

# Making Meaningful Connections

Consultation Document:  
Customer Experience and Railway Operations

**East West Rail Consultation:  
31 March – 9 June 2021**

This document contains the portions of the full Consultation Document which cover Customer Experience and Operations. To access the full Consultation Document, please visit [www.eastwestrail.co.uk](http://www.eastwestrail.co.uk)







# 01. **Consultation Summary**

**The East West Railway Company (EWR Co) is asking communities, local representatives and stakeholders to give us comments and thoughts on our developing plans for East West Rail (EWR).**

This non-statutory consultation is your opportunity to tell us what you think about the options for building the railway that we have identified, as well as your expectations for the customer experience on the new railway. We would like to hear from you while our plans are still at a formative stage, so we can create the best possible railway for the communities the line will serve and minimise any negative impacts. There will be a further opportunity for you to tell us your views as the Project develops.

This summary document provides:

- An introduction to the East West Rail Project and EWR Co
- A summary of the developing plans on which we are consulting
- Where to find further information about our plans if you want to know more
- The ways you can respond to this consultation. Please note, the deadline for responses is 9 June 2021
- Next steps in the process, explaining how and when you will get further opportunities to share your thoughts.

### **What is East West Rail?**

East West Rail is a proposed new rail link, which would connect communities between Oxford, Milton Keynes, Bedford and Cambridge. By making it cheaper and quicker to get around, by boosting the local economy, creating jobs and supporting more affordable new homes locally, the new railway line would create a range of opportunities for people right across the area. It will also help spread prosperity across the UK by supporting opportunities for economic growth in towns and cities outside London.

The Project is being delivered in stages. Trains are already running between Oxford and Bicester, and we aim to have trains running the full length of the line between Oxford and Cambridge by the end of the decade.

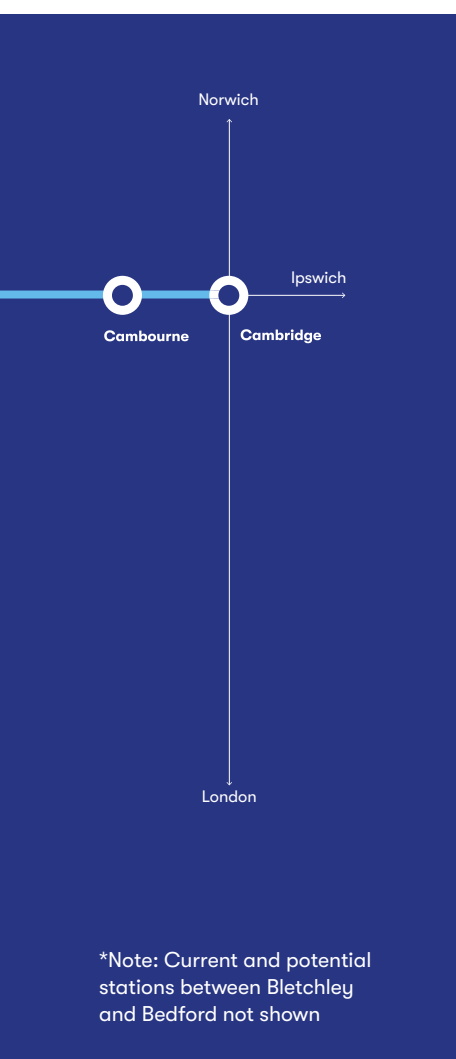


EWR route between  
Oxford and Cambridge

### The consultation process

This is the second public consultation we have carried out to share our Project plans. Following this consultation we will carefully analyse all your responses and publish a summary report in which will explain how we have taken them into account. We will use your consultation responses alongside continuing environmental, economic and technical studies to help us shape various aspects of the Project. We will have a further stage of consultation following which we will submit the application for powers to build the new railway to the Secretary of State for Transport.

Visit [www.communityhub.eastwestrail.co.uk](http://www.communityhub.eastwestrail.co.uk) for previous consultation information and up to date Project information.



This Consultation Summary provides an overview of the proposals on which we are consulting. Other documents available which provide further information are set out in the table below.

Document	Description
<b>Consultation Document</b>	A document setting out all of our proposals that we are consulting you about, with more detail than this Summary.
<b>Consultation Response Form</b>	Please use this form to share your thoughts. We encourage you to respond online. If you do not have access to the Internet or would like to respond on paper, please let us know.
<b>Consultation Technical Report</b>	This contains detailed, technical information which supports the Consultation Document. It sets out how we have assessed options during design development, and how we have considered environmental factors.
<b>Consultation Drawings</b>	These drawings show the proposed alignment options between Bedford and Cambridge and the location of any proposed works between Oxford and Bedford.
<b>Engineering Long Section Drawing</b>	A Long Section Drawing is available for each route alignment option between Bedford and Cambridge, which shows its vertical alignment (height) relative to ground levels. These are draft and will change as design progresses.
<b>You Said, We Did</b>	This document refers to our previous consultation about the route option between Bedford and Cambridge and how your responses informed our proposals.
<b>Appendices</b>	There are several additional documents which provide further background information.
<b>Guide to the proposed Need to Sell Scheme</b>	A consultation guide to our proposed discretionary purchase scheme which aims to support owner occupiers who have a pressing need but are unable to sell their property, except at a substantially lesser value, due to the project following the announcement of the preferred route alignment for the railway. We are seeking your views on our proposal.

Please visit  
[www.eastwestrail.co.uk](http://www.eastwestrail.co.uk)  
 for more information about  
 East West Rail, and to  
 hear more from the  
 EWR Co team.

## Summary of the consultation

**We want to hear your views on developing plans for East West Rail. We are grateful for any thoughts you'd like to share, including on two particularly key themes:**

1. Customer experience and railway operations
2. Our infrastructure proposals – such as route alignments, stations and level crossings.

We are taking into careful consideration a number of important factors as we continue to develop plans for East West Rail. These include how we provide the right type of service for our customers, which route alignment works best for the communities we plan to serve and the overall plan for stations as the Project progresses.

We have used several assessment factors to assess and compare different options for the Project. You can find more information on these factors in the Consultation Document.



A local briefing  
on the Bedford to  
Cambridge Preferred  
Route Option (2020)





Virtual  
Consultation Room

## Please let us know your views

Ahead of our programme of online meetings, we will be opening our Virtual Consultation rooms where you can learn more about the developing plans for East West Rail:  
**[www.eastwestrail.co.uk/virtual](http://www.eastwestrail.co.uk/virtual)**

Here you can:

- View and download detailed chapters from the Consultation Document and Technical Report
- Watch videos explaining key aspects of the consultation
- Take part in consultation events
- Respond to the consultation

Please respond by 9 June 2021.

For environmental and cost reasons, we urge as many people as possible to use the website to view materials and the online feedback form to share your views. If you are not able to get online to view the documents, please do get in touch. You can find our contact details at the end of this document.

Ongoing COVID-19 restrictions relating to people gathering together mean that we are unable to plan face to face events in the community during this consultation. However, we believe it's critical that as many people as possible are able to take part. We have made every effort to reach out to communities through town and parish councils, local authorities, rail user groups and other local groups, for whom we will be holding virtual briefing sessions during the consultation.

We have sent one of these summary documents to around 300,000 homes and businesses in the area, have arranged for adverts to be placed in local media, and will be holding online events for the public during the consultation. If you are unable to join online, call our team on 0330 134 0067 and discuss how you can join by phone. We hope you take the opportunity to share your views. There will be a further consultation so there will be another opportunity to tell us your views.

Thank you for helping create a great railway for your community.

# 1. Customer experience and railway operations

**EWR Co has been created to develop a railway with customers and communities at its core.**

Whether you plan to use the new rail service to get to work, for business, education, leisure activities or to visit family and friends, we want you to have the best possible experience. That includes not only frequent, punctual services that you can rely on, but the wider experience, such as:



How, when and where you receive information on train services



Your interactions with our colleagues



The on-train facilities



The design of new stations

We are keen to hear from potential future customers including people who live and work in the area. We want to hear your ideas and understand what's important to you. All feedback will help ensure we deliver an excellent rail service as well as a great customer experience for you and your community.

Details about where to access more information and how to respond to this consultation can be found in the final section of this document.

## 2. Infrastructure development

East West Rail will connect communities between Oxford and Cambridge, improving parts of the existing rail network – and building a new section of line – to deliver a reliable service for passengers and communities.

We have divided the East West Rail route into sections to help focus on the most important questions in each area.

- **Section A:** Oxford to Bicester – improvements to the existing railway and stations
- **Section B:** Bletchley and the Marston Vale Line – improvements to the existing infrastructure, stations and level crossings
- **Section C:** Bedford – a new Bedford Station, a new Bedford St Johns Station, improvements to the existing railway and a new section of railway
- **Section D:** Clapham Green to The Eversdens – the main section of new railway and new stations

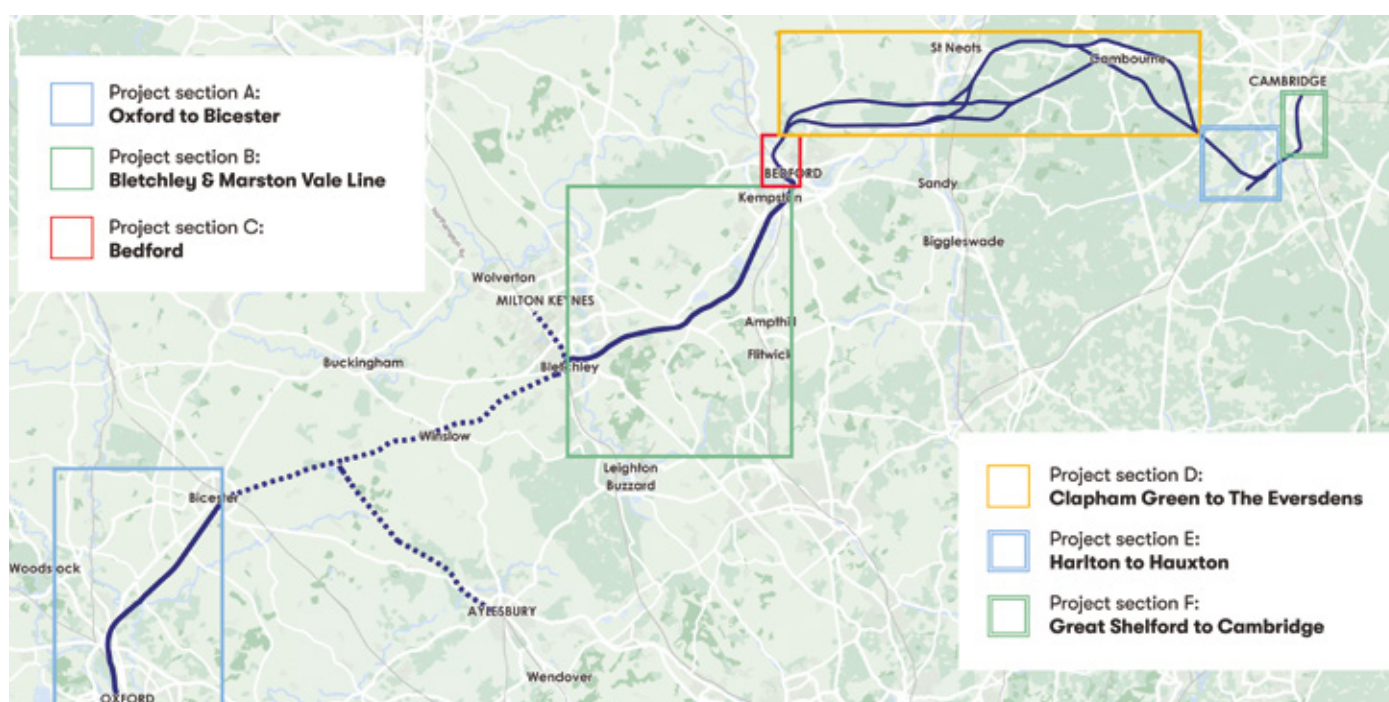
- **Section E:** Harlton to Hauxton – new railway and a new railway junction
- **Section F:** The Shelfords to Cambridge station – improvements to the existing railway and Cambridge station.

