Norfolk Rail Prospectus

January 2013

Norfolk County Council
working with
Mott MacDonald
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Norfolk's Prospectus

The Future of Rail Today

Foreword by Cllr Graham Plant
Norfolk County Council Cabinet Member for Planning and Transportation

I am pleased to present this rail prospectus for Norfolk.

For too long Norfolk has been at the end of the line for rail investment, despite it being clear that improvements are needed so to boost the county's economic prospects.

However, I believe that this picture is changing. MPs from across East Anglia have supported us – with other local authorities and the Local Enterprise Partnerships – in our overarching vision for rail; set out in the Greater Anglia Rail Prospectus. The rail industry is beginning to take notice and is working with us on developing and delivering various improvements across the area. The coalition government too, is listening. We were extremely pleased that their recent statement (on HLOS, the High Level Output Specification) included money for an upgrade to rail infrastructure in Ely, a crucial junction in the rail network for passenger and freight services out of the county.

The overarching prospectus for the Anglia region included our priorities: faster journey times, with more capacity, between London and Norwich; half hourly journeys from London to King's Lynn; and half hourly journeys between the great university cities of Cambridge and Norwich. The Norfolk Rail Prospectus set out here takes these as a starting point because we agree with these as priorities for the county. This Prospectus however provides the detail on our requirements across the whole county.

All users of the rail network will know what needs doing. We need our trains to be reliable so that we can set off on a journey with confidence of getting to our destination on time. We all understand that, on occasion, things can go wrong, but all too often it seems as though this is the norm. We also want clean, smart and modern trains. There is nothing worse for someone who than having to travel long distances on slow trains clearly needing major refurbishment or replacement. Or seeing shabby, unstaffed train stations often lacking bus connections or with poor walking routes to the town centre.

We have what many are calling a 'once in a lifetime' opportunity to dramatically shape rail services. Our prospectus will feed into ongoing government decision-making over the next few months. Crucial decisions will be taken about the five-year spending programme (2014-19) on track infrastructure, and government will be reletting the franchises to decide which train companies run the services in and out of the county. These are major,

important decisions that will shape the quality and frequency of train services for a number of years to come.

Our prospectus sets out for the first time our detailed requirements for rail. We have been working on many of these for some time, but setting them out clearly in one document will make our priorities clear for everyone. The prospectus sets out what we see as vital for delivery in the short term, which things need to be developed now for delivery in the medium term and what we see as things that could perhaps be left to the longer-term.

Our prospectus is based on evidence. We have worked with the rail industry and commissioned studies to make sure that our requirements are needed, realistic and deliverable. Amongst other studies commissioned include work by Atkins on the Great Eastern Mainline, which outlined some £2.5bn of economic benefits from delivering more capacity and faster journeys on the line. Subsequent work has identified potential solutions for how this might be delivered. These studies were commissioned by a group including the New Anglia Local Enterprise Partnership and local authorities along the route. We also worked with local authorities in the west of the region on studies to identify passenger demand and economic benefits from improvements to King's Lynn to Cambridge, and Norwich to Cambridge, services.

We consulted on the prospectus at the end of 2012, receiving a very positive response and have accommodated a number of the suggestions made in this final version, which was agreed by Norfolk County Council's Cabinet on 28 January 2013. We will now use the prospectus in our work with the rail industry and government to illustrate how we feel the rail network needs to develop to meet the needs of the county: to ensure and stimulate economic and housing growth, and accommodate the inevitable increase in travel arising from an increasing population.

The prospectus covers all lines and stations in Norfolk. It also identifies constraints outside of the county, such as at Ely, which is a major crossroads for services out of Norfolk to the west. All of the enhancements set out in this prospectus are needed, and we believe they should be achievable in the periods asked. Upgrading these constraints will improve passengers' experiences, as well as help us deliver our Economic Growth Strategy and bring more jobs and increase our prosperity.

Graham Plant

Cabinet Member for Planning and Transportation

Executive Summary

Introduction

Rail is vitally important to the county. It provides links for business and leisure trips to the capital, to Cambridge and other major centres elsewhere. Rail also serves an important commuting link, especially into Norwich via the Bittern and Wherry Lines – from Sheringham and Great Yarmouth / Lowestoft respectively. We have seen a remarkable sustained growth in passengers using the railway; even during the recent economic downturn passenger numbers seem to have held up.

Looking into the future, there is no reason to believe that numbers using the trains won't continue to increase. The population of Norfolk is forecast to carry on growing and there is a large amount of housing and jobs growth planned in the county. Allied to the fact that people are becoming increasingly mobile, travelling further for leisure trips or into work, we expect rail use to increase.

This will put further strain on a system that, at times, is already close to or at capacity.

The county council works closely with the rail industry, stakeholders and rail users and well understands the existing issues and the pressures likely to surface in the future. We have also commissioned a number of technical studies to provide evidence to underpin this prospectus, and analyse the need for, and benefits arising from, improvements.

This prospectus sets out what we feel is required to make sure that rail can serve the needs and expectations of passengers, and to ensure that it continues to support Norfolk's economy and helps deliver the housing and jobs growth planned.

We have categorised our priorities as short, medium and long term:

- Short: Achievable in the next rail spending period (known as Control Period five) 2014-19
- Medium: Work to start within the short term to allow delivery within the period of the next round of franchise renewals and Control Period six; ie before the mid 2020s
- Long: Work to start within the medium term to allow delivery post the mid 2020s.

Our **priorities** include:

- Faster journey times, more capacity and better quality travel experience Norwich-London
- ½ hourly frequencies King's Lynn to London and Norwich to Cambridge
- Earliest and latest trains on each route
- Details about the individual improvements required at each station. Priorities include refurbishment of Great Yarmouth station and environs, and accessibility improvements at Wymondham and Thetford

- Priorities for new infrastructure include new track capacity at Ely and on the Norwich to London route, a new station in the vicinity of Broadland Business Park and feasibility work to look at – in the longer term – new passenger services between Cambridge and Oxford, and Dereham and Wymondham.

Across the network

The Essentials

Headlines

- Step-free access to all platforms
- Stations to be kept in good repair
- Good standards of cleanliness to be maintained, especially toilet facilities at stations and on trains, and the inside of trains
- Rail industry staff to provide high quality customer service
- A consistent, seven day a week operation of rail services. Where the railway is planned to be closed, passengers should be made aware of this when purchasing tickets.

Passenger Service Levels

Headlines

- Reduce overcrowding and increase route capacity
- Provide passengers with greater choice in terms of range of destinations, frequencies and time of travel
- Minimum frequency of half hourly from the major stations on the most important connections: Norwich to London, Norwich to Cambridge and King's Lynn to London, via Cambridge.
- Maintain hourly services on Bittern and Wherry Lines (and ½ hourly peak-time Great Yarmouth services). In the medium term achieve, progressively, ½ hourly peak time services on Bittern Line, then ½ hourly services on all lines.
- Maintain first arrivals in London before 0700 (Monday – Saturday) and 0800 (Sunday). Extend last service from London to 0030 departure (Monday to Saturday) and 1130 (Sunday)
- First arrivals into Cambridge before 0700 (Monday – Saturday) 0800 (Sunday). Extend last service from Cambridge to 0030 departure (Monday to Saturday) and 1130 (Sunday).
- First arrivals into Norwich and King's Lynn (London lines) before 0700 (Monday to Saturday), 0800 (Sunday). Last departures from Norwich and King's Lynn 0000 (Monday to Saturday) 2300 (Sunday)
- First arrivals into Norwich, Great Yarmouth and Lowestoft (Bittern and Wherry Lines) before 0700 (Monday to Saturday) 0800 (Sunday). Last departures from Norwich, Great Yarmouth and Lowestoft 0000 (Monday to Saturday) 2300 (Sunday)

Journey Times

Headlines

- Norwich to London: Reduce the journey time to 90 minutes
- Norwich to Cambridge: Reduce the journey time to 70 minutes
- Norwich to Liverpool: Reduce the journey time 5 hours 20 minutes

- Norwich to Sheringham and Great Yarmouth / Lowestoft: Reduce journey times by 5 minutes in the shorter term
- Connections at Norwich, Ely and Peterborough: Better timetabling to reduce waiting times.

Rolling Stock

Headlines

- Great Eastern Main Line: Minimum requirement as part of specification in new franchise: full refurbishment of the Inter City stock, to include automatic doors, fully accessible toilets, totally new interiors (with a mix of tables and airline style 2+2 seating), wi-fi and sockets at all seats) and new locomotives and driving van trailers to provide faster running. New stock in the longer term – if not specified to be provided in the early years of the new franchise – to be Inter City standard for Norwich services (ie similar configuration to existing trains incorporating above attributes)
- King's Lynn to London line: Inter City Express or similar trains
- Norwich to Cambridge and Norwich to Liverpool: commitment to maintain at least existing standard of rolling stock
- Norwich to Great Yarmouth and Sheringham: Total refurbishment of the existing stock, or new stock.

Punctuality and Reliability

Headlines

In the short term reliability and punctuality to be higher than 93%, as measured by the industry's performance measures.

Fares and Ticketing

Headlines

- Make ticket sales and fares structures simpler for the public to understand
- Increase the means by which tickets are sold, such as through the internet
- Retain, as far as is practicable, face-to-face contact for ticket sales. Our preference would be for staff at stations, or other means of face-to-face ticket sales like the use of retail outlets
- Introduce smart ticketing across rail and bus services
- Improvements to technology and ticket vending machines to offer all services
- Improved integration and information
- Expansion of Plus Bus.

Stations and Interchange

Headlines

- All stations and platforms to be fully accessible. Our priorities in the short-term are Wymondham, Thetford and Diss.
- All stations – inside and out – to be maintained to a reasonable state of repair
- Retain ticket offices at the larger stations: Norwich, Great Yarmouth, King's Lynn, Diss, Downham Market and Thetford
- Staff presence with ability to sell tickets at medium-sized stations (named in Figure 3.5).
- Conveniently located bus / taxi pick-up and set-down facilities outside stations
- Direct and safe pedestrian and cycle routes to adjacent residential areas and businesses
- Rail stations sign-posted from convenient locations like town centres, and signs to facilities at the rail stations including national trails and cycle networks
- Bring empty buildings back into re-use (even if not for rail-related use)
- Railway station travel plans at stations shown in Figure 3.5
- All stations to have facilities including real time information, long line pa system and CCTV
- Adequate, covered waiting facilities at all stations
- Plus Bus extended to Diss, North Walsham, Cromer and Downham Market
- Improved connecting bus and rail services to create a 'virtual' branch line to market towns in the county not connected by rail
- Bus and train destinations to be shown on modern customer information screens at Norwich, King's Lynn, Downham Market, Diss, North Walsham and Cromer stations
- Secure covered cycle parking
- Adequate car parking facilities to cater for demand
- Better integration between the station and onward travel to town centres. Great Yarmouth is short-term priority.

Community Rail

Headlines

- Commitment to funding and other resources for Community Rail as part of train operator's franchise commitments

Infrastructure

Including new stations and new / re-opened lines

Headlines - infrastructure

- Bow Junction remodelling (short term), and longer loops (short term) and new third track north of Chelmsford (feasibility study short-term, works medium term) to overcome capacity issues on Great Eastern Main Line (GEML)

- Infrastructure upgrades on GEML in the short term to allow all trains to run at 110mph and 125mph where possible (short term)
- Ely upgrade to allow, amongst other things, King's Lynn to Cambridge and Norwich to Cambridge half-hourly services (short term priority)
- Doubling of Trowse Lower Junction to/from the Ely line to allow half-hourly services Norwich to Cambridge (short term). Plus feasibility study into re-timetabling services to avoid need for additional capacity at Trowse Bridge
- Infrastructure to increase the line speeds on all lines
- Limited track doubling south of Cromer Junction, and a short stretch of double track south towards Roughton Road to allow for half hourly services to Sheringham
- Additional platform at Norwich and Crossovers on approach to Norwich (in addition to infrastructure outlined above) to allow for enhanced service frequencies into Norwich from Cambridge, Sheringham and Great Yarmouth.
- Longer platforms and associated works to accommodate Inter City Express trains to King's Lynn, or longer trains to Great Yarmouth and Sheringham.

New stations

Headlines

- New stations at Postwick and at Broadland Business Park, both in the east of Norwich on the Wherry and Bittern lines respectively. These are both medium-term aims, subject to further investigation.
- New station on the Bittern Line at Rackheath to be investigated in conjunction with developer proposals.

Additional lines, private lines

Headlines

- Continue to support East-West Rail, linking Cambridge to Oxford
- Continued liaison with promoters of private railways and to provide support and advice where appropriate, although in the short-term at least resources cannot be provided
- In the longer-term, consider feasibility of mainstream passenger services to Dereham utilising existing private rail line.

Freight

Headlines

- Feasibility of connecting sites at King's Lynn in the longer term
- Feasibility of freight interchange at Snetterton
- Freight sidings at Yarmouth: potential for use to be secured / retained.

Electrification

Headlines

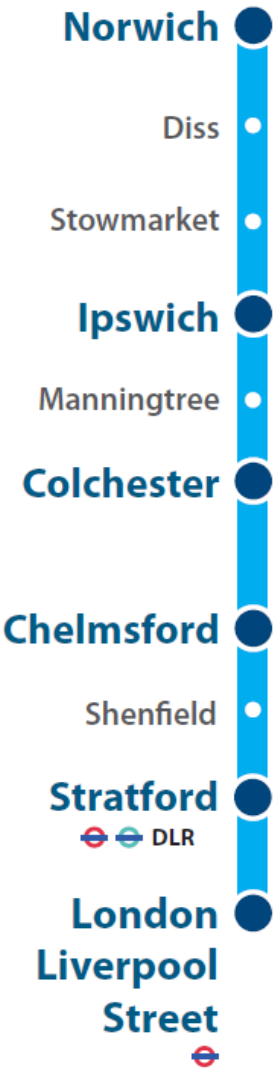
- Electrification of Norwich to Cambridge and Peterborough in the medium-term
- Electrification of the Bittern and Wherry Lines in the longer-term.

