

Rail Strategy

2016 (revised 2019)



Introduction

Transport, including rail, continues to play a key role in maintaining Hertfordshire as a place where people want to live and work. Recent and emerging national and local plans point to the continuation of growth in Hertfordshire and neighbouring areas, with ever increasing pressures on the county's transport system.

The Rail Strategy is therefore required to ensure that the railway in Hertfordshire can support economic growth and development. It sets the strategic framework against which decisions regarding future franchises and investment in key elements of infrastructure can be identified and prioritised.

1.1 Role of the Rail Strategy

The role of the Rail Strategy is to set out the County Council's aspirations for the development of the rail network in Hertfordshire. It will form the basis of any dialogue between the County Council and the train operating companies, Network Rail, Department for Transport and other organisations with an interest in rail matters. Specifically the strategy will be used to influence the rail industry's strategy development process, such as Network Rail's Long Term Planning Process (LTPP) and feeds into key documents such as the Government's Initial Industry Plans and High Level Output Specifications (HLOS). It will also inform the specifications for the local rail franchises when they are retendered.

This strategy also sets out the County Council's role, defining how it will engage with the rail industry and stakeholders to help ensure that the aspirations are met. In doing so it is hoped that partnership projects can be delivered to the benefit of all parties.

This Rail Strategy is a supporting document to the Local Transport Plan that sets out the policies and measures required to improve transport across all modes. The aim is to deliver the Rail policy which is as follows:

The county council will support and promote rail use in the county, especially in order to reduce car use. To do this it will:

- **Work with the rail industry and other partners to seek improvements to train services in regards to capacity, journey times, frequency and range of destinations served.**
- **Work with the rail industry and other stakeholders to make rail travel more attractive through improved fares and ticketing, upgraded station facilities and better access and interchange by sustainable modes of transport.**
- **Support Community Rail Partnerships in the county**

The Rail Strategy also supports elements of other Local Transport Plan policies including Travel Plans and Behaviour change, Accessibility, Freight and Logistics and Airports.

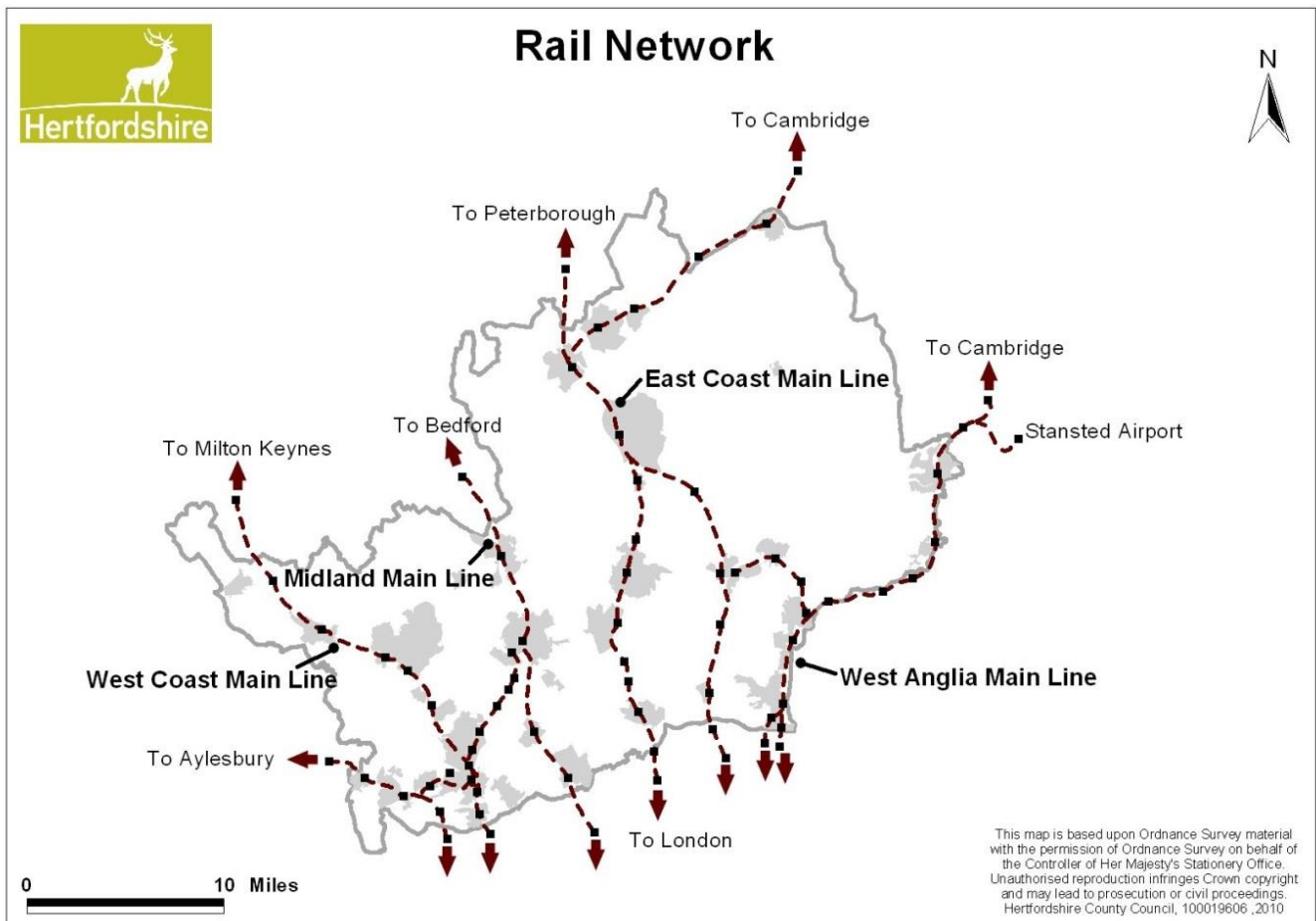
1.2 The Rail Context for Hertfordshire

The rail industry in Hertfordshire is complex. Routes are predominately arranged to serve London, and therefore the system is more of a series of discrete lines rather than a joined-up countywide network. The rail industry is also set up to serve the radial routes and there are many different rail organisations and divisions of national organisations i.e. Network Rail, that cover Hertfordshire. A total of 11 train operating companies (TOCs) provide services in Hertfordshire and are responsible for the management of 50 stations. The stations range in footfall from 20,000 passengers per year at Park Street to over 8 million at Watford, and 23 stations each handle over 1 million passengers per year.

The use of the rail network is heavily dominated by commuting trips, accounting for 76% of all rail journeys. The main destination for these trips is into Greater London. Train use to work is significantly higher in Hertfordshire (13%) than the England average (9%). However this differs considerably on a district level, ranging from 19% in St Albans to 7% in Stevenage.

There were 70.5 million Hertfordshire journeys in 2016 which is a 4.75 increase on the previous year.

Figure 1: Hertfordshire Rail Network



1.3 Key Issues and Themes

- Rail plays a very important role in the Hertfordshire economy with over 60,000 people commuting out of the county every day, the majority (96%) into London. Rail also brings over 12,000 workers into the county, with about 75% of these coming from Greater London;
- A few key stations in the county are dominant, particularly for travel to London. Watford Junction, St Albans City, Stevenage, Elstree and Borehamwood and Harpenden account for 39% of all rail demand in Hertfordshire;
- There is a lack of good orbital (east-west) rail links in Hertfordshire and orbital road links (e.g M25, A414) are congested and forecast to get worse. The rail network is largely radial meaning there are connectivity gaps;
- There are issues with station and train facilities that affect the passenger experience of rail in the county. Satisfaction in London and the South East is in line with the national average at 83% in Spring 2019, which is significantly higher (4%) than the previous year. Two of the poorest performing TOCs operate in Hertfordshire i.e. Greater Anglia and Great Northern;

- Congestion on the Hertfordshire road network is a significant issue, particularly on key corridors such as the A1M and many strategic roads are expected to be over capacity by 2031 causing longer and more unreliable journey times;
- Rail will need to accommodate increased travel demand in future. Hertfordshire's population is projected to grow by 18% to 2031 (an additional 203,000 people). Employment is expected to grow by 15% (over 80,000 new jobs). In addition, growth in neighbouring areas, particularly London, Bedfordshire and Cambridgeshire, will increase demand for rail travel through Hertfordshire;
- A number of Hertfordshire's rail lines are forecast to be over capacity by 2031;
- A number of rail projects are committed or planned that will transform rail travel in the region in the next 10-15 years. Major projects, such as the Thameslink Programme, Crossrail, HS2 and potentially Crossrail 2, will provide significant changes to the capacity available and journey opportunities on key services to and from Hertfordshire;

Overarching themes that occur over a number of lines include:

- Capacity constraints and bottlenecks on lines
- Peak time overcrowding on key services (for example Great Northern services from Welwyn Garden City and Thameslink services from St Albans);
- Low frequencies and slow journey times from key stations (for example 6tph from Hatfield to London and 43 minutes from Hertford North to London);



1.4 Hertfordshire County Council's Role

The County Council has no statutory powers or duties that are directly related to the provision of rail services. However, the County Council, in partnership with the ten districts councils, is keen to ensure that the rail needs of Hertfordshire are adequately served. Therefore, as well as seeking improvements from the rail industry the County Council also undertakes the following activities to support rail growth:

- Providing contributions to facilitate improvements to stations;
- Delivering interchange improvements;
- Promoting major schemes through the Local Transport Plan;
- Supporting Community Rail Partnerships;
- Delivering the Intalink Enhanced partnership to promote rail services and links with bus operations, and the development of PlusBus;
- Responding to DfT/Network Rail consultations to promote improvements for the benefits of Hertfordshire residents and businesses;
- Working with other authorities to seek improvements to rail services;
- Working with train operating companies on the development of Station Travel Plans to promote and enable more sustainable modes of travel to stations.

In order to deliver these activities the County Council will continue to strengthen its links with district councils, neighbouring authorities, train operating companies, Network Rail, the Department for Transport, Transport for London and other national and regional bodies e.g. ECMA, WCR250



2 Rail Strategy Development

The rail infrastructure within Hertfordshire consists of a number of independent rail corridors, generally running south-north through the county. There are different franchised operators for each of these routes and Network Rail treats each corridor as a discrete route with its own demand pressures and capacity and investment priorities, many of which are driven by considerations outside Hertfordshire. The Rail Strategy therefore deals with each corridor individually, while at the same time developing an overall coordinated strategy that addresses network-wide topics, such as east-west movement or station access.