### Supporting property owners

In developing our proposals, we aim to minimise the negative impact this may have on people's land and property and mitigate any impacts we cannot avoid. While we don't yet know for certain which land or property will be needed, we know that publishing our plans could potentially affect people needing to sell their home or small business. We are consulting on a discretionary purchase scheme, the Need to Sell Scheme, that, if introduced, could support owner occupiers once the announcement of the preferred route alignment for the railway has been made. The proposals are set out in our Guide to the proposed Need to Sell Scheme which is available on our website

[www.eastwestrail.co.uk](http://www.eastwestrail.co.uk)

Sections of the route which we are consulting on



## Section A: Oxford to Bicester - improvements to the existing railway and stations

### Why are we proposing this work?

The stations and railway lines between Oxford and Bicester do not have the capacity to run the four trains per hour service that is planned for East West Rail. Therefore, we need to create more capacity for these services.

The proposed changes would provide people living, working and visiting the area around Oxford and Bicester with fast and reliable train services to Bletchley, Cambridge and stations in between - as well as better connectivity to the wider rail network.

The changes would also seek to improve the customer experience at Oxford, Oxford Parkway and Bicester Village stations.

Section A  
proposals map





London Road level crossing, Bicester



## What are the developing plans for this section?



Improvements at Oxford, Oxford Parkway and Bicester Village stations to accommodate more trains and more customers



Proposals for one or more additional platforms at Oxford station



Improvements to the track in the Oxford area to increase capacity for EWR trains to approach Oxford



Alternative ways for vehicles and pedestrians to cross the railway at London Road in Bicester to improve safety, to enable a faster, more reliable train service, and to reduce traffic disruption.

Details about where to access more information and how to respond to this consultation can be found in the final section of this document.

## Section B: Bletchley and the Marston Vale Line - improvements to the existing railway and stations

### Why are we proposing this work?

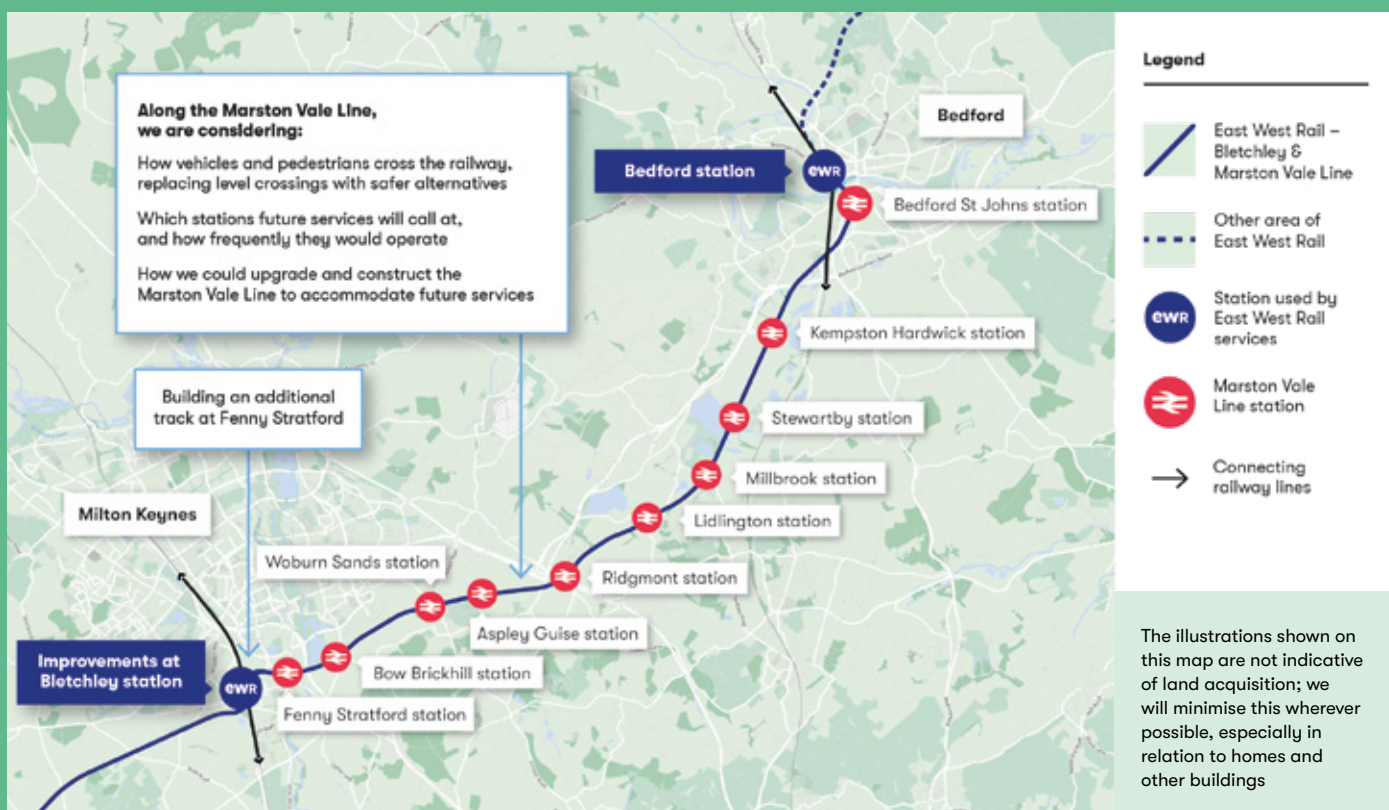
It is not possible to introduce a fast, reliable and frequent service between Oxford and Cambridge without making a significant investment in the Marston Vale Line.

The line, which runs between Bletchley and Bedford, was first built in 1846 and continued to operate after the original Varsity Line closed in the 1960s. In recent years, the Marston Vale Line Community Rail Partnership has worked proactively to engage local people with the railway and promote the rail line. The underlying infrastructure however has not seen significant investment for decades, and the communities it serves have changed and grown considerably over that time.

Why investment is needed:

- The signalling system is obsolete and has, at times, been unreliable. This has led to train services having to be suspended on numerous occasions
- The existing infrastructure means the line is slow, with just one train an hour, taking 42 minutes to do 16 miles – an average speed of just 25mph.
- The stations are all unstaffed, and are very constrained in terms of the facilities and experience they can offer passengers, whether that's warm waiting areas, drop off points, or car and bike parking.
- Many of the stations have amongst the lowest usage on the national network. Indeed, three of the ten stations see fewer than 40 passengers on average each day.

Section B  
proposals map



East West Rail represents a once in a generation opportunity to provide a reliable, frequent train service for communities along the Marston Vale Line. Communities have an opportunity to protect the line, whilst making sure it meets the needs of local people today and into the future. This opportunity would result in a railway line sitting at the heart of an integrated transport network, making journeys from door to door both quicker and more convenient.

### What are the developing plans for this section?

We have identified two ways this part of the line could be upgraded:

**Concept 1:** The existing hourly stopping service would continue to serve all Marston Vale Line stations, with a new limited-stop EWR service calling at two stations – Woburn Sands and Ridgmont – four times an hour.

The hourly stopping service at intermediate stations would enable a change onto a faster EWR train at either Woburn Sands or Ridgmont, for connections to Oxford and Cambridge.

The ability to change to the faster EWR services at Ridgmont will make journeys from some intermediate stations to either Bletchley or Bedford quicker. Two EWR Oxford - Cambridge trains and two EWR Bletchley - Cambridge each hour would call at Woburn Sands and Ridgmont. These trains would take 22 minutes to travel from Bletchley to Bedford. The hourly-stopping service would need to wait in additional sections of track known as 'passing loops' to allow faster EWR trains to overtake so may need to run more slowly, and the timetable would be modified. Most of the stations would see minimal - if any - upgrades, but the station at Ridgmont would need to be relocated to enable

passing loops to be built and Bedford St Johns station would also be relocated.

**Concept 2:** There would be five new merged stations on the Marston Vale Line – all five would benefit from at least two EWR services every hour, and some would have four. This would mean more communities have access to more frequent and faster services, direct to more locations.

Two EWR stopping trains would run every hour between Bletchley and Cambridge calling at all five stations. These trains would take 27 minutes to travel from Bletchley to Bedford instead of 42 minutes today. In addition, two EWR Oxford-Cambridge trains would call at Woburn Sands and Ridgmont. These trains would take 22 minutes to travel from Bletchley to Bedford.

These services would replace the current hourly stopping service and the ten existing intermediate stations would be merged, creating five new modern stations with better facilities in locations more suitable for existing needs and to ensure that the right transport infrastructure is in place for the growth that is already starting to happen in the local area. Some residents would need to travel a little further to their nearest station, but EWR are developing plans for improved pedestrian and cycle routes, as well as working with local stakeholders on better public transport connections.

Given the increased frequency and speed of the service, even for those who do have to travel further to the station, overall journey durations are likely to be shorter or at least the same as they are today. Upgraded and new stations would be designed from the start to ensure that onward transport – whether by bike, car, bus or on foot – is convenient and minimises disruption by reducing traffic in constrained village centres.