Line by Line Issues and Priorities

Norwich to London Line

***Existing operations**:*

- *Part of Greater Anglia Franchise*
- *Operated by Greater Anglia (parent company Abellio)*
- *Franchise expires 2014*
- *Half hourly services to London (more in the peaks)*
- *Also known as the Great Eastern Mainline*



Key priorities

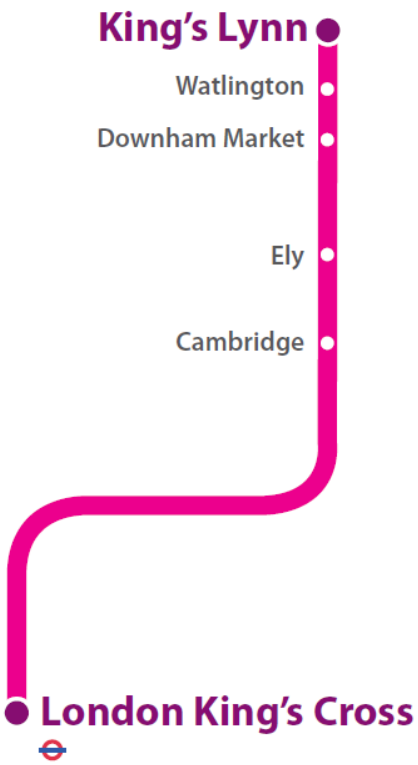
- *Faster journey times: routine journey times from London to Norwich in 90 minutes, Ipswich in 60 minutes, Colchester in 45 minutes and Chelmsford in 30 minutes.*
- *Greater route capacity*
- *Investment in route infrastructure necessary to deliver faster journey times and provide greater network resilience.*
- *Better quality travel experiences, particularly important to maintain Inter-City quality rolling stock (to include automatic doors, fully accessible toilets, totally new interiors (with a mix of tables and airline style 2+2 seating), wi-fi and sockets at all seats).*
- *Improved station access, information, environs and facilities*
- *A move towards less disruptive and frequent engineering work, less reliance on bus replacement services, and more direct diverted services when engineering work does take place*
- *Maintaining and improving inter-regional and cross-country connectivity*
- *Smart, mobile and integrated ticketing*
- *Improvements to stations*

King's Lynn to London Line

Existing operations

- *Operated by First Capital Connect*
- *To be included in Thameslink Franchise due to start September 2013*
- *Hourly services to London from King's Lynn (1/2 hourly at peak times)*

NB: Some peak-time services operated by Abellio as part of Greater Anglia franchise. These run to London Liverpool Street. All other services serve London King's Cross.



Key priorities

- *Half-hourly frequency, King's Cross-Cambridge-King's Lynn, throughout the day*
- *125 mph Intercity Express programme (IEP) - or similar specification - trains operating King's Cross-Cambridge-King's Lynn services.*
- *Infrastructure improvements to allow running of IEP (platform extensions and station works, track/signalling works to achieve higher lines speeds, power supply upgrades, gauge clearance, and modifications to overhead line equipment)*
- *Delivery of a new station at Chesterton, north of Cambridge*
- *Ely upgrade*

Norwich to Cambridge Line

***Existing operations**:*

- *Part of Greater Anglia Franchise*
- *Operated by Greater Anglia (Parent company Abellio)*
- *Franchise expires 2014*
- *Hourly services*

Key priorities

- *Regular clock-face ½ hourly services (could be achieved in conjunction with Norwich to Liverpool in the short term)*
- *Extension of service to Stansted*
- *Faster journey times: routine journey times between Norwich and Cambridge to be 70 minutes*
- *At least maintain quality of rolling stock*
- *Improvements to stations*
- *Electrification in the medium term.*

Norwich to Peterborough / Liverpool Line

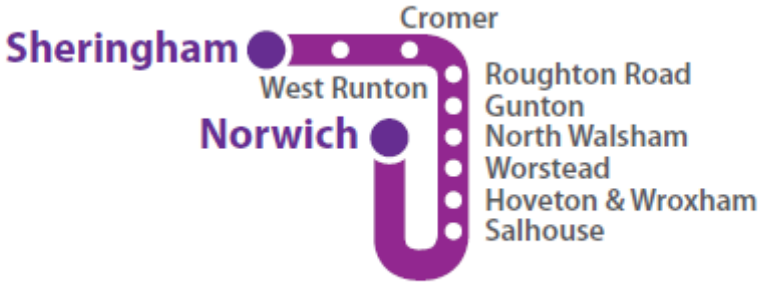
Existing operations

- *Part of East Midlands Franchise*
- *Operated by East Midlands Trains (parent company Stagecoach)*
- *Franchise expires April 2015*
- *Hourly services*

Key priorities

- *Faster journey times*
- *At least maintain quality of rolling stock*
- *Better connections especially with East Coast Main Line services at Peterborough*
- *Earlier departures year-round on Sundays so that arrivals in Liverpool and Norwich are in the mornings*
- *Service needs to be planned along the whole line in conjunction with other connecting services*

Norwich to Sheringham Line (Bittern Line)



Existing operations:

- *Part of Greater Anglia Franchise*
- *Operated by Greater Anglia (Parent company Abellio)*
- *Franchise expires 2014*
- *Hourly services*
- *Also known as the Bittern Line*

Key priorities:

- *New or fully refurbished rolling stock*
- *Longer trains to cope with peak period flows*
- *Platform lengthening where required to accommodate longer flows*
- *Reduce journey times by five minutes: routine journey times between Norwich and Sheringham to be 53 minutes*
- *Longer-term: increased frequency to half hourly, initially to North Walsham*
- *Improvements to railway stations*

Norwich to Great Yarmouth and Lowestoft (Wherry Lines)

Existing operations:

- *Part of Greater Anglia Franchise*
- *Operated by Greater Anglia (Parent company Abellio)*
- *Franchise expires 2014*
- *Hourly services to Great Yarmouth (½ hourly peak)*
- *Hourly service to Lowestoft*
- *Also known as the Wherry Lines*

Key priorities:

- *New or fully refurbished rolling stock*
- *Good connections at Norwich*
- *Reduce journey times by five minutes: routine journey times between Norwich and Great Yarmouth to be 28 minutes*
- *Service frequency - a year round minimum service level requirement of not less than hourly, including on Sundays*
- *Improvements to railway stations, priority Great Yarmouth station and surrounds*

Contents

Chapter 1: Purpose of Prospectus

Introduction

Major decisions are being taken nationally on rail investment programmes. Government has recently issued its High Level Output Specification and Statement of Funds Available. HLOS and SoFA provide the framework for Network Rail's 2014-19 spending programme, which will comprise a detailed programme of schemes across the railways for the next five years. More recently, in January 2013, Network Rail published their Strategic Business Plan, which sets out how they feel government's requirements should be met, in the form of a strategy and detailed scheme suggestions for 2014-19. This will lead to a final delivery plan, to be published in March 2014.

In addition, government is putting underway a major programme of refranchising. By the summer of 2015 we expect that the franchises for all of the rail services into Norfolk will have been renewed. These are likely to be long-term franchises and therefore affect the quality and frequency of services for many years to come. (We still await the outcome of reports into the rail franchising process following government investigation into issues arising from the cancelled West Coast refranchising.)

To be effective in influencing these decisions, the county council needs to be clear about what its requirements are.

The **purpose of this Rail Prospectus** is to set out our requirements. We will use it in our dealings with government, train companies, Network Rail and other stakeholders to get the best for the people of Norfolk.

We have prioritised our prospectus recommendations into three categories:

Short Term Priority Projects
Achievable in the next rail spending period (known as Control Period five) 2014-19.

Medium Term Priority Projects
Work to start within the short term to allow delivery within the period of the next round of franchise renewals and Control Period six; ie before the mid 2020s.

Longer Term Priority Projects
Work to start within the medium term to allow delivery post the mid 2020s.

We have adopted an economic growth strategy – *Delivering Economic Growth in Norfolk* – which sets out how speaking up for Norfolk and securing economic infrastructure are at the heart of the council's Core Role. The strategy identifies that it is a priority to provide support for growth by removing infrastructure constraints. These infrastructure needs and constraints will be set out in the Norfolk Infrastructure Plan (NIP) currently being developed and

which we plan to formally agree and adopt in December. We are developing the NIP in tandem with this rail prospectus so that we have a clear understanding of what needs to be done to unlock delivery of housing and jobs growth in the county.

Chapter 2: Key Drivers of Rail in Norfolk

Introduction

Rail is vital to the success of the county, providing an important link for businesses and leisure trips. Rail connects businesses to markets, customers and partners. It also connects businesses with labour markets; enabling people to be able to commute by rail into work.

Whilst rail has this vital role, investment is required to ensure its services develop so that it provides the capacity, reliability, comfort and convenience to meet these needs; now and in the future. We believe that investment will deliver a good return on investment. A number of studies show that investment into enhancements will be repaid many times over through greater economic output and that increased fare revenue will make running enhanced services affordable.

However, the county council does not run the rail services. The services run are as a result of a rather complicated process involving government, private companies and stakeholders. More detail is given in Chapter 8.

This Prospectus sets out the investment that we believe is required in rail for the county. However, it is not a wish list. Our requirements are realistic, evidence-based, and take account of government objectives for rail, the financial frameworks, and delivery mechanisms.

This Chapter sets out the context in which this Prospectus has been set.

Strategic Influences

This section talks about the strategic influences and how they have helped to shape the Prospectus.

Command Paper – Reforming our Railways

The coalition government published their Command Paper in 2012. It set out government's vision and policies for the railways.

The Command Paper was also government's response to the Sir Roy McNulty study *Realising the Potential of GB Rail: Report of the Rail Value for Money Study*. The Command Paper set out government's intention to make the railways financially sustainable in the longer term. Government feels they can meet at least the lower end of the savings identified by McNulty (saving £2.5bn of the £3.5bn identified per year by 2018/19).

Key points from the Command paper included:

- Fares will be capped at RPI +3% (+1% for 2011/12), although this will reduce and end as soon as the impact of cost saving measures and improvement in the wider economic situation permit
- Franchises will be more flexibly specified, allowing train operators to be more responsive in meeting customer demand, although they will contain

service quality commitments, eg passenger satisfaction with stations
Franchises will be longer, giving operators more responsibility and more flexibility in the services they provide, as well as more incentives to invest

- The Office of Rail Regulation's role will be reformed. Government proposes to move responsibility for issues such as the monitoring of passenger complaints to ORR and explore the potential to give ORR a role in relation to train operator performance.
- Decisions will be devolved to a more local level. Government is proposing that it will retain control over strategic services and decisions like provision of new track to increase capacity into London, but that decisions about more local services could be devolved to Local Transport Bodies. LTBs are likely to comprise a mix of Local Enterprise Partnerships and local transport authorities. For this area, the LTB will cover Norfolk and Suffolk.
- Greater alignment between Network Rail and train operators including sharing of incentives or penalties for performance. This will mean much closer cooperation between the bodies, with joint projects or joint work on infrastructure upgrades / maintenance
- A 'common sense' approach to standards. For example, this might mean that lower standards could be adopted on a lightly used rural line compared to those on a heavily-used commuter route.

You can read the full command paper here:
http://assets.dft.gov.uk/publications/reforming-our-railways/reforming-our-railways.doc

High Level Output Specification

The government published its High Level Output Specification (HLOS) on 16 July 2012. This sets out what the government wants to be delivered by the railway (over the shorter term 2014-19), together with the funding that is available for this (the Statement of Funds Available or SoFA).

Figure 2.1: Statement of Funds Available

		Year					
		2014-15	2015-16	2016-17	2017-18	2018-19	Total
Funds available		**3,165**	**3,382**	**3,385**	**3,516**	**3,394**	**16,842**
Illustrative split of funding	**Franchise support**	**(341)**	**(166)**	**(254)**	**(296)**	**(396)**	**(1,453)**
	Network Grant	**3,506**	**3,548**	**3,681**	**3,770**	**3,789**	**18,294**

Note: All figures in £m
Figures in brackets represent income to government

The process now is for the rail industry (essentially Network Rail) to agree with the Office of Rail Regulation a costed package of measures that will achieve government's specification. This will be worked up over the next few months – with consultations during 2013 – so that it is agreed for the five-year spending period 2014-19.

HLOS set out four strategic priorities:

1. The creation of the "Electric Spine", a high capacity passenger and freight electric corridor running from the South Coast to the East Midlands and South Yorkshire, with a link to the West Midlands and the North-West.
2. Increase capacity and accelerate journey times between key cities
3. Facilitate commuter travel into major urban areas
4. Improve railway links to major ports and airports.

NB: Norwich is not defined in HLOS as a key city / major urban area.

As well as HLOS setting out the outcomes government wants to see (eg 92.5% reliability) the government has set out an illustrative option of how this might be delivered and a high level specification of certain major projects and other investments which the Secretary of State wishes the railway to deliver during 2014-19 (although it should be noted that HLOS is not a programme of schemes for 2014-19).

