



Passenger Focus response to Network Rail Greater Anglia Route Utilisation Strategy draft for consultation

July 2007

Passenger Focus response to Network Rail Greater Anglia Route Utilisation Strategy draft for consultation

1. Introduction

- 1.1 Passenger Focus is the independent national rail consumer organisation. This paper sets out our response to the consultation draft of Network Rail's Greater Anglia Route Utilisation Strategy (RUS).
- 1.2 As part of the Greater Anglia RUS process, Passenger Focus is pleased to have conducted research into how passengers travel to railway stations – prompted by low National Passengers Survey satisfaction ratings for “facilities for car parking”. The findings of this research, published under the title “Getting to the Station”, and which is referred to in the draft RUS, can be viewed on our website www.passengerfocus.org.uk.

2. General comments

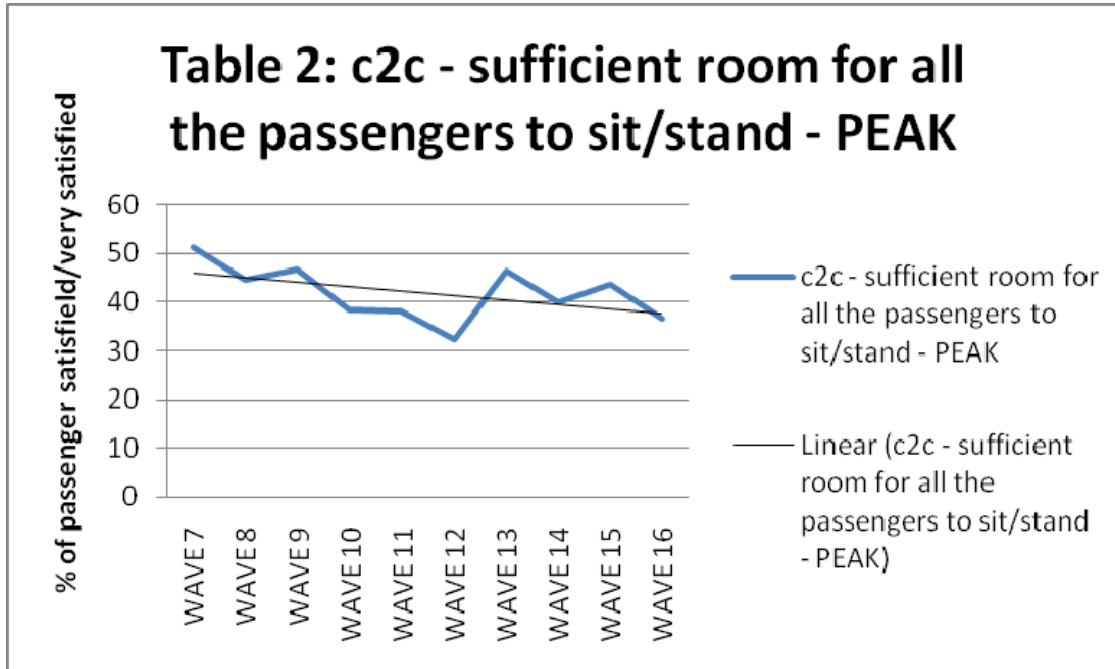
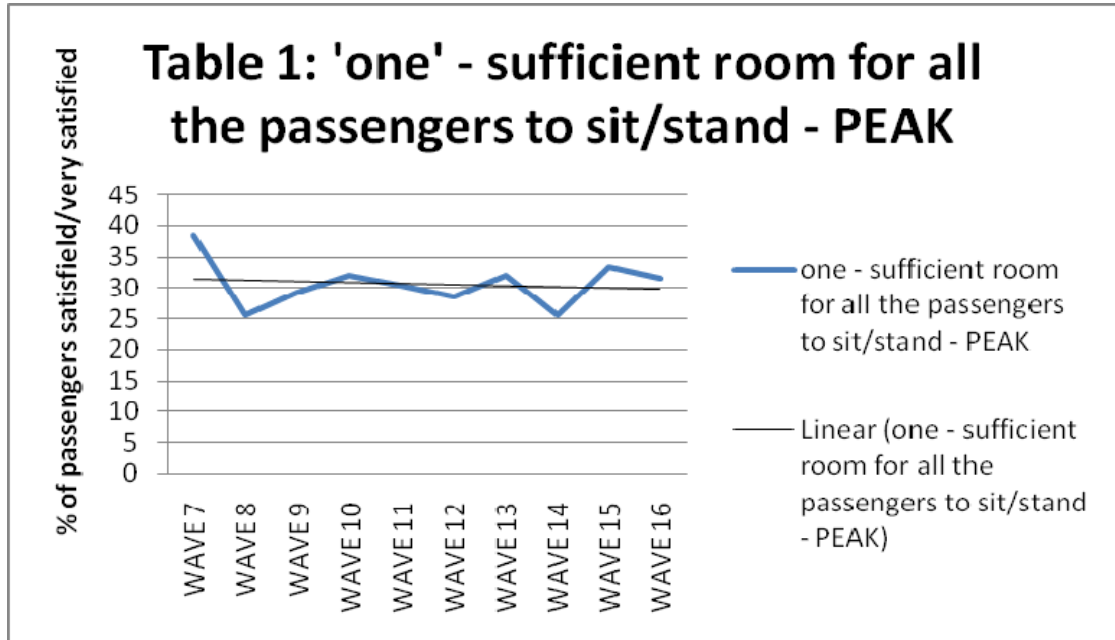
- 2.1 If the proposals in the draft RUS are implemented, we believe it will go a long way – with some exceptions – towards addressing the high level objectives we identified for it. These were:

- Deliver the necessary capacity to alleviate current overcrowding and accommodate expected increases in London and local commuter demand, in particular generated by the Government Growth Areas, as set out in the Sustainable Communities Plan.
- Deliver the necessary capacity to serve expected expansion at Stansted Airport, both for travel to/from London and to/from stations in East Anglia.
- Examine the options to increase service frequency on routes with less than an hourly service and where, as a consequence, the service is too inconvenient to fully meet passengers' needs.
- Examine whether freight from Harwich and Felixstowe which currently uses the Great Eastern Main Line (GEML) would be better routed via Bury St. Edmunds, Ely and Peterborough.
- Deliver a high level of punctuality on all services, although recognising the eventual trade off between very high levels of punctuality and route capacity.

2.2 Generic comments

- 2.2.1 Demand. The level of demand predicted for these routes to 2016 makes ‘do minimum’ options out of the question.
- 2.2.2 Implementation. There must be no time-lag between demand growth occurring and new capacity being provided: the level of overcrowding in the interim would be intolerable to passengers. Implementation of these options must start immediately.
- 2.2.3 Peak crowding. The RUS should be guided by the objective that no passenger should stand, other than by choice, for over 20 minutes on a London commuter route. That is, irrespective of whether a ‘standing allowance’ technically applies because of a train's stopping pattern. National Passengers Survey results show low satisfaction with “sufficient room for all the passengers to sit/stand” in the peaks: this must be tackled. Table 1, below, shows satisfaction with this aspect consistently low amongst ‘one’ peak passengers – c. 30% –

over the last five years. Table 2, below, also shows low satisfaction with this aspect and a falling trend over the last five years amongst c2c peak passengers. Note: Wave seven = National Passengers Survey Autumn 2002; Wave 16 = National Passengers Survey Spring 2007.



2.2.4 Off-peak crowding. The RUS must seek to avoid off-peak crowding. A train with a load factor above c. 75% will, in terms of quality of passenger experience, feel crowded. Families may not easily be able to find seats together: their image of a hassle free, relaxing train journey

destroyed. In addition, the challenge of meeting peaks in leisure demand, whether seasonal or connected with entertainment or sporting events, should be addressed by the RUS.