Merged stations have been considered in the following locations:

- Woburn Sands station relocated a short distance to the west of the current station
- Ridgmont station relocated between the current Aspley Guise and Ridgmont stations (in a similar location to that required by Concept 1)
- Lidlinton station relocated a short distance to the east of the existing Lidlinton station
- Stewartby station relocated between the current Stewartby and Kempston Hardwick stations
- Bedford St Johns station relocated a short distance to the south or west

All of these stations on the line would benefit from direct connections east between Bedford and Cambridge. Woburn Sands and Ridgmont would have direct services to stations west – like Oxford or Bicester, whilst for the others this would be a short interchange.

Whilst we have identified these five locations by working with local stakeholders, we are open to your suggestions for alternative merged station options, provided the overall number does not increase beyond five in Concept 2.

Both of these concepts are viable options. We recognise that despite its reliability challenges and low usage, the existing service is important for some members of the community. It would though be a missed opportunity if we were not to at least consider the alternative, given the potential benefits it offers to local residents both today and for the future.

**Both of these concepts would require:**

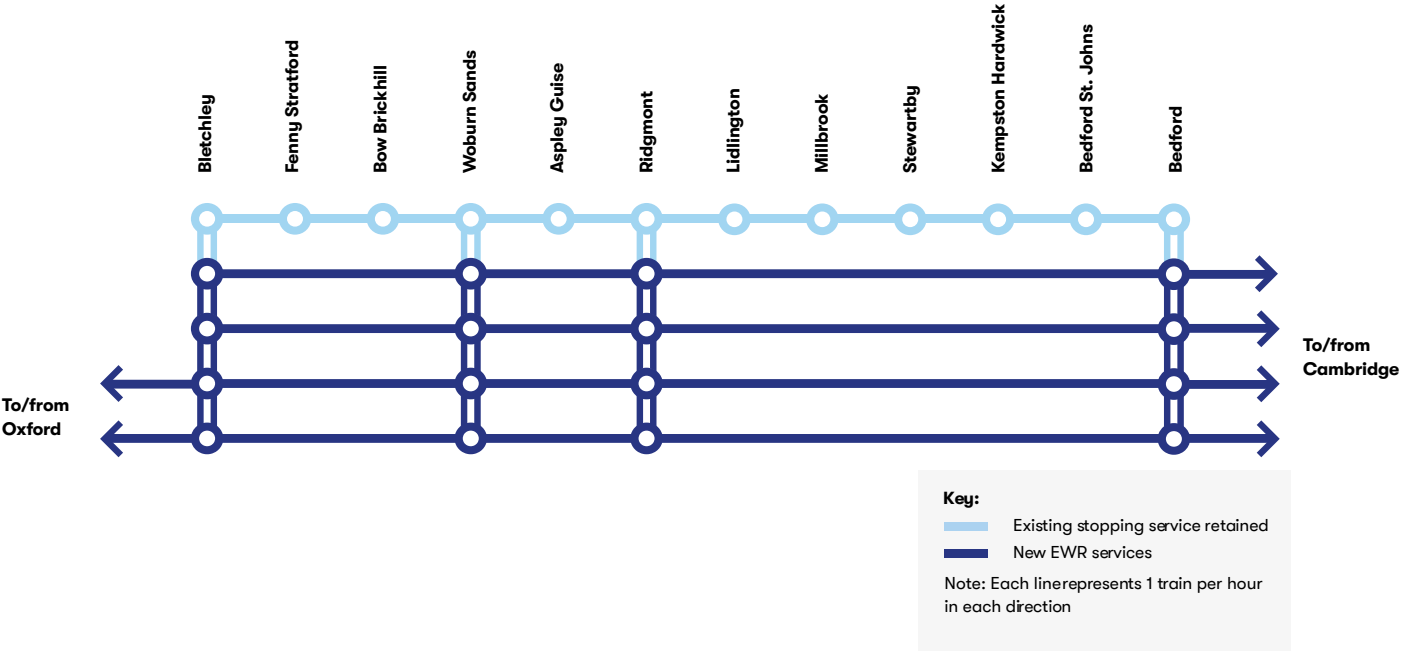
- Changes to the way vehicles and pedestrians cross the railway, replacing level crossings with safer alternatives to enable a faster, more frequent and more reliable train service
- Improvements to the track, including the reinstatement of a second track between Bletchley and Fenny Stratford
- A range of improvements to Bletchley station, which would become an important hub with the extension of East West Rail's services to Bedford and Cambridge
- Consideration of how to carry out the required upgrades, which could involve the suspension of the existing train service between Bletchley and Bedford, during the construction period.
- When we have reviewed responses in relation to these concepts, we will prepare designs in greater detail for each of them, along with assessments of their effects. We will share these at our statutory consultation.
- Details about where to access more information and how to respond to this consultation can be found in the final section of this document.

When we have reviewed responses in relation to these concepts, we will prepare designs in greater detail for each of them, along with assessments of their effects. We will share these at our statutory consultation.

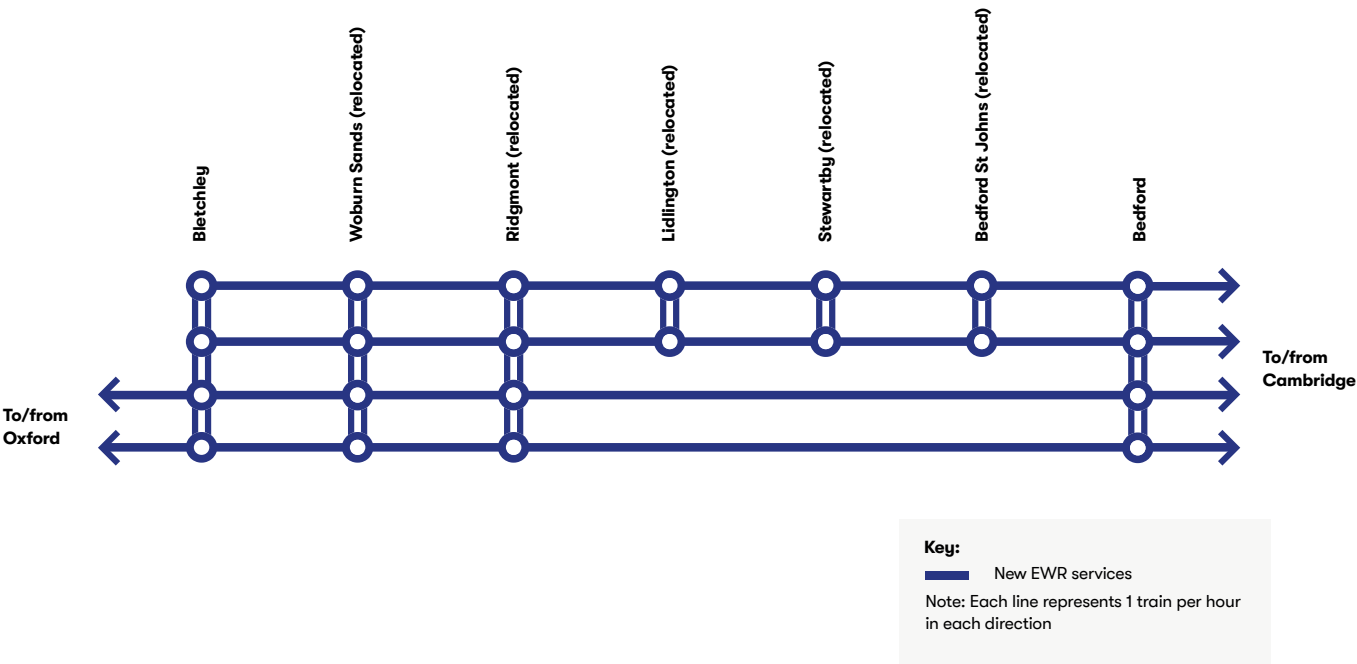


Details about where to access more information and how to respond to this consultation can be found in the final section of this document.

**Concept 1: Retain the existing hourly service that stops at all current intermediate stations, and introduce fast limited-stop Oxford – Cambridge services alongside it.**



**Concept 2: Provide more people easier access to more frequent, faster and direct trains at five merged stations on the Marston Vale Line.**



## Section C: Bedford - improvements to the existing railway and a new section of railway

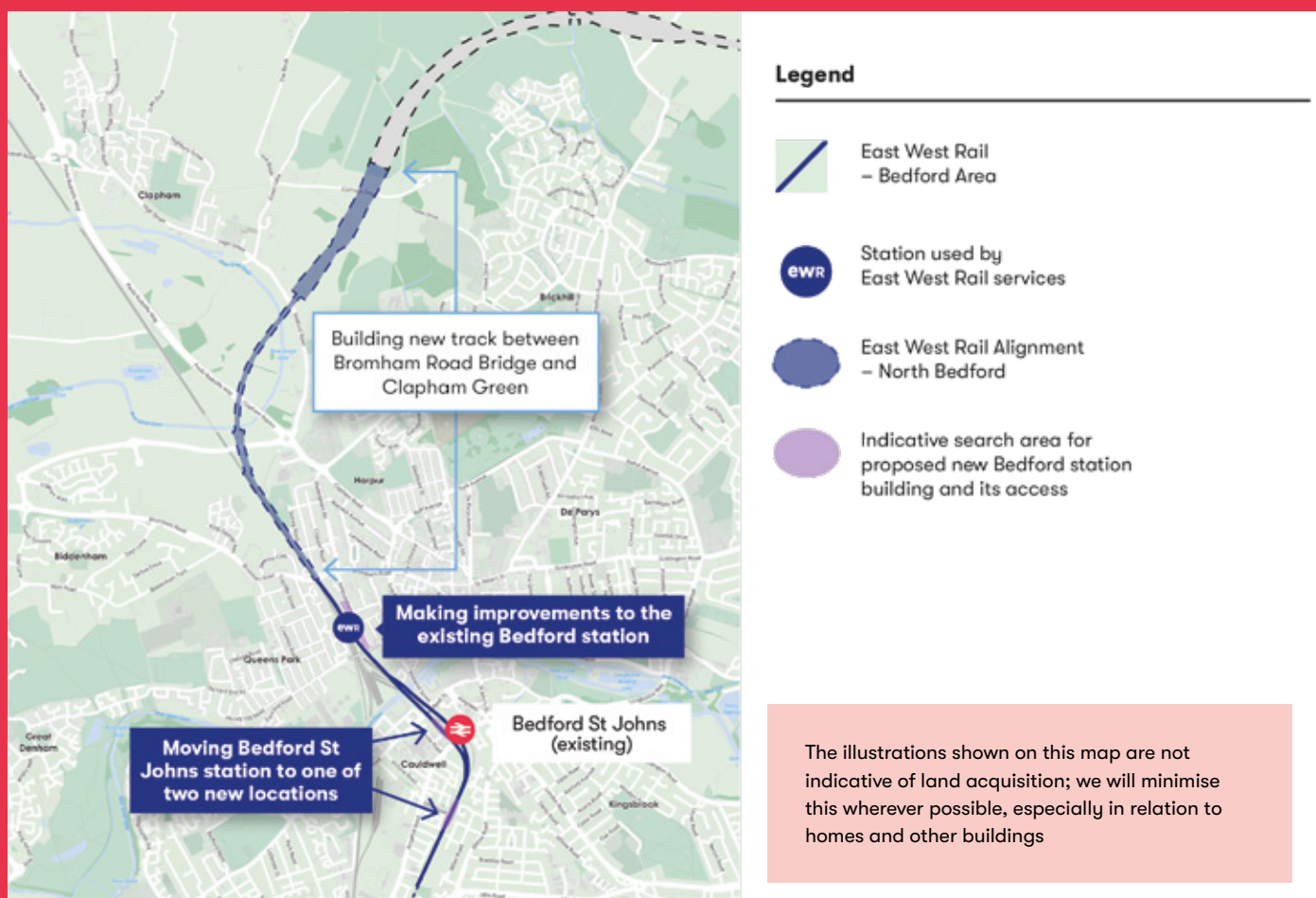
### Why are we proposing this work?