Highlights for the county include:

- Ely Junction is specifically named: "*The Secretary of State wishes to see sufficient capacity north of Ely station both to provide for forecast freight flows across East Anglia and to provide the potential to enhance passenger services between Cambridge and each of King's Lynn and Norwich. The Government has a longer-term aim to provide high-capacity electrified routes from all major ports to the long-distance electric rail network*
- £300 million to fund journey time and performance improvements. It may be possible to tap into this for improvements in the county, particularly Norwich-London
- Up to £100 million over CP5 to fund station infrastructure improvements, including better passenger information and up to £100 million over CP5 to fund 'Access for All' measures to provide easier access for older or disabled passengers and those with small children. In previous spending programmes these discretionary funds were the subject of bidding rounds and offer an opportunity for delivering improvements to stations in the county. However, government is looking for the rail industry to maximise funding contributions from external sources, so to be successful, we might have to be able to lever in funds.

Economic Growth Strategy – Delivering Economic Growth in Norfolk

The county council has recently adopted its economic growth strategy. This outlines how we will support the economic growth of Norfolk over the coming years:

- Secure economic growth for Norfolk
- Support New Anglia Local Enterprise Partnership develop the economic priorities for Norfolk
- Identify partnership working opportunities that deliver targeted interventions

The five Priority Themes are:

- To provide support for growth and removing infrastructure constraints
- To help businesses to start up and grow

- To improve perceptions of Norfolk's business offer and secure inward investment and growth in key sectors
- To address Norfolk's skills and employability challenges
- To provide fair access to the public sector
- Securing and managing funds to address Norfolk's priorities generally and to deliver these plans specifically.

The full report and detailed action plans can be viewed here:
www.norfolk.gov.uk/view/cabinet020412item11pdf

Connecting Norfolk: The county's 3rd Local Transport Plan

The Local Transport Plan sets out the strategy and policy framework for transport in the county up to 2026. *Connecting Norfolk* is driven by the views of local people and stakeholders.

This Prospectus will need to help deliver *Connecting Norfolk*. Of particular relevance is Policy 7, which deals directly with Strategic connections within Norfolk.

Policy 7: Strategic Connections

To bring about an improvement in journey time reliability in and around Norfolk, local agencies should work together to enhance the strategic network, which includes:

- The A11 which provides the main road connection to London and the south
- A Norwich Northern Distributor Road to facilitate strategic access to north-east Norfolk and Norwich Airport
- Connections to Norfolk's gateways, Norwich Airport and the ports at King's Lynn and Great Yarmouth, including a future Third River Crossing for the River Yare
- The A47, part of the European TEN-T network, providing the main east-west road connection and route to the Midlands and north of England
- The Norwich to London rail line, providing links to London and the south
- The Norwich to Cambridge and Peterborough rail line, providing links to the Midlands and the north of England
- The King's Lynn to London rail line, providing links to London, the south and Europe via St Pancras / Thameslink.

New Anglia Local Enterprise Partnership Rail Aspirations

New Anglia Local Enterprise Partnership produced a high level Rail Prospectus for East Anglia that sets out the priorities for the region. The prospectus states *'Our railways are integral to the economic and transport functioning of our region, carrying 115 million passengers in 2010-11. This number is set to grow further and our railways are already at full capacity during peak times.'*

The region-wide rail prospectus outlines a number of key strategic priorities for East Anglia. The improvements within the prospectus that relate directly to Norfolk are:

- Delivery of *Norwich in 90* including new or fully refurbished trains
- ½ hourly services to King's Lynn throughout the day served by new high quality Inter City Express Trains
- ½ hourly services between Norwich and Cambridge
- Fully upgrade Ely North junction and related infrastructure
- Improvements to reliability
- Refurbished stations
- Smartcard ticketing.

You can read the full report here:
http://www.newanglia.co.uk/Assets/Files/Content/Rail%20prospectus%20for%20East%20Anglia.pdf

Chapter 3: The Baseline Situation

Introduction

This chapter summarises the baseline situation, including:

- The current pattern of services
- The available capacity of the network in relation to travel demand
- How the network is currently performing in terms of key indicators including passenger satisfaction, reliability, punctuality, journey time and accessibility issues and facilities at railway stations.

Key facts on rail in Norfolk

Norfolk is served by two rail links from London: London King's Cross-Cambridge-King's Lynn (NB: a few services from London Liverpool Street serve this route); and London Liverpool Street-Ipswich-Norwich. East-west links are provided by the Norwich-Ely-Cambridge and Norwich-Ely-Peterborough-Liverpool services. Passengers out of the county can change trains at Ely and / or Peterborough to get to other major centres in the Midlands or north of England.

Within the county, lines connect Great Yarmouth, Lowestoft and Sheringham to Norwich.

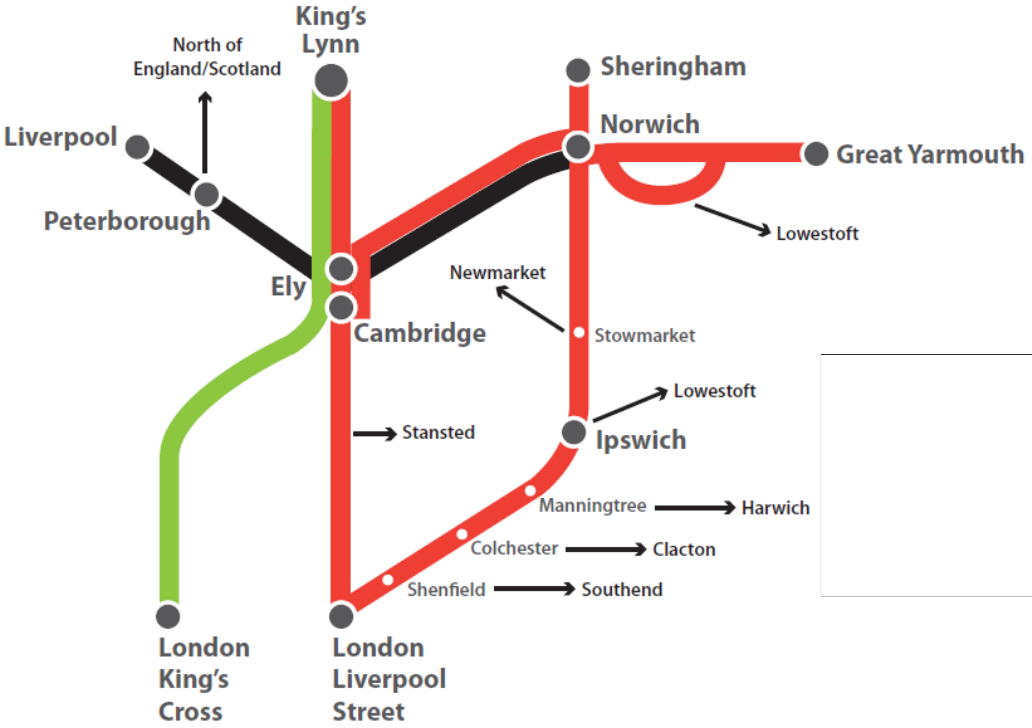
These services are shown on Figure 3.1.

Changing trains at stations on the Norwich to London line provides onward connections to places on the east coast including Felixstowe and Southend. The introduction of Crossrail services on this line, and Thameslink services on West Anglia, will ultimately provide links from Norfolk to destinations including the major London airports of Gatwick and Heathrow, High Speed 2 (London-Birmingham-Scotland), the south coast and the south west. There is an existing connection with HS1 (London to Europe) at Stratford, but no current international services stop there.

However, even with such service improvements, rail connectivity into and within the county will remain relatively poor. There are relatively few destinations directly served by rail – especially east-west – whilst the figure below (Figure 3.3) shows that journey times are lengthy, with locations much further away from London having shorter rail journeys than those from London to Norwich or King's Lynn.

Many journeys require a trip into London to catch the onward train; for example journeys to Cardiff, Bedford or Oxford. Access to Stansted, the closest major airport is poor. It is served only by hourly services from the north and requires a change of trains at Ely. Travel time is some 1 hour 45 minutes from Norwich. Until the completion of Thameslink and Crossrail, journeys to destinations south or southwest of London – such as Heathrow, Gatwick or the south coast – will require using the London Underground tube network.

Figure 3.1: Services within the county



Note: The figure shows services originating from stations within the county

Work by Atkins (*Strategic Study of Rail in the East of England for Passengers and Freight*, 2006) showed that a large part of Norfolk was not well-served by rail (defined as places within 3km of a rail station with at least 72 departures a day – used as a proxy for frequent services to a arrange of destinations)

Figure 3.2: Extract from Atkins' report showing access to stations

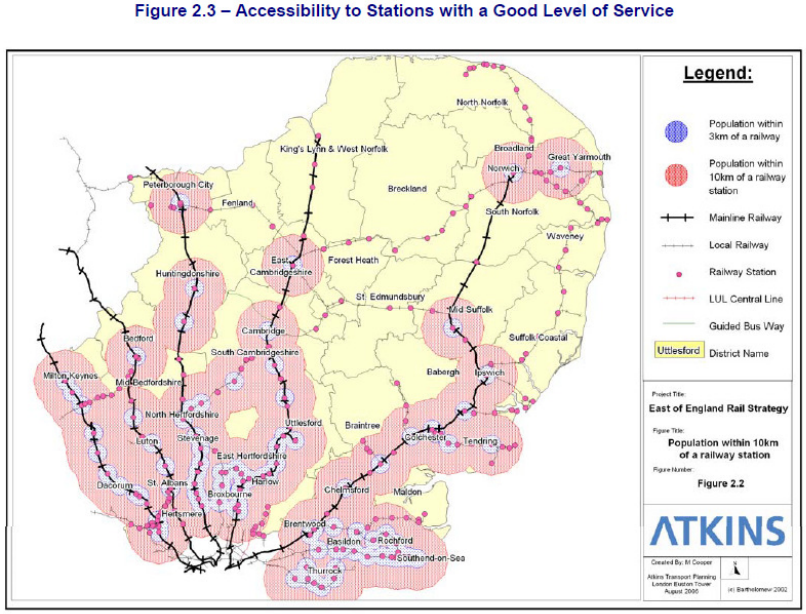


Figure 3.3: Typical journey times

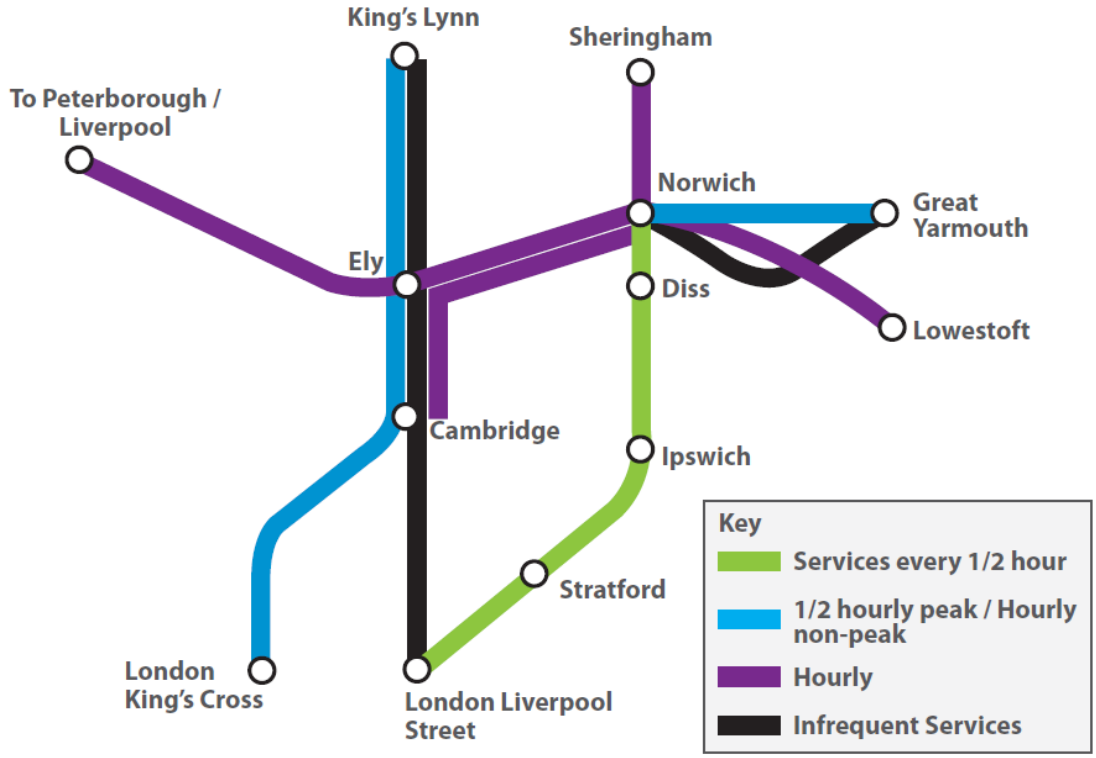
Journey	Distance (miles)	Typical train journey time (Frequency)	Road journey time	Speed	
				Rail	Road
Norwich to London	119	2 hours (Every 30 minutes)	2 hours 50	60mph	42mph
King's Lynn to London	111	1 hour 45 (30 mins peak times; hourly out of peak)	2 hours 40	63mph	42mph
Great Yarmouth to London	138	2 hours 40 (hourly)	3 hours 15	52mph	43mph
York to London	210	2 hours (30 mins)	4 hours	105mph	53mph
Peterborough to London	86	1 hour (10 mins)	2 hours	86mph	43mph
Oxford to London	63	1 hour (15 mins)	1 hour 30	63mph	42mph
Southampton to London	81	1 hour 25 (15 mins)	1 hour 50	57mph	44mph
Nottingham to London	128	1 hour 50 (30 mins)	2 hours 35	70mph	50mph
Edinburgh to London	379	5 hours (1tph)	7 hours 40	76mph	49mph
Norwich to Cambridge	62	1 hour 20 (Hourly)	1 hour 30	47mph	41mph
Norwich to Peterborough	78	1 hour 30 (Hourly)	2 hours	52mph	39mph
Norwich to Birmingham	159*	4 hours	3 hours 10*	40mph*	50mph*
Source: thetrainline.co.uk / AA route planner * via A14					

Within the county, very few of the market towns have rail services. Of the 21 recognised market towns, only nine have rail connections. Connectivity between market towns, unless they are on the same line, is very poor. For example, a trip from Downham Market to Thetford, which would take around 30 minutes by car, would take anywhere from 1 to 1½ hours by train, dependent on the connections.

