

East Herts Council Response to Hertfordshire Council's Draft Rail Strategy, January 2020

Section	Topic	Issue/Suggested Amendment
General	Page/Paragraph numbering	For ease of reference/identification purposes, the document would benefit from pagination and paragraph numbering.
General	Contents	For ease of identification/document navigation, it would be helpful to have a contents page.
General	Key Stations terminology	Throughout the document there are references to 'Key Stations'; it would be helpful to have a definition of what this term encompasses.
General	Glossary	Given the amount of acronyms throughout the document, it would be helpful for readers if a glossary could be included.
Title	Revision date	As the document is to be finalised in 2020, the reference to 2019 should be replaced.
1.2	3 rd Paragraph	The data used in this section dates from 2016 and would seem outdated in the context of a 2020 document. Where updated statistics are available they should be used in place.
1.3	1 st bullet, 1 st line	Typo - should read '60,000' not '60.000'.
1.3	Overarching themes, 3 rd bullet	The reference to 6tph from Hatfield as having a low frequency may not appear to be a good example to be used in this respect for some readers (e.g. in the context of some stations that only get as few as 2tph to/from London, such as the Hertford East branch line). Should there be some explanatory text to detail HCC's expectations of

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		what would be considered to be normal or high frequency in this respect?
1.3	Overarching themes	It is suggested that an additional theme is included to cover where poor services are identified on particular rail lines (e.g. Thameslink and Great Northern, which have been noted by HCC as having peak time overcrowding, and which were recorded by a WHICH passenger survey in 2019 as 25th/27 and 28th/28 for performance in the country). The strategy should then include mechanisms for HCC's investigation of such performance issues with the relevant train operating company in order to seek their redress.
2.2	3 rd paragraph, 1 st sentence	As the Control Period 5 example used (2014-2019) has already expired, the sentence does not now make sense. The sentence should therefore be updated.
3.2	Service levels	Notwithstanding section 4.3, for clarity, it is suggested that aspirations for hours of operation/frequency of trains which serve Hertfordshire stations that travel to Luton or Stansted airports should also be included in this section.
3.2	Service levels, local services	In order to increase seating capacity for passengers, a further bullet point should be added with the aspiration of removing First Class sections from all commuter trains, or making it clear that they can be used by all passengers during peak hours of travel.
3.2	Final paragraph	This paragraph contains outdated information. As the current

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		timeline is now post-2019, this should be refreshed.
3.3	Fares and Ticketing	In order to increase the attractiveness of rail as a sustainable and affordable mode of transport, the Strategy should seek to encourage train operating companies to reduce fare prices where possible.
3.5	Access to Stations Policy 6	The policy is only partially quoted. For clarity, if this was intentional, it should be made clear that this is the case.
3.5	Policy 6	The policy is only partially quoted. For clarity, if this was intentional, it should be made clear that this is the case.
East Coast Mainline	Current Services, 2 nd paragraph	To avoid any misinterpretation that could imply that this is the only long distance service serving Stevenage on Sundays (when in actuality LNER trains also run), should there be an 'also' inserted between 'There is' and 'a minimal'?
East Coast Mainline	Current Issues, 1 st paragraph	For the avoidance of any ambiguity, should 'through' be replaced with 'direct'?
East Coast Mainline	Inner Suburban Services	When timetables are next reviewed, in order to improve journey times from Hertford North to London in the off-peak, consideration should be given to replicating the service pattern used in peak hours and making one or two trains per hour semi-fast by restricting the number of stops that the service calls at to Hertford North, Cuffley and Gordon Hill and then via selected stations to London, with a connecting service from Gordon Hill to serve suburban stations.

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East Coast Mainline Detailed Station Improvements Needed	Table	The source and date of numbers should be added (these are assumed to relate to passenger numbers, but this should be made clear in the heading). If, as assumed, these are based on the ORR estimates, then they should be updated to reflect the more recent 2018-19 data https://dataportal.orr.gov.uk/statistics/usage/estimates-of-station-usage
Midland Mainline	Table	The source and date of numbers should be added (these are assumed to relate to passenger numbers, but this should be made clear in the heading). If, as assumed, these are based on the ORR estimates, then they should be updated to reflect the more recent 2018-19 data https://dataportal.orr.gov.uk/statistics/usage/estimates-of-station-usage
West Anglia Mainline	Planned Service Changes	Given current ambiguity around exactly when new trains will become operational on the Hertford East branch line, should wording be revised to say 'operational from' instead of 'operational in'?
West Anglia Mainline	Table	The source and date of numbers should be added (these are assumed to relate to passenger numbers, but this should be made clear in the heading). If, as assumed, these are based on the ORR estimates, then they should be updated to reflect the more recent 2018-19 data https://dataportal.orr.gov.uk/statistics/usage/estimates-of-station-usage
West Anglia	Planned	It would be helpful if some indication of timescale could be added for

