

NEWSLETTER OF CAMBRIDGE HEATH AND LONDON FIELDS RAIL USERS

MAY 2009

## Soaraway success

Passenger numbers at Cambridge Heath and London Fields continued to grow in 2008.

The number of passengers using both stations has increased by nearly 1,000 in the past two years with the biggest increase at London Fields.

There has been a trend of increasing numbers over the past 10 years but the biggest rise resulted from the big improvement in service frequency three years ago, followed by the introduction of Oyster card readers.

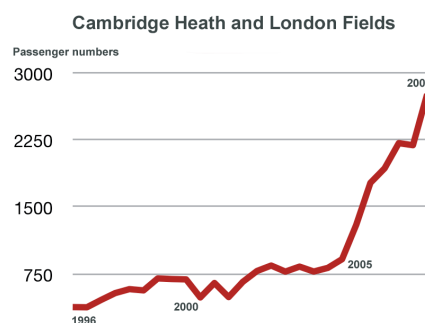
Oyster readers are now being fitted at other stations on the Enfield line and at many other stations throughout London.

When complete, it should make travel in London much easier, with fewer queues at ticket machines and ticket offices.

We plan to ask National Express to consider fitting Oyster card top-up machines at our stations to match those on most London Overground stations, including the North London line.

National Express says it has improved its internal information systems so that staff should get quicker updates when there are delays or other operating problems.

The poor appearance of Cambridge Heath station continues to reduce



the potential number of passengers although the cleaning has improved. The management assures us that it is implementing a new cleaning regime with daily cleaning supplemented by a monthly heavy clean.

We have asked National Express to invest in heavier-duty cleaning equipment and ensure that there is regular washing and disinfecting of the floor and stairs.

Cleanliness and hygiene need to be improved at both stations and we are grateful for the help of the official passengers' watchdog, London Travel Watch, in making representations to National Express.

We have in the past questioned why British Transport Police was not using the expensive CCTV system to take action against the people who are abusing the stations. We are now told that a safer travel team is to be based

at Hackney Downs station and will be taking action to "reclaim" the stations.

Police and security staff, some with portable cameras, will operate in joint teams and target bad behaviour at stations. Notices warning people not to misbehave have already been posted at stations.

National Express and Network Rail have successfully maintained punctuality and reliability at more than 90% which is better than the rest of the National Express East Anglia network.

National Express has also persuaded the Government to provide 30 new British-built Electrostar trains for the Stansted Express which will allow more 317 class trains to be transferred to "strengthen" services on our line.

Jonathan Denby of National Express East Anglia said: "This is fantastic news – the culmination of two years hard work by many people at NXEA."

The Government says the new build and transfer programme will create 11,000 extra seats on train services into Liverpool Street – a 17% increase in the NXEA fleet.

### NEW:

People who book their tickets online can now collect them from the ticket machines at our stations.

## Making progress with the CHLFUG campaign

### Improvements since the CHLFUG campaign began:

Off-peak train services, evening, Saturday and Sunday trains. Oyster card readers. Help points. Passenger information system and CCTV. Telephone in the foyer at London Fields. Better ticket machines installed in 2008. New platform seats. More official timetables and printed information. Re-painting. Improved lighting. Efficient graffiti removal. New signs. Removal of needle bin at Cambridge Heath.

### Our aspirations for now and the future:

Proper cleaning and washing of the stations every day. A regular service every 10 to 15 minutes, every day of the week. Real-time train information screens at the station entrances. Live monitoring of the CCTV. Ticket machines providing a full range of tickets, railcard discounts and an Oyster card top-up facility. Additional station entrances to improve access and safety.