Frequencies

The figure below shows that the Norwich to London line benefits from the most frequent services, having half hourly services throughout the day. Although London services from King's Lynn are every half hourly at peak times, they are only hourly throughout the rest of the day; similar to Great Yarmouth to Norwich service patterns. Although there are two services each hour from Norwich to Ely, with one of these continuing to Cambridge and one to Liverpool via Peterborough, these leave 10-15 minutes apart, meaning that they do not offer a true half hourly service. Both Sheringham and Lowestoft have hourly services from Norwich.

Figure 3.4: Frequencies of services from Norfolk



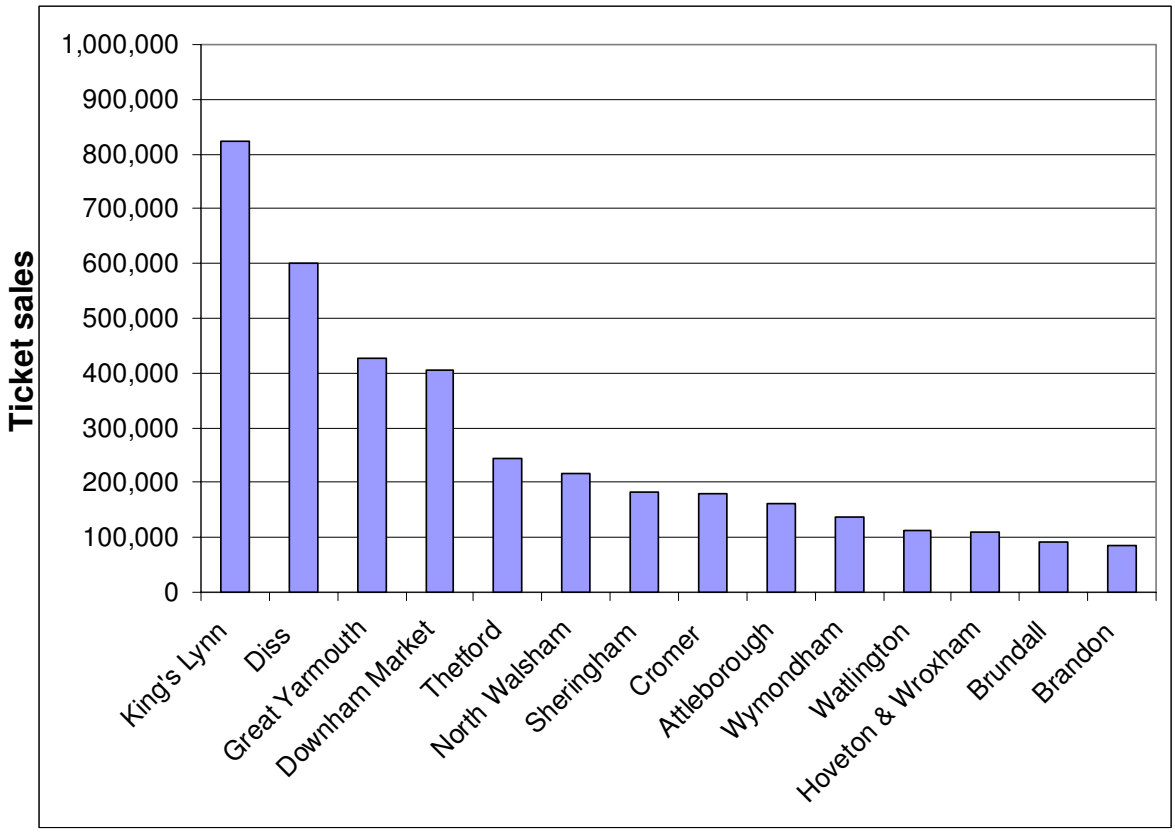
Note: The figure shows services originating from stations within the county

Stations

There are 31 rail stations in the county. The majority of these are rural, unstaffed stations. Although the key stations are in the major settlements of Norwich, King's Lynn and Great Yarmouth, data on station usage shows Diss as the third most used station in the county – after Norwich and King's Lynn – and Downham Market as the fifth most-used. This demonstrates the importance of the lines to London, and that travellers are drawn to stations from a large rural catchment, meaning it is important that there are good onward travel links to and from stations. Because of the rural nature of the county, much of this onward travel might be by car, requiring the provision of car parking facilities at stations. However, there is also a need to consider interchange between rail, bus, coach and taxi services. People without access to a car can find it difficult to get to stations, limiting their ability to get to employment or other opportunities.

Many of the stations, however, do not offer the facilities and conveniences expected by customers. Most are unstaffed; many do not have adequate facilities for waiting, toilets or information; and some are inaccessible to people with mobility problems or even for those carrying heavy luggage.

Figure 3.5: Usage of main stations in Norfolk 2011/12



NB: Excludes Norwich. Usage at Norwich 3,749,474
Source: Office of Rail Regulation

Passenger Satisfaction

Passenger Focus is the independent passenger watchdog for Great Britain and provides information about passenger satisfaction for the rail industry. Passenger Focus's research into the drivers of value for money indicates the top influences are linked to:

- Punctuality and reliability
- Being able to get a seat
- Being kept informed of delays and journey changes.

Passenger Focus carries out surveys twice a year of passenger satisfaction: the National Passenger Survey. This was last undertaken between 1 September and 18 November 2011. All data reported below is taken from this survey.

Nationally the percentage of passengers satisfied with their journey overall was 84%. The lowest ratings for overall satisfaction were given to National Express East Anglia (77%) and First Capital Connect (80%), lowest and second-lowest respectively. These companies provided, at the time, all rail services in the county (Abellio have replaced NXEA), except the Norwich-Peterborough-Liverpool service. East Midlands Trains, the operator of this route, scored 87%.

Punctuality and reliability
As noted above, punctuality and reliability of services is the top driver of satisfaction with rail services. Network Rail measures this using a measurement known as the Public Performance Measure (PPM): the percentage of trains which arrive at their destination on time. (A train is defined as on time if it arrives within five minutes of the planned arrival time for London and South East or regional services, or 10 minutes for long distance services.)

Overall performance for 22 July - 18 August 2012 (the latest period available) shows that nationally 92.0% of trains arrived on time. The moving annual average – an indication of the longer-term trend, smoothing out short-term fluctuations – is 91.6%.

Figure: Punctuality of trains within Norfolk

Greater Anglia Long distance Inter City (Norwich-London)	89.9	87.4
Greater Anglia Rural (ie includes Bittern and Wherry lines)	88.9	92.0
FCC Great Northern (King's Lynn-London)	92.5	90.0
East Midlands Trains Long Distance (including Liverpool-Norwich)	93.2	93.7

Note: PPM is for period 22 July - 18 August 2012
MAA is Moving Annual Average
Source: Network Rail

The data for Norfolk shows that the rural lines perform better than the mainline London services. Norwich to London performs particularly badly.

Note that reliability statistics are not currently broken down by route (although the county council has asked government to require this in the future) so we do not have figures for some routes such as Norwich-Cambridge. The route is included, with other routes, under the 'Greater Anglia rural' classification shown on the table.

Chapter 4: The Role of Rail

Introduction

This Chapter summarises the wider economic picture for Norfolk and the plans for housing and jobs growth in the county. It brings this together with the baseline information outlined on rail in the previous chapter to summarise

- The importance of rail for the county's economy, and social and environmental development
- The headline required services needed for rail to meet this role
- The gap between what is required and what currently exists, or is planned.

The Economy in Norfolk: Baseline

In November 2010, the county council published its Local Economic Assessment, which set out the state of the Norfolk economy, and identified the weaknesses and the constraints. The following section is a summary of the assessment. You can view the full documents here: www.norfolk.gov.uk/Business/Economic_intelligence/index.htm

Agriculture is the dominant land use in the county although is of less significance in terms of the number of people directly employed. The public sector is the most significant, employing over a quarter of the population in 2008. The next largest sector in employment terms is retail. Norwich is the county town and home to the county council – as well as Norwich City and Broadland Districts – and is also one of the top ten retail centres nationally. Norwich is also important to the tourism industry, along with the north Norfolk coast, the Broads and the east coast resorts of Great Yarmouth and Lowestoft.

Other important sectors include manufacturing, construction, financial and insurance, and a growing creative industries sector. Particular areas of engineering expertise are concentrated in Great Yarmouth and the A11 corridor. The business and professional services sector is of particular significance in Greater Norwich, as is the health and life sciences sector. A sector that is not clearly defined in published statistics, but is of increasing importance to Norfolk, is the energy and renewables sector. Tourism is an important factor for the county.

The county's two largest sea ports are at Great Yarmouth and King's Lynn. Norfolk benefits from an international airport in Norwich. None of these are connected to the rail network, although both ports used to be.

In April 2012, the county council adopted its economic growth strategy. This identified a key challenge as (to) *remove barriers to jobs and housing growth by addressing our significant infrastructure constraints and securing funding for that infrastructure*. It went on to state that "*We will continue to push for improvements to the rail links between Norfolk and London*."

Housing and Jobs Growth

Figures 4.1 and 4.2 – following pages – show the locations and quantum of housing and jobs growth planned across the county. It can be seen from the figures that there is a large amount of growth planned across the county; some 70,000 homes in the next 10-15 years. Much of the housing growth and major employment sites are located within the Norwich urban area, along the A11 corridor (adjacent to the Norwich to Cambridge rail line), and within Great Yarmouth and King's Lynn. Although not shown on the plans, as the amount of growth is below the 500 houses cut-off, there will also be housing growth at most of the larger stations on the Bittern Line.

Much of the growth therefore is sited within towns with rail stations.

Picture: A busy North Walsham Station

The Role of Rail

Rail is important for a number or reasons, serving trips for business – both commuting and for business trips – and for leisure. The rail network also has a role in carrying bulk freight movements, although within the county at present these are very limited.

The *Eddington Transport Study* (HM Treasury / Department for Transport, December 2006) reviewed the role of transport in supporting economic competitiveness and growth. It concluded that: access to markets; international connectivity, skilled labour markets; and transport within urban areas are key factors influencing business investment. As different areas have different specialisms, the factors that are important will differ from place to place. Atkins's study T*he Economic Case for Investment on the Great Eastern Main Line* (May 2010) found for example that as ports are a major part of the Haven Gateway's local economy, surface access is critical. For Greater