- 2.2.5 Line speed improvements. All future track renewals, level crossing upgrades, resignalling schemes etc. should be designed to facilitate upgrade of the line speed to match the capability of rolling stock that is primarily used on it. The railway needs to rediscover the art of reducing journey time through small, incremental increases in line speed over several years. Please also see comments in 3.1.1.
- 2.2.6 Pricing. We note that price mechanisms are not recommended in the draft RUS options. For the record, we would oppose any proposal to 'price off' existing and future commuter demand as a means of balancing supply and demand.
- 2.2.7 Engineering access. The balance between engineering access and passenger utility needs to be redressed. It is vital that there is time for the railway to be properly maintained and renewed, but there must be no long term acceptance that the railway is shut completely at points several weekends each year. We are moving towards a 24-7 society, with Sundays in particular seeing strong demand for travel. Furthermore, securing increased utilisation of rolling stock and track will help improve the value for money delivered by the industry. The final RUS should recommend how engineering requirements can be accommodated with significantly less disruption to passenger services. In particular, complete closure of four track routes and those with bi-directional signalling is unacceptable. Greater use of diversionary routes should be made when closures are unavoidable (e.g. London to Norwich via Cambridge in the event that the route via Ipswich is closed). To minimise impact on passengers, a 'whole route' approach is needed when planning possessions that affect trains running across more than one Network Rail maintenance territory.
- 2.2.8 Regular interval 'clockface' timetable. Where it is not already the case, a regular 'clockface' timetable should be introduced on all routes. This would not only provide passenger benefits in itself (i.e. the "no need for a timetable" benefit), but would allow branch line services to be organised to connect to/from main line trains on a repeating basis. Allied to this, it is desirable that the timetable in one direction on each route 'mirrors' that in the opposite e.g. if up peak trains from Clacton set down at Shenfield, then down peak trains to Clacton should pick up at Shenfield. This avoids situations in which there is a good service in one direction but a poor service in the other.

3. Passenger Focus comments on issues highlighted in the consultation draft

3.1 Journey times between major stations within East Anglia

- 3.1.1 Journeys between the major East Anglian towns and cities (Ipswich, Norwich, Peterborough, Cambridge) is by a mixture of dedicated local/semi-fast services (Norwich-Cambridge, Ipswich-Cambridge, Ipswich-Peterborough); Intercity (Ipswich-Norwich); and long-distance inter-urban services (Peterborough-Cambridge, Peterborough-Norwich). The Highways Agency continues to invest in upgrading East Anglia's trunk road network: for example, work to complete dualling of the A11 between Cambridge and Norwich is expected to finish during the RUS period. Passenger Focus 'passenger priorities' research, referred to in 3.3.23 (Page 41/42) of the draft RUS, highlights that journey time represents a 'gap'

between passenger expectation and the service currently provided on some of these routes. The final RUS should signal that the rail industry intends to compete with road through a long-term strategy to reduce journey times on these routes. For example through:

- Line speed improvements. All future track renewals, level crossing upgrades, resignalling schemes etc. should be designed to facilitate upgrade of the line speed on these routes to 100mph, where it isn't already, to match the capability of Class 170 rolling stock that is primarily used.
- Improved pathing. Finding better paths that will allow journey times to be reduced (e.g. Peterborough-Ipswich trains do not have a free run from March through Ely North Junction into Ely station because of conflict with other services).

3.1.2 The economic impact of Cambridge to the RUS area is very significant and will drive demand for rail travel – and not just to London. Passenger Focus recommends that the final RUS should signal that a 'mini RUS', leading to an improved timetable, is required on the routes from Cambridge to Norwich, Kings Lynn and Peterborough. Building on 3.3.21 (Page 41) of the consultation draft, this would consider, inter alia:

- The proposals of Arriva for the new Cross Country franchise (which will take over the Birmingham-Leicester-Peterborough-Cambridge-Stansted Airport route from Central Trains on 11 November 2007).
- The proposals of Stagecoach for the East Midlands franchise (which will take over the Liverpool-Manchester-Sheffield-Nottingham-Peterborough-Norwich route from Central Trains on 11 November 2007).
- The objective of increasing the passenger service frequency between Ipswich and Peterborough from two hourly to hourly – Option 13 in the draft RUS.
- The opportunities for improved journey times to increase the attractiveness of these services to passengers.
- The advantages and disadvantages of routing trains on the Liverpool-Peterborough-Norwich route via a bi-directionally signalled Ely West Curve.
- Whether proposals in the First Capital Connect Great Northern capacity study are sufficient to meet demand from Kings Lynn and Ely to 2016.
- The freight requirements associated with creation of a W10 Felixstowe-Nuneaton cross country freight route, issues relating to Whitemoor infrastructure supplies depot and any proposals for a Kings Dyke freight terminal.