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Mainline	Infrastructure Changes	the platform lengthening for stations on the Hertford East branch.
West Anglia Mainline	Aspirations Local Services 2 nd Sentence	<p>As the delivery of Crossrail 2 is by no means certain at this stage, in order to demonstrate that additional track capacity to deliver appropriate local and wider services in line with anticipated growth (both planned and beyond) is needed, the aspiration to achieve four-tracking in any event should be worded much stronger. In particular, there are concerns that, without such provision, the ability to enhance services (both already proposed and beyond) on the Hertford branch line may be inhibited. Suggest rewording to read as follows: Hertfordshire County Council supports the delivery of Crossrail 2, but would and further supports the delivery of alternative four-tracking proposals <u>in advance of Crossrail 2 if where they also would provided</u> additional track capacity in central London to enable an increase in services <u>on routes serving Hertfordshire</u>.</p>
West Anglia Mainline	Aspirations Local Services	<p>Given, inter alia, the level of new development proposed at the emerging Harlow and Gilston Garden Town, in order to increase capacity for local services without affecting fast services to Stansted Airport, support should be given to an extension of the delivery of Crossrail 2 as far as Harlow Town station via an additional related aspiration.</p>
West Anglia	Table	The source and date of numbers should be added (these are

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Mainline		assumed to relate to passenger numbers, but this should be made clear in the heading). If, as assumed, these are based on the ORR estimates, then they should be updated to reflect the more recent 2018-19 data https://dataportal.orr.gov.uk/statistics/usage/estimates-of-station-usage
West Anglia Mainline	Table Bishop's Stortford	Addition to text needed: In order to increase passenger safety, the reduction of the gap between the train and the Northbound Platform should be prioritised and resources to achieve this should be sought as a matter of urgency.
West Anglia Mainline	Table Broxbourne	Addition to text needed: In order to address safety issues and to reduce congestion at peak times, which impedes the reliability of bus services, improvement of the vehicular exit from the station should be sought with the train operating company.
West Anglia Mainline	Table Ware	Addition to text needed: The passenger toilet facilities should be reinstated.
West Coast Main Line	Table	The source and date of numbers should be added (these are assumed to relate to passenger numbers, but this should be made clear in the heading). If, as assumed, these are based on the ORR estimates, then they should be updated to reflect the more recent 2018-19 data https://dataportal.orr.gov.uk/statistics/usage/estimates-

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		of-station-usage
Chiltern Line	Table	The source and date of numbers should be added (these are assumed to relate to passenger numbers, but this should be made clear in the heading). If, as assumed, these are based on the ORR estimates, then they should be updated to reflect the more recent 2018-19 data https://dataportal.orr.gov.uk/statistics/usage/estimates-of-station-usage
5.1 High Speed 2	Numbering	Section numbering is out of order in relation to overall heading of '4 Strategic Projects' – should this actually be numbered as 4.1?
5.1 High Speed 2	4 th paragraph Final sentence	As the consultation/finalisation of the document is occurring post-Autumn 2019, this sentence should be updated to reflect the current position.
5.2 East West Rail	Numbering	Section numbering is out of order in relation to overall heading of '4 Strategic Projects' – should this actually be numbered as 4.2?
5.2 East West Rail	3 rd paragraph, final sentence	Suggest additional text: “and, in order to expedite additional new journey opportunities from Hertfordshire to numerous rail lines, will seek the prioritisation of the central section of the preferred route between Bedford and St Neots/Sandy area over the St Neots/Sandy area to Cambridge section, as the latter journey can already be achieved through an existing, albeit less convenient, route (via Hitchin)”.
4.3 Access to	Background	The light rail link to Luton Airport should be referred to by its official

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International Airports	1 st paragraph 3 rd sentence	name – Luton DART (Direct Air-Rail Transit). See: https://dart.llal.org.uk/
4.3 Access to International Airports	Background 1 st paragraph 3 rd sentence	The Luton DART section of text should be updated to reflect its 2021 anticipated opening date.
4.3 Access to International Airports	Background 1 st paragraph	For ease of reading and identification, it would be helpful to split the issues regarding Luton and Stansted airports into two separate paragraphs.
4.3 Access to International Airports	Background 1 st paragraph Final sentence	To emphasise Stansted's sustainable journey modal share, it would be useful to include the latest percentage figure in this respect.
4.3 Access to International Airports	Short term: Final bullet	To reflect the need for employees, as well as passengers, to access the airport at times outside of those currently served by the WAML, suggest adding 'and employees' shift times' to the end of the sentence.
5 Station Facilities, Station Access and Train Facilities	2 nd bullet	Typo – should read 'do not have toilets', not 'don not have'.
5 Station Facilities,	3 rd bullet	For clarity, could more information be provided about what aspects of car parks the 52% of users are dissatisfied with?

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Station Access and Train Facilities		
Station and train facility upgrades	1 st paragraph, last line	To reflect current date, suggest rewording to read: Greater Anglia will be renewing <u>intends to have renewed</u> their entire fleet during 2019/20 by the end of 2020.
8 Other Projects	Numbering	As the previous section is numbered 6, is there a section missing or should the whole of this section be numbered as 7?
8.1 Community Rail	2 nd paragraph	For consistency with the other CRPs listed below this paragraph, the Abbey Line should have a separate heading, which should be in bold text.
8.1 Community Rail	Hertford East CRP	As the Hertford East CRP line is now to be named the 'The New River Line', the title should be updated accordingly.
8.4 Intalink	PlusBus	To reflect current arrangements and promote awareness, this section would benefit from reference to the PlusBus scheme.
8.5 Joint Working	Organisations	Typo – as BAA has not been responsible for Stansted Airport since 2013, the text should be updated to reflect MAG's ownership.
8.5 Joint Working	Organisations	Should ACORP also be listed here?

~~Strikethrough~~ = Suggested text deletion

Underscore = Suggested text addition