Fig. 4.1: Spatial distribution of strategic housing

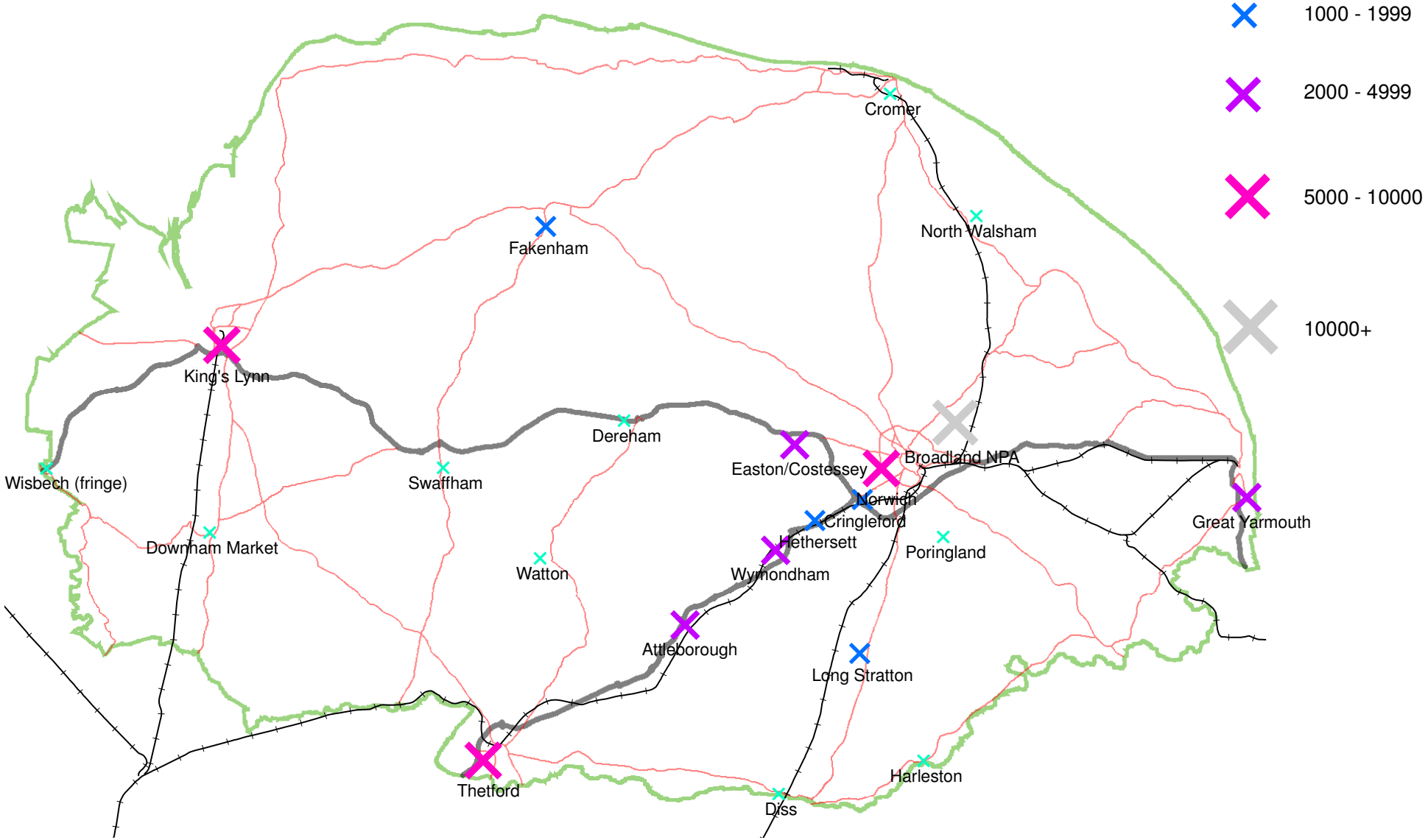
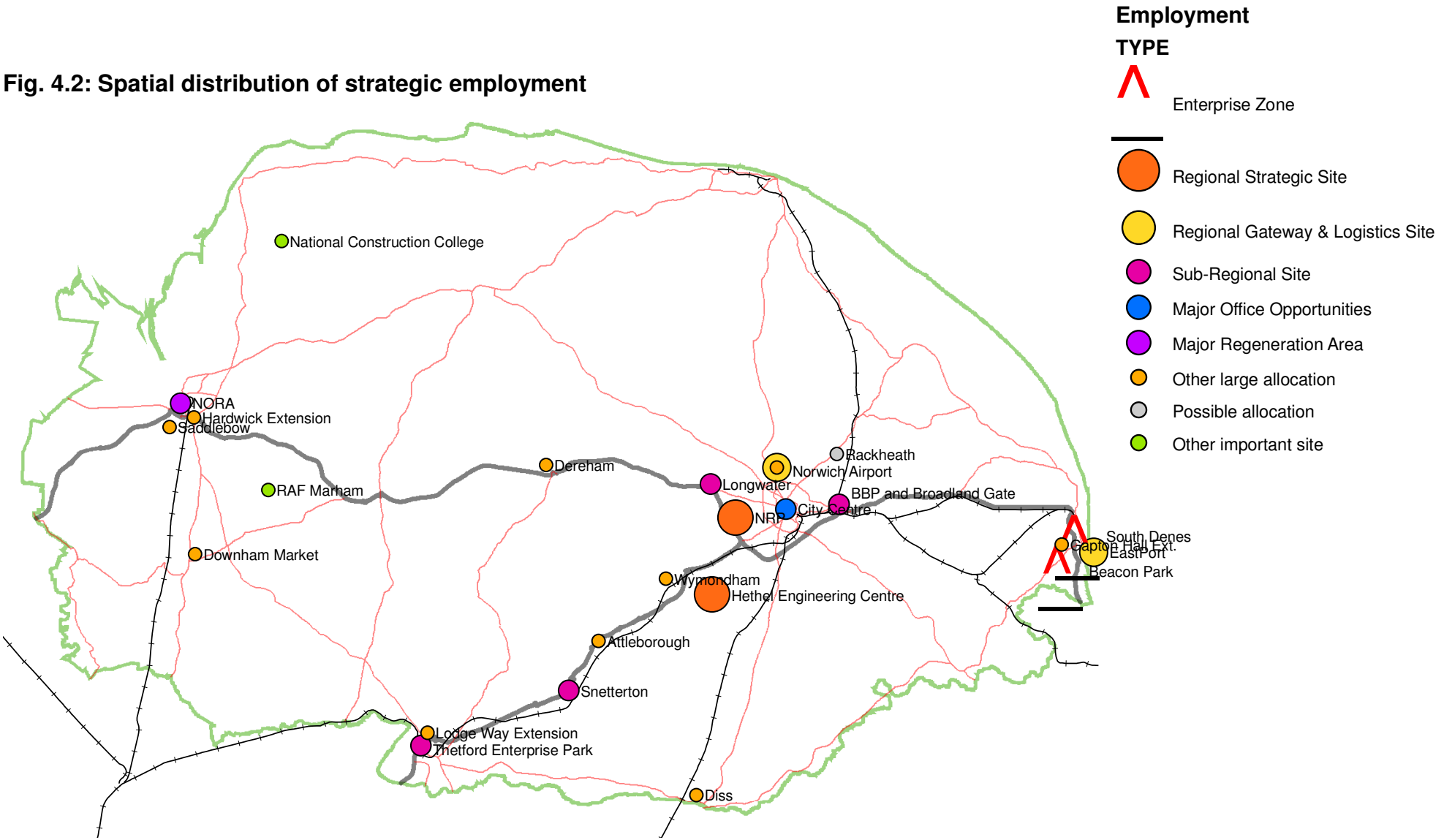


Fig. 4.2: Spatial distribution of strategic employment



Norwich however, the business mix does not appear to be heavily reliant on access to ports, so this is not so critical. Norwich's cluster of innovation-rich businesses would however require connectivity to London and other engines of growth in the region.

Within Norfolk, analysis would suggest the following priorities for rail connectivity:

- Connectivity to London is vital. Most business-sectors will require such connections, but it is especially important for Norwich which has high concentrations of business sectors (financial, creative industries, business services) where such links are vital
- Connectivity to other major centres is important, especially between centres with similar business sectors and innovation-rich businesses. In this respect Norwich to Cambridge connections are important. Mott MacDonald (*Wider Economic Benefits of Improved Rail Frequencies*, July 2012) found that "*Norwich and Cambridge have strengths in their knowledge sectors focused on biotechnology, life sciences, food technology and environmental sciences. Enhanced connections between the two cities that reduce journey times could deliver labour market synergy and support spin-off activity in future"*
- Connectivity from Peterborough is important for businesses to make onward rail journeys to the north and west of the country. Mott MacDonald noted that this might be especially beneficial to people commuting into the area to work in the offshore energy sector.
- King's Lynn, with its strong manufacturing base may be more reliant on good freight connections than other Norfolk centres. The developing warehousing / distribution centre at Snetterton may similarly benefit from rail freight connections
- International connectivity by air is important for businesses in sectors such as biotechnology and advanced automotive sectors. Connections might be available through Norwich Airport, although the major London airports will provide a greater range of direct connections. The A11 corridor is a focus for engineering and automotive sectors and has access to Norwich International Airport and Stansted via Ely. Rail connections to other major airports are more difficult, involving cross-London travel.
- Commuting into the major centres is important. This is particularly the case for Norwich, King's Lynn, Great Yarmouth, and the rail-connected market towns in Norfolk, where rail services open up the labour market. Mott MacDonald (*Wider Economic Benefits of Improved Rail Frequencies*, July 2012) found that a strengthening of rail services would open up more commuting options particularly into Cambridge. This might be relevant to places like King's Lynn, which has direct rail access to Cambridge, and where house prices are lower
- Rail links to north Norfolk, Norwich and Great Yarmouth could open up the tourism market to rail travellers. Similarly, these rail links could be used by heritage rail trips, eg steam train excursions to Sheringham / Holt
- Business states that it is important that workers can use travel time productively. For this reason, rail services need to provide facilities such as wi-fi / mobile phone connectivity, plug sockets (for laptops, etc…), and tables to work at.

Summary
Comparing these needs against the Baseline for Rail in the preceding chapter suggests that there are notable gaps in the rail provision that need filling, including:

- Improving connections to London: providing adequate reliability, frequencies, capacity and quality. Especially important for Norwich due to key business sector needs
- Improving connections between the major centres
- Improving the range of connections: Rail serves few destinations direct from Norfolk. Connections to other destinations could be improved if there were better rail links. Access to airports (and the south west) will be improved following completion of the major Crossrail and Thameslink projects, although it is not yet clear exactly what services will run. Access to Stansted will remain poor. Improving connections at Peterborough will improve train services to the north of England and Scotland. East-west rail links however will remain poor.
- Journey times are generally slow when compared to services elsewhere in the country
- Providing adequate capacity for commuting, especially into Norwich where some lines are already at capacity (Bittern and from Cambridge)
- Quality of rolling stock. This is an issue on all lines, ranging from provision of facilities such as wi-fi to the need for total refurbishment / replacement of older, tired stock
- Facilities at stations: A range of improvements is required including integration with onward travel modes, access for people with disabilities, and customer service facilities
- Passenger satisfaction and reliability is poor and need to be improved
- Consideration is needed about how to maximise the potential of rail freight. Opportunities might exist at King's Lynn, which has a manufacturing base, and at Snetterton.

This is very much a summary of our analysis, which has taken on board – amongst other things – findings of technical reports, passenger, business and other people's comments and opinions, and our own extensive experience of the rail network. Based on our analysis, we have identified the requirements across the county for rail enhancements. These are shown in the following chapters.

Requirements have been split into two sections:

1. Requirements applying across the network to all lines (Chapter 5)
2. Requirements specific to each individual line (Chapters 6 to 11).

Chapter 5: Network-Wide Priorities

Introduction

This chapter sets out the requirements applying across the network to all lines. Requirements line-by-line are shown in Chapters 6 to 11.

The Essentials

Headlines

- Step-free access to all platforms
- Stations to be kept in good repair
- Good standards of cleanliness to be maintained, especially toilet facilities at stations and on trains, and the inside of trains
- Rail industry staff to provide high quality customer service
- A consistent, seven day a week operation of rail services. Where the railway is planned to be closed, passengers should be made aware of this when purchasing tickets.

The consultation showed that rail travellers expected essential facilities to be provided and maintained to a reasonable standard. Access to train services was amongst the items most mentioned. Passengers – including people with disabilities or carrying heavy luggage – expect to be able to get to platforms and onto trains without having to negotiate steps. Passengers expect alternative facilities (eg lifts) to be provided where there's a need to cross rail lines on a bridge. In particular, Wymondham station was highlighted because people cannot get to one platform except by the use of a footbridge with steps, making the platform inaccessible for people who cannot use steps.

Whilst, ideally, all stations should have easy access, we realise that there are substantial costs involved in providing facilities such as lifts. We are therefore suggesting that the larger well-used stations be prioritised. Our priorities are to provide step-free access to:

- The Cambridge-bound platform at Wymondham in the short-term, since this platform cannot be reached other than by people able to use steps
- In the short to medium term, provide step-free access to, and between, platforms at Diss and Thetford (the largest, most well-used stations where it is not possible to get between platforms at present).

Other comments related to standards of cleanliness (especially of trains and toilets), the state of repair of rail facilities (eg stations needing to be kept tidy and well maintained), train operators' staff being helpful and friendly and having access to necessary information to help customer inquiries, and there being good provision of information, especially in the case of disruption.

One of the major comments made in consultation focus groups was that too often the railway does not operate seven days a week, because engineering work often results in Sunday or weekend closures. The expectation for

passengers is that, having paid to travel by train, they do not have to undertake all or part of their journey by bus.

Passenger Service Levels

Headlines

- Reduce overcrowding and increase route capacity
- Provide passengers with greater choice in terms of range of destinations, frequencies and time of travel
- Minimum frequency of half hourly from the major stations on the most important connections: Norwich to London, Norwich to Cambridge and King's Lynn to London, via Cambridge
- Maintain hourly services on Bittern and Wherry Lines (and ½ hourly peak-time Great Yarmouth services). In the medium term achieve, progressively, ½ hourly peak time services on Bittern Line, then ½ hourly services on all lines
- Maintain first arrivals in London before 0700 (Monday – Saturday) and 0800 (Sunday). Extend last service from London to 0030 departure (Monday to Saturday) and 1130 (Sunday)
- First arrivals into Cambridge before 0700 (Monday – Saturday) 0800 (Sunday). Extend last service from Cambridge to 0030 departure (Monday to Saturday) and 1130 (Sunday)
- First arrivals into Norwich and King's Lynn (London lines) before 0700 (Monday to Saturday), 0800 (Sunday). Last departures from Norwich and King's Lynn 0000 (Monday to Saturday) 2300 (Sunday)
- First arrivals into Norwich, Great Yarmouth and Lowestoft (Bittern and Wherry Lines) before 0700 (Monday to Saturday) 0800 (Sunday). Last departures from Norwich, Great Yarmouth and Lowestoft 0000 (Monday to Saturday) 2300 (Sunday)

Passenger growth on rail services has increased tremendously in recent years, and there is no reason to see why this will not continue. This means that a number of services are at, close to, or will be at capacity. The most pressing of these are Norwich to London services, where the services cannot carry the numbers of passengers going into London. Within the county, some peak time services on other routes are also already full.

Part of the solution, on some lines, will be to increase the frequency of service. We also see increases of frequency as being an important stimulus to the economies of the towns served. In the long-term we would like to see half hourly frequencies on all routes, but our shorter term priorities are King's Lynn to Cambridge and Norwich to Cambridge. It may be acceptable in the short term to achieve the latter by re-timetabling Norwich to Cambridge and Liverpool services so that they leave at regular half hourly intervals, rather than the current 10-15 minutes interval. This would mean that passengers on the alternating Liverpool service would have to change at Ely for Cambridge.

On service levels, our final aspiration is to see services start earlier in the mornings and continue later in the evenings to fulfil market requirements.

Chiefly, our concern is at the end of the day where a number of services do not provide for returns following evening events, whether these be business functions or leisure engagements. The table as Appendix 1 shows which services currently offer acceptable timings, and which we want extending.

Requirements of how to deal with these issues are dealt with in detail in the next section on a line-by-line basis.

Journey Times

Headlines

- Norwich to London: Reduce the journey time to 90 minutes
- Norwich to Cambridge: Reduce the journey time to 70 minutes
- Norwich to Liverpool: Reduce the journey time 5 hours 20 minutes
- Norwich to Sheringham and Great Yarmouth / Lowestoft: Reduce journey times by 5 minutes in the shorter term
- Connections at Norwich, Ely and Peterborough: Better timetabling to reduce waiting times.