3.2 **Peak crowding on regional, i.e. non-London, commuter services**

The draft RUS states in 3.3.30 (Page 43) that the way in which crowding is assessed on rural and inter-regional services assumes that passengers do not stand. It then makes the point that on these routes "passengers are likely to be prone to switch to car if expected to travel regularly in overcrowded conditions." We believe that the final RUS should not signal introduction of 'permitted standing' on commuter services into East Anglia's major towns and cities. We cite two reasons:

- The majority of routes are operated by rolling stock that is not designed to facilitate standing (e.g. coach-end boarding on Class 153s, 156s and 158s).
- Regional commuters sometimes have a greater choice: if passengers perceive trains to be crowded they may well use another mode, irrespective of the rail industry's definition of crowding.

However we accept that some standing on very short journeys (e.g. Westerfield to Ipswich, 7 minutes) should not be a high priority to resolve.

3.3 **Berthing**

Passengers expect trains to be clean, inside and out. If standards slip it adds to passenger perception of poor value for money and it deters discretionary custom: why sit in a dirty train when you could go in your own car? There are two areas where the final RUS must make stronger recommendations:

- i. Facilities to carry out cleaning (water, power, lighting, rubbish disposal facilities, structures to aid access to trains with vacuum cleaners etc.). The adequacy of these needs to be reviewed as part of the assessment recommended in Option 23, with a view to providing modern, fit for purpose facilities.
- ii. The maintenance of power supplies to carriage sidings where periodic heavy cleans and overnight cleaning is carried out is a must, not a luxury. In the draft RUS this is highlighted in 3.9.1. (Page 60) in relation to Chingford and Shoeburyness, but 3.9.2. (Page 61) indicates that the high cost of achieving this may make Network Rail Discretionary Fund funding problematic. We cannot over-emphasise the nonsense that when power isolations are required on a main line, trains cannot be cleaned in an adjacent depot. Is shore supply an alternative to maintaining overhead power?

3.4 **Infrastructure**

It has become apparent since the draft RUS (Section 3.6, page 47/48) was published that significant track renewal work is required on the route between Norwich and Ely. This should be reflected in the final RUS.

3.5 **Freight terminal operations**

The draft RUS confirms that 'freight terminal operations' is a noticeable cause of network delay on the Great Eastern, Thameside and West Anglia routes. The final RUS must tackle this to ensure:

- That delay to passenger trains is minimised.
- That if there is a lackadaisical approach to punctuality within the freight sector it does not drive demand for more train paths than is actually necessary to operate efficiently, accepting that some capacity has to be reserved for short-notice business.

3.6 **Performance improvements**

A list of means of generating performance improvement is given in 3.8.12 (Page 58) of the draft RUS. The final RUS should have, in addition, a review across the RUS area of locations where trains are delayed because of signal checks designed to ensure the correct delay between a level crossing lights sequence triggering and the train reaching the crossing. Norwood Road level crossing in March, when approached east to west by a train that has stopped at March station, is an example.

3.7 **Engineering access**

The Barking-Pitsea via Basildon section of 3.9.1 (Page 60) in the draft RUS highlights that this section is maintained by two track possessions overnight and on Sundays, despite being equipped with bi-directional signalling. We are aware that Network Rail, as part of

achieving a railway “available seven days a week” is looking at the whole issue of single line working during maintenance. We believe that mid-week 22.00 closures and all day Sunday closures of this section of route must be eliminated.