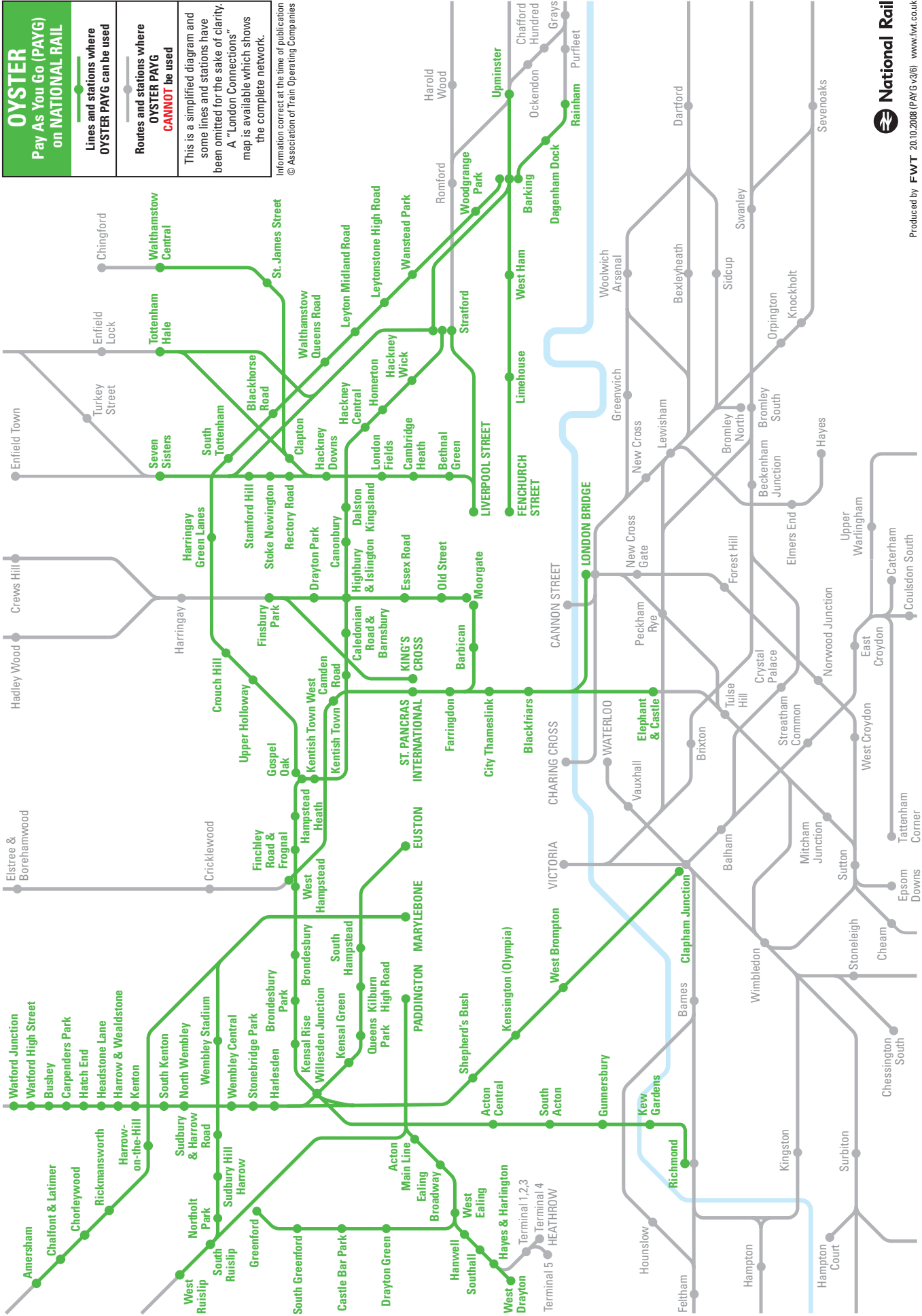
**OYSTER**  
Pay As You Go (PAYG)  
on NATIONAL RAIL

Lines and stations where  
OYSTER PAYG can be used

Routes and stations where  
OYSTER PAYG  
**CANNOT** be used

This is a simplified diagram and some lines and stations have been omitted for the sake of clarity. A "London Connections" map is available which shows the complete network.

Information correct at the time of publication  
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