One of the county council's top priorities is to reduce journey times on the Norwich to London route. Evidence shows that reduced journey times will bring economic benefits and investment into the county.

Elsewhere, we believe that reduced journey times would bring benefits and would want to work with the rail industry to identify what can be delivered.

Peterborough, Ely and Norwich in particular act as interchange points where passengers change trains. We want to see connection times reduced so that passengers' overall journeys, even where they have to change trains, are as quick and convenient as possible.

Punctuality and Reliability

Headlines

In the short-term reliability and punctuality to be higher than 93%, as measured by the industry's performance measures.

Punctuality and reliability is measured by the Public Performance Measure: the percentage of trains that run within five minutes (for local services) or ten minutes (for longer distance services) of their published arrival timetable at their destination. The county council supports greater efforts to improve the punctuality and reliability of services through measures such as the ongoing project to replace the overhead line equipment (power supply) on the Norwich to London line.

Fares and Ticketing

Headlines

- Make ticket sales and fares structures simpler for the public to understand
- Increase the means by which tickets are sold, such as through the internet
- Retain, as far as is practicable, face-to-face contact for ticket sales. Our preference would be for staff at stations, or other means of face-to-face ticket sales like the use of retail outlets
- Introduce smart ticketing across rail and bus services
- Improvements to technology and ticket vending machines to offer all services
- Improved integration and information
- Expansion of Plus Bus..

Recently, rail fare rises have been one of the most emotive issues for rail passengers. For many years, the policy of various governments has focused on shifting the funding of the railways from the taxpayer to the passenger. Government support for the industry has dropped sharply over the past five years, falling from £6.31bn in 2006/07 to £5.2bn in 2008/09 and £3.96bn in 2010/11. The consequence of lower taxpayer support for the railways is that passengers are now paying more of the annual cost of running the network, which today stands at around £10.5bn. Some £6.5bn comes from passenger fares, and £4bn from the taxpayer.

Since 2004, regulated fares, which account for almost half of all rail journeys and include season tickets and off-peak return tickets on long distance trips, have risen according to a government-set formula of the Retail Price Index (RPI) + 1%. Following the 2010 election, government announced it was intending to change the formula to RPI + 3% between 2012 and 2014, with the extra revenue paying for more trains, better stations and faster services.

Norfolk County Council understands the need to shift the cost of running the railway away from the general taxpayer and onto the rail user. We would prefer to see costs being met in this way rather than to see cuts in service. However, we would like to see the cost of train travel kept as low as possible and urge the rail industry to find ways of reducing the overall costs and reduce ticketless travel as soon as possible (so that revenue is increased without ticket price increases).

We are in favour of making ticket sales and fares structures simpler for the public to understand, and support increasing the means by which tickets are sold, such as through the internet, conductors or ticket machines at stations. However, many passengers need face-to-face contact and so our preference would be for train operators to retain, or increase, staff at stations, or examine other ways of counter ticket sales like the use of retail outlets; either at the station or in nearby shops.

We would like to see ticket offices retained at the larger stations (Norwich, Great Yarmouth, King's Lynn, Diss, Downham Market and Thetford): see below.

Stations and Interchange

Headlines

- All stations and platforms to be fully accessible. Our priorities in the short-term are Wymondham, Thetford and Diss.
- All stations – inside and out – to be maintained to a reasonable state of repair
- Retain ticket offices at the larger stations: Norwich, Great Yarmouth, King's Lynn, Diss, Downham Market and Thetford
- Staff presence with ability to sell tickets at medium-sized stations (named in Figure 3.5).
- Conveniently located bus / taxi pick-up and set-down facilities outside stations
- Direct and safe pedestrian and cycle routes to adjacent residential areas and businesses
- Rail stations sign-posted from convenient locations like town centres, and signs to facilities at the rail stations including national trails and cycle networks
- Bring empty buildings back into re-use (even if not for rail-related use)
- Railway station travel plans at stations shown in Figure 3.5
- All stations to have facilities including real time information, long line pa system and CCTV
- Adequate, covered waiting facilities at all stations
- Plus Bus extended to Diss, North Walsham, Cromer and Downham Market
- Improved connecting bus and rail services to create a 'virtual' branch line to market towns in the county not connected by rail
- Bus and train destinations to be shown on modern customer information screens at Norwich, King's Lynn, Downham Market, Diss, North Walsham and Cromer stations
- Secure covered cycle parking
- Adequate car parking facilities to cater for demand
- Better integration between the station and onward travel to town centres. Great Yarmouth is short-term priority.

Stations are part of the local community and act as the gateway to both town and railway. They leave passengers with their lasting impressions of both: a dilapidated station is bad business for both the town and the railway. However, only two thirds of customers are satisfied with Britain's stations according to the Better Train Stations independent report. We have used this to inform our improvement work on rail stations. To read the full report, go to: http://www.dft.gov.uk/publications/better-rail-stations.

Appendix 2 shows the facilities at each of the stations in Norfolk. We have colour coded this to show where we believe improvements to facilities are required.

Access to stations, trains and platforms
We believe that all stations should have fully accessible platforms. It is not acceptable for passengers with mobility difficulties to have to travel to alternative stations because they cannot access the platform – as is currently the case at Wymondham where there is no step-free access to the Cambridge-bound platform. At stations like Diss and Thetford existing footbridges between platforms need to be replaced with ones of a more acceptable quality and accessibility enhanced with passenger lifts to provide step-free access between platforms. We understand that this will take time to achieve but believe that the larger stations should be tackled in the short term.

Some stations are generally unattractive and in a poor state of repair. At some stations major refurbishment is needed, including taking in the surrounding area so that things like access and onward links to the town centre can be taken into account. Our priority is Great Yarmouth. The next section – Integration – deals in more detail with onward travel links.

Ideally, all stations should benefit from staffing including, at stations in urban areas and market towns, ticket offices. However, we appreciate the costs involved in providing such facilities. We support staff at stations and consider that initiatives such as providing station staff with the means to sell tickets should be explored to combine the benefits of staff and ticket offices without the expense of both.

New stations are covered below under infrastructure.

Integration with bus travel
Plus Bus is an arrangement where rail tickets are issued beyond the rail station for use on bus services within (generally) the town. In Norfolk the Plus Bus stations are Norwich, Great Yarmouth (although no buses currently serve the station) and King's Lynn. The county council wishes to see Diss, North Walsham, Cromer and Downham Market added to the Plus Bus scheme.

Some onward bus routes, such as Hunstanton, are offered as part of the rail ticket. This provides customers with seamless ticket arrangements to their destination. We would like to see this offer extended to all market towns in the county not served by rail.

Car parking
As set out earlier, Norfolk has few stations meaning that some people travel relatively long-distances to access the rail network. A large proportion of this travel is likely to be by car due to the rural nature of the station catchments and the public transport availability. The county council's recently adopted *Parking Principles* set out that car parking at stations may be appropriate, with an expectation that there would be charges for this parking. Picking up / dropping off facilities should also be provided.

Our priorities for new or expanded car parking facilities are at Watlington.

Developing Park and Rail at key strategic locations would be an efficient and effective way to increase rail travel and encourage modal shift. There are opportunities to develop Park and Rail in Wymondham, Attleborough and Wroxham. These locations have existing car parks and better promotion of the offer could be all that's needed to create Park and Rail.

Cycles
We support the provision of adequate, secure and sheltered facilities for cyle storage at stations.

The issue of carrying bikes on trains however is a difficult one. Most trains currently have the provision for four bikes to be carried, although the guard may allow more on to the train for example if the train isn't full. If more space were to be given over to bikes it would mean fewer seats for passengers. We support the current policy of train operators.

Safety and Personal Security
Safety on the railways is very good, although some people can feel vulnerable and have perceptions that their personal safety and security are threatened. This can be especially the case at quieter stations, although exuberant travellers – perhaps going to enjoy the nightlife at Norwich – can also be a concern. We would expect train companies to work to overcome any issues, either real or perceived, to make travelling more comfortable for rail users. This might be through a range of measures including staff at stations or on trains, CCTV or lighting.

Electrification

Headlines
- Electrification of Norwich to Cambridge in the medium-term
- Electrification of the Bittern and Wherry Lines in the longer-term.

Within Norfolk, only the Norwich to London and King's Lynn to London lines are electrified. Trains powered in this way are more efficient than diesel-powered trains.

Government announced the creation of an electric spine northwards from Southampton in their High Level Output Specification during CP5 (2014-2019). They also stated that there would be links electrified from this spine

including the western section of the East West Rail route, from Oxford to Bedford duringthe same period. These are parts of their long-term strategy for electrification, which will likely result in further electrification in CP6 (2019-24).

As part of this further roll-out of electrified routes, we would like to see the cross country freight route from Felixstowe electrified. There could be a case to undertake Norwich-Cambridge at the same time (ie during CP6). Electrification of the rural routes is a long-term aspiration, post 2024.

Community Rail

Headlines
- Commitment to funding and other resources for Community Rail as part of train operator's franchise commitments

Norfolk County Council has been successfully working with community rail partnership groups since 1996. Community Rail Partnerships can bring a number of benefits to rail operation including community involvement and ownership and can lead to reduced operating costs. The benefits of the arrangements can be seen particularly on the Bittern Line, which has seen large increases in patronage since setting up the partnership.

Community Rail Norfolk, a not for profit company, has recently been set up to oversee the two community rail partnerships in the county, on the Bittern and Wherry Lines. The county council is on the board of Community Rail Norfolk – together with the district councils and train operating company – and will continue working to promote the partnerships. Community Rail Norfolk has one (part time) paid employee who is charged with overseeing the two rail partnerships and drawing in funding. Core funding is provided by the train company and local authorities. The two partnerships continue to be proactive and its members from all parts of the local community help to promote and improve the local railways between Norwich and Sheringham, Cromer, Great Yarmouth and Lowestoft.

You can find more information on the Bittern Line Community Rail Partnership here: www.bitternline.com and on the Wherry Lines here: www.wherrylines.org.uk

Infrastructure
Including new stations and new / re-opened lines

Headlines - infrastructure
- Bow Junction remodelling (short term), and longer loops (short term) and new third track north of Chelmsford (feasibility study short-term, works medium term) to overcome capacity issues on Great Eastern Main Line (GEML)
- Infrastructure upgrades on GEML in the short term to allow all trains to run at 110mph and 125mph where possible (short term)

- Ely upgrade to allow, amongst other things, King's Lynn to Cambridge and Norwich to Cambridge half-hourly services (short term priority)
- Doubling of Trowse Lower Junction to/from the Ely line to allow half-hourly services Norwich to Cambridge (short term). Plus feasibility study into re-timetabling services to avoid need for additional capacity at Trowse Bridge
- Infrastructure to increase the line speeds on all lines
- Limited track doubling south of Cromer Junction, and a short stretch of double track south towards Roughton Road to allow for half hourly services to Sheringham
- Additional platform at Norwich and crossovers on approach to Norwich (in addition to infrastructure outlined above) to allow for enhanced service frequencies into Norwich from Cambridge, Sheringham and Great Yarmouth.
- Longer platforms and associated works to accommodate Inter City Express trains to King's Lynn, or longer trains to Great Yarmouth and Sheringham.

Mott MacDonald were commissioned to examine the infrastructure constraints that might prevent additional services running into Norwich. Their findings are shown below, together with other infrastructure constraints that we know about. These have principally been identified by Network Rail.

Atkins have recently completed work on options of how to deliver, amongst other things, more capacity and faster journey times on the Great Eastern Mainline. Their work identifies main requirements including three-tracking a section of the line in Essex, shown in the table overleaf. We will now undertake further work with Network Rail to validate Atkins's findings and secure further feasibility work or take the measures forward to implementation.

Picture: Two-track section of Great Eastern Mainline at Chelmsford

Figure 5.1: Major infrastructure requirements on existing lines

Service improvement	Infrastructure constraint
Bittern Line between Norwich and North Walsham ½ hourly	No infrastructure
Bittern Line Norwich to either Cromer or Sheringham ½ hourly	Either: Increase the line speed north of North Walsham Or Limited track doubling south of Cromer Junction, and a short stretch of double track south towards Roughton Road
Wherry Lines between Norwich and Great Yarmouth/Lowestoft ½ hourly	No infrastructure
Breckland Line between Norwich and Wymondham ½ hourly	Double junction at Trowse Lower Junction to/from the Ely line
Breckland Line between Norwich and Cambridge ½ hourly	As above plus, potentially, additional capacity at Trowse Bridge, though may be possible to run services without infrastructure with re-timetabling
Norwich to Cambridge, Norwich to Sheringham and Norwich to Great Yarmouth	As individual service requirements plus: Additional platform at Norwich Crossovers on approach to Norwich
King's Lynn to Cambridge ½ hourly	Ely Junction
Norwich to London additional capacity and shorter journey times	Bow Junction remodelling (short term) New third track north of Chelmsford Enable all trains to run at 110mph (short term) Faster journey times
All lines, except Norwich to London, longer trains (including Inter City Express Trains on King's Lynn to London line)	Longer platforms

New stations

Headlines

- New stations at Postwick and at Broadland Business Park, both in the east of Norwich on the Wherry and Bittern lines respectively. These are both medium-term aims, subject to further investigation.
- New station on the Bittern Line at Rackheath to be investigated in conjunction with developer proposals.

The county council has adopted an implementation plan for transport in the Norwich area. This includes new stations at Postwick and at Broadland Business Park, both in the east of Norwich on the Wherry and Bittern Lines

respectively. These are both medium-term aims, but will need further investigation to establish their feasibility. Some initial investigation is currently underway and the county council will continue to carry this forward, working with the rail industry and the local planning authority. Also on the Bittern Line, a new station at Rackheath, together with the operation of tram style vehicles from Norwich Station into the new development, has been proposed by developers. Whilst the county council is sympathetic to this proposition, this would be a longer-term aim and need further investigation (see also Chapter 10).