3.8 **East Suffolk Junction, Ipswich**

The draft RUS highlights in 5.3.6. (Page 89) that moving from five additional Felixstowe to Nuneaton cross country freight paths per day to 14 paths per day will require East Suffolk Junction, Ipswich, to be doubled. It is not clear from the draft RUS whether the case for a new chord between the East Suffolk line and the Ipswich to Norwich main line has been examined. It should be noted that the land for a chord is safeguarded in the Ipswich Local Plan under the working title ‘Bacon Junction’. It would seem appropriate for the final RUS to make some comment about whether eliminating the need for Felixstowe freight trains using the cross country route to reverse at Ipswich is a long-term aspiration. Such a scheme could then be incorporated in design work for the c. 2015 signalling renewal scheme in the Ipswich area.

3.9 **Felixstowe-Ipswich passenger services**

Passenger Focus is pleased that the draft RUS has examined and dismissed the suggestion that Felixstowe-Ipswich passenger services be discontinued off-peak. 5.3.7. (Page 90) and Option 17 (Page 118) refer. Withdrawal of the off-peak passenger service to a town of 24,000 inhabitants would be completely unacceptable.

3.10 **Station congestion**

i. Colchester North station down (island) platform

The draft RUS refers to a number of stations known to have congestion problems (in terms of passenger circulation). At Passenger Focus’ suggestion Colchester North down (island) platform was added to Appendix C (Page 142). The narrow platforms make passengers waiting to board down trains feel vulnerable: in the event of service disruption, when additional passengers are waiting for trains, we suggest these platforms are dangerous. The final RUS should make recommendations about this station.

ii. Chafford Hundred station

Local passengers tell us that, despite the recent improvements, platform congestion near the exit remains a problem. Access/egress arrangements at this station will need to be considered as part of extending platforms to 12 cars under Option 2.

iii. Sheringham station

The platform at Sheringham station is substandard – it is so narrow that passengers alighting get in the way of each other and of those trying to board.

4. Issues not highlighted in the draft RUS

4.1 Great Eastern Main Line off-peak timetable

The draft RUS has concentrated, quite properly, on peak capacity: however, the off-peak must not be overlooked. The Strategic Rail Authority's decision to let the Greater Anglia franchise requiring reduced off-peak frequency on the GEML was unfortunate. One consequence of this is the slowing down of London to Norwich trains, which now call at more stations and take 14 minutes longer than prior to the December 2004 timetable change. In addition, use of three-car Class 170 units on GEML off peak Ipswich services is leading to crowding. The final RUS should propose a review, in conjunction with Option 3 (renewal of the London-Norwich rolling stock), of the off-peak GEML timetable with a view to reinstating capacity and improving journey times.

4.2 Sudbury branch, peak capacity

The Sudbury branch is unique in the Greater Anglia RUS area in that it is feeding a London commuter route, yet it is operated by two-car Class 156 diesel units and is a formally-designated Community Rail route. With the growth expected on the Great Eastern route, plus house-building in the Babergh and Braintree Districts, we suspect that 432 seats (144 on each of the three morning peak trains from Sudbury relevant to an 07.00-10.00 arrival at Liverpool Street) will be insufficient before 2016. The final RUS must recommend a specific study relating to the Sudbury line, looking at likely demand to 2016 and recommending solutions. Such a study should look at whether and why passengers are electing to drive to Marks Tey rather than use the branch. There would be merit in this study also examining the costs and benefits of extending the Sudbury service to Colchester Town in the off peak, with revisions to the current Colchester to Colchester Town shuttles.

4.3 Braintree branch frequency

It is a legitimate aspiration of passengers and stakeholders that the Braintree branch frequency is enhanced to two trains per hour prior to 2016. An hourly frequency on a route just 40 miles from London serving a rapidly developing area is insufficient to meet passengers' needs. The Passenger Focus "Getting to the station" study at Witham highlights that railheading is occurring from the Braintree area: it is reasonable to assume that this is partly because of low frequency on the branch. The final RUS should recommend that a study is undertaken looking at the options to increase frequency on the Braintree branch to two trains per hour.