2.1 Implementing the Strategy

The top priorities identified in this Strategy will be developed as a priority to feed into the main rail industry processes, such as Network Rail Route Study consultations. DfT's HLOS (Higher Level Output Specification) process, and franchise consultations and renewals. Alongside this process the remainder of the strategic priorities will also be progressed with relevant stakeholders.

There is excellent stakeholder interest and support for this strategy from both within the county and the rail industry, and this will be harnessed by the county council and its partners to deliver a successful rail strategy that delivers the development objectives for the county.

2.2 Rail Industry Timescales

A key element in developing the Rail Strategy is understanding the rail industry timescales for the development of initiatives. A summary of the timescales in the industry is shown in figure 2

It is important to understand that rail industry planning timescales are long. Each Control Period (the period over which the Office of Rail and Road sets regulatory targets, income and costs for Network Rail) lasts five years. Whilst this is good for the industry, in that it can plan with some certainty of funding for that period, it means that new infrastructure schemes often have to be planned with more than five year lead in times.

For example, the plans for Control Period 5 (2014-2019) are now fixed, so any new infrastructure schemes will likely have to be implemented in Control Period 6 (2019-2024). Planning for this period started with the Planning Oversight Group's Initial Industry Plan which was published in July 2017 and the Department for Transport's High Level Output Specification (HLOS).

Network Rail's Strategic Business Case (SBC) was published in February 2018. The SBP includes detailed route-by-route plans covering expenditure, which overall includes £18.5bn on operations and maintenance, £18.5bn on renewals and £10.1bn on enhancements. Should further enhancements be needed then NR must make a business case for the Treasury

There are opportunities to progress smaller schemes and service improvements through the franchise renewal processes, of which a number have occurred during the current Control Period, for example East Anglia and West Midlands.

Major projects will also have significant impact on the county, particularly over the next 10-20 years, with schemes such as Crossrail 1 and HS2 and potentially Crossrail 2, all scheduled to be implemented in this timescale.

3 Overall Aspirations

This section sets out the overall standards that the County Council wishes to see adopted across the rail network in Hertfordshire.

3.1 Franchises

The County Council supports the principle of franchises as the basis for providing long-term stability for the rail user whilst encouraging the train operators to provide improvements to services and facilities. It also recognises the need for the franchisees to make a return on their investment. The County Council therefore wishes to see franchise lengths of at least 10 years, but with appropriate break points if clearly defined performance levels are not met.

The franchise system should also be complemented by provision for open access operators where they can provide new services. Therefore the County Council welcomes open access operators where they provide direct services to Hertfordshire stations. However, the Department for Transport and Office of Road and Rail are urged to ensure that open access operations do not diminish the attractiveness of franchisee investment or reduce the number of train paths available for local services.

The County Council is an active participant in the franchise consultation process, however, it would welcome the opportunity to have a direct influence on the franchise specification and on the operator selected.

The County Council would also welcome the involvement of Transport for London in influencing rail services beyond the Greater London boundary on the understanding that there would be no detrimental effect to any local service in Hertfordshire.

3.2 Service Levels

The County Council wishes to see the following train service levels as the minimum across the county:

For local services:

- Minimum frequency of half-hourly from all stations (Mon-Sat) and at least hourly on Sundays;
- Aspiration of at least four trains per hour in each direction from all stations on all routes serving London;
- First arrivals in London before 06.00 (Mon-Sat) and 08.00 (Sun). All services to begin by 06.00 (Mon-Sat);
- Last trains no earlier than 01.00 from London termini;
- Clockface timetable to be maintained throughout the day, except for peak periods services;
- Appropriate mix of semi-fast and all-stations services

For long-distance services:

- Incoming services should allow arrivals at Hertfordshire stations from all major routes between 08.00 and 10.00 for business travel, with corresponding return journeys between 16.00 and 19.00
- Outgoing services should provide departures from Hertfordshire stations to all major destinations between 06.00 and 09.00;
- Services provided to a wide range of destinations throughout the day
- Stevenage and Watford Junction to be maintained as InterCity rail heads, recognising their importance for Hertfordshire and the wider region

3.3 Fares and Ticketing

The County Council encourages train operators to adopt innovative approaches to fares and ticketing schemes, within the limits of franchise agreements. These include:

- Special fare packages and promotions for contra-peak and flexible business travel;
- Concessionary fares for older and disabled passengers;
- The introduction of carnet tickets for frequent travel that does not justify a season ticket;
- Participation in *Intalink* sponsored ticketing schemes such as PlusBus and any future flexible multi-modal ticketing schemes;

- Discounted season ticket options for school or college travel;
- Wide availability of ticket sales through TVMs, internet, mobile apps etc.;
- Increased availability of smart ticketing options.

The Department for Transport announced in 2017 £80million investment in new ticketing technology and set the following objective:

“Every passenger will have the choice of travelling without a paper ticket by the end of 2018...”

The County Council welcomes the announcement from the Department of Transport at the end of 2018 that contactless Pay as you Go will be rolled out to include more Hertfordshire stations during 2019. Stations to benefit to date are St Albans City, Harpenden, Radlett, Potter’s Bar and Hertford North. It is expected that Hatfield and Welwyn Garden City will also go live by the end of 2019.

3.4 Stations

The County Council has developed a set of standards for railway stations based on the draft “Better Rail Stations” work published by the Department for Transport in 2009. Although this guidance has not been updated in the intervening years and it is arguable whether all the stations in Hertfordshire are now correctly categorised it is a good starting point in assessing the standards stations should meet.

Where existing conditions fall short of the standards, the aspirations for improvements are set out throughout this document.

The County Council will work with the train operating companies and Network Rail to seek these improvements.

3.5 Access to Stations

The County Council’s strategy is that rail users should be encouraged, where feasible, to use sustainable transport modes for the “last mile” journey to access stations, principally bus, cycling and walking.

LTP4 Policy 6: Accessibility

The County Council will seek to increase the ease with which people, particularly disadvantaged groups can access key services, by:

- a) **Working in partnership with key stakeholders such as bus and rail operators, community transport operators, the voluntary sector and public service providers.**

c) Addressing the barriers to accessibility particularly regarding active travel modes and for people with impaired mobility

As the transport and highway authority, the County Council will prioritise those stations where access needs to be improved, and will work with the train operator, Network Rail, bus operators and other relevant partners to identify an appropriate package of measures for each station. Many of these issues will be identified through the Growth and Transport Plans currently being developed for the county.

A joint funding approach will be required to deliver the packages, reflecting the objectives and responsibilities of each of the partners. Ideally the development and delivery of access improvements will be driven by Station Travel Plans jointly owned by the rail industry, local authorities and local transport providers.

LTP4 Policy 3 Travel Plans and Behaviour Change

The county council will encourage the widespread of adoptions of travel plans through:

a) Working in partnership with large employers, businesses and other organisations to develop travel plans and implement Smarter Choices measures.

In respect of taxis, the County Council will expect the train operator to determine the requirements for taxi provision at each station, in consultation with the appropriate taxi licencing authority (usually the District or Borough Council). Facilities for taxis or private hire cars will be included in the specification for any station forecourt improvements.

3.6 Car Parking

Car parking at stations is viewed as a commercial activity within the remit of the train operator. It is recognised that in many locations, provision of suitable car park capacity is an essential ingredient in the attractiveness of the rail service and that in itself it influences modal choice for the principal element of the journey. However, there needs to be a dialogue between the TOC and the County and District Councils in each case to establish compatibility between capacity and charging policies in the station and on the surrounding streets and neighbouring car parks.

The County Council has particular concerns where additional car parking capacity is built on railway land under permitted development rights. In these situations the County Council would welcome early dialogue with the rail industry to ensure that the additional traffic generated by the parking will not have an adverse impact on the immediate highway network or on access for buses, pedestrians and cyclists.

The County Council also wishes to see a more flexible approach to car parking provision, especially within franchise agreements. Opportunities to replace parking spaces by bus interchanges or other sustainable transport provision should be allowed and encouraged where this will not have a negative impact on the overall numbers of passengers accessing the station.

3.7 Passenger Information

Hertfordshire has a separate strategy for passenger information, based on the activities of the *Intalink* partnership. Most train operating companies have had an active role in the development of the partnership and the products and services it offers. Therefore, in order to ensure continuity and further development, the County Council expects these train operating companies and their successors to remain partners. All train operating companies, including those providers of long distance services are encouraged to become full and active members of the partnership which is something the County Council makes clear when in discussion with potential franchisees.

The principal elements of the Intalink Bus Strategy and Enhanced Partnership are:

- An integrated approach to delivery of passenger transport information based on the Intalink Bus Strategy and Enhanced Partnership;
- An increasing reliance on electronic information for journey planning and at all stages during the journey, in real-time;
- Wider use of the internet and mobile phone networks for information and product purchase, including smart ticketing;
- Development of integrated ticketing schemes and products to stimulate growth in patronage;
- A stronger emphasis on strategic and tactical marketing for both the bus and rail networks, to increase patronage.

LTP4 Policy 6: Accessibility

The county council will seek to increase the ease with which people, particularly disadvantaged groups, can access key services, by:

- d) Promoting travel options and facilitating accessible travel information provision, including open data initiatives.**

3.8 Interchanges

The County Council actively seeks to enhance interchange facilities at railway stations to provide better connections with other transport (principally buses), to improve the environment for passengers waiting to transfer to other modes, and to ensure that the station is attractive for in-bound passengers. This can include facilities such as secure cycle parking, taxi ranks and timetable co-ordination.

The County Council will therefore work with train operating companies, Network Rail, local transport providers and the local community to develop schemes. However, it should be noted that ownership of land is often split between the rail industry and private landowners, and access is often a mixture of public highway and private roads, making project development more complex.

3.9 Freight

The County Council supports the transfer of more freight from road to rail, as set out in the Department for Transport Rail Freight Strategy 2016, and will give appropriate emphasis to freight in ongoing discussions relating to network capacity in Hertfordshire.

The value of transit rail freight across the county is recognised in terms of its positive impact on congestion on the primary road network.