Bedford station is already an important transport hub in the region. The introduction of East West Rail services means the station and supporting infrastructure need a range of improvements to make sure sufficient capacity is available for trains to be punctual, so that customers receive the service and experience they should expect.

In restoring a vital rail connection between Oxford, Bedford and Cambridge that was lost to local people in the last century, these improvements can support local stakeholders' future aspirations for more jobs, prosperity and growth in this lively, diverse town.

In particular, improvements to Bedford station would contribute to the regeneration of the area immediately around the station, and for the centre of Bedford.

Section C  
proposals map



Bedford St Johns  
station



This would need to be accompanied by changes to the track alignment around Bedford St Johns station, and the relocation of that station itself, as the existing track and station would currently be unable to accommodate proposed East West Rail services. In addition, new tracks are needed north of Bedford alongside the existing Midland Main Line to connect the new East West Rail platforms to the section of new railway that would connect Bedford to Cambridge.

### What are the developing plans for this section?

- **Bedford St Johns station:** a new Bedford St Johns station on a different section of track into Bedford, either closer to the hospital or to the south west of the existing station, close to the Ampthill Road – Elstow Road Pedestrian Link bridge.
- **Bedford station:** building new track to Bromham Road Bridge. The existing station building is proposed to be demolished and a new station building would be built.
- **North Bedford:** building new track in between Bromham Road Bridge and Clapham Green, creating the new connection to Cambridge.

Details about where to access more information and how to respond to this consultation can be found in the final section of this document.

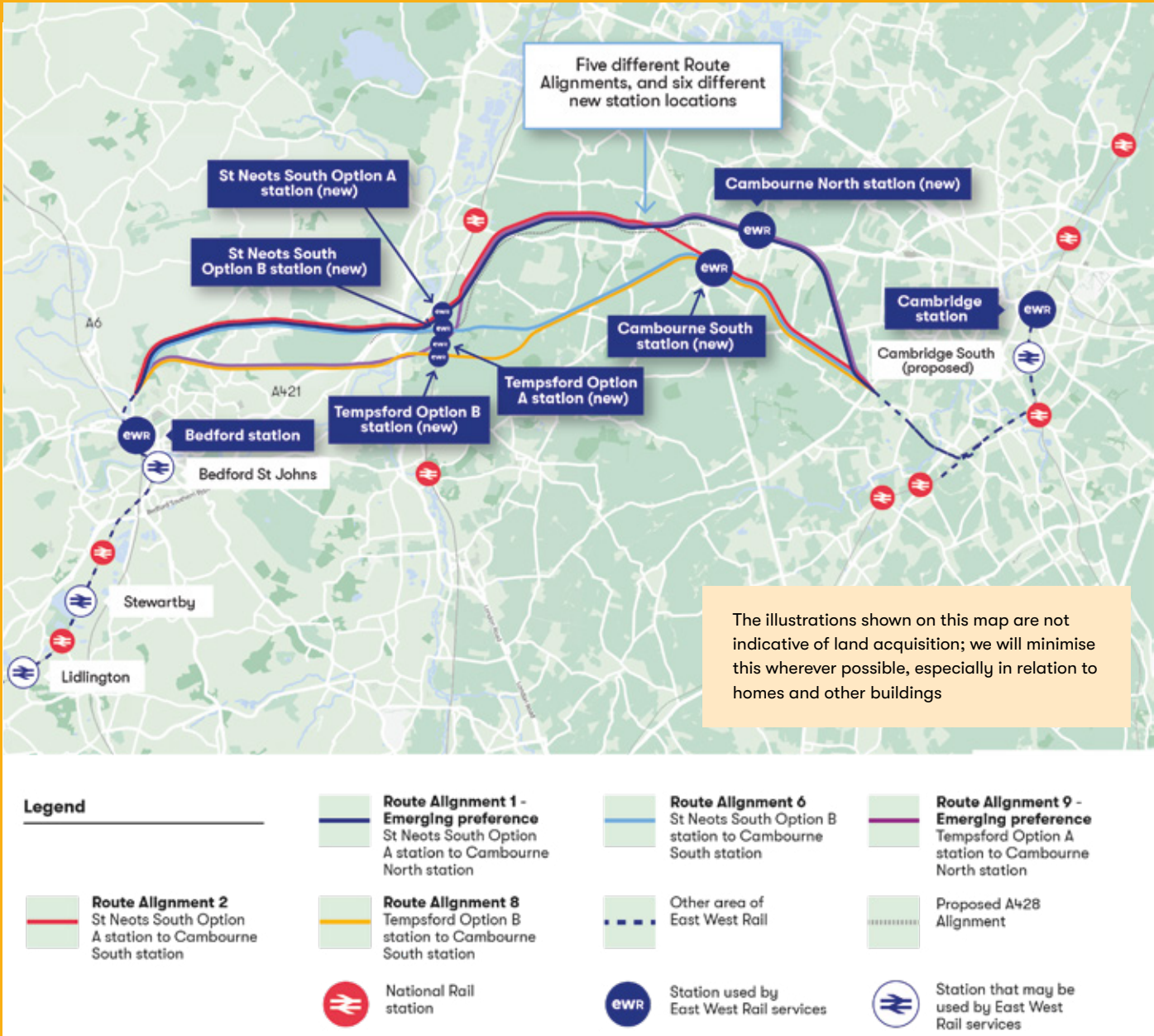


# Section D: Clapham Green to The Eversdens - new railway and new stations

## Why are we proposing this work?

East West Rail would bring faster and better long term connectivity to communities between Bedford and Cambridge. People living in Cambourne and in the area between Sandy and St Neots would benefit from new stations and a potential new connection to the East Coast Main Line (London-Edinburgh).

Section D  
proposals map



The new line would also support local aspirations to create more jobs and develop homes for people in areas along the route. Businesses would find it easier to start up and grow locally as they would benefit from better access to suppliers, customers, and skills as more people will be able to afford to live and work in the area.

For the benefits of East West Rail to be realised, a new section of railway needs to be built between Bedford and Cambridge. In early 2019 we consulted on five potential route options for this section of new railway.

In January 2020, following consideration of responses to our previous consultation, further design development and environmental assessment, the Government announced our preferred route option (route option E). The preferred route option defines the area within which the actual railway line maybe located.

Following the announcement of the preferred route option, we have now identified and assessed potential route alignment options, as well as considering possible station locations on each of these route alignments.

Alignments 1 (dark blue) and 9 (purple) have been identified as emerging preferences for a number of reasons:

- Joined up infrastructure – they benefit from a shared ‘travel corridor’ with the proposed A428 Black Cat to Caxton Gibbet Improvement Scheme, meaning they already cover a route used regularly to connect people to places
- New housing and communities – we believe that there is more potential for new homes and communities in the area (particularly for Cambourne North compared to Cambourne South)
- Economic growth – alongside the development of new housing, a new station could bring economic growth to the community, creating more jobs and prosperity
- Value for money – they are expected to be less costly to deliver than other alignments connecting to the same station pairings.

Details about where to access more information and how to respond to this consultation can be found in the final section of this document.

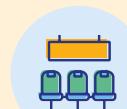
## What are the developing plans in this area?



Construction of a new railway - nine options have been identified and we have shortlisted these to five options for the route alignment of East West Rail. Out of these five options, we have identified two emerging preferences



A new station in the area near Tempsford or St Neots, which could connect East West Rail with the East Coast Main Line



A new station either north or south of Cambourne

## Section E: Harlton to Hauxton - new railway and a new railway junction

### Why are we proposing this work?

We propose that the new railway between Bedford and Cambridge enters Cambridge from the south via the West Anglia Main Line.

We need to build a new railway junction to join the proposed new railway to the existing Shepreth Branch Royston line (the King's Cross line), which then connects to the West Anglia Main Line at the Shepreth Branch Junction to the north east.

Construction of the new junction would allow fast and reliable East West Rail services to run into Cambridge connecting communities and businesses across the Oxford to Cambridge Arc.

### What are the developing plans in this area?

- New railway infrastructure south west of Cambridge including a new railway junction near Harston and Hauxton.

Details about where to access more information and how to respond to this consultation can be found in the final section of this document.

The illustrations shown on this map are not indicative of land acquisition; we will minimise this wherever possible, especially in relation to homes and other buildings

Section E  
proposals map





## Section F: Great Shelford to Cambridge station - improvements to the existing railway and Cambridge station

### Why are we proposing this work?

To enable the existing railway between the new Hauxton Junction and Cambridge to accommodate the additional East West Rail services we need to make a number of changes to the railway. Changes are also required at Cambridge station to help with the anticipated increase in passengers.

### What are the developing plans in this area?

- Improvements or closure of a level crossing on Hauxton Road, between Little Shelford and Hauxton

- Maintaining the existing two track railway of the Shepreth Branch Royston line (the King's Cross line) to Shepreth Branch Junction
- An additional two tracks in some areas to create four tracks on the West Anglia Main Line between Shepreth Branch Junction and Cambridge station, and modification of Shepreth Branch Junction
- Additional platforms at Cambridge station and the opportunity to stop at the proposed Cambridge South station.

Details about where to access more information and how to respond to this consultation can be found in the final section of this document.

Section F  
proposals map



## The approach to Cambridge

Before we chose our preferred route option in January 2020, we assessed whether we should take a northern approach into Cambridge. At that stage, and taking into account the response to consultation, our assessment showed that a northern approach to Cambridge wouldn't perform as well as our options that approached Cambridge from the south.

