

THE UP LINE

NEWSLETTER OF CAMBRIDGE HEATH AND LONDON FIELDS RAIL USERS

DECEMBER 2009

Onward and upward

Passenger numbers held up at Cambridge Heath and London Fields stations over the past year in spite of the recession.

As our chart shows, the number of peak hour passengers increased again, from a total of 2,769 in December 2008 to 3,053 in December 2009.

Although numbers increased at Cambridge Heath, both peak and off-peak figures at London Fields showed a slight decline.

This is likely to be a direct result of the general economic decline because reliability and punctuality of the train service has been good.

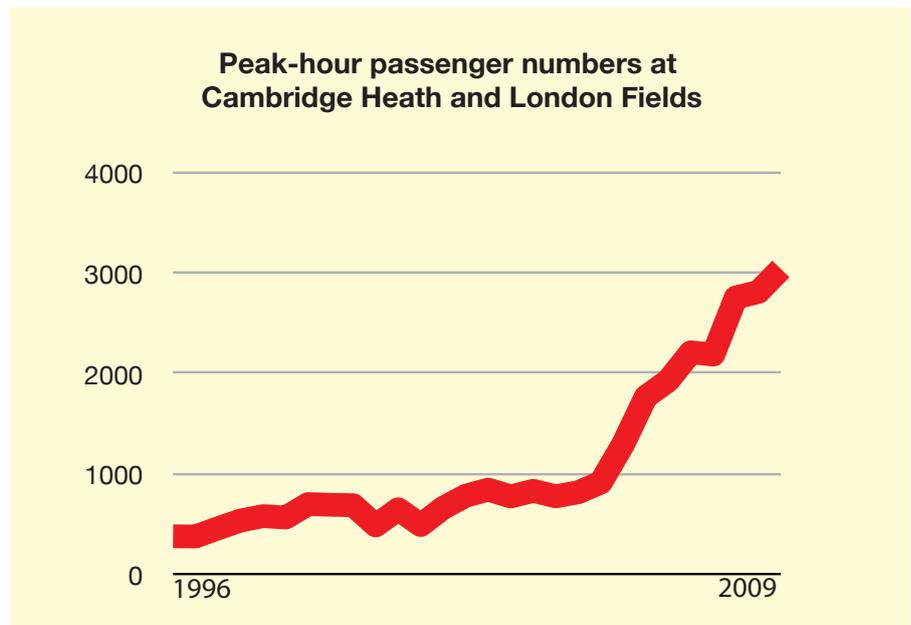
Cleaning at both stations has also improved lately and we are assured that a deep-clean is carried out every four weeks.

CHLFUG representatives were able to thank station manager Simi Tinubu and members of her team for the improvements at a meeting in late November.

We were also shown the new mirrors that had been installed at both stations.

At the time, we raised several other problems, including the customer information system at Cambridge Heath being out of action for several days and the lighting at both stations.

Both problems were dealt with quickly but the broken ticket machine at



Cambridge Heath is still apparently awaiting a spare part from the manufacturers in Germany!

The big increase in passenger numbers occurred after the frequency of our service was improved to every 15 minutes in December 2005 and numbers were further boosted by the introduction of Oyster readers.

The Oyster ticketing system is being extended to most National Rail stations

in London in the New Year so we hope for a further increase in passengers at our two stations.

More London Connections maps and some better signs are needed at our stations as well as repairs to the shelters.

We are hoping Hackney Council will soon be providing grants to allow further improvements at London Fields.

NO TRAINS FROM CAMBRIDGE HEATHS OR LONDON FIELDS FOR FOUR DAYS AT CHRISTMAS – 25-28 DECEMBER

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.