5. Specific options

As stated in 2.1, Passenger Focus supports the broad thrust of the RUS. We have the following specific comments in relation to the options proposed:

- **Option 1, all c2c main line (i.e. Basildon line) peak trains lengthened to 12 cars.**
Support, but with the following reservation:
It is not clear from which station it is expected that standing will start under this option. Loadings will therefore need to be monitored carefully to ensure that standing in excess of 20 minutes does not occur even with an all 12-car peak service. If the modelling

suggests that this will be a problem before 2016, we believe the final RUS must highlight the potential requirement for an additional 12 car high peak path.

- **Option 2, all c2c Tilbury loop and Ockendon branch peak trains lengthened to eight cars, with all high peak hour trains lengthened to 12 cars.**

Support, but with the following reservation:

Loadings will need to be carefully monitored to ensure that standing in excess of 20 minutes does not still occur. Depending on how demand materialises, it may become necessary to run 12 car trains in all three peak hours and seek an additional 12 car high peak path. Growth in Thurrock alone appears likely to exceed the 15% predicted for Thameside routes as a whole – and well before 2016. Data from c2c shows Purfleet +22.4%, Ockendon +12.4% and Chafford Hundred +12.4% between 2005/06 and 2006/07, alone.

- **Option 3, replace Anglia Intercity Mk III/Class 90/DVTs with up-to-date rolling stock.**

Support, with the following requisites about the replacement rolling stock:

- 2 + 2 seating (2 + 1 in First Class)
- seat pitch no less generous than Mk III
- appropriate balance of seat numbers between First Class and Standard accommodation
- facilities to provide at-seat hot meals within First Class accommodation.

Retention of 'intercity' ambience is crucial: Passenger Focus believes this is more likely to be achieved through the Intercity Express Programme than by use of Class 444 style EMUs.

- **Option 4, run two additional 12 car high peak trains, one from Colchester and one from Chelmsford.**

Support, although further measures are needed. As the draft RUS highlights, this option does not on its own solve the Great Eastern Outer/Anglia Intercity capacity issues.

- **Option 5, call all Great Eastern Outer and Anglia Intercity trains at Stratford.**

Fully Support.

This option greatly improves connectivity from Norfolk, Suffolk and Essex to employment centres in Docklands, as well as enhancing interchange with what will be the Transport for London (TfL) London Overground (North London Line), Eurostar and, potentially, Crossrail. Passenger Focus deals with a steady trickle of complaints from passengers whose journeys are lengthened by the fact that particular trains do not stop at Stratford. Balancing up loadings between trains is an important part of matching passengers to available capacity.

Note: Passenger Focus would suggest that the negative benefit to cost ratio produced by the PLANET demand forecasting model may not materialise and should not deter the industry from pursuing this option. We say this because it may not in practice be necessary to publish a latter arrival time at Liverpool Street for trains that do not currently stop at Stratford. First, a peak timetable with all trains calling at Stratford is likely to work better overall and so reduce the need for performance time to be incorporated. Second, if Option 3 goes ahead it is highly probable that new rolling stock will have improved

braking and acceleration capabilities compared with the Class 90/Mk III formation so that, end to end, the journey time can be reduced even with a Stratford stop added.

- **Option 6, run nine additional morning peak trains between Gidea Park and Liverpool Street.**

Support, although further measures are needed.

In itself Option 6 delivers significant additional capacity. However Passenger Focus has major reservations about whether this is sufficient. Passengers will want to see a strategy that is designed to do better than deliver 98% utilisation of available capacity (seats and standing room) by 2016. It is highly likely that 98% utilisation, i.e. maintaining 2004/05 levels of crowding, will lead to passengers having to stand for in excess of 20 minutes – that is, from stations further east than Seven Kings (the final station with a sub-20 minute journey to Liverpool Street). Also, it is likely that particular trains will be in excess of capacity if the average is 98 across the 08.00 to 08.59 hour. In summary, we believe that Option 6, although it will help, does not go far enough towards reducing crowding to an acceptable level.