Due to the fact that we are now looking at options with a station north of Cambourne, which could facilitate a northern approach to Cambridge, we have updated the information relating to our previous conclusion that the additional route length on the northern approach would lead to higher costs and lower passenger benefits.

Our updated information on approaching Cambridge from the north, including a station at Oakington and a junction at Milton, is contained in the Technical Report.

The updated information continues to show the reasons why a southern approach remains our preference in terms of value for money, benefits and impacts on communities, and in terms of operating the railway.


Details about where to access more information and how to respond to this consultation can be found in the final section of this document.





Cambridge





02.

## **Customer experience and railway operations**

02.

## Customer experience and railway operations

# Shaping customer experience and railway operations

### Introduction

This part of our consultation focuses on what you - our future customers - want from your railway experience and how we could deliver that experience through the railway infrastructure, as well as the team, stations and trains.

Currently EWR Co is acting as a Shadow Operator for the railway. This means that we are not currently operating any trains, but we are providing customer and operational insights into the development and design decisions for East West Rail. We are working closely with all stakeholders to deliver the best possible customer experience and we are keen to hear your views.

We are a very different kind of railway company bringing together all the key elements, including both track and train, required to run the service. This unique approach means that our focus on customers is central to every single decision that we make.

We are looking at how to tender contracts to run the railway and deliver the customer experience.

We aim to make decisions regarding the operation of the railway in a way that achieves the best outcomes for customers allowing for as much vertical integration between track and train as possible.

We have been assessing options on how best to do this. We will utilise our independence to challenge conventional thinking when developing the delivery strategy and operational concept for the railway, to maximise the customer experience this railway offers.

EWR involves both a significant greenfield section of new railway and upgrades to existing and disused railway infrastructure, both of which, interact with the existing national network.

The introduction of new services would occur over a period of time, which we are describing as Connection Stages (CS), as different sections of infrastructure are completed.

The Connection Stages are:

- **CS1:** two passenger trains per hour between Oxford and Milton Keynes
- **CS2:** an additional two passenger trains per hour between Oxford and Bedford
- **CS3:** extension of the two passenger trains per hour between Oxford and Bedford to Cambridge and an additional two passenger trains per hour between Bletchley and Cambridge.

Therefore, from both an infrastructure and operational perspective, EWR has some unique characteristics that need to be reflected in how both the delivery and operation are undertaken.

We may choose to work with a customer experience specialist and their remit would cover all of the touchpoints with EWR customers, including: providing information to customers, deployment of customer-facing colleagues (whether on trains, at stations or elsewhere), and the management of customer services at stations, authority to travel fulfilment (ticketing), and the management of passenger journeys during times of planned or unplanned disruption.

By gathering your views and opinions via this consultation, we can ensure we specify the right things when considering this part of our operation, so that we can achieve what customers want from the railway. We want to hear your views - from both individuals and organisations - on the customer experience you would like from East West Rail. This is a unique opportunity for you, as future customers, to share what's most important to you.

### What section of the railway does it cover?

We are keen to hear your views on the whole route - from Oxford through to Cambridge, as well as individual areas or stations that will make up the new railway line.

### Objectives

We are seeking your views on the ways that we might achieve the best possible customer experience.

Trains will start to run between Oxford and Milton Keynes<sup>2</sup> by 2025, and between Oxford and Cambridge by the end of the decade. The people that this railway will serve are extremely diverse in terms of how they will use the system. The purpose of this part of the consultation is:

- To inform the specification of how EWR will operate
- To help us ensure that the customer is at the heart of the railway and that your needs inform decision making
- To engage and listen through the non-statutory consultation to hear what you think
- To use the feedback to consider how much of a shift is required to meet customers' travel ambitions based on where rail travel is today.

Our key assumptions can be found throughout this document, for example, the frequency of the train service, and what we are considering in terms of the train and station facilities for customer experiences.

### The customer experience

We aim to put customers at the heart of our railway, considering your needs in terms of what the overall customer experience and railway operations are. This will help us to optimise the outcome and therefore support the economic and housing potential across the Oxford-Cambridge Arc.

As part of developing the customer experience, we are keeping our minds completely open about what we might be able to offer. As a result, we are looking for feedback on what our customers think would make positive differences to their customer travel experience. When we talk about that 'experience', we are looking beyond the typical, current railway journey, at retail, hospitality, and other areas where great customer experiences are created.

We are considering the customer experience for the Oxford to Cambridge railway in the context of global and cross industry best practice. Considering the customer experience early in the design of the Project means that we can achieve the best possible outcomes. We will use the feedback to inform design of both physical elements, for example stations and trains, and service-based elements, for example operations, timetable, staffing and digital experience.

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<sup>2</sup> We may first introduce services to Bletchly in order to demonstrate the reliability necessary to extend to Milton Keynes

## The customer journey

What we describe as the customer journey involves much more than the station and the train. It encompasses:

- Decisions around how you get to the station
- Getting to your final destination after the rail journey
- How you access travel information
- Choices based on value for money
- Decisions regarding inclusivity in terms of accessibility and the broader station experience.

We're considering the end to end journey because we believe that a great experience can drive wider customer benefits such as health and wellbeing, and support for environmental sustainability. Having a customer-focused railway will strengthen the existing and proposed communities along the EWR route, making the Arc a better place to live and work, as well as helping businesses to grow and create jobs.

The overall experience of a customer journey is made up of our train services, station environments, the on-train experience, customer information, ensuring our services are inclusive, staff interactions and how EWR connects with other parts of the customer journey, such as active travel considerations (cycling, walking and running to get to stations).

The following sections are designed to mirror key elements of the overall customer experience, including journey planning, the train service, stations, on-train experience, staff interactions and customer information.

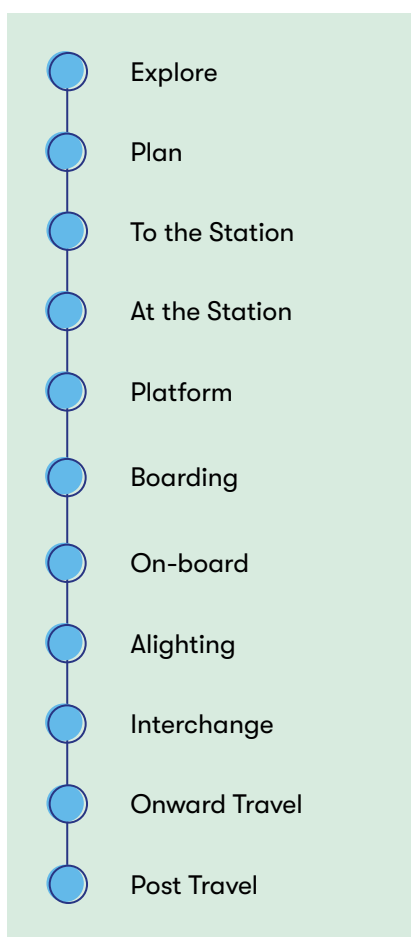
1. Each section outlines what the experience might be – this sets out what EWR Co is already considering about the train service and the customer journey. It asks questions that will inform the way we develop the experience. This includes designing the solutions and working with partners to deliver the services when the infrastructure is built and in operation
2. How the experience is delivered – this includes some technical and operational elements of the delivery of the service and other factors that are important, for example the trains and systems that will be procured.

### Research on customer journeys

To help us gain insights into the expectations of railway customers we commissioned some research and looked at existing industry research. This shows that punctuality, cleanliness and control over information are key to a quality customer experience. Beyond this we know that customers make decisions around travel based on comfort, convenience, health and the time taken for the whole journey, rather than just the part of their journey while they are on a train.

Our research also suggests that there are certain parts of their journey where customers have particular concerns: on the platform, boarding and getting off the train and while changing between types of transport. At other stages of the journey customers are predominantly neutral about the experience currently offered.

Figure: Stages of end-to-end customer journey





# Areas of the customer experience we are consulting on

## The train service

We are focused on developing services that meet customers' expectations and are integrated with other rail operators and between other transport modes. Stations, the capacity of the railway line (how many services can run on the lines), calling patterns (the number and regularity of stops) and train characteristics will be designed to support customers expectations as the Project develops.

We aim to provide a reliable service, with industry-leading performance. To help protect our train services and customers from the impact of wider railway disruption, the new railway lines will be separate from the existing rail network as far as possible, while maximising connectivity along the route.

We intend to develop an attractive, predictable 'clock-face' service at regular intervals. This means that trains will call at the majority of stations at the same minutes past each hour all day, and that train services will be evenly spaced. We expect trains to operate within the following hours across the route:

Day	Times
Monday – Thursday	06.00 – 00.00*
Friday and Saturday	06.00 – 01.00*
Sunday	07.00 – 23.00

\* refers to the following day

We are aiming to provide a frequent passenger service and offer attractive journey times consistent with the wider aims of the Project. These target maximum journey times are in the region of:

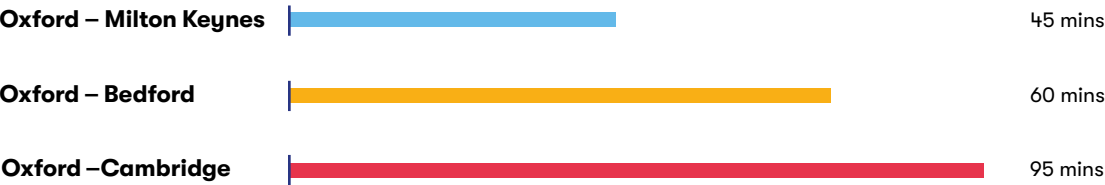


Figure: Target maximum journey times on EWR

Taking this into account, we are interested in understanding some general information on how you might use EWR services and, based on your experience, how rail travel could be improved. Connection Stage 1 will see the introduction of the following services:

- Two passenger trains per hour between Oxford and Milton Keynes

Connection Stage 2 would see the introduction of the following services:

- Two passenger trains per hour between Oxford and Bedford

We expect Connection Stage 3 to introduce services through to Cambridge with new services between Bletchley and Cambridge. This could result in the following services:

- Two passenger trains per hour between Oxford and Milton Keynes
- Two passenger trains per hour between Oxford and Cambridge
- Two passenger trains per hour between Bletchley and Cambridge.

# Share your views

## 2. Please share your views on:

- How you might use EWR services - for example for work, to visit friends and family, or to get to leisure destinations?
- Based on your experience of rail travel in the UK what do you think are the main areas that could be improved?
- If you don't currently travel by rail, what are the reasons for this? Is there anything that would persuade you to use rail services?
- Are there ways in which we could help improve your entire journey? For example:
  - How and where you research your trip
  - The actual rail journey itself
  - Getting from your home at the start of the journey, to the point that you reach your end destination
- How could we support our net zero carbon ambitions through the delivery of services to customers? For example, through the design of stations, the trains we operate or through forms of active travel, for example cycling or walking.