On the Bittern Line, any new station would have to be done with either, or both, closure of one of the existing stations or faster running on the line to allow a new stop to be fitted into the schedule. A possible alternative, should half hourly frequencies be achieved, would be to incorporate different alternating stopping patterns every half hour (see Chapter 10).

At King's Lynn, the idea of a parkway station just south of the town has been mooted in the past. This remains a potential long-term aim subject to the results of further feasibility work. This feasibility work is not included in current programmes of activity.

A new station at Thetford, to the north of the town – within the sustainable urban extension of 5,000 new dwellings and associated employment development – has been proposed. Policies in the Thetford Area Action Plan safeguard the land that would be required. A second station close to the existing Thetford station is technically feasible, but the need for it will be very much dependent on the people who will live in the new houses, which will not be known for some time, and whether the majority of their trips are made within the town, or they travel further afield for work, leisure or shopping. We propose taking a 'wait and see' approach to further feasibility of a new station in the town.

A new station has been suggested at Forncett St Mary, near Long Stratton on the London-Norwich line. The council does not support this proposition, especially given the overriding priority of reducing journey times on the line.

Additional lines, private lines

Headlines

- Continue to support East-West Rail, linking Cambridge to Oxford
- Continued liaison with promoters of private railways and to provide support and advice where appropriate, although in the short-term at least resources cannot be provided
- In the longer-term, consider feasibility of mainstream passenger services to Dereham utilising existing private rail line.

A number of additional lines have been proposed within the county, mostly re-opening of old lines:

- King's Lynn to Hunstanton. It is not seen as feasible to consider reopening due to, amongst other things, the cost of reinstating the line, that it is compromised by development, and an unproven business case
- Reconnecting to Great Yarmouth port: This is not seen as feasible due to, amongst other things, the cost of reinstating the line and an unproven business case
- Orbital rail (Wymondham-Dereham-Fakenham-Holt-Sheringham). Existing private railways operate at either end of this line (to Dereham and Holt); see below. The Holt, Melton Constable & Fakenham Railway Ltd is pursuing plans to complete the link. This is seen as an independent initiative – as will any other similar initiatives – and as such will need to be pursued by independent groups utilising their own funds, although the county council will endeavour to provide help where it can.
- Existing private rail operations run between Wymondham and Dereham, Sheringham and Holt, Wells and Walsingham, and Aylsham and Wroxham. Again, these are seen as private operations although the county council will endeavour to provide support where it can.
- Wymondham to Dereham: In the longer-term there is potential for housing and jobs growth at Dereham. Dereham is the fifth largest settlement in the county and the largest settlement not connected by the national rail network (although, the Mid Norfolk railway operates privately and owns the infrastructure from Wymondham to Dereham). Indeed the next largest settlement not connected by rail is Fakenham, ¼ of the size. Feasibility into opening this link to mainstream passenger services in the longer-term should be considered in conjunction with the roll forward of the local plan.
- East-West Rail: The county council is a member of the East-West Rail Consortium, which is looking at how a rail link can be established between Cambridge and Oxford. Government funding and support has recently been announced for the western section, linking Oxford to Milton Keynes. Further feasibility work is needed on routes and viability east of this. The council supports this project but will need to review periodically its membership of the consortium (which charges fees) dependent on progress and likelihood of achieving the rail link.

Freight

Headlines
- Feasibility of connecting sites at King's Lynn in the longer term
- Feasibility of freight interchange at Snetterton
- Freight sidings at Yarmouth: potential for use to be secured / retained.

The county council supports the transfer of more freight from road to rail. The use of rail for freight is largely market-led, with private companies making decisions about whether to transport goods by rail based on factors like cost and convenience. The rail network itself is not generally a constraint to freight operations, although freight paths may be limited once out of the county, and dedicated freight facilities may be lacking at the places where companies require loading / unloading.

The county council will consider on a case-by-case basis what it can do to facilitate rail freight, whether this be putting its support behind proposals or engaging in feasibility studies.

Proposals of which the county council is aware include:

- King's Lynn: Our analysis (Chapter 4) showed that potentially King's Lynn's manufacturing-based economy could benefit from good freight connections. Sites to the south of the town are served by disused rail links which, over time, could be brought in to re-use to serve appropriate business needs
- Snetterton: A spur off the Norwich-Cambridge line was in previous use. This is in a good location to serve as a freight road-rail facility due to its convenient location close to the A11 and existing distribution / warehousing facilities in this area. Further feasibility into the need and potential of bringing this back into use is supported
- Great Yarmouth: The county council purchased the former rail freight site at the edge of Great Yarmouth near Vauxhall Holiday Camp with a view to securing its potential future use as a freight facility. Some initial discussions have taken place with the rail industry and potential users of the facility. The county council remains committed to identifying how it can secure the necessary funding to ensure the sidings' connection to the rail line can be maintained. We are also looking at how to fund work to identify the likely cost of bringing the facility up to a standard where it could be brought back into re-use.

Although not in the county, Norfolk County Council supports further development of the Felixstowe to Nuneaton freight route. This is vitally important to the region's economy and potentially enables freight on the Great Eastern Main Line to be rerouted. The ability for freight to be handled at Brandon in Suffolk, and on the independent Mid Norfolk Railway, is noted.

We continue to support the existing freight movements including glass sand from Middleton Towers and aggregates from Norwich Trowse and Norwich Riverside terminals.

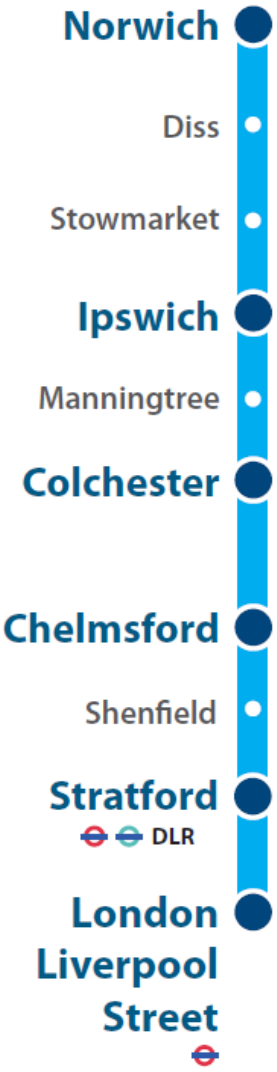
Picture: Freight service on the Felixstowe-Nuneaton route

Chapter 6: Priorities Norwich to London

Norwich to London Line

***Existing operations**:*

- *Part of Greater Anglia Franchise*
- Operated by Greater Anglia (parent company Abellio)
- *Franchise expires 2014*
- *Half hourly services to London (more in the peaks)*
- *Also known as the Great Eastern Mainline*



Key priorities

- *Faster journey times: routine journey times from London to Norwich in 90 minutes, Ipswich in 60 minutes, Colchester in 45 minutes and Chelmsford in 30 minutes.*
- *Greater route capacity*
- *Investment in route infrastructure necessary to deliver faster journey times and provide greater network resilience.*
- *Better quality travel experiences, particularly important to maintain Inter-City quality rolling stock (to include automatic doors, fully accessible toilets, totally new interiors (with a mix of tables and airline style 2+2 seating), wi-fi and sockets at all seats).*
- *Improved station access, information, environs and facilities*
- *A move towards less disruptive and frequent engineering work, less reliance on bus replacement services, and more direct diverted services when engineering work does take place*
- *Maintaining and improving inter-regional and cross-country connectivity*
- *Smart, mobile and integrated ticketing*
- *Improvements to stations*

Introduction

The Norwich to London line, or Great Eastern Mainline (GEML), is the county council's top priority. It connects London to Norwich, the largest economy in the east of England. As such it is vitally important for business links, as well as leisure trips and commuting into Norwich (and elsewhere). The county council has supported the *Norwich in Ninety* campaign, which seeks, amongst other things, additional passenger capacity and faster journey times.

Capacity

There is an industry-recognised capacity problem on the GEML at the southern end; a result of commuting into London. Additional capacity is traditionally delivered through a hierarchy of more seats on trains, train lengthening or ultimately additional services. However, these options are largely used-up and, because it is not feasible to run more trains on the existing tracks, Network Rail is now looking at providing additional services through additional track capacity.

A scheme at Bow Junction has been identified, which would allow a limited number of additional trains to run south of Colchester. We believe that this scheme should be delivered in the five-year (2014-19) programme at the same time that another planned scheme on Crossrail is delivered. That is because extra capacity is needed sooner rather than later, and because it will minimise disruption and bring cost-efficiencies if it is delivered at the same time as the planned Crossrail scheme.

However, whilst this scheme should be supported further investment is required over the long-term. A step-change improvement will be needed at some point to address capacity issues into London. This work needs to be progressed now so that these capacity improvements can be delivered when they become needed.

Local authorities along the route, with Greater Anglia, commissioned consulting engineers Atkins consultants to appraise options for how additional capacity and journey time savings could be delivered. Atkins identified that three-tracking a stretch of line north of Chelmsford (ie adding an additional length of track parallel to the existing two tracks) could provide a solution. Further feasibility work by the rail industry to confirm this as a viable solution is strongly supported. Once confirmed, the council would like government and the rail industry to commit to further feasibility work to take it forward for delivery.

Journey time reductions

The aspiration is for journey times from Norwich to London in 90 minutes, rather than the currently typical 1 hour 52 / 57 minute services. One limited-stop service already provides 1 hour 42 minute service. Local authorities, Network Rail and the train operator have been working together and already completed some preliminary work to understand how journey times could be reduced.

Journey time reductions could be delivered through a number of means including faster trains and upgrading the track infrastructure to allow trains to run more quickly. Currently, the linespeed is restricted to 100mph although the existing trains could run at 110mph. The carriages are capable of 125mph. New trains may have the potential for 125mph running and would be able to accelerate and stop more quickly.

We would like to see funding in the 2014-19 spending programme for further feasibility work and delivery of measures to reduce journey times towards our *Norwich in Ninety* vision. Our short term aspiration would be a minimum of four daily express services between Norwich and London in less than 100 minutes.

Rolling Stock

The main intercity services between Liverpool Street and Norwich are operated by Class 90 electric locomotives and Mark 3 passenger carriages, together with a non-passenger-carrying Driving Van Trailer (DVT). Whilst this stock provides generally acceptable levels of comfort, the interiors are becoming tired, the toilets do not provide wheelchair access and the doors have to be manually opened and closed by passengers. This is inconvenient and adds time to the journey, especially if train staff have to walk the entire length of the platform to close doors left open by passengers. Because of the locomotive and DVT at each end of the train, fewer passengers can be carried than if these units could carry passengers.

Rolling Stock refurbishment: New rolling stock may not be available until around 2020 at the earliest. Therefore, if this is the case, the existing rolling stock should be refurbished before this, as part of the longer-term franchise post-2014.

Refurbishment would incorporate the attributes of new rolling stock, outlined below, including automatic doors, fully accessible (termed DDA, or Disability Discrimination Act) and controlled emission toilets, totally new interiors, and Wi-Fi and plug sockets at every seat. Atkins (*GEML Capacity Study Draft Final Report*, September 2012) suggest that the existing stock could be comprehensively refurbished (including the attributes below), with the locomotives replaced by new, 125mph-capable locos, and the driving van trailers replaced by new, incorporating some passenger accommodation.

East Coast trains provide an example of the high standards that can be achieved in Mark 3 carriages at similar densities as those on the Norwich-London route. We would also support refurbishment in the style of Chiltern Railways, with comfortable capacity of 80 seats per carriage in standard class.

Because new rolling stock is unlikely to be available for some years, and due to concerns regarding current specifications of new stock (see below), the county council's minimum requirement is for the new franchise to 'buy' complete refurbishment of the existing carriages and replacement of the locomotives and driving van trailers.

Requirements for new Inter City rolling stock: It is considered vitally important to maintain the Inter-City status and quality of the Norwich to London trains, and not to accept commuter style trains in the pursuit of additional capacity or speed. Additional capacity is important but needs to be provided by other means (eg additional services to the south). The capacity issues will not be overcome by adding more seats or carriages to inter-city services – a structural, long-term intervention is required – and would undermine existing services out of London.

The national strategy set out in the rolling stock Route Utilisation Strategy (RUS) is proposing that Inter City Express (IEP) trains be used as a starting point for the specification of long distance, high speed services. Although this might be considered acceptable, provided that it incorporates the characteristics described below, work by Atkins identified that this stock would have less capacity than the existing.

What ever type of train is used for these Inter-City services; they need to incorporate the following characteristics:

- Seating in a 2+2 style in standard class with a large central gangway
- A mix of face-to-face seating with tables (not simply a bay / small shelf) and airline style face-to-back seating. Carriages should contain a range of table numbers (between five and ten) in order to achieve passenger accommodation requirements, comfort and ability to work on the train.
- A secure and strong folding table at all airline style seats
- Seat rake, leg space, cushion depth and armrests consistent with comfort levels required for long-distance services
- Overhead racks for airline style hand baggage; luggage space between seats where the seat configuration is back-to-back; under seats in airline style seating areas; stacks at carriage end vestibules for larger luggage.
- Wi-Fi connectivity throughout the train
- 240V low current socket outlets available for every passenger.
- Sufficient number of whole-carriages given over to First Class accommodation containing 2+1 seating with large central gangway. All seating to be arranged face-to-face with tables
- Carriage architecture to the EU Technical Specification for Interoperability for Persons with Reduced Mobility (PRM TSI) standard
- Carriages to have end-doors with vestibules. Doors to be power-operated. Power-operated door between vestibule and passenger accommodation.
- Train to include at least a buffet car with the ability to serve hot food and drinks and through-train trolley service (restaurant cars / hot food at tables could be at the operator's discretion)
- Dedicated cycle provision at one end of the train for no fewer than 10 cycles
- Some carriages should have space for seating that could accommodate wheelchair users and or additional luggage space, for example, tip up seats.