- **Option 7, lengthen peak services on the Chingford route.**

Support, but with the following reservation:

It is not clear from which station it is expected that standing will start under this option. Loadings will therefore need to be monitored carefully to ensure that standing in excess of 20 minutes does not occur even with an all nine-car peak service. If the modelling suggests that this will be a problem before 2016, we believe the final RUS must highlight the potential requirement for additional nine-car high peak paths or lengthening of existing trains to 12 cars.

- **Option 8, lengthen peak services between Cambridge/Stansted Airport and London to 12 car.**

Do not support.

While undeniably better than ‘do minimum’, Passenger Focus does not support an option that is recognised to provide insufficient capacity south of Stansted Mountfitchet. Option 12 is far superior.

- **Option 9, lengthen peak Hertford East to London services to 12 car.**

Support, but with the following reservation:

It is not clear from which station it is expected that standing will start under this option. Loadings will therefore need to be monitored carefully to ensure that standing in excess of 20 minutes does not occur even with an all 12-car peak service. If the modelling suggests that this will be a problem before 2016, we believe the final RUS must highlight the potential requirement for an additional 12 car high peak path.

- **Option 10, lengthen peak services on the Enfield Town route.**

Do not support, as currently proposed

While operating nine-car trains in place of six cars and six-car trains in place of four cars is a step in the right direction, Passenger Focus does not support an option that is recognised will “provide only marginal relief from 2016 do-minimum levels”. Although it

will help, we do not believe that Option 10 goes nearly far enough towards meeting expected growth on this route. The final RUS must set out proposals to provide significantly greater extra capacity than Option 10, as currently drafted, will deliver.

Note: the draft RUS shows the revenue generated from this option as a cost of £21 million, whereas every other option in the document shows revenue as a negative cost (i.e. a benefit). Is the figure in Option 10 correct?

- **Option 11, run two shuttle services Cheshunt to Seven Sisters in the high peak hour.**

Support, but with the following reservations.

While this option has benefits for passengers (e.g. frequency increase at Theobalds Grove and Turkey Street), we are concerned that – as acknowledged in the draft RUS – it will be insufficient to meet predicted increases in demand, particularly through to Liverpool Street (rather than just as far as Seven Sisters). Further measures are therefore needed. We also believe the final RUS should explicitly confirm that Transport for London is content that the Victoria line at Seven Sisters can accommodate the additional demand generated by this option.

- **Option 12, Increase capacity on the West Anglia Main Line.**

Fully support.

The West Anglia Main Line is where the final RUS must demonstrate the rail industry's clear intention to accommodate strong growth created by the combined effect of the Government Growth Area and expansion of Stansted Airport. Passenger Focus applauds Option 12 as a serious attempt to make the West Anglia main line fit to carry the 37% growth expected by 2016. We believe that it would be a dreadful missed opportunity to confine the enhancements to the peaks – we urge that the all day scheme set out in Option 12 features in the final RUS.

- **Option 13, increase frequency of Ipswich-Peterborough trains to hourly.**

Fully Support

This is the only remaining route in the network of services that links East Anglia's major towns/cities that does not have an hourly frequency: this gap should be addressed. The present two-hourly frequency is inadequate to fully meet passengers' needs and so rail is not providing an effective alternative to the A14. It should be noted that an enhanced Ipswich-Peterborough frequency is needed not just to satisfy demand between the two locations, but because of Peterborough's role as East Anglia's gateway to the East Coast Main Line. The final RUS must provide for an hourly passenger service to operate alongside the increased requirement for freight paths on the route.

- **Options 14 and 15 – improved frequency on the East Suffolk line**

Fully Support, with Option 14 being preferable.

The East Suffolk line has seen strong growth since the introduction of a two-hourly frequency with most trains extending to/from London. However, the frequency is a bar to further growth – both for capacity reasons and because a two-hour gap is too

inconvenient to tempt people to abandon their car. Option 14 is clearly preferable, but Option 15 is a legitimate 'staging post'.

- **Option 16 – increased capacity on non-London services**

Support, but further measures are needed.