You can share your thoughts with us on this question by filling in our online feedback form at **[www.eastwestrail.co.uk/feedback](http://www.eastwestrail.co.uk/feedback)**. You can also send us your views by emailing us at **[consultation@eastwestrail.co.uk](mailto:consultation@eastwestrail.co.uk)** or writing to us at **Freepost EAST WEST RAIL**.

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- Calling us on **0330 134 0067**.

### **Station experience**

Stations play a very important role in the customer journey.

Research shows that there is an opportunity to improve customer experience with regards to navigating stations and station platforms, and when boarding trains. Crowding on platforms and worries when train doors will shut can cause customers concern, and these are areas where we are interested in doing something different. New stations provided by EWR may be able to raise standards through addressing this experience and ensuring inclusivity in the design.

This section looks at how the customer journey may be affected by facilities and interactions with staff and services at stations.

We are considering how a rich blend of facilities can contribute to the wider experience and use of stations beyond travel. Several new or enhanced stations are proposed as part of the programme.

We are keen to raise standards to ensure we can provide accessible and inclusive spaces. For example, this means incorporating level access from the street to the platform and to the train wherever possible.

Station surroundings are also important to customers, especially considering the variety of ways in which customers make their way to stations.

We are looking to understand:

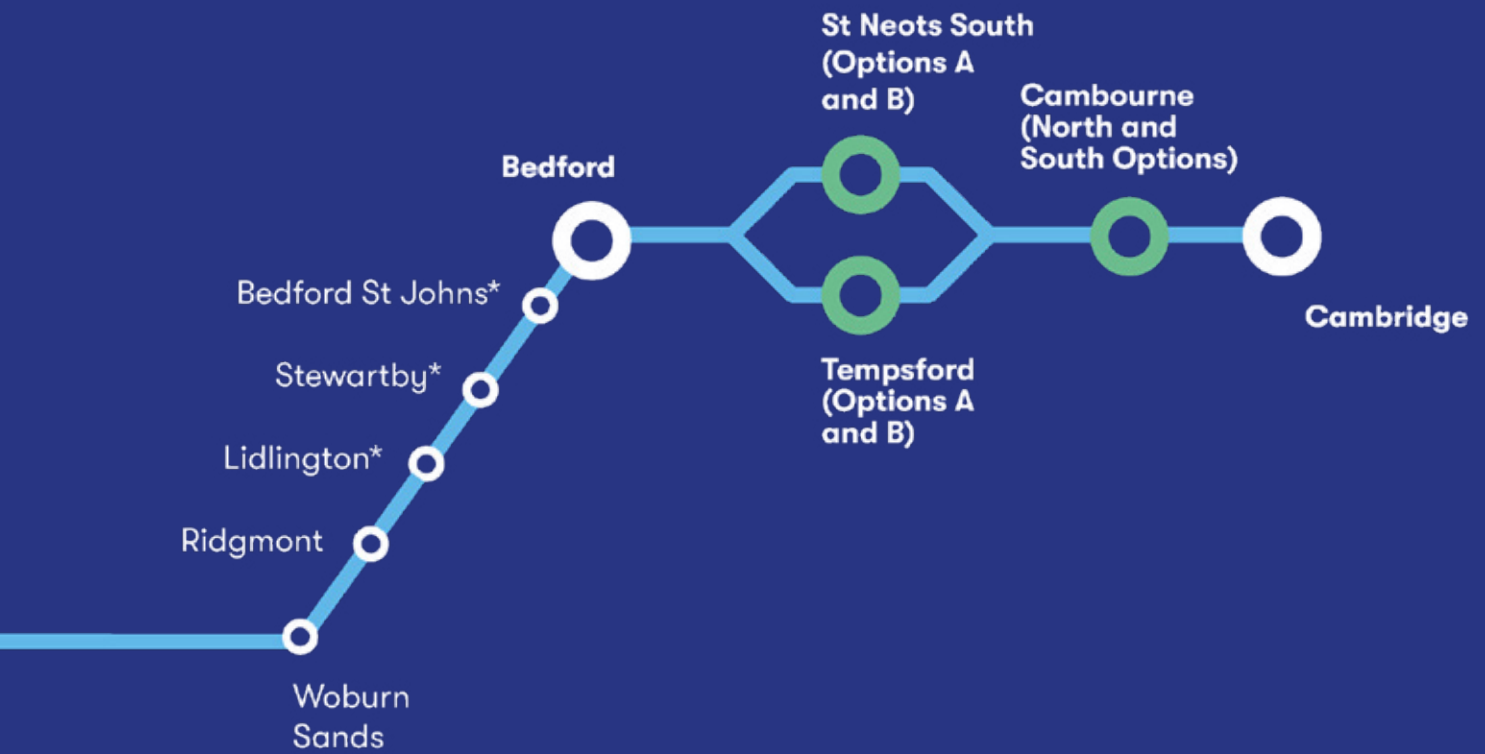
- How an increase in road traffic and car journeys to the stations might affect parking at the stations and in surrounding roads. We are considering new technologies and innovation in this area, for example autonomous vehicles, and how this could enhance the end to end customer journey
- Whether new lighting may be needed to improve the stations (such as in the car park, walkways) and any impact this may have on surrounding areas
- How station forecourts and station approaches can be designed to make walking, cycling and bus access as easy and attractive as possible
- How we can minimise the environmental impact of any changes at the stations
- The most appropriate emergency evacuation routes for stations.

More information in relation to these areas can be found in the Technical Report.

## East West Rail stations considered in this part of the consultation



Figure: New and existing stations on the EWR route

**Key:**

Existing Station



Potential new station

This map shows the full range of potential stations served by East West Rail services, some of which may eventually be discounted.

Please refer to the relevant geographic section of the Consultation Document to learn more about the different station proposals in each area.

\*EWR services at these stations are dependent on whether Concept 1 or Concept 2 (for train services and stations on the Marston Vale Line) are taken forward

## Share your views

### 3. Please share your views on:

- Thinking about your experience of stations, how would you like your rail journey to link with other parts of your journey? For example, arriving or leaving the station on foot, by bike, car, or bus
- How can station forecourts and approaches be designed to offer the most convenient access for walking, cycling and bus services?
- What sort of facilities would you like to see at stations – both those that contribute to the overall journey experience, as well as those that might serve a wider community purpose?
- Are there any particularly good examples, either in the UK or abroad, of stations with good facilities or facilities for changing between different transport modes?
- Are there specific factors that you would like us to consider that may improve safety and security at stations?
- How can stations be better designed to manage customer flows around the station environment?
- How can customers be guided through the station experience (particularly during busy periods)?
- How should we ensure inclusivity, for example in terms of accessibility and the broader station experience?

You can share your thoughts with us on this question by filling in our online feedback form at **[www.eastwestrail.co.uk/feedback](http://www.eastwestrail.co.uk/feedback)**. You can also send us your views by emailing us at **[consultation@eastwestrail.co.uk](mailto:consultation@eastwestrail.co.uk)** or writing to us at **Freepost EAST WEST RAIL**.

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### On-train experience

We know that motivations for travelling by train go beyond ‘commuting, business and leisure’. Time on board the train is a highlight for many customers, offering precious uninterrupted moments that they can use as they wish.

The type of trains that are used on EWR will be phased across the Connection Stages (CS) with CS1 and CS2 using existing trains on a temporary basis. The longer-term rolling stock solution from CS3 onwards would be decided at a later date. That longer-term solution provides EWR Co with a greater opportunity to consider the rolling stock in the context of the wider customer experience.

Some specific elements that we know are important to customers for the on-train experience are cleanliness, the availability and comfort of seats, enough space for passengers to stand comfortably and for luggage to be stored safely.

Train passing through the countryside



## Share your views

### 4. Please share your views on:

- How can we create an engaging environment that suits the unique needs of our customers, for example, working effectively, relaxing or being entertained?
- What types of things should we put in place to create a clean, safe and secure environment for you and your belongings on your train journey?
- What facilities and services would provide the optimal train experience for customers on the EWR route?
- What types of areas/spaces would you like to see on EWR trains beyond seating and standing space?
- What on-train experience(s) might encourage customers to switch to rail from other modes of transport?
- Are there any examples, either from the UK or from abroad, of good seating layouts or on-train facilities?
- How might we consider sustainability in the on-train environment?
- How can the on-train environment support customers' wellbeing throughout their journey?

You can share your thoughts with us on this question by filling in our online feedback form at **[www.eastwestrail.co.uk/feedback](http://www.eastwestrail.co.uk/feedback)**. You can also send us your views by emailing us at **[consultation@eastwestrail.co.uk](mailto:consultation@eastwestrail.co.uk)** or writing to us at **Freepost EAST WEST RAIL**.

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## Interaction with railway customer service teams

Customers associate some of their best train journeys with the positive interactions they've had with railway customer service teams. Members of the team also provide a valuable way of offering additional information and support for those customers who may need it.

## Customer information

Customers like to feel in control of their travel experience. They want to know that they can get to their destination in a timely and comfortable way. We understand that delays, unforeseen issues, a lack of information and missing or inaccurate information can not only impact journeys but cause stress to customers.

EWR Team



## Share your views

### 5. Please share your views on:

- What types of attitudes and behaviours would you like to see our staff displaying to make your experience with EWR a positive one? This may relate to contact you have online, over the phone, at the station or on the train
- How and where would you like to have access to staff members on your journey and why? Again, this may relate to virtual support or face to face contact.