There remains some uncertainty as to the provision of a rail freight depot in Hertfordshire due to land use pressures and concerns over the preservation of the green belt and impact on the wider road and rail network in the county. The County Council will however continue to work with industry partners to identify opportunities for new sites for freight transfer, where they are feasible and meet planning guidelines.

LTP Policy 16: Freight and Logistics

The county council will seek to manage freight and logistics traffic, by:

c) Encouraging a shift from road-borne freight to less environmentally damaging modes, including rail, water and pipelines.

3.10 Engineering Works and Emergencies

It is recognised that from time to time the need for engineering works will require the use of replacement bus services. Where necessary, the County Council wishes to see that:

- The engineering works and replacement services are advertised widely and well in advance;
- The location of replacement bus stops is clearly marked and signposted from the station;
- The buses used are accessible to all users, including disabled passengers and those with luggage or cycles;
- Sufficient staff are available to guide and provide information to passengers

Wherever possible, passengers should be able to remain on trains without the need to transfer to buses, even where this means that journeys will take longer. However, where services are diverted onto alternative routes, the needs of local services should not be disadvantaged by provision for through services.

In instances of the need for long term rail replacement services being necessary as a last resort the county council would expect to be involved in discussions at the earliest possible stage to ensure arrangements meet the requirements of passengers.

3.11 Passenger Safety

Stations and trains should provide personal security for all passengers. The County Council wishes to see adequate levels of staff presence at stations and on trains, particularly on the late night services, and will work with the British Transport Police to improve security. Help points should be prominently located on all platforms and be working at all times. CCTV and adequate lighting should be provided on stations including forecourts and interchanges and in car parks, and adequate lighting and visibility should be provided on routes to stations.

EAST COAST MAIN LINE

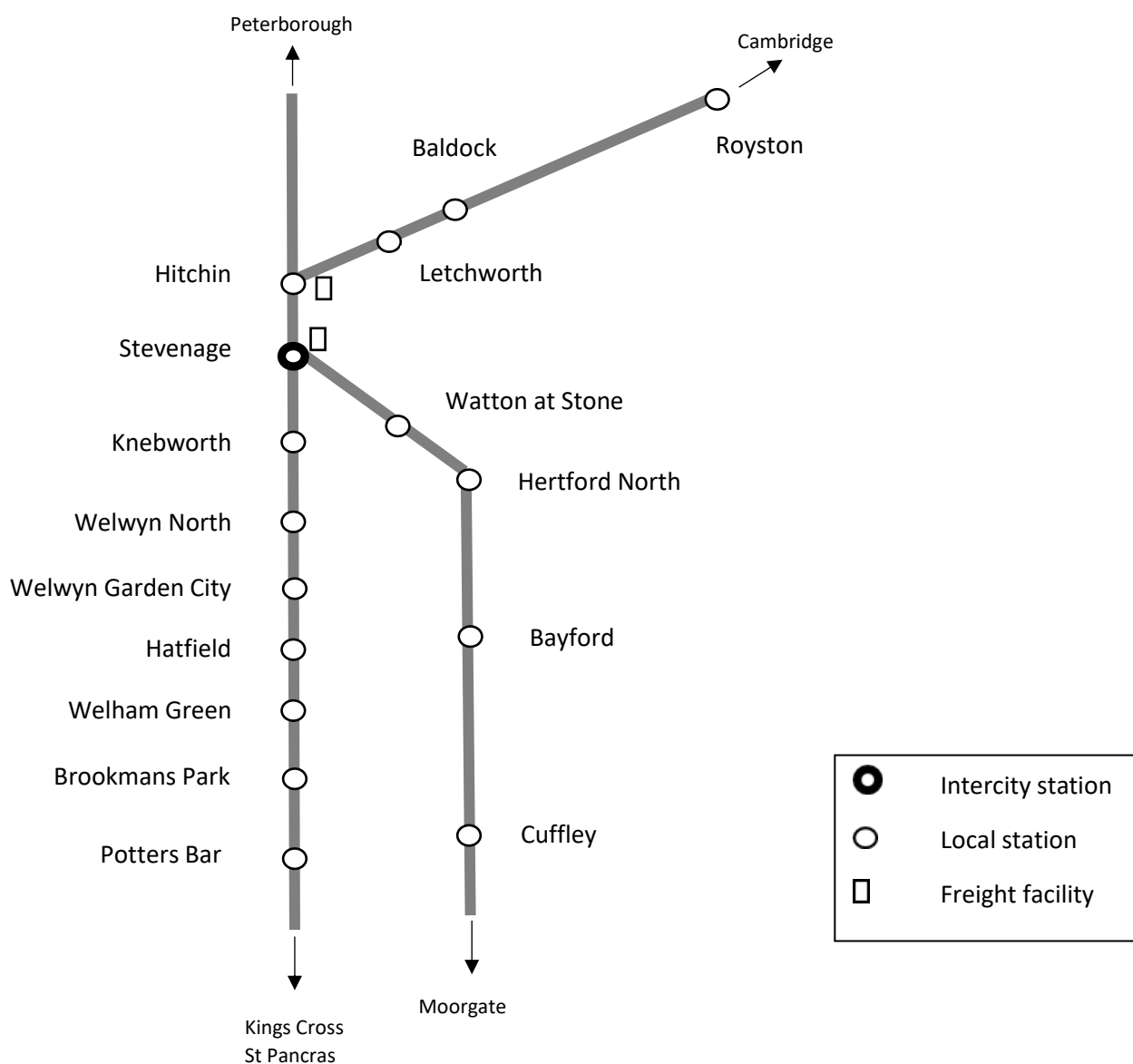
Description of Route

The East Coast Main Line route in Hertfordshire covers the following elements:

- the East Coast Main Line itself between Potters Bar and Hitchin (four-track with the exception of a 2 mile two-track section between Welwyn Garden City and Knebworth);
- the Cambridge branch between Hitchin and Royston (two-track);
- the Hertford Loop from Stevenage to Cuffley (two-track).

In total the route covers 16 stations within Hertfordshire.

Figure 1 *The East Coast Main Line in Hertfordshire*



Current Services

Intercity services are provided by the East Coast franchise (LNER). The basic pattern is 2 trains per hour, of which 1 tph is to Leeds and 1 tph to York or Newark (alternating).

There is a minimal service provided on Sundays by open access operator Hull Trains, serving Stevenage.

Local services are provided by the TSGN franchise (GTR). This is a mixture of fast and semi-fast suburban services to either Kings Cross or through the Thameslink core, and inner suburban services from Welwyn Garden City and Stevenage (via Hertford) to Moorgate.

Local freight services are provided to the aggregates sidings at Stevenage and Hitchin.

Planned Service Changes

Although the bulk of the Thameslink Programme has been introduced, there are some further additions planned to Thameslink and Great Northern services up to December 2020.

The intercity operator LNER is planning a significant timetable change in December 2021.

First Group is planning a new open access operator service from London to Edinburgh starting in 2021. The service will call at Stevenage.

Current Issues

The intercity offer at Stevenage is limited in its offer of destinations, with no through destinations north of York.

Despite recent capacity improvements delivered by the Thameslink Programme, there are still peak period overcrowding issues on local services, particularly on the inner suburban services to Moorgate.

Planned Infrastructure Changes

A fifth platform is currently being constructed at Stevenage, with completion due in May 2020. The platform will allow the full inner suburban service to be introduced between Watton at Stone and Stevenage.

Aspirations

Intercity Services

A key aspiration is to improve intercity services from Stevenage to enhance the station's role as a rail hub and to provide new connections for Hertfordshire residents and businesses.

The county council's aspiration is to retain the hourly service to Leeds and to add an hourly service to Newcastle.

Inner Suburban Services

There is an urgent need to reduce overcrowding in the peak periods on the inner suburban services from Welwyn Garden City and Stevenage / Hertford to Moorgate.

Off-peak frequencies on these routes are generally good, but the three trains per hour service at Welham Green and Brookmans Park needs to be restored.

Stevenage Station

Stevenage station is an important interchange between intercity, outer suburban and inner suburban services, and is used by 4.8 million passengers a year. The station buildings date from 1973 and are now inadequate in terms of platform widths, staircase capacity and booking hall space. The overall operation and appearance of the station is substandard for a town which is home to international pharmaceutical and aerospace companies.

The station therefore requires a significant rebuild to provide safe circulation space and to create a welcoming gateway to the town.

Hitchin Station Eastern Access

Access to Hitchin station, which handles 3.2 million passengers per year, is via the western side only. Passengers from the east of the town need to pass under a narrow bridge, which is particularly unsuitable for pedestrians and cyclists. The local councils are currently working to develop plans for a new eastern entrance which would greatly improve accessibility for sustainable transport.

New Infrastructure

A new rail link between Stevenage and Luton (a distance of only 15 miles by road) would provide a connection between the East Coast and Midland Main Lines, and could form part of East West Rail. As well as providing new rail opportunities across

the two main lines, it would directly link the two towns with a combined population of over 300,000 and Luton Airport.

Summary of Aspirations

- Improved intercity services from Stevenage.
- Additional capacity on local services.
- Major enhancements to Stevenage station.
- Eastern access to Hitchin station
- New line to be built between Stevenage and Luton.

Other Issues

Hertfordshire County Council supports TfL’s aspirations for the transfer of the inner suburban services to Moorgate to TfL control.

Hertfordshire County Council supports Stevenage Borough Council’s aspirations for a new Stevenage South station on the Hertford Loop.

