

Fen Line Users Association submission to Passenger Benefit Fund

Waterbeach:

The situation here is complicated because (a) it is not clear how much provision of seats, shelters, and Customer Information Screens (CIS) is currently planned for the platform extension (b) up to £1,350,000 of “Section 106” money is likely to be allocated to improvements in the near future.

- (1) secure cycle parking, including provision for "cargo bikes"; the current provision in the car park is not regarded as secure, and the current provision on the down platform is inadequate; this is likely to be included in the S106 but it may be several years before it is implemented
- (2) additional shelters, especially on the up platform; shelters and CIS on the platform extensions; relocating CIS so it is visible from inside the shelters
- (3) additional ticket machine on the up platform
- (4) toilet, provided concerns re vandalism can be addressed; maybe a solution can be found that will also provide security for the cycles and the ticket machines
- (5) feasibility study for autonomous-vehicle “last mile” transport between station and village(s) / new town, to follow on from the current trials in Cambridge; similar schemes could benefit Littleport and the communities around Watlington

Other suggestions we have received are for Harrington humps (though we are not sure the location of the wheelchair entrance on different trains is consistent enough) and for planters (though we do not currently have any volunteers to look after them; but maybe that could be part of a solution to the security issues)

Ely / Cambridge North

We would like some of the allocation for these stations to go towards implementation of an on-line presence (app and web-site) for user groups (each group having its own site but using common software); this should be possible within a budget of around £40-80k. It would give their members a single portal to all the various information that is available (or potentially available) such as train running data (from the signalling system) and current state of services such as lifts and toilets. It would allow user groups to engage with many more passengers than they can at present. We envisage that features would include:

- better information in times of disruption, including reports from members who are on the scene, also software that understands about single track, temporary speed restrictions, etc so can predict arrival times more accurately
- message boards for members to raise concerns, report faults, etc, also to promote events that are happening near stations
- duplicating the information on destination boards etc, with users being able to choose the format in which they receive it; this helps those with various impairments, those sitting where the boards aren't visible, and those who want to concentrate on work etc
- polling the membership to get their views on proposed changes to the service or the environment
- helpful information for people who are new to the area or to rail travel (including foreign tourists) or have accessibility/inclusivity needs but don't need the full experience that [Try a train](#) gives
- link to live bus information for the next station when on trains
- the app should minimise data use, and work when connectivity is intermittent

A lot of the information can be “user-generated content”; it needs everyone to have their own log-in, with the records showing who is allowed to add various kinds of content, whether content they add should be moderated, etc.

Littleport

NOTE: we assume the work for the “King’s Lynn 8-car” project will include a TVM at the new entrance to the up platform; if not, then that would be high on this list

- (1) Return a seat to the up waiting shelter
- (2) Install a large canopy over the TVM and the area where cycles go, the 'Welcome to Littleport' sign at the entrance to the station, also over the steps leading up to the platform
- (3) Make a bay for a taxi immediate opposite the steps up to the platform
- (4) Make a place in the old car park for a taxi and other 'drop-off'/'pick-up' cars to be able to turn without going across the severe humps in the new car park
- (5) Make the footpath from the main road to the station entrance wider to take push chairs, etc. thus allowing folk not to spill onto the approach road which in itself is too narrow

Downham Market

- (1) New shelter/seats/CIS on each platform towards the King’s Lynn end, for 8-car trains
- (2) Make the waiting room less like a prison cell
- (3) Water refill station.
- (4) Defibrillator.

Watlington

- (1) A footpath linking from the Magdalen direction, the proposed privately-developed car park west of the existing car park to the west side of the station to encourage walking/cycling.
- (2) Contribution to the highway authority for measures to deal with parking issues experienced by residents on the roads to the east of the station.
- (3) Harington hump (though with the same caveat as for Waterbeach)
- (4) Defibrillator
- (5) Water refill station.

King’s Lynn

- (1) More seats/shelters/CIS further along Platform 1 (towards Tennyson Ave.). Seats/shelters should match the existing design.
- (2) Toilet refurbishment
- (3) Longer opening hours for toilets and ticket office.
- (4) Better signed/easier to use cycle parking.
- (5) Making the waiting room more inviting by replacing the frosted glass in the door with clear glass.
- (6) Additional items – water refill station; defibrillator.