### 6. Please share your views on:

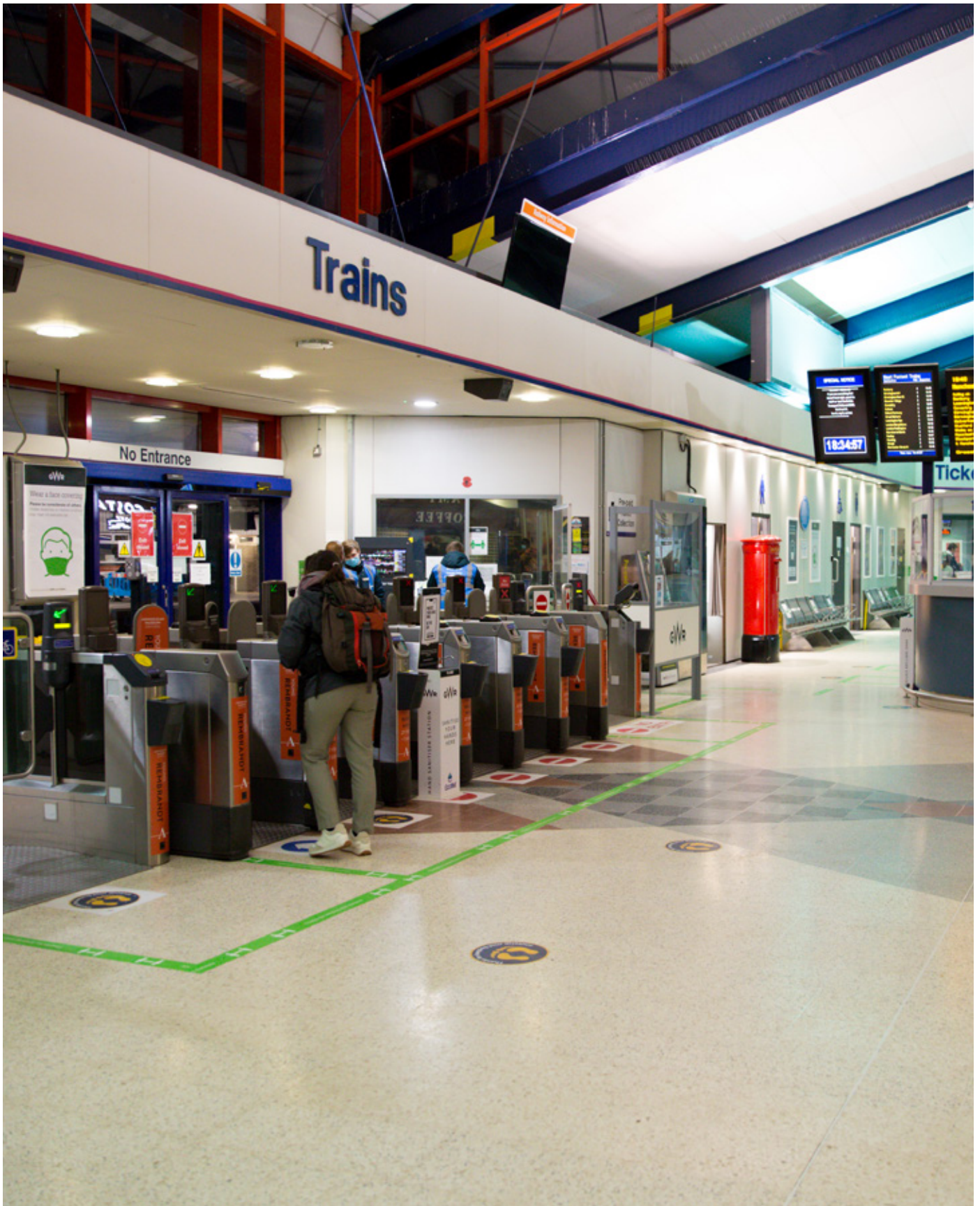
- What sort of information do you find most critical when you are making a train journey?
- What ways of communicating travel information do you think will be most effective as you arrive at the station or on the train?
- Are there other types of travel information, not directly relating to the train journey, that you think it would be valuable for EWR to provide before or during your journey?
- How could we provide better or different customer information, to help our customers be more relaxed and feel in control throughout their journey?

You can share your thoughts with us on this question by filling in our online feedback form at **[www.eastwestrail.co.uk/feedback](http://www.eastwestrail.co.uk/feedback)**. You can also send us your views by emailing us at **[consultation@eastwestrail.co.uk](mailto:consultation@eastwestrail.co.uk)** or writing to us at **Freepost EAST WEST RAIL**.

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Oxford station concourse







## 03. **How to respond to this consultation**

03.  
How to respond to this consultation

## Who can take part?

**Everybody is welcome to take part in our consultation and we are keen to hear all views.**

## Why are we consulting now?

**We are committed to early and ongoing engagement with the communities we serve.**

Consulting on the Project thoroughly at this formative stage will help us to:

- Inform the communities we serve about the development of the Project and make information as widely available as possible
- Gather feedback from stakeholders and the community to help inform the Project design and influence decisions around the further development of the proposals
- Identify key issues and concerns about the impacts and effects of the Project and identify potential ways to avoid or reduce them.

#### **New ways of working during Covid-19**

We continue to follow government advice around Covid-19 and the safety of the public and our team is paramount.

It has not been possible to hold large scale public events during this consultation period. In response to this, our approach includes:

- Providing a comprehensive range of accessible information about the proposals
- Engaging through virtual methods.

Each activity has been reviewed in line with:

- Government guidelines
- Comments from local authorities
- Comments from parish councils.

## Get all the information you need to respond

If you have questions about anything in the Consultation Document, the topics covered, or would like more information before responding, you can:

- Visit our virtual public exhibition – an online space open throughout the consultation period displaying our full range of consultation materials in accessible and downloadable formats, and ways for you to respond to the consultation
- Join one of our virtual community briefings – a series of online events being held at the beginning of the consultation, hosted by a team of EWR Co experts and members of the design team who can talk to you about key elements of the consultation
- Join one of our virtual expert sessions – our experts will run sessions on specific topics of interest to our communities. These will provide a more detailed look at areas like environmental considerations and station locations. Our experts will answer questions submitted by you, and the sessions will also be made available as videos to download
- Visit our Community hub – a new online platform enabling you to get involved. You can access all of the Consultation materials here and submit your response as well.
- Speak to the team by emailing us at [contact@eastwestrail.co.uk](mailto:contact@eastwestrail.co.uk) or by calling us on 0330 134 0067.

## List of consultation materials

This **document** provides the proposals on which we are consulting.

Other documents available which provide further information include:

Document	Description
<b>Consultation Summary</b>	A summary of the Consultation Document
<b>Consultation Document</b>	This document setting out all of our proposals we are consulting you about, with more detail than the Consultation Summary.
<b>Consultation Response Form</b>	Please use this form to share your thoughts. We encourage you to respond online. If you do not have access to the Internet or would like to respond on paper, please let us know.
<b>Consultation Technical Report</b>	This contains detailed, technical information which supports the Consultation Document. It sets out how we have assessed options during design development, and how we have considered environmental factors.
<b>Consultation Drawings</b>	These drawings show the proposed alignment options between Bedford and Cambridge and the location of any proposed works between Oxford and Bedford.
<b>Engineering Long Section Drawing</b>	A Long Section Drawing is available for each route alignment option between Bedford and Cambridge, which shows its vertical alignment (height) relative to ground levels.
<b>You Said, We Did</b>	This document refers to our previous consultation about the route option between Bedford and Cambridge and how your responses informed our proposals.
<b>Appendices</b>	There are several additional documents which provide further background information.
<b>EWR Virtual Consultation</b>	An interactive, online exhibition where all the of the consultation materials can be viewed.
<b>Guide to the proposed Need to Sell Scheme</b>	Consultation guide to our proposed discretionary purchase scheme which aims to support owner occupiers who are unable to sell their property, except at a substantially lesser value, due to the project following the announcement of the preferred route alignment for the railway. We are seeking your views on our proposal.



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St Neots level crossing



### **The impact of Covid-19 on EWR**

The team at EWR Co is committed to doing the right thing for the communities we serve: this includes taking account of the impact of Covid-19 while also planning connections for local communities which will last for the next hundred years. Covid-19 undoubtedly generated immediate changes to working practices, but no consensus has formed about the long-term effect this might have on rail demand and we will remain open to new information on this topic

As the area looks to recover from the pandemic, EWR Co's planning will continue to develop and construction will start. Billions of pounds will pour into the local economy through our supply chain and thousands of jobs will be created.

Longer term, EWR will create an unrivalled knowledge arc by linking internationally renowned science parks and world-beating universities, in an environment where high-tech industries cluster, and organisations such as AstraZeneca are at the cutting edge of medical collaboration between private research and academia.

## Please give us your views

We're keen to understand what you think about the emerging proposals for the Project, and your views on the broader scheme.

For environmental and cost reasons, we urge as many people as possible to use the online feedback form to share your views. Just go to **[www.eastwestrail.co.uk/feedback](http://www.eastwestrail.co.uk/feedback)**.

Alternatively, you can send us your views by emailing us at **[consultation@eastwestrail.co.uk](mailto:consultation@eastwestrail.co.uk)** or writing to us at **Freepost EAST WEST RAIL**

For further information, or to request a paper copy of the feedback form to be sent to you, speak to the team by emailing us at **[contact@eastwestrail.co.uk](mailto:contact@eastwestrail.co.uk)** or by calling us on **0330 134 0067**.

### Accessibility:

If you or somebody you know requires copies of our consultation materials in accessible formats or an alternative language, please contact us at **[contact@eastwestrail.co.uk](mailto:contact@eastwestrail.co.uk)** or by calling us on **0330 134 0067**.

## Closing date for responses

The consultation lasts for 10 weeks and closes on **9 June 2021**.

Please make sure your comments reach us on or before this date.

## What happens next?

After the consultation an independent company will:

- Record and analyse all the responses received
- Summarise the responses in a report.

This report will be published on our website.

All of the feedback we receive will be carefully considered as we continue to progress our designs.

**The feedback received from all rounds of consultation will be summarised in a consultation report which will be submitted as part of the DCO application.**

## Data protection

We will collect and process the information you provide to us in order to record and analyse any feedback or questions you raise during the Consultation. If you give us personal information about other people you must first make sure that you have obtained all necessary permission from that person for you to pass this information on to us. We may need to share personal information with third parties which could include public bodies and third parties working with us on the project. You have the right to object to the processing of your personal data in certain circumstances and you may ask us to delete your personal information if you believe that we do not have the right to hold it.