Detailed Station Improvements Needed

Stations	Issues and aspirations
Baldock 653,280	Significant house growth in the vicinity of the station will lead to an increase of usage. HCC will work with the developers to ensure that appropriate infrastructure is provided for sustainable journeys to the station There is no disabled access at this station. HCC will work with TOC to ensure that Baldock is considered for Access for All Funding in future funding rounds.
Bayford 48,236	HCC would like to see a footway from the village centre to the station.
Brookmans Park 233,566	Access to this station needs to be improved for all users
Cuffley 721,352	
Hatfield	HCC is working with the RUG to ensure the TOC

2,380,714	<ul style="list-style-type: none"> • provide and promote the use of secure cycle storage at the station • the use of 20-minute parking bays in the carpark rather than parking in the drop off zone • Install Electric charging points in the carpark
Hertford North 1,668,772	<p>There is no step free access on to platform 1 however Access for all funding has been secured and work should be completed by the end of CP6.</p> <p>The station building is cramped and crowded and in need of remodelling to make it fit for purpose.</p>
Hitchin 3,237,946	<p>More cycle storage is needed</p> <p>The carpark markings are in need of refreshing and the pedestrian walkway needs to be wider.</p> <p>There is an aspiration to open a second access to the station for pedestrians and cyclists on the north eastern side of the railway. A study into the feasibility of such a scheme has been commissioned.</p>
Knebworth 586,890	<p>The subway is in need of cleaning and the paintwork refreshing.</p>
Letchworth Garden City 1,900,970	<p>The cycle storage is at capacity so more storage is needed.</p> <p>The station forecourt would benefit from being redesigned to accommodate a drop off and pick up area and move underutilised staff car parking spaces. A study has been commissioned.</p>
Potters Bar 1,996,544	<p>Access onto the platforms need to be made easier for disabled and elderly passengers.</p>
Royston 1,477,616	<p>The access to the cycle parking needs to be made safer.</p> <p>Wheelchair users have to access the platforms via one of the 2 car parks. If for any reason the trains were to depart from a different platform, which is apparently the case on occasion there would be no way for a wheelchair user or anyone with mobility problems to change platforms quickly. They would need to exit the station and re enter from the opposite car park. Access for disabled passengers therefore needs to be improved.</p>

<p>Stevenage 4,838,062</p>	<p>The cycle storage is at capacity so more storage is needed. However there are constraints on where further storage could be sited at the station so a more innovative approach is needed to maximise the space available.</p> <p>All major stakeholders of the station are in agreement that the station is in need of redevelopment in order to create a transport hub and gateway to the town.</p>
<p>Watton at Stone 162,856</p>	<p>The car park and cycle storage is not covered by CCTV.</p>
<p>Welham Green 195,252</p>	<p>The ramp up to the station is quite steep so difficult for a wheelchair user to negotiate.</p> <p>Access to platform 2, the London bound platform is via a steep flight of steps, therefore there is no access for disabled passengers. It would also be difficult for other encumbered passengers. Therefore access needs to be improved for all passengers.</p> <p>There are no AVMs at the entrance from the car park. Passengers wishing to travel north bound need to go up on to the road bridge to purchase a ticket. An additional AVM should be positioned at the carpark exit for use when the ticket office is closed.</p> <p>Some of the internal signage is faded and in need of replacing.</p>
<p>Welwyn Garden City 2,963,840</p>	<p>Better signage to the railway station is needed both from the highway and inside the Howard Centre.</p> <p>The footbridge linking the Hyde Way cycle storage and a popular pedestrian route in to the station from Bridgewater Road is in urgent need of attention. It is a feature of the station and is currently very dilapidated.</p> <p>The cycle storage does not come under the station demise and is therefore the responsibility of HCC highways and Welwyn/Hatfield District Council. The storage in Hyde Way and in the front of the Howard Centre is at capacity. Additional storage is therefore needed. The existing storage is not sheltered or covered by CCTV.</p>
<p>Welwyn North 590,284</p>	<p>The footbridge, which is clearly visible on approach to the station is in need of maintenance. The paint is peeling and</p>

	<p>the overall impression is of being run down. This could be a nice characterful feature of the station.</p> <p>The pedestrian access to this station is very poor with no footways on the station side of the road in any direction. The only pedestrian access is into the main car park along narrow footpath from Woodside Road. The path is likely to be muddy in places after wet weather and is uneven.</p> <p>The station building is in need of refurbishment.</p>
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MIDLAND MAIN LINE

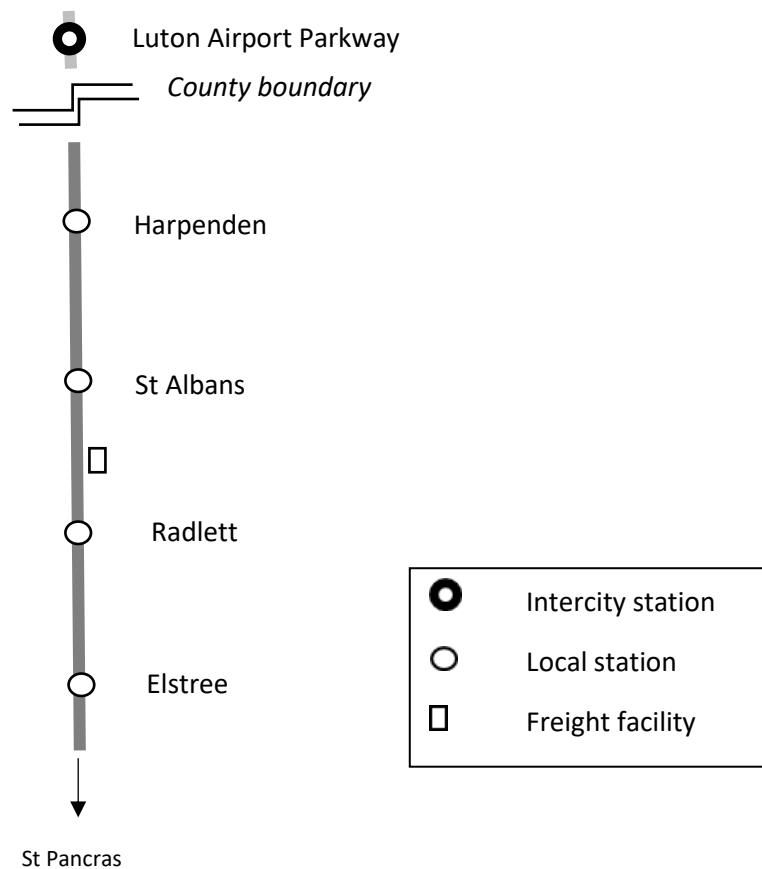
Description of Route

The Midland Main Line route in Hertfordshire covers the following elements:

- The Midland Main line between Elstree and Harpenden (four-track)

The route covers 4 stations within Hertfordshire.

Figure 2 *The Midland Main Line in Hertfordshire*



Current Services

There are no intercity services which stop within Hertfordshire, but the East Midlands franchise does serve Luton / Luton Airport Parkway just to the north of the county boundary. This provides connections to Leicester, Derby, Nottingham and Sheffield. The basic service is one train per hour from Luton Airport Parkway to Leicester / Nottingham. Access to Derby and Sheffield requires a further change.

Local services are provided by the TSGN franchise under the Thameslink brand, with fast and semi-fast services vis the central London core.

Local freight services are provided to the aggregates sidings at Radlett.

Planned Service Changes

Although the bulk of the Thameslink Programme has been introduced, there are some further additions planned to Thameslink services up to December 2020.

Significant changes are expected to the East Midlands franchise services from December 2020. Current indications are that there will be significant reductions in intercity services south of Kettering, which will have a major detrimental impact on Hertfordshire's long-distance connections.

These changes are also due to include the conversion of the Corby intercity services to a commuter service, although it is not planned to stop in Hertfordshire.

Current Issues

The intercity service is of low frequency and only serves a limited number of destinations directly.

Despite recent improvements delivered by the Thameslink programme, there are still peak period overcrowding issues on local trains. Overcrowding is also experienced on the stations, especially St Albans.

Planned Infrastructure Changes

Enhancements works are currently being carried out on the Midland Main Line to the north of Hertfordshire. When completed in December 2020, these works will provide additional capacity.

Aspirations

Intercity Services

It is essential that intercity services continue to call at Luton or Luton Airport Parkway in order to maintain long-distance connections for Hertfordshire.

The county council's aspiration is for all intercity services to call at Luton Airport Parkway so that connections can be made to all the major East Midlands cities without the need to have a further change of trains.

Local Services

The Thameslink Programme has increased capacity on commuting services, but there is still overcrowding on trains and at stations during peak periods. Increased capacity is still required on these services.

The new Corby service to be introduced within the East Midlands franchise should call at St Albans. This would provide welcome additional capacity on commuting services to London, but will also be essential to provide some level of long-distance connectivity if intercity services are withdrawn from Luton Airport Parkway.

St Albans Station

The St Albans Station Capacity scheme is included in the “schemes with a decision to design” list within the Department for Transport’s Rail Network Enhancements Pipeline list (Autumn 2019 Schemes Update).

Necessary works should be undertaken at St Albans to allow intercity trains to stop there during periods of disruption.

New Infrastructure

A new rail link between Stevenage and Luton (a distance of only 15 miles by road) would provide a connection between the East Coast and Midland Main Lines, and could form part of East West Rail. As well as providing new rail opportunities across the two main lines, it would directly link the two towns with a combined population of over 300,000 and Luton Airport.

Summary of Aspirations

- Improved intercity services from Luton Airport Parkway;
- Increased capacity on peak commuting services.
- New line to be built between Luton and Stevenage.

Other Issues

Planning permission has been granted for a new rail freight interchange at Radlett, to be served from the Midland Main Line. Should the development proceed, there could be implications for overall capacity on the line.

The site has also been identified for housing in the emerging St Albans Local Plan. If this development option were to go ahead there might be options for considering whether it could be linked to the Abbey Line (see West Coast Main Line section).

