

East West Rail 2021 Public Consultation Feedback Form

Please use this form to share your views on our consultation on the East West Rail Project.

The feedback we receive during this consultation will be considered as we refine our proposals before seeking government approval for its construction.

For more details about the Project, please refer to our consultation document which can be found online at **www.eastwestrail.co.uk**.

You can also fill in this form:

- Online at **www.eastwestrail.co.uk/feedback**
- Return a paper copy to **Freepost EAST WEST RAIL**
- Scan electronic copy to **consultation@eastwestrail.co.uk**

For large print copies of this form or versions in alternative languages, please email **contact@eastwestrail.co.uk** or call **0330 1340067**.

Please submit your feedback by 9 June 2021 when this consultation will close.

You can fill out as many or as few questions as you would like. If you require more space, please attach any extra pages to this form.

The following questions are in the same order as they appear in the Consultation Document. The main headings show which section the questions relate to.

Introduction to the project so far

The approach to Cambridge

1. Please share your view on

Because EWR alignments closer to north Cambridge are now being considered, we have looked again at whether we were right to have favoured Route Option E and approaching Cambridge from the south as we confirmed after our last consultation. In particular, we have reviewed our previous assessment that concluded approaching from the south was the better option taking account of a Cambourne North Station outside of Route E to see if we would have made a different decision. We consider that the advantages of approaching Cambridge from the south continue to support this conclusion and that a number of challenges remain for a northern approach even with a Cambourne North station. **We'd welcome your comments on our assessment.**



Customer experience and railway operations

The train service

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.



Station experience

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?



On-train experience

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?



Interaction with colleagues

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.



Customer information

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?



Infrastructure development

Section A: Oxford to Bicester

7. What do you think is important to consider when developing our proposals for the railway in the Oxford to Bicester area?

In particular, we would like to know about:

- a. Anything we should consider in relation to our proposals for Oxford station
- b. Your views on our proposals for Oxford Parkway and Bicester Village stations
- c. Anything we should consider about the level crossing at London Road in Bicester and the options we are considering.



8. Please rank your preference for the proposed concepts for the level crossing at London Road in Bicester.

Please use a scale of 1 to 6 to indicate your preferences where 1 indicates your preferred option and 6 the option you favour least.

Concepts	Concept 1: accessible bridge for non-motorised users	Concept 2: road underpass at London Road (online)	Concept 3: road bridge at London Road (online)	Concept 4: road underpass alongside London Road (offline)	Concept 5: road bridge alongside London Road (offline)	Concept 6: alternative road crossing locations
Concept preference ranking						

9. Please tell us why you have ranked the proposed concepts above and provide any other comments.

Do you have any alternative suggestions?




Section B: Bletchley and the Marston Vale Line

10. What do you think is important to consider when developing our proposals for the Bletchley and the Marston Vale Line area?

In particular, what do we need to take account of:

- a. In relation to the existing stations on the Marston Vale Line and whether they should be kept open or consolidated through closure and relocation
- b. When we provide alternatives to existing level crossings
- c. In delivering the improvements to the Marston Vale Line
- d. In delivering works to Bletchley station
- e. In relation to the impact of reinstating a second track between Bletchley and Fenny Stratford.



















11. Please rank your preference for the proposed options for the existing stations on the Marston Vale Line.

Please use a scale of 1 to 2 to indicate your preferences where 1 indicates your preferred option and 2 the option you favour least.

Options	Option 1: retain existing service (in a modified form) and introduce limited-stop Oxford to Cambridge services alongside it, calling at Woburn Sands and Ridgmont	Option 2: provide a more frequent, faster service with some new and relocated stations and improved community access
Option preference ranking		

Please provide us with your view on the options for the level crossings on the Marston Vale Line:

<p>13. Fenny Stratford: vehicular traffic – three options</p>	
<p>14. Fenny Stratford: pedestrians and other non-vehicular road users – three options</p>	
<p>15. Bow Brickhill (V10 Brickhill Street) – four options</p>	
<p>16. Browns Wood – three options</p>	
<p>17. Pony – three options</p>	
<p>18. Woburn Sands existing crossings – two options</p>	
<p>19. Aspley Guise and Husborne Crawley level crossings – two options</p>	
<p>20. Husborne Crawley Footpath No. 10 and Station Road in Ridgmont level crossings – three options</p>	

<p>21. Lidlington level crossings – two options</p>	
<p>22. Millbrook (Station Lane) – three options</p>	
<p>23. Green Lane – two options</p>	
<p>24. Wootton Broadmead (Broadmead Road) – two options</p>	
<p>25. Wootton Village – one option</p>	
<p>26. Kempston Hardwick – three options</p>	
<p>27. Woburn Road – two options</p>	
<p>28. Bedford Carriage Sidings – options to be developed at the next stage</p>	

Section C: Bedford

33. What do you think is important to consider when developing our proposals for the Bedford area?

In particular, what do we need to take account of:

- a. Regarding changes to Bedford St Johns station and the area around it
- b. Regarding changes to Bedford station and the area around it
- c. Regarding our emerging preferred option for the area to the north of Bromham Road bridge (North Bedford).



34. Please rank your preference for the proposed options for Bedford St Johns station.


Please use a scale of 1 to 2 to indicate your preferences where 1 indicates your preferred option and 2 the option you favour least.

Options	Option 1: relocating Bedford St Johns station to the west	Option 2: relocating Bedford St Johns station to the south
Option preference ranking		

35. Please tell us why you have ranked the proposed Bedford St Johns options above and provide any other comments.



36. What do you think is important to consider when developing our emerging preferred option for Bedford station?



37. What do you think is important to consider when developing our emerging preferred option for the area north of Bromham Road bridge (North Bedford)?



Section F: The Shelfords to Cambridge station

41. What do you think is important to consider when developing our proposals for the The Shelfords and Cambridge area?

In particular, what do we need to take account of:

- a. In relation to our options for the Hauxton Road level crossing
- b. In relation to our proposed modifications to the Shepreth Junction
- c. In relation to our emerging preferred option to increase the existing railway line between Shepreth Junction and Addenbrooke's bridge from two tracks to four tracks
- d. In relation to our emerging preferred option to increase the existing railway line between Long Road Sixth Form College and Cambridge station from two/three tracks to four tracks
- e. Anything we should consider at Cambridge station.



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

And finally, please tell us a bit about yourself

Title: _____ **Full name:** _____

Address: _____

Postcode: _____

Telephone: _____

Email: _____

Organisation (if applicable): _____

Please select the option that best represents the capacity in which you are responding to this consultation. I am a:

- Local resident Commuter to the area Visitor to the area
- Local business owner Future resident Elected representative
- Local authority Statutory body Directly impacted land/property owner
- Other
(please specify): _____

Age range (choose one):

- 18 and under 19-34 35-50
- 51-65 Over 65

Would you like to receive further information from East West Rail as the proposals develop? By selecting 'yes' you consent to us contacting you with occasional information and updates about East West Rail.

- Yes No