

# THE UP LINE

NEWSLETTER OF CAMBRIDGE HEATH AND LONDON FIELDS RAIL USERS

MAY 2009

## Soaraway success

Passenger numbers at Cambridge Heath and London Fields stations grew by between 20% and 30% over the past year, despite the recession.

At Cambridge Heath, the overall increase was 23% while at London Fields it was even better – 27%.

In one day, 3,699 passengers used the two stations between 5.45am and 7.30pm.

The figures were recorded by volunteers in mid May 2009.

Area station manager Simi Tinubu and her deputy visited our volunteers during the count at London Fields and we were able to congratulate them on the good news and ask for action on some continuing problems.

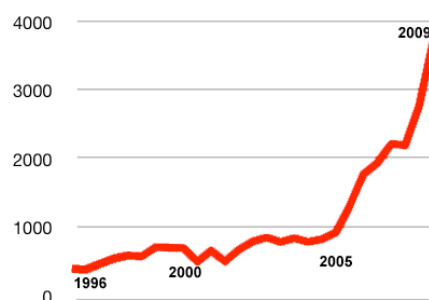
We believe the growth in passenger numbers results from the vast improvement in train frequency four years ago, reliability and introduction of Oyster card readers.

Train operator National Express has recently delivered a more than 90% reliable service.

More people are also moving into the area thanks to the Government's programme of building more flats and houses in Hackney and East London generally.

The latest count shows that 1,633 people used Cambridge Heath station

Passenger numbers at Cambridge Heath and London Fields



in one day compared to 1,331 in May 2008. The figures for the morning and evening peak periods grew from 962 to 1,248, a 30% increase.

At London Fields, the current daily figure is 2,066, compared to 1,625 in 2008.

The London Fields evening peak numbers increased by 32% from 567 to 747.

We are hopeful that further growth will be encouraged by the extension of Oyster readers to the remaining stations on the Enfield line and at many other stations throughout London.

That should mean travel around London will be easier, with fewer queues at ticket machines and ticket offices.

But we now need the facility to top up Oyster cards 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 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 more 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.

Hackney Council now monitors the cameras at London Fields station and a Safer Travel Team is based at Hackney Downs station and is already taking action to "reclaim" the stations.

Police and security staff now operate in teams and target bad behaviour.

**NEW:** People who book 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. CCTV. Telephone in London Fields foyer. 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. Stair edge repairs.

### 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 at Cambridge Heath. 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.