Detailed Station Improvements Needed

Stations	Issues and Aspirations
<p>Elstree and Borehamwood 3,334,002</p>	<p>The station was redeveloped in 2019 to improve passenger flow and provide better retail facilities. HCC have contributed £20,000 in match funding to provide improved cycle storage facilities at the station.</p>
<p>Harpenden 3,356,988</p>	<p>The station forecourt is in need of remodelling to make it more accessible on foot and by bike. A study has been commissioned by HCC.</p> <p>St Albans and District Council have plans to add a deck to the carpark which if it goes ahead will also involve the remodelling of the approach road and junction with Station Road to ease congestion at the junction and make the entrance wider to improve walking and cycling access.</p> <p>Opening a pedestrian and cycle access from Aysgarth Close into the car park from the south is a priority identified through the Passenger Benefit Fund consultation with RUGs. HCC are working with the TOC to move this piece of work forward.</p> <p>The station would benefit from more AVMs at the entrance to platform 1 from the carpark as there are always queues at peak times.</p> <p>There is an issue with thefts from the cycle storage which should be addressed with the funding secured from the cycle-rail grant in 2019 and £10,000 from HCC in match funding.</p>
<p>Radlett 1,196,918</p>	<p>Access for all is a priority for this station. HCC will continue to work with the TOC to ensure this station is put forward for any future access for all funding.</p> <p>There is no RTPI display in the ticket hall.</p>
<p>St Albans City 7,367,020</p>	<p>Work is currently underway to develop the station building to create more space for passenger flow and improved retail facilities.</p> <p>The Ridgemont Road entrance will also be improved by the provision of a small building accommodating another retail opportunity and a wider gate-line. The entrance and carpark</p>

	<p>will also be improved to improve access for pedestrians and cyclists. It is hoped this can be done in conjunction with a highway scheme to improve pedestrian and cycle access along Victoria Street due to take place in 2020.</p> <p>The most pressing issue at this station is the overcrowding on the island platform caused by increasing numbers of passengers exiting via the footbridge. This project has funding and is going through the Network Rail design process and is due to be delivered by the end of 2021.</p>
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WEST ANGLIA MAIN LINE

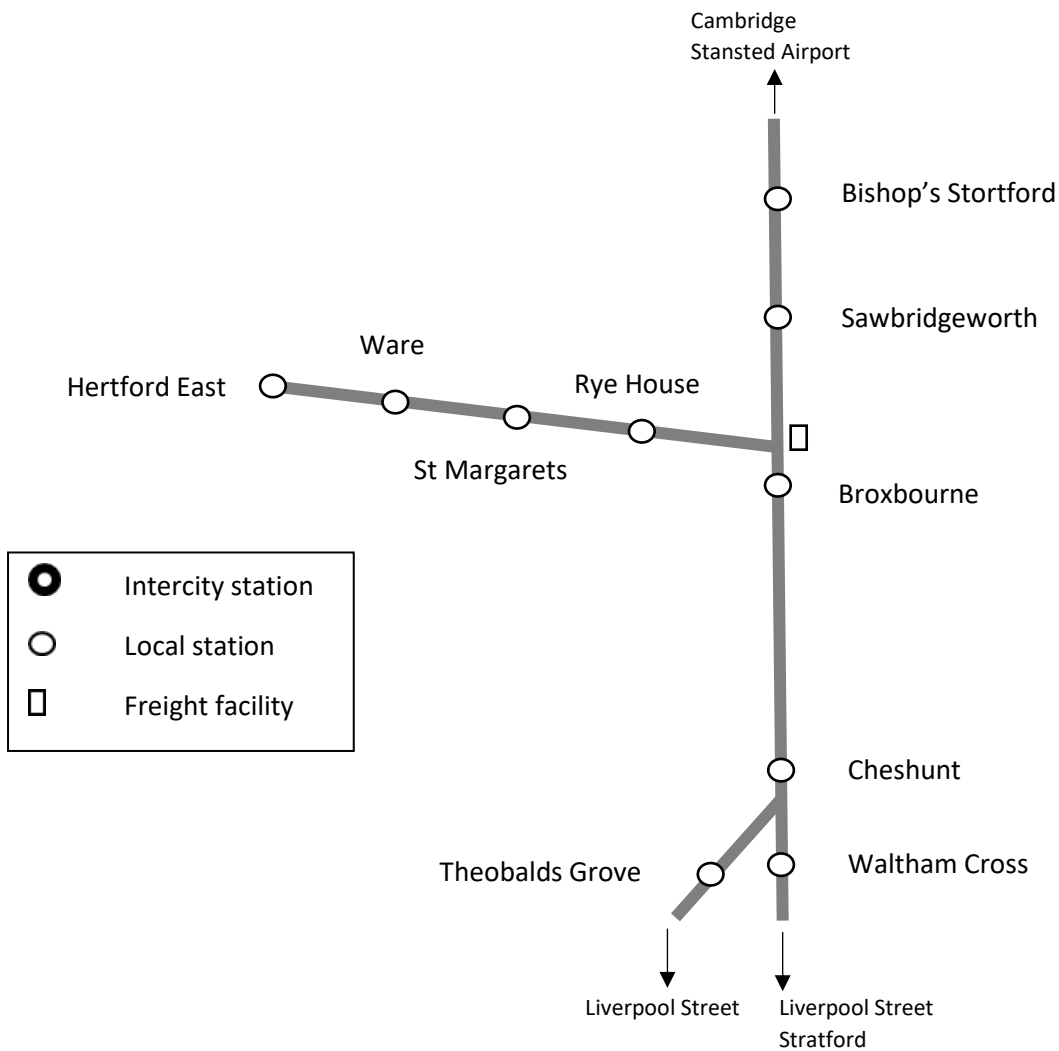
Description of Route

The West Anglia Main Line route in Hertfordshire covers the following elements:

- The West Anglia Main Line between Waltham Cross and Bishop's Stortford (two-track);
- The Hertford East branch from Rye House to Hertford East (two-track, with the exception of a single-track section through Ware station);
- The Southbury loop serving Theobalds Grove (two-track).

In total the route serves 10 stations in Hertfordshire.

Figure 3 *The West Anglia Main Line in Hertfordshire*



Current Services

There are no intercity services on this route.

Local services are provided by Greater Anglia, with a mixture of fast and semi-fast services. Bishop's Stortford is also served by Stansted Express services.

London Overground provides a metro service from Cheshunt via the Southbury Loop.

Local freight services are provided to the aggregates sidings at Rye House.

Planned Service Changes

Some changes to services will be delivered when new trains become operational in 2020. This includes an increase from 2 tph to 3 tph for off-peak services on the Hertford East branch.

Current Issues

The route suffers from under-capacity due to competing demands from local, regional, freight and Stansted Airport services. All the passenger services are experiencing significant growth, but any increase in services for one group would have negative implications for the others.

Planned Infrastructure Changes

Platform lengthening on the Hertford East branch is due to be delivered to enable operation of the new train fleet.

Crossrail 2 is a major infrastructure project which will provide four-tracking on the main line as far north as Broxbourne. This will provide a significant enhancement to capacity and reliability. The scheme has yet to achieve full approval, and therefore is unlikely to be delivered before the late 2030s.

Aspirations

Local Services

The primary aspiration for this route is to provide a capacity increase on the mainline to allow an uplift in services. Hertfordshire County Council supports the delivery of Crossrail 2, but would support alternative four-tracking proposals if they also provided additional track capacity in central London to enable an increase in services.

The delivery of Crossrail 2 or other similar scheme would also held the aspirations of:

- Better local rail access to Stansted Airport. Bishop's Stortford is the only Hertfordshire station which has a direct link to the airport.
- Shorter journey times to central London from Bishop's Stortford.

New Stations

Hertfordshire County Council supports Broxbourne Borough Council's aspirations for new stations at Turnford (as part of Crossrail 2 or other four-tracking scheme), and at Park Plaza on the Southbury Loop to support new development.

Summary of Aspirations

Improved capacity on the West Anglia Main Line through four-tracking.

Other Issues

The county council is currently working with other partners to establish a Community Rail Partnership on the Hertford East branch.

Detailed Station Improvements Needed

	Issues and Aspirations
Bishop's Stortford 3,179,798	The secure cycle storage is under used due to a problem with the allocation of the fobs needed to access the area. GA need to look into this problem to allow greater access to the storage area.
Broxbourne 1,872,322	The station forecourt and interchange has been improved in recent years. Platform lengthening work needs to be completed to accommodate the new 10-car trains. The bridge waiting area will be improved during the life of the franchise The number of disabled car parking spaces will be increased.
Cheshunt 2,369,724	There is currently no bus service serving the station due to the difficulty in turning the vehicle around. There is a need for more cycle parking spaces at the station and the TOC plans to move the storage from its current location on the platform where it is causing an obstruction. HCC are making a funding contribution to the increased storage provision in 2019/20. Lifts are required to provide access for all.
Hertford East	Awaiting information about highway scheme planned for the area around the station.

965,864	
Rye House 506,538	<p>Access for disabled passengers required for northbound platform.</p> <p>Poor pedestrian access to the two platforms is in need of improvement for all passengers.</p> <p>The steps leading from the platforms to the road are in a poor state of repair</p>
St Margarets 369,706	<p>The old signal box is falling into disrepair. It has recently become available for community use so it is hoped a local community group or business will be able to make use of the space.</p> <p>The passenger toilet facilities should be reinstated</p>
Sawbridgeworth 546,534	<p>The car parks are in need of resurfacing and marking and CCTV installed.</p> <p>Access onto the London bound platform is difficult for disabled or encumbered passengers.</p>
Theobalds Grove 585,774	
Waltham Cross 1,155,822	More cycle storage needed
Ware 1,062,048	Disabled parking spaces are in need of remarking.