Our views about capacity on non-London commuter services are set out in Item 3.2. The final RUS must go further than recommending that train operators review rolling stock diagramming. While sensible in itself, this is unlikely to be sufficient to satisfy growing demand for travel into East Anglia's regional centres and to allow rail to play a proper role in reducing car-based commuting in the region.

- **Option 17 – increased capacity for containerised freight**

No comment, other than:

- Any measures to ensure growth in freight traffic from Felixstowe and Harwich can be accommodated without detriment to passengers' interests is a good thing.
- The final RUS must allow for an hourly Ipswich to Peterborough service to run alongside increased freight usage of the route
- Please see comments above in Item 3.9, regarding the Ipswich to Felixstowe passenger service.

- **Option 18 – improved Route Availability between Ipswich and Felixstowe**

No comment, although if the proposal improves route capacity by reducing the speed differential between trains it is good from a passenger perspective.

- **Option 19 – performance improvements**

Fully support.

Please see comments above, Item 3.6, regarding delays relating to approach-control signals at level crossings.

- **Option 20 – improve industry efficiency of engineering access**

Fully support.

Please see comments above regarding maintenance of power supply to carriage sidings/depots during engineering works (Item 3.3) and more effective use of bi-directional signalling (Item 3.7).

- **Option 21 – power supply**

Fully support.

- **Option 22 – improve access to the network**

Support, but the option needs to be strengthened.

- a. Access to the station strategy. The final bullet point is the most important of the six listed: an overall access to the station strategy is required for the RUS area and various geographic subdivisions/corridors within it. We believe the final RUS should propose development of an overall strategy leading to a package of multi-modal measures to meet the level of expected demand in 2016. This should include the

'secondary' lines where, even given lower overall rail demand, parking provision is often inadequate. Beneath that overall strategy we believe there should be a station-specific Travel Plan for all stations with significant footfall (similar to those prepared by schools, hospitals, major employers and airport operators). Issues to be considered include, inter alia:

- how to encourage bus use
- how to encourage walking and cycling
- how to encourage greater use of branch line services rather than rail-heading to a main line station
- where, and in some instances whether, to expand car parking, taking into account train service pattern issues, highway capacity, town planning and land availability issues.

The Passenger Focus study showed that car parking capacity is an issue at a number of stations in the RUS area. How that should be addressed needs to be considered as part of a strategy, including examining whether a 'parkway' solution serving an area/corridor is preferable to incremental expansion at several different stations.

- b. Passenger Focus is surprised that the draft RUS is not more positive about the need for Chesterton station. The location of Cambridge station in relation to the large employment sites adjacent to the A14 Cambridge northern by-pass, as well as the hinterland between Cambridge and Huntingdon, is hampering rail's ability to serve these growing markets. All too easily potential revenue is lost to the M11. We believe that the final RUS should recommend that an access to the network strategy covering the Greater Cambridge area is undertaken immediately, examining the case for Chesterton in the context of how passengers will access the railway in the area as a whole. It is vital that this is considered alongside this RUS's recommendations about the West Anglia route, the measures in the First Capital Connect Great Northern capacity study and the East Coast Main Line RUS as it relates to the Kings Cross-Cambridge route.
 - c. The draft RUS makes a brief reference on Page 142 (congested stations) to Stratford. We believe the final RUS should expand on this, making clear that the existing station needs to be upgraded to accommodate future growth; the impact of stopping more Greater Eastern outer services; increased interchange with the enhanced TfL London Overground (North London Line) service; and its new role as a gateway to Eurostar. The quality of the physical link between the 'domestic' and 'international' stations is of particular importance.
- **Option 23 – berthing**
Fully support.
Please see Item 3.3.

12. Contact details

Any enquiries regarding this paper should be addressed to:

Guy Dangerfield
Passenger Link Manager
Passenger Focus

Whittles House
14 Pentonville Road
London
N1 9HF

guy.dangerfield@passengerfocus.org.uk



© 2007 Passenger Focus

Freepost WA1521
Warrington
WA4 6GP

08453 022 022
www.passengerfocus.org.uk
info@passengerfocus.org.uk

Passenger Focus is the operating
name of the Rail Passengers Council