For further information in relation to how we process personal data, please see our Personal Information Charter at **[www.eastwestrail.co.uk/personal-information-charter](http://www.eastwestrail.co.uk/personal-information-charter)**



## 04. **Glossary**

# Glossary

	Term	Description
A	<b>A428 Improvement Scheme</b>	The scheme promoted by Highways England to upgrade the A428 between Black Cat roundabout east of Bedford and Caxton Gibbet roundabout west of Cambourne
	<b>Air Quality Management Area</b>	An area designated by a local authority, where it believes the Government's objectives for air quality will not be achieved without additional interventions
	<b>Assessment factors</b>	The factors used to assess and compare different options for the Project
	<b>At-grade junction</b>	A railway junction where tracks cross at the same level. Also known as a flat junction
B	<b>Biodiversity net gain</b>	An approach to development that leaves biodiversity in a better state than before the development took place
	<b>Blockade</b>	The closure of a rail route for an extended period (typically more than two to three days)
	<b>Bridleway</b>	A route over which the public have rights to pass on foot, cycle and on horseback
C	<b>Cambourne North station</b>	Option for a new station to the north of Cambourne



	Term	Description
C	<b>Cambourne South station</b>	Option for a new station to the south of Cambourne
	<b>Capital costs</b>	Cost incurred during delivery of a project in purchasing buildings, land, construction works, and equipment as opposed to the costs of operating, maintaining or decommissioning the project
	<b>Clock-face timetable</b>	A timetable arranged so that trains arrive or depart at the same times in the hour, every hour (for instance at 10, 30 and 50 minutes past the hour)
	<b>Code of Construction Practice (COCP)</b>	A public document which will provide contractors and suppliers with details of the measures, controls, and standards of work that they must follow
	<b>Connection stage</b>	<p>Work will be divided into three connection stages which relate directly to a full journey and not just a piece of track:</p> <p>Connection Stage One (CS1): Oxford - Bletchley and Milton Keynes (services may be first opened to Bletchley in a two-phased approach)</p> <p>Connection Stage Two (CS2): Oxford - Bedford</p> <p>Connection Stage Three (CS3): Oxford - Cambridge</p>
	<b>Conservation area</b>	An area of notable architectural or historic interest or importance in relation to which change is managed by law
D	<b>Development Consent Order (DCO)</b>	Order made by the relevant Secretary of State to authorise the construction, operation and maintenance of a nationally significant infrastructure project (NSIP). In relation to East West Rail, this would be the Secretary of State for Transport.
	<b>Department for Environment, Food &amp; Rural Affairs (Defra)</b>	UK government department responsible for safeguarding our natural environment, supporting our world-leading food and farming industry, and sustaining a thriving rural economy.
	<b>Department for Transport (DfT)</b>	Government department responsible for the English transport network and a limited number of transport matters in Scotland, Wales and Northern Ireland that have not been devolved.

	Term	Description
E	<b>Earthworks</b>	General term for the excavation and placement of soil, rock and other material; or for existing cuttings and embankments
	<b>East Coast Main Line (ECML)</b>	Railway line running from London King's Cross to Edinburgh through Sandy and St Neots.
	<b>East West Rail (EWR)</b>	A proposed new rail link, which would connect communities between Oxford, Milton Keynes, Bedford and Cambridge
	<b>East West Railway Company Ltd (EWR Co)</b>	Company set up by the Secretary of State for Transport to develop East West Rail.
	<b>Embankment</b>	A construction that allows railway lines to pass at an acceptable level and gradient through the surrounding ground that is composed entirely of soil or rock.
F	<b>Flood plain</b>	An area of low-lying ground adjacent to a river, which is subject to flooding
G	<b>Grade-separated junction</b>	A railway junction where tracks cross at different levels
	<b>Govia Thameslink Railway (GTR)</b>	Govia Thameslink Railway, a train operating company
H	<b>Highways England (HE)</b>	The Government body responsible for managing the Strategic Road Network in England

	Term	Description
H	<b>HS2</b>	High Speed 2, the new railway line under construction between London and the West Midlands, and beyond.
I	<b>Impact Risk Zone (IRZ)</b>	A zone around a Site of Special Scientific Interest used to make an initial assessment of the potential risks posed to that Site by development proposals
	<b>Indicative alignment</b>	The indicative, concept alignment within each Route Option used for the comparison of Route Options A to E in the previous stage of design
	<b>Infrastructure maintenance depot</b>	A depot at which staff and equipment involved in maintaining rail infrastructure are based and from which maintenance operations are coordinated
	<b>Interchange</b>	A station at which passengers may change between trains serving different routes and destinations
K	<b>km</b>	Kilometres
L	<b>Level crossing</b>	A location at which vehicles and pedestrians may cross railway tracks at grade (at ground level). This definition includes accommodation crossings which provide access to specific properties; and crossings which are operated by their users rather than automatically
	<b>Listed building</b>	A building placed on a statutory list, because of its architectural or historical interest, in relation to which change is managed by law
	<b>London &amp; North Western Railway (LNWR)</b>	Historic British railway company, an ancestor of the West Coast Main Line

	Term	Description
M	<b>m</b>	Metres
	<b>Marston Vale Line (MVL)</b>	The existing line and services operating between Bletchley and Bedford
	<b>Ministry of Housing, Communities &amp; Local Government (MHCLG)</b>	UK government department responsible for housing, community and local government matters in England
	<b>Midland Main Line (MML)</b>	The main railway route between London St Pancras, Nottingham and Sheffield
	<b>mph</b>	Miles per hour
N	<b>National Infrastructure Commission (NIC)</b>	Executive agency responsible for providing the government with impartial, expert advice on major long-term infrastructure challenges facing the UK
	<b>National Networks National Policy Statement (NN NPS)</b>	Sets out the need for, and the Government's policies to deliver, development of nationally significant infrastructure projects (NSIPs) on the national road and rail networks in England, and will be the primary basis against which the Secretary of State for Transport will assess and determine a DCO application for a new railway pursuant to section 104 of the 2008 Act
	<b>Nationally Significant Infrastructure Project (NSIP)</b>	A large-scale development (relating to energy, transport, water, or waste) of national significance that meets the thresholds set in Part 3 of the Planning Act 2008
	<b>Network Rail (NR)</b>	Network Rail Infrastructure Limited, the organisation which owns the majority of the railway infrastructure in England

	Term	Description
N	<b>Net zero carbon</b>	The approach of balancing greenhouse gas emissions, offsets or carbon sequestration (for example tree planting or carbon capture schemes), to achieve a net zero state
	<b>Non-motorised users</b>	People travelling on foot, by cycle or on horseback; or by any other means which is not motorised
O	<b>Office of Rail and Road (ORR)</b>	A non-ministerial Government department which is the economic and safety regulator for Britain's railways
	<b>Overhead Line Equipment (OLE)</b>	The wires, known as catenary, suspended above railway lines to provide electrical power to trains, and their supporting structures
	<b>Operating costs</b>	Costs incurred in the day-to-day running of the railway
	<b>Option</b>	In this report, 'option' is used to refer to a possible solution that has been considered and is being taken forward for further design and/or assessment
	<b>Oxford-Cambridge Arc (the Arc)</b>	A region defined by the Government and the National Infrastructure Commission covering local authorities across the counties of Northamptonshire, Cambridgeshire, Buckinghamshire and Oxfordshire and the unitary authorities of Bedford, Central Bedfordshire, Luton, and Milton Keynes
P	<b>PA 2008</b>	Planning Act 2008
	<b>Passing loop</b>	A section of track used to allow one train to be passed by another train travelling behind it in the same direction

	Term	Description
P	<b>Permitted Development Rights</b>	Development that may be carried out by certain categories of (for example) statutory undertaker (such as Network Rail) under deemed planning permission (“Permitted Development Rights”), for certain types of work. Permitted Development Rights also benefit other statutory undertakers
	<b>Points</b>	A junction between two railway lines, that can be set to guide a train to or from either of those lines. Can also be referred to as a switch
	<b>Possession</b>	Restriction of access to a section of railway for the purposes of maintaining or renewing infrastructure, at a particular location and for a particular period of time
	<b>Preferred route option E</b>	The Route Option previously selected as the preferred area between Bedford and Cambridge in which to seek alignments in this phase of developing the Project
	<b>Programme-Wide Output Specification (PWOS)</b>	A document containing detailed requirements for the Project, agreed with the Department for Transport
	<b>The Project</b>	The infrastructure, systems, rolling stock and organisational arrangements which need to be created or modified to deliver East West Rail and its intended outcomes
	<b>Project section</b>	One of six geographical areas used to present infrastructure proposals for consultation
	<b>Public Rights of Way (PRoWs)</b>	A way over which the public have a right to pass and repass.
R	<b>Reference alignment</b>	The alignment option against which the performance of other alignment options is assessed



	Term	Description
R	<b>Rolling stock</b>	Any vehicle which can run on a railway track
	<b>Route corridor, Route option and Route alignment</b>	<p>Route Corridors are the broad areas within which the new railway might be located, identified as part of the initial ‘sift’ of possibilities in 2016.</p> <p>Within the preferred Route Corridor, several narrower Route Options were identified and a Preferred Route Option was announced in 2020.</p> <p>The Project is now at the stage of selecting a Route Alignment</p>
S	<b>Safety risk</b>	The risk of unsafe practices or situations occurring on the railway that may lead to accidents
	<b>Scheme</b>	A project or a group of projects being promoted or undertaken by a party or parties other than EWR Co with objectives which do not directly facilitate, but may be related to, East West Rail
	<b>Scheduled Monument</b>	A historic building or site considered to be of national importance, placed on a list kept by the Government and requiring Government approvals for any works which might affect the Scheduled Monument
	<b>Shepreth Branch Royston (SBR) Line</b>	The line that connects Cambridge to Hitchin via Shepreth
	<b>Siding</b>	A short track at the side of and opening on to a railway line. They are usually used for stabling trains
	<b>Source Protection Zone (SPZ)</b>	SPZs are defined around large and public potable groundwater abstraction sites. The purpose of SPZs is to provide additional protection to safeguard drinking water quality through constraining the proximity of an activity that may impact upon a drinking water abstraction

	Term	Description
S	<b>Site of Special Scientific Interest (SSSI)</b>	The land notified as an SSSI under the Wildlife and Countryside Act 1981, as amended. SSSI include the most important sites for wildlife and natural features in England, supporting many characteristic, rare and endangered species, habitats and natural features
	<b>Statutory consultation</b>	A stage of consultation which a promoter of a nationally significant infrastructure project is required to undertake, under section 42 the Planning Act 2008
	<b>St Neots Option A station</b>	Option for a new station in the St Neots area. Both St Neots station options would be located to the south of St Neots. This would be in addition to the existing St Neots station
	<b>St Neots Option B station</b>	Option for a new station in the St Neots area. Both St Neots station options would be located to the south of St Neots. This would be in addition to the existing St Neots station
T	<b>Tempsford station</b>	Option for a new station in the Tempsford area. Both Tempsford station options would be located to the north-east of Tempsford
	<b>Thameslink</b>	Train operator running services between the south coast of England, Bedford and Cambridge
	<b>TWA 1992</b>	Transport and Works Act 1992
	<b>Transport and Works Act Order (TWAO)</b>	A Transport and Works Act Order made by the Secretary of State under the TWA 1992 alongside a deemed planning permission, allowing works to a railway or other transport project to be undertaken
U	<b>Utility company</b>	A company that owns equipment which carries and distributes water, electricity, gas or telecommunications. These commodities are collectively known as ‘utilities’

	Term	Description
W	<b>West Anglia Main Line (WAML)</b>	The main railway route between London Liverpool Street and Cambridge
	<b>West Coast Main Line (WCML)</b>	The main railway route between London Euston and Glasgow