WEST COAST MAIN LINE

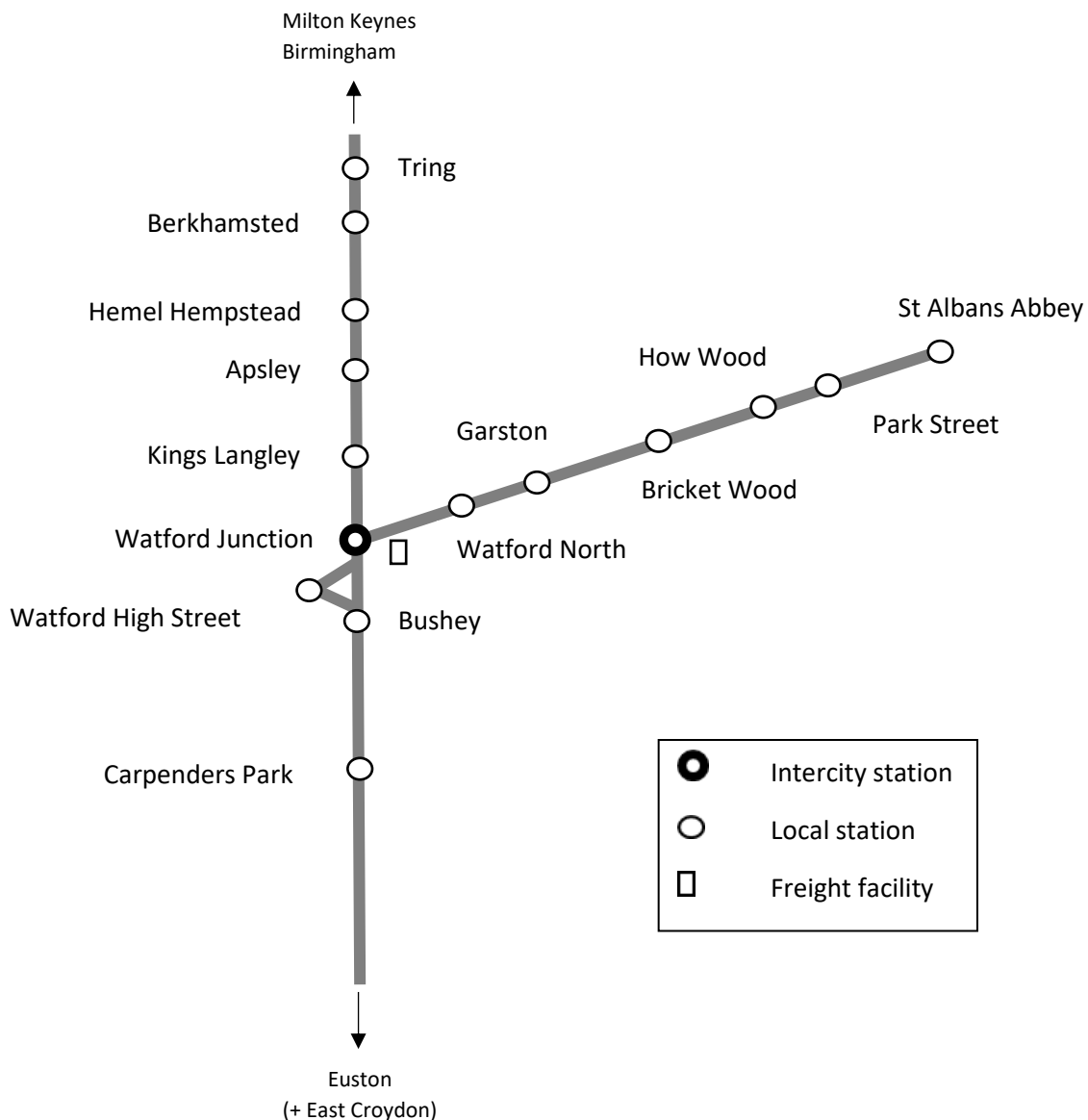
Description of Route

The West Coast Main Line route in Hertfordshire covers the following elements:

- The West Coast Main Line itself between Carpenders Park and Tring (four-track);
- The “DC” line into Euston between Watford Junction and Carpenders Park (two-track);
- The Abbey Line branch from Watford Junction to St Albans Abbey (single-track).

In total the route covers 15 stations in Hertfordshire.

Figure 4 *The West Coast Main Line in Hertfordshire*



Current Services

Intercity services are provided by the West Coast Partnership franchise. The basic pattern is an hourly service to Birmingham New Street.

Caledonian Sleepers serve Watford Junction twice a day.

Local services are provided London Northwestern Railway, both on the main line and the shuttle service on the Abbey Line.

Southern provides an hourly service via the West London Line to East Croydon.

London Overground provides a metro service from Watford Junction to Euston.

Local freight services are provided to the aggregates siding at Watford Junction.

Planned Service Changes

There are currently no major planned changes to services. Proposals for long distance services in the new West Coast Partnership franchise are still awaited.

Current Issues

The intercity service at Watford Junction is very limited, with a basic pattern of an hourly train to Birmingham. Other than a few services in the peak, there are no direct services to other major cities.

Local services are generally good, although there are some overcrowding issues during the peaks. The main exceptions are the Southern services via the West London Line which are only hourly and do not extend to Gatwick Airport, and the Abbey Line which operates at a 45 minute frequency as the route is only single-track.

There are no connections to the west of Watford Junction stations. The Metropolitan Line Extension would have provided some of these connections by linking the London Overground Metropolitan Line services into Watford Junction, but this scheme was cancelled by Transport for London.

Watford Junction station itself is inadequate to cope with its 8.5 million annual passengers, both within the station and on the forecourt area. Local access to the station is compromised due to the lack of space to adequately accommodate pedestrians, cyclists, bus users and taxis.

Planned Infrastructure Changes

The Watford Junction Capacity Upgrade (Watford Junction) scheme is included in the “schemes with a decision to initiate” list within the Department for Transport’s Rail Network Enhancements Pipeline list (Autumn 2019 Schemes Update).

High Speed 2 Phase 1 has parliamentary approval, but the scheme is currently being reviewed. Phase 1 will construct a new line between London and Birmingham, bypassing the existing West Coast Main Line through Hertfordshire.

Access for All improvements are currently being constructed at Tring, and are due to be delivered at Kings Langley.

Aspirations

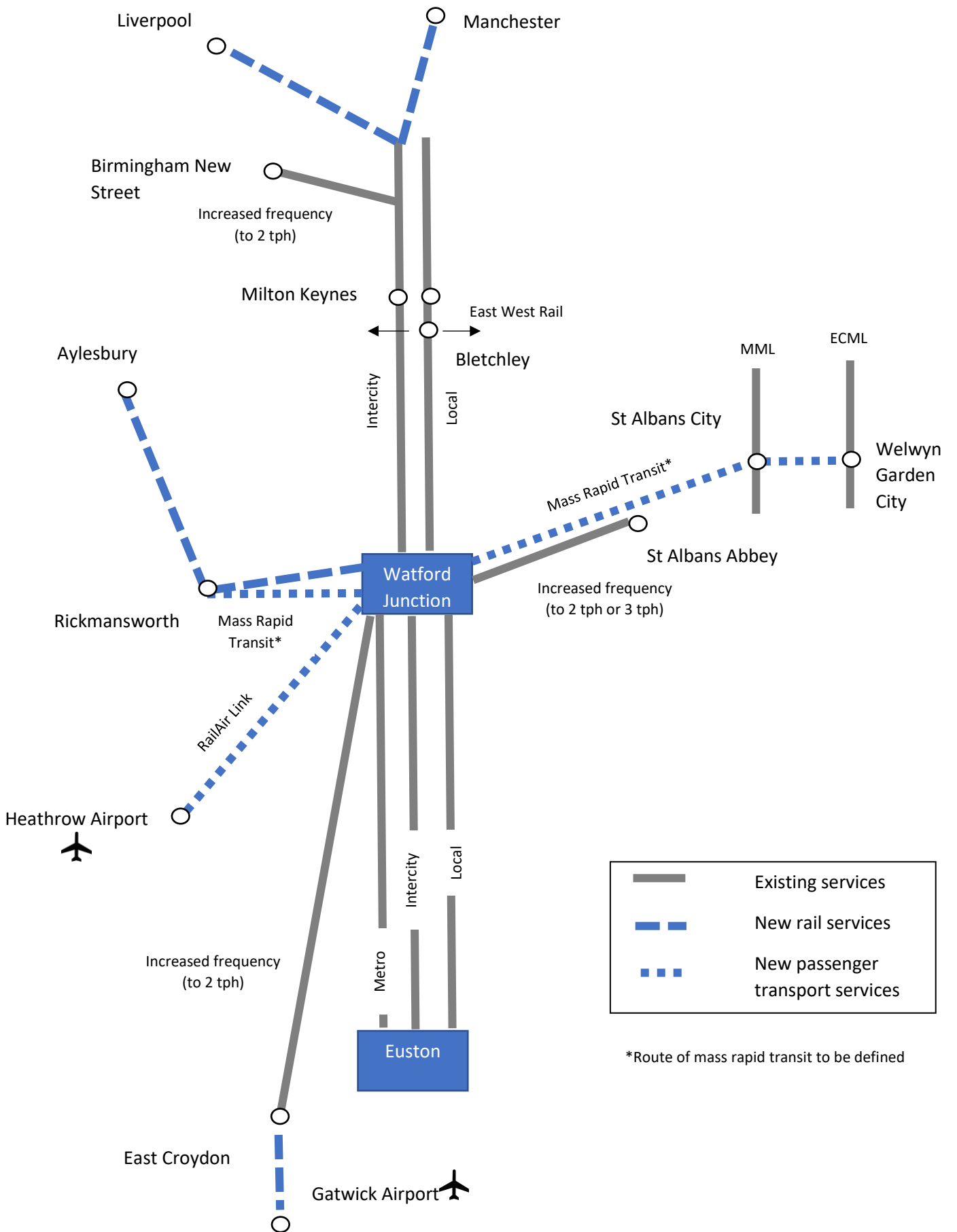
Watford Junction Hub

Watford Junction is already a major rail hub, providing interchange between intercity, fast and semi-fast local, London metro and branch line services. However, further upgrades to rail services and other passenger transport connections could greatly enhance the station as a regional hub, providing a boost to sustainable transport and congestion relief to lines into central London.

Figure 5 shows the current connections and the potential for enhancements. To deliver this vision of a super-hub, the following improvements are required:

- An increase in intercity services to provide 2 tph to Birmingham New Street (doubling the existing frequency) and new services to Liverpool (1 tph) and Manchester (1 tph);
- An upgrade to the Abbey Line to provide a frequency of at least 2 tph;
- A new connection to the Chiltern Line to provide direct services to Rickmansworth and Aylesbury;
- Direct connection to the county council’s proposed A414 Corridor mass rapid transit system;
- Increasing the frequency of the West London Line services to 2 tph, and extending them to Gatwick Airport;
- A new rail-air coach link to Heathrow Airport

Figure 5 **Watford Junction Super-Hub**



Summary of Aspirations

The development of Watford Junction as a super-hub, including new services and major station improvements.

Other Issues

The Abbey Line Community Rail Partnership covers the line between Watford Junction and St Albans Abbey.

Direct links to Old Oak Common will need to be investigated if the High Speed 2 proposals are modified to move the London terminus (temporarily or permanently) to this location.

