

# On the WAGN

Newsletter of Cambridge Heath and London Fields Rail Users Group

December 2000

## Christmas train reprieve

Cambridge Heath and London Fields stations will after all have trains on the 3 days after Boxing Day.

There will still be NO TRAINS on

Saturday 23 December

Sunday 24 December

Monday 25 December

Tuesday 26 December.

But WAGN now says there will be a

**NORMAL SERVICE** on

**Wednesday 27 December**

**Thursday 28 December**

**Friday 29 December**

There will be NO TRAINS on

Saturday 30 December

Sunday 31 December

Monday 1 January

The normal train service will then resume on Tuesday 2 January.

WAGN had originally announced that there would be no trains for 10 days over the Christmas and New Year period because Railtrack was relaying track between Bethnal Green and Hackney Downs.

**LATE  
NEWS**

Now WAGN says that its train planning unit has been able to reinstate our service because

Railtrack has made a late change to its engineering plan for Christmas and New Year.

Since the Hatfield crash on 17 October, a 20 mph speed restriction has been in operation through our two stations. It is one of the reasons the service has been so badly disrupted.

## Passenger numbers down by a third

A count of passengers by Cambridge Heath and London Fields Users Group in December showed that the numbers of passengers using our two stations has fallen by a third.

Although this is a big reduction it is a similar drop to the fall recorded on other parts of the rail network, including parts of the inter-city system and large parts of the London commuter area.

We have also been disturbed by reports that, apart from the trains being late and cancelled, some Enfield Town trains have been going straight through our stations when they should have been stopping.

Two regular passengers reported that on one occasion they had to wait one hour twenty minutes at Cambridge Heath for a train to work when they went to catch the 6.56 am

train to Enfield Town. When they reported their problems via the helpline, they were not exactly treated sympathetically.

The user group will be taking up these matters with WAGN to see what explanation it can offer.

It clearly reinforces our argument that proper train information systems should be installed on the platforms so that people can see exactly when the next train is expected. It is amazing that on a de-staffed station this facility is not already provided.

Of course, it would be better if repeater signs were installed just inside the entrances to the stations so that if there is a long wait for a train, people can find other ways to their destinations.

While we still have no assurances from WAGN that a proper train infor-

mation system is to be provided, ticket machines are being installed at both stations. And remember there have been improvements.

### Improvements so far:

Off-peak train services. Help points at Cambridge Heath and London Fields. New telephone in the foyer at London Fields.

New seats on the Liverpool Street-bound platforms at Cambridge Heath and London Fields. More official timetables and printed information in place.

### Improvements to come:

A Saturday service and late evening trains are expected to be introduced in May 2001.

We were also told that there would be CCTV at some stage but we are still waiting.