

# THE UP LINE

NEWSLETTER OF CAMBRIDGE HEATH AND LONDON FIELDS RAIL USERS

DECEMBER 2014

## Better Sunday service

Our Sunday train service should be improved following the takeover of Cambridge Heath and London Fields stations by London Overground on 31 May next year.

Transport for London is planning to boost the Sunday service so there will be a train every 15 minutes, rather than every 30 minutes as at present.

It is not clear however whether this will happen at the time of the takeover or later. The takeover will start in May but full integration with the Overground will not be complete until November 2016.

The Sunday service is likely to match the current Saturday service so there should be direct trains to Cheshunt as well as Enfield Town.

TfL will spend £25 million to smarten up West Anglia stations by mid 2016. As passengers know, the stations need a lot of care and attention which they are not getting at the moment. Surveyors have reportedly been surprised by the many problems, including water leaks.

We believe there is tremendous potential at both stations and elsewhere along the line for more passenger use. TfL has publicly



*FUTURE POSSIBLE: Hitachi mock-up of its planned AT200 train, specially designed for local services like ours*

promised that every station will be upgraded with a deep clean, new signage, improved CCTV and passenger information systems.

Passengers can expect to see staff at the stations while trains are running.

The current customer information system has been plagued with failures over the past year and the help-point information provided has become a joke.

TfL has also said the existing trains will be given a "refresh" and new trains will appear on the line in just over two years time. Hitachi, which is building a train factory in northern

England, is one of four companies shortlisted for the tender for the four-carriage electric multiple units. AT200.

Rail union RMT, which has already had meetings with the new operator LOROL, which runs London Overground's other train services, has called for the trains to be built by Bombardier in Derby. Siemens and CAF are also on the shortlist.

More drivers are already being trained to ensure the takeover does not result in staff shortages.

Our list of improvements needed has been slightly amended based on input from passengers.

# Improvements needed

We welcome the prospect of new trains, but there are plenty of other improvements which are needed before then.

We plan to ask Transport for London to consider the following:

## *Changes needed at Cambridge Heath*

1. Train information screen at ground level, as at London Fields, Hackney Downs, Stoke Newington and Rectory Road stations.
2. Reinstatement, in the short term, of the six peak hour trains at Cambridge Heath (that were cut in December 2011 and which led directly to a fall in passenger numbers).
3. Second entrance on Hackney Road, to augment the existing entrance on Cambridge Heath Road.
4. Live monitoring of the CCTV, as at London Fields station.
5. Tree on forecourt to be pruned.
6. Keeping forecourt clear of rubbish.
7. Ground floor retail unit to be let.
8. Re-branding of station frontage, including name and logo on Hackney Road bridge as at Hackney Central.

## *Changes needed at both Cambridge Heath and London Fields stations*

1. A proper daily cleaning regime, backed up by a regular heavy clean.
2. Staff in attendance while trains operate.
3. A better Sunday service. At least every 15 minutes, rather than every 30 minutes now.
4. In the long term, improved timetable to provide a train every 10 minutes rather than every 15 minutes as at present.
5. Stopping some Chingford trains at Cambridge Heath and London Fields to provide a direct service to and from Walthamstow, without the need to change trains at Hackney Downs.
6. Lifts at both stations to help mobility-impaired passengers, including parents with push chairs and passengers with cycles.

7. More reliable ticket machines which are currently often out of order.
8. Designating Cambridge Heath and London Fields as art stations, to reflect the large artistic community in the area.
9. Encouraging artists to use the stations to display their art.
10. Public address system.
11. Additional platform shelters and seats, to cope with rising passenger numbers.
12. Better lighting for station platform signs and on-train announcements of stations

These changes are suggested by Cambridge Heath and London Fields Rail Users for the attention of Jonathan Fox (Director of London Rail) and Mike Stubbs (Director Overground) of Transport for London.

They will also be circulated to local politicians who have shown an interest in train services.

We believe the changes should be given careful consideration before the train services are transferred from Abellio Greater Anglia to Transport for London on 31 May 2015.

We expect TfL to give assurances that it has considered the suggestions and can implement some or all of them in time for the start of the new operation.

We are unhappy that the “official” passenger use figures from the Office of Rail Regulation (based on estimates) seriously underestimate use of the two stations, as judged by our carefully recorded observations.

We believe the ORR 2012-2013 estimate for annual use of London Fields (496,262) should be 1,000,000 while the ORR estimate for Cambridge Heath (296,692) should be 600,000.

## What changes do YOU want?

Please email [editor@railwatch.org.uk](mailto:editor@railwatch.org.uk) if there are other things we should be campaigning for.