Detailed Station Improvements Needed

Stations	Issues and Aspirations
Apsley 631,892	Cycle storage is at capacity. Additional storage should be provided. Access to platform 3 needs to be improved for disabled passengers. RTPI needed at bus stops.
Berkhamsted 1,769,678	An increase in cycle parking provision is due to be delivered in 2020.
Bricket Wood 28,618	Anti-social behaviour is an issue at this station so CCTV coverage should be extended. The Bricket Wood Station Heritage Trust have undertaken a project to restore and bring back into use the station building as a community space. This will significantly enhance the facilities at the station. RTPI needed at bus stops.
Bushey 1,490,134	The cycle storage is near capacity so more will be needed in the near future. RTPI needed at bus stops.
Carpenders Park 1,200,976	RTPI needed at bus stops.
Garston 80,540	RTPI needed at bus stops. The access onto the platform is via a ramp which has a hand rail but is still quite steep for wheelchair users. The footpath

	approaching the station from Garston Lane is also on quite a steep incline.
Hemel Hempstead 1,965,296	<p>The cycle storage is in need of replacement and capacity should be increased.</p> <p>Access to the carpark for drivers is along a narrow access road which goes through a small industrial area. The access is needs to be more clearly signposted.</p> <p>The pedestrian access through the station is narrow and not sufficiently well segregated. The route in from the car park could be challenging for wheelchair users and people with mobility problems due to the narrow footway and slight uphill slope</p> <p>The station is unattractive and not fit for purpose given the large usage numbers so is in need of redevelopment.</p>
How Wood 33,592	Cycle storage is needed at this station (minimum of 4 spaces)
Kings Langley 709,548	Cycle storage needs to be covered by CCTV This station has received Access for All funding so work to improve access should be completed in CP6
Park Street 21,428	New waiting shelters needed.
St Albans Abbey 169,036	<p>Improved CCTV is needed to deter anti-social behaviour and security for cycle storage.</p> <p>An additional 2 tier cycle rack is due to be installed in 2019/20 and the provision of a secure cycle hub is being investigated.</p>
Tring 857,482	<p>The carpark is always full and there is a problem with on road parking around the station. Additional capacity is required.</p> <p>A station travel plan is being developed by local community groups, led by Tring Town Council in partnership with LNR. As part of this work a car share scheme is being piloted as a way of reducing pressure on the carpark.</p> <p>An Access for all funded project to install lifts at the station began in the Spring of 2019 and is due to be completed by February 2020.</p>

	Plans have been drawn up for a new layout of the station forecourt which currently does not make the best use of the space available.
Watford High Street 1,363,960	RTPI needed at the station
Watford Junction 8,321,014	Needs major improvements to access and interchange for all modes. There are plans to address this in the Watford Junction Masterplan and in the South West Herts GTP.
Watford North 101,716	

CHILTERN LINE

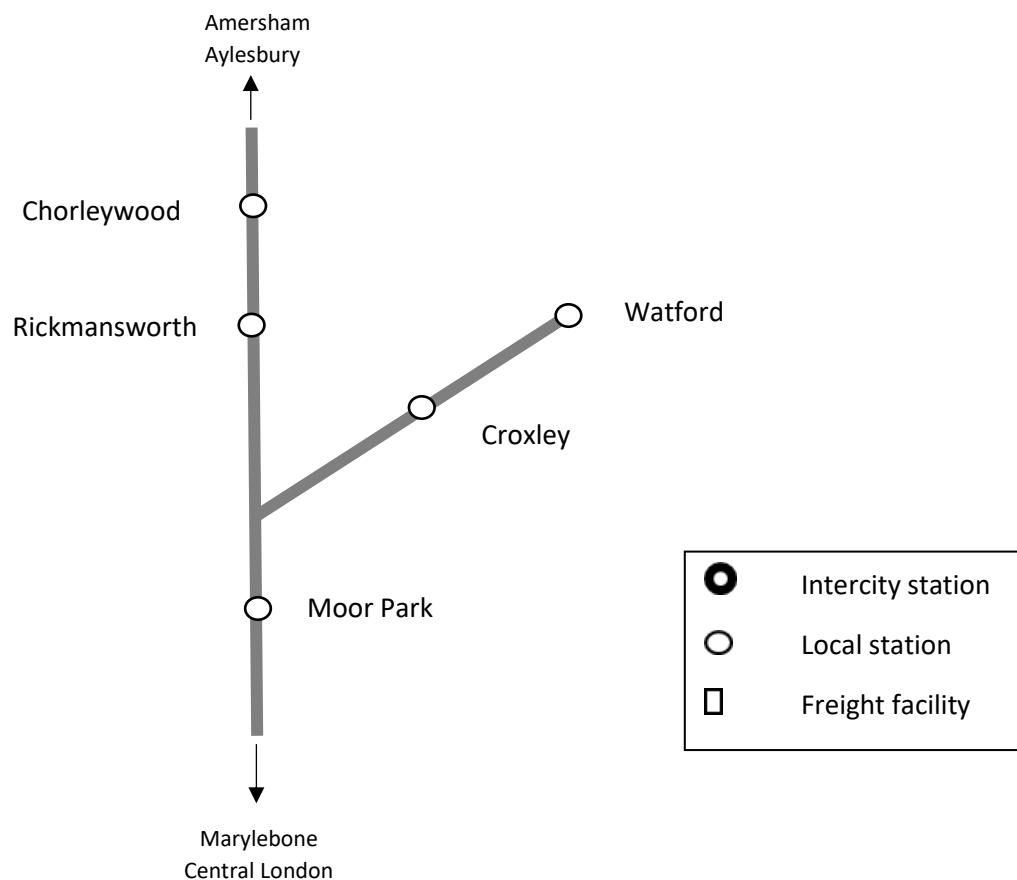
Description of Route

The Chiltern Line route in Hertfordshire covers the following elements:

- The Chiltern line itself through Rickmansworth and Chorleywood (two-track);
- The Metropolitan Line from Moor Park to Watford (two-track).

In total the route serves 5 stations in Hertfordshire.

Figure 6 *The Chiltern Line in Hertfordshire*



Current Services

Local services are provided by Chiltern Trains.

A metro service is provided by London Underground from Watford (Metropolitan) to central London.

Planned Service Changes

There are currently no major planned changes to services.

Current Issues

-

Planned Infrastructure Changes

There are currently no planned infrastructure changes.

Aspirations

Watford to Aylesbury

The county council has aspirations for a new service from Watford Junction to Rickmansworth and Aylesbury. This would provide new connectivity with the South West Hertfordshire conurbation, and new regional links to Aylesbury and beyond.

Previous proposals for the scheme utilised the new viaduct that would have been constructed for the Metropolitan Line Extension. With the cancellation of this scheme, new infrastructure would have to be provided in the form of a new viaduct or a route via the old railway line to Rickmansworth.

Summary of Aspirations

New rail link from Watford Junction to Rickmansworth / Aylesbury.

Other Issues

-

Detailed Station Improvements Needed

Stations	Issues and aspirations
Chorleywood 553,382	Cycle storage is at capacity so more storage is needed. AVMs are needed at the entrance to the station from the carpark.
Croxley	Cycle storage is at capacity so more storage is needed. RTPI for bus services needed. Improved highway signage to the station car park needed. There is no step free access to the stations so lifts are needed.
Moor Park	More cycle storage is needed.

Rickmansworth 1,171,036	The cycle storage is at capacity and bikes are being fly-parked so more storage is needed. Car parking requires clearer signage. TfL have committed funding to make the access to the station step free in 2018.

4 Strategic Projects

The county council supports strategic rail projects where they will benefit Hertfordshire residents or where any negative impacts for the county are outweighed by national benefits. Schemes promoted by third parties (principally DfT and Network Rail) are set out below, with schemes promoted by the county council covered in Part 6.

5.1 High Speed 2

High Speed 2 (HS2) is a Department for Transport project to build a new high speed line between London and Birmingham, with connections to North West England and Scotland (Phase 1) and then on to Manchester and Leeds with connections to North East England and Scotland (Phase 2).

Construction on Phase 1 commenced in 2017 with a planned completion date of 2026. Phase 2 has been given a planned completion date of 2033.

The scheme will remove many intercity services from the existing West Coast Main Line, thereby releasing capacity. The county council wishes to see priority for capacity reallocation given to services at current intercity speeds but providing intermediate stops at Watford Junction and other similar stations that have seen reduced InterCity services in recent years.

The secretary of State announced an independent review into HS2 in August 2019. The review will provide the Department for Transport with clear advice on the future of the project. A final report will be sent to the Secretary of State by Autumn 2019.

Details of the project can be found at www.hs2.org.uk

5.2 East West Rail

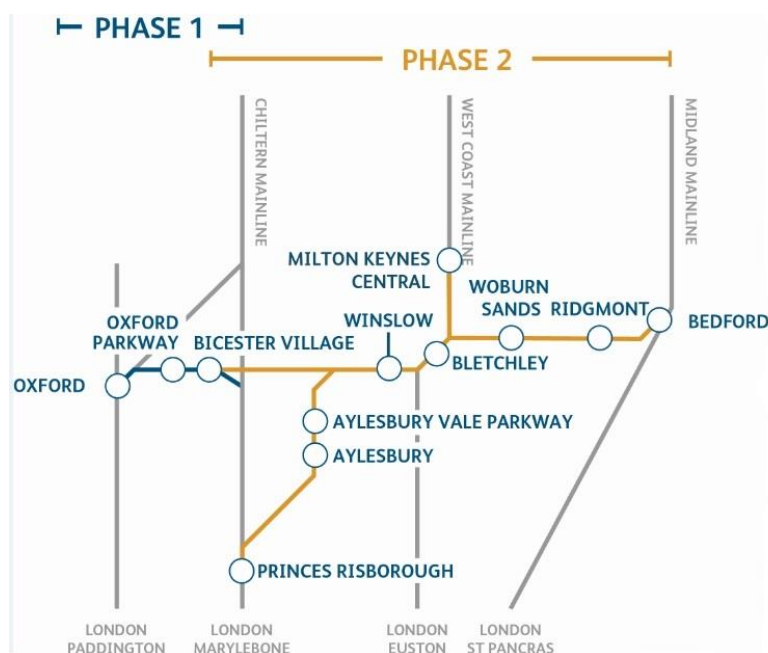
East West Rail (EWR) is a project originally promoted by a consortium of local authorities and now adopted by DfT. The western section (Oxford to Bedford) is being implemented as an electrified 100 mph railway and will include a link to Aylesbury and is due to be completed in the early 2020s.

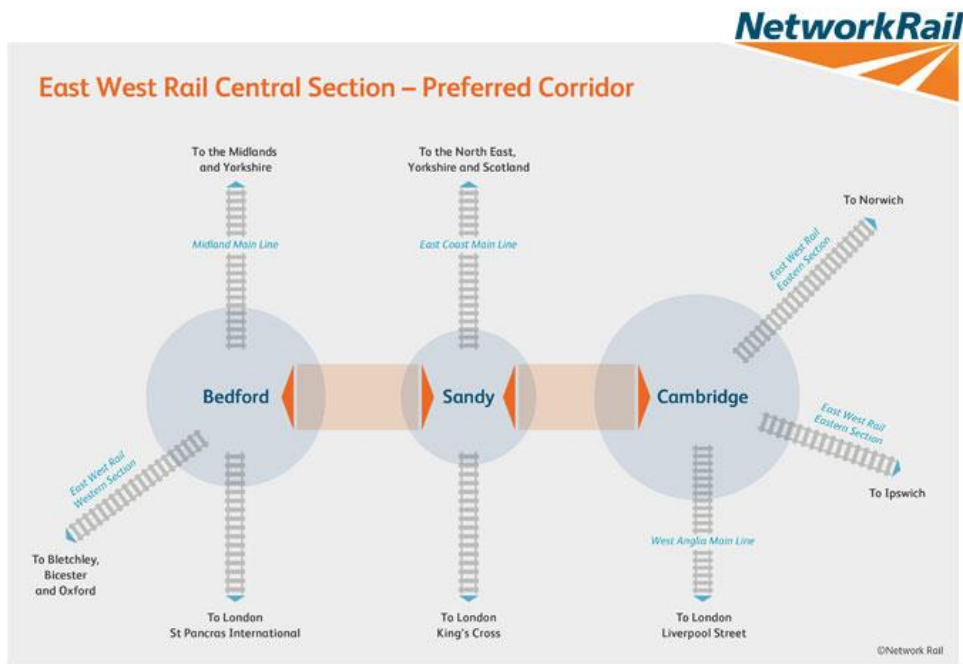
The Central Section corridor has been identified as a direct Bedford – Sandy – Cambridge line and a high level study has also found that there is a strong economic and strategic case to improve the line from Cambridge to Norwich, Ipswich and beyond.

Hertfordshire will not therefore be directly served by East West Rail, although it will improve connections from e.g. St Albans to Cambridge, and will allow connections to Hertfordshire stations on the East Coast Main Line via interchange at Sandy. The county council will press for all East West Rail services to stop at Sandy in order to maximise this connectivity.

The county council will also investigate local passenger transport solutions to link towns in north Hertfordshire/Luton area.

Details of the project can be found at www.eastwestrail.org.uk





4.3 Access to International Airports

Background

Access by rail from key centres in the county to the two airports closest to Hertfordshire (Stansted and Luton) is poor and uncompetitive when compared with car. This is because the airports are only accessible from one corridor (WAML for Stansted and Midland Main Line for Luton). In addition, Luton is only served from the station via a bus link at present, a major scheme to construct a light rail link has begun. There are no direct services to Stansted from the WAML, other than from Bishop's Stortford. Stansted also suffers from there being only one access tunnel to the station imposing a single-track section on the layout. This is a significant capacity constraint. (Despite this constraint Stansted has the highest proportion of sustainable travel of all airports nationally.)

By contrast access to Gatwick is particularly good and has been significantly enhanced by the Thameslink Programme being fully implemented with direct access from Stevenage and other stations on the ECML. However, access via the WCML and West London Line has been lost. Heathrow is well connected by heavy rail and underground services for passengers travelling from London but there is no direct service from Hertfordshire stations.

If the planned expansion of Heathrow goes ahead there will be a need for improved access due to the increase in the airport's capacity.

Strategic Priorities

Short term:

- Committed investment will lead to a step change for some corridors in connections to Heathrow (Crossrail 1) and Gatwick (Thameslink Programme providing additional capacity on MML and new direct connection from Great Northern), as well as improvements to Luton (Thameslink Programme) and Stansted (WAML new rolling stock and 2019 timetable)
- Additionally, there is a need to increase service frequencies and connectivity on the WAML to Stansted, in particular trains to coincide with early and late flights.

Long term:

- Investigate local rail-based solutions for improved connections to Luton Airport from north Hertfordshire towns.
- Provide a second tunnel into Stansted Airport station to enhance capacity. Provide stops at Broxbourne and/or Cheshunt on Stansted fast services. If no new direct services to Stansted can be provided, then the County Council will press for improved connectivity between trains at interchanges with reduced waiting times.

5 Station Facilities, Station Access and Train Facilities

The key issues and evidence identified in the baseline analysis and in stakeholder engagement for Station Facilities, Station Access and Train Facilities are:

- Station accessibility gaps, for example 40% of the top 20 stations do not have full accessibility;
- Station facility gaps, for example 2 of the top 20 stations don not have toilets;
- Access to stations, for example only 52% of users are satisfied with car parks;

- Train facility gaps, for example passenger satisfaction in Hertfordshire is below the South East average for 9 of 17 metrics.

Given the above issues the aspirations for Station Facilities, Station Access and Train Facilities are:

- Prioritise rail station improvements to address gaps in disabled access
- Prioritise rail station improvements to address gaps in provision of facilities
- Prioritise station access improvements to address gaps in provision
- Ensure that all rolling stock that uses the network in Hertfordshire meets the needs of all customers.

The interventions developed to address these aspirations are:

Car park and cycle parking upgrades

In the short term it is proposed that prioritised car park and cycle parking improvements are carried out. This will improve station access for a large number of users and help to secure rail mode share across the county. It should be noted that car park upgrades should be assessed with due consideration to impacts on the local road network and, where possible, the use of sustainable modes to access stations should be prioritised.

Station access improvements

This proposed intervention is for prioritised station access improvements (such as to walking and cycling routes, bus access, forecourt interchanges) thereby minimising user conflict, reducing congestion, emphasising access for all. This will make rail a more attractive choice by addressing the whole 'door to door' journey.

LTP4 Policy 1: Transport User Hierarchy

To support the creation of built environments that encourage greater and safer use of sustainable transport modes, the county council will in the design of any scheme and development of any transport strategy consider in the following order:

- **Opportunities to reduce travel demand and the need to travel**

- **Vulnerable road user needs (such as pedestrians and cyclists)**
- **Passenger transport user needs**
- **Powered two-wheeler (mopeds and motorbikes) user needs**
- **Other motor vehicle user needs**

Station and train facility upgrades

With regards to rolling stock, the county council will lobby for upgrades where possible on all routes. This will lead to greater passenger satisfaction, increased reliability and potentially more train paths due to faster trains with improved braking. The new 700 series trains have been introduced on the MML Thameslink route and have provided greater capacity and after a number of technical software problems are now showing increasing reliability. The 717 trains are being gradually introduced on the Great Northern Metro route into Moorgate and Greater Anglia will be renewing their entire fleet during 2019/20.

Prioritised station facility upgrades should also be carried out, above and beyond those currently planned for St Albans and Elstree and Borehamwood.

The County Council supports the development, by TOCs, of Station Travel Plans at key stations across the network.

6 Freight

The county council is committed to encouraging the modal shift of freight to rail, both by encouraging Network Rail to continue to provide sufficient freight access on key corridors, and by supporting the provision of suitable freight terminals. The county council also supports the improvement to freight corridors outside the county if this would mean that freight movements would transfer from the county rail network, releasing capacity for passenger services.

The key issues and evidence identified in the baseline analysis and in stakeholder engagement for freight are:

- That peak hour passenger paths are at risk of being impacted by freight traffic.

The aspiration identified for freight is to:

- Work with TOCs to ensure that rail freight growth does not impact on the required level of peak and off-peak passenger services.

8 Other Projects

8.1 Community Rail

Community Rail Partnerships (CRP) bring together local groups and partners along railway lines to work with industry, delivering a wide range of engagement and promotional activities. It helps people to understand and enjoy rail travel, to get the most from their railways, and to play a part in rail's ongoing development.

The Abbey Line Community Rail Partnership brings together the local community, businesses, local government and the railway industry to secure the long term future of the Abbey Line railway between St Albans Abbey and Watford Junction.

The Abbey Line CRP seeks to make the line and the service more attractive to the local community, thereby increasing its use. Activities include such things as:

- Marketing and promotion through leaflets, posters, events;
- Small scale station enhancements such as installation of cycle racks, resurfacing of footpaths, dropped kerbs;
- Restoration of the redundant Bricket Wood station building for community use;
- Better signage to stations;
- Special themed trains;
- Recruitment of station adopters;
- Schools projects;



Bedford to St Albans CRP

A CRP was established on the MML between Bedford and St Albans at the end of 2018 and has begun to deliver small scale projects at stations on the route such as book exchanges and new planters on platforms to enhance the station environments.

Hertford East CRP

The County Council is working in partnership with Greater Anglia and stakeholders in East Herts and Broxbourne to establish a Community Rail Partnership on the Hertford East Branch line between Hertford East and Broxbourne stations. The CRP will formally launch in the Spring of 2020.

8.2 Interchanges

The county council works with rail operators, district councils and other interested parties to improve interchange facilities on station forecourts. The most recent projects have been Hitchin, Broxbourne and Hatfield. Further schemes will be developed in the future.

8.3 Small Schemes

The county council works in close co-operation with the train operating companies to develop and deliver small schemes at railway stations, particularly those that assist with access for passengers with disabilities or limited mobility, or which encourage sustainable transport to the station. The county council also supports train operators in submitting bids for programmes such as Access for All schemes.

8.4 Intalink

Established in 1999 the Intalink Partnership is a unique collaboration between local authorities and bus and train operators in Hertfordshire. This has helped to achieve the following:

- Customer information on bus and rail services in Hertfordshire;
- Awareness of journey opportunities available by using passenger transport;
- Co-ordination between service providers;

- An integrated bus and rail network;
- Higher standards of information and service provision.

Further details of Intalink can be found in the Intalink Bus Strategy and Enhanced Partnership document.

8.5 Joint Working

In order to promote its rail aspirations and to work collaboratively with other local authorities and relevant bodies, the county council is a member of the following organisations:

- West Coast Rail 250
- East West Rail Consortium
- BAA Stansted Rail Working Group
- WAML Action Group
- TLP Stakeholder Reference Group