Passenger Service Levels

The current frequency of service, with regular clockface half hourly departures to and from London, with more in the peak hours, is acceptable. We have already noted that additional services are required at the London end of the route to provide for the increased numbers of passengers there.

We set out our passenger service levels earlier. These stated that the earliest and latest trains should be:

- First arrivals in London to be before 0700 (Monday – Saturday) and 0800 (Sunday)
- Last departure from London to be after 0030 (Monday to Saturday) and 1130 (Sunday)
- First arrivals into Norwich to be before 0700 (Monday to Saturday) and 0800 (Sunday)
- Last departure from Norwich to be after 0000 (Monday to Saturday) and 2300 (Sunday).

Reliability

Reliability of the route has improved in recent years, although it is still below other routes. This, together with suspension of rail services during planned engineering works, has created a low perception of the train service.

Part of the improvement of the reliability has been due to an improvement of the reliability of actual train vehicles on the route, and we would want this trend to continue until the trains are replaced. Infrastructure failures have also caused reliability issues. These include overhead line equipment (OLE), signalling and cable theft. Level crossings are an increasing recent problem. Infrastructure failures need to be reduced.

The whole of the GEML is electrified. The oldest section of the overhead line equipment is that between Liverpool Street and Colchester, which dates from the early 1960s, with the Colchester to Norwich section dating back to 1986. A project is underway to replace the oldest sections between Liverpool Street and Chelmsford, due to be completed in late 2014 / early 2015.

We support the initiative of the train operator and Network Rail for more joint working, and welcome news that this will lead to more night working and fewer weekend closures. We are also are pleased that Network Rail will be introducing new track laying equipment on the line in CP5, which will not only allow for faster track replacement, but will also allow trains to run on one of the lines whilst one is being renewed.

These initiatives should lead to better reliability and fewer weekend closures. We would like to see reliability of this line raised quickly to the national average – 92% – with 93% the short-term (within five years) aim.

Stations

This section sets out in detail the requirements for enhancements and improvements at stations.

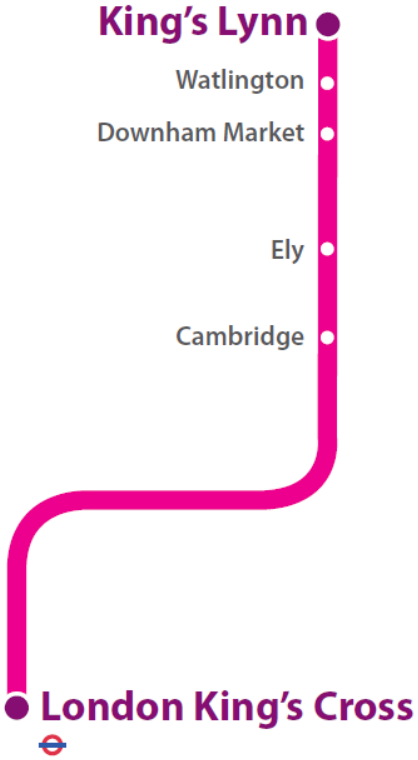
Station	Issues	Aspirations
Norwich	Not enough cycle parking facilities	Additional cycle parking facilities
	Lack of real time information and integrated transport information	Improved real time information Integrated Transport Information
Diss	Lack of access for people not able to use steps between the platforms	Improved access between platforms (eg a bridge with lifts) is required

Chapter 7: Priorities King's Lynn to London

Existing operations

- *Operated by First Capital Connect*
- *To be included in Thameslink Franchise due to start September 2013*
- *Hourly services to London from King's Lynn (1/2 hourly at peak times)*

NB: Some peak-time services are operated by Abellio as part of Greater Anglia franchise. These run to London Liverpool Street. All other services serve London King's Cross.



Key priorities

- *Half-hourly frequency, King's Cross-Cambridge-King's Lynn, throughout the day*
- *125 mph Intercity Express programme (IEP) – or similar specification - trains operating King's Cross-Cambridge-King's Lynn services.*
- *Infrastructure improvements to allow running of IEP (platform extensions and station works, track/signalling works to achieve higher lines speeds, power supply upgrades, gauge clearance, and modifications to overhead line equipment)*
- *Delivery of a new station at Chesterton, north of Cambridge*
- *Ely upgrade*

Introduction

Most services from King's Lynn are operated by First Capital Connect, providing a half hourly frequency at peak times to London King's Cross via Cambridge. At other times there is an hourly frequency. One service at peak times operates to / from London Liverpool Street as part of the Greater Anglia franchise. Both services operate via Ely and Cambridge, taking different routes south of Cambridge.

The franchise for the King's Cross services is currently being relet by government. Consultations are ongoing on a combined Thameslink, Southern and Great Northern franchise. This franchise will cover a large part of south east England, including places like Brighton and Portsmouth on the south coast and stretching to King's Lynn, Peterborough and Bedford north of London. It will start (at least for First Capital Connect services; others will be brought in later) in September 2013. One of the suggestions in the

consultation document however was that service to King's Lynn might be included in the Inter City East Coast Franchise instead. The county council does not have a view about which franchise might be best for the services. We take the view that the outcomes, listed above, are what it is important to achieve.

Frequencies

The county council strongly supports half hourly services throughout the day between London and King's Lynn. At present services north of Cambridge operate hourly out of the peak times. Together with the Borough Council of King's Lynn, East Cambridgeshire District Council and Cambridgeshire and Suffolk County Councils, we commissioned Atkins to look at potential passenger demand for a number of upgraded services, including to King's Lynn. This work considered passenger demand given a number of factors including, principally, the amount of housing and jobs growth being planned. The study work found that there was likely to be sufficient passenger demand to warrant the additional frequencies.

We would now like to work closely with government and the rail industry to develop work to secure half hourly services throughout the day.

Rolling Stock

The route to King's Lynn is currently operated by Electric Multiple Unit 'Class 365' trains. Government, however, initiated the Inter City Express Programme (IEP) to replace a number of existing trains with new, inter city standard trains. Rail user groups and stakeholders from King's Lynn have been lobbying to secure IEP trains on the King's Lynn to King's Cross route, although this has not been confirmed.

If IEP trains are not specified on the line, it is likely that the existing trains will be replaced by new, Thameslink-style trains. If these are specified, the interior specification should reflect the longer-distance nature of the route, with attributes similar to those listed above for the GEML Inter City trains (2+2 seating, etc…).

We support IEP trains on this route.

Picture: A Class 365 Train at Downham Market Station

Infrastructure

A number of infrastructure enhancements will be required to allow for upgraded services including half hourly frequencies and IEP trains.

We understand that, to allow IEP trains, upgrades that might be needed could include platform extensions and station works, track/signalling works to achieve higher lines speeds, power supply upgrades, gauge clearance, and modifications to overhead line equipment. We believe that the necessary upgrades will be included as part of already committed Network Rail expenditure or in their final spending programme for 2014-19. However, what is eventually included will be dependent on the train service specification.

Our priority would be for confirmation of the train service specification and that any necessary infrastructure upgrades are included in spending programmes.

Ely North Junction: The track in and around Ely, including the north junction, is a major constraint to a number of services: King's Lynn to Cambridge, Norwich-Liverpool, Norwich-Cambridge, Ipswich-Peterborough, Birmingham-Stansted and freight between Felixstowe and Nuneaton. Network Rail is undertaking work to look at Ely infrastructure in detail, which is due to be completed by the end of the year.

The county council strongly supports further feasibility work into the issues at Ely to ensure that a scheme is pursued which overcomes constraints to all the services mentioned. We welcome the recent announcement in HLOS that government would like to see spending at this important rail intersection.

Cambridge Science Park (Chesterton) Station: Norfolk County Council supports the proposed Cambridge Science Park station. This station would increase the availability of destinations by rail from the county, providing a direct rail link connecting Norwich Research Park with Cambridge Science Park. Although Chesterton Science Park is outside Norfolk it affects services into the county. Delivery of Chesterton Science Park is likely to increase significantly the demand for train services from King's Lynn and hence add to the business case for ½ hourly frequencies throughout the day.

Passenger Service Levels

We support ½ hourly services throughout the day to King's Lynn. Service patterns north of Cambridge should also incorporate stops at Chesterton (Cambridge Science Park).

First and last service

We set out our passenger service levels earlier. These stated that the earliest and latest trains should be:

- First arrivals in London to be before 0700 (Monday – Saturday) and 0800 (Sunday).
- Last departure from London to be after 0030 (Monday to Saturday) and 1130 (Sunday)
- First arrivals into King's Lynn to be before 0700 (Monday to Saturday) and 0800 (Sunday)
- Last departure from King's Lynn to be after 0000 (Monday to Saturday) and 2300 (Sunday).

Stations

Cycle Parking: There is a need to provide adequate parking for cyclists and car drivers. King's Lynn has high levels of cycle use and would benefit from additional secure covered cycle storage.

Car Parking: Further car parking provision is required at both Watlington and Downham Market. The county council has previously endeavoured to provide car parking at Watlington but realistically may no longer have the resources for this in the future, so its provision may now fall to the train operator.

Flexible car parking charges are in operation at King's Lynn and Downham Market which encourages rail users to catch trains after the morning peak and at weekends. This should be retained because it manages demand for both the car park and the train services in the peak times.

Integration: At King's Lynn in particular there is a need to improve the bus-rail connections. The bus station is a short walk from the train station but cannot be seen from it. Further information is needed to direct rail users to the bus station and to provide information about services. There is real-time bus information at the bus station and we would be willing to work with the train operator to provide this at the rail station. Similarly, we would like a feed of the real-time train information so that this can be provided at the bus station.

Station	Issues	Aspirations
King's Lynn	Need to retain a staffed ticketing facility	Increase or at least maintain staffing levels
	Insufficient cycle parking	Provide secure, covered cycle parking
	Lack of smart ticketing facilities.	Introduce smart ticketing.
Watlington	Lack of cycle infrastructure	Provide secure, covered cycle parking
	Quality / lack of car parking provision.	Provide more car parking / secure and properly surfaced parking facilities.
Downham Market	Need to retain a staffed ticketing facility.	Increase or at least maintain staffing levels
	Lack of cycle infrastructure	Provide secure, covered cycle parking
	Lack of car parking provision	Provide more car parking
	Lack of smart ticketing facilities.	Introduce smart ticketing.

Chapter 8: Priorities Norwich to Cambridge

***Existing operations**:*

- *Part of Greater Anglia Franchise*
- *Operated by Greater Anglia (Parent company Abellio)*
- *Franchise expires 2014*
- *Hourly services*

Key priorities

- *Regular clock-face ½ hourly services (could be achieved in conjunction with Norwich to Liverpool in the short term)*
- *Extension of service to Stansted*
- *Faster journey times: routine journey times between Norwich and Cambridge to be 70 minutes*
- *At least maintain quality of rolling stock*
- *Improvements to stations*
- *Electrification in the medium term.*

Introduction

This service, connecting two major regional centres, has proved to be very successful, boosted recently by the introduction of longer trains. The introduction of these longer trains appears to have resulted in increased passenger demand.

Service Patterns

Our priority for this line is to provide a regular half-hourly service between the two centres. Our study work (Atkins, 2012) shows enough passenger growth to support a more frequent service. Ideally this should be provided by a new, direct train service, but we recognise the potential costs, and difficulty of

obtaining appropriate rolling stock, so suggest that an interim option might be to look at retiming the existing east-west services from Norwich via Ely.

Presently, both Norwich to Cambridge and Norwich to Liverpool operate from Norwich to Ely, at which point they diverge; one going to Cambridge; one to Peterborough. It is possible to catch either service to Cambridge but the Liverpool service involves a change at Ely. Journey times are similar since the Liverpool service stops at fewer stops. Both trains generally leave Norwich (and intermediate stops to Ely) within ten to fifteen minutes of each other, so they do not provide a regular half hourly service (similar timings operate on the return journey).

The Timetabling Exercise (Mott MacDonald, April 2009) found that the provision of ½ hourly frequencies, through an additional service, is potentially limited by constraints on the network, these being: Ely North Junction; Trowse junctions and swing-bridge; Norwich station throat; and platform space. A double junction at Trowse Lower Junction would be required, although further work would be needed to establish to see if this is the only requirement, or if redoubling at Trowse is also needed.

Some of these issues may be resolved with the introduction in 2012 of the new modular signalling system between Norwich and Ely which has radar controlled level crossings with potential to speed up services. We will consult with Network Rail to see what if any additional capacity can be made available.

Extension of service to Stansted

Train services to Stansted Airport run from London Liverpool Street every 15 minutes. However, from the north, the only service calling at the airport is the hourly Birmingham to Stansted train. This means that only people from the capital have a good service to the airport, with people from the Midlands, north of England or East Anglia having only one train every hour. Residents of Norfolk have to change at Ely to change onto the train from Birmingham. Extending the Norwich-Cambridge service to Stansted would improve access to the airport from the county as well as opening up further journey options for people from other areas north of Stansted.

A Cambridge to Stansted service offers an alternative to extending the Norwich train to Stansted, and is perhaps easier to achieve. This would be acceptable provided that there were good connections with the Norwich service.

Faster Journey Times

Journey times between Norwich and Cambridge are typically 1 hour 20 minutes, an average speed of 47mph. Although this is comparable to car journeys (AA Route Planner suggests 1 hour 30 minutes from town centre to town centre), we believe that faster train journeys are achievable, would make the service more attractive to users and would strengthen business links between the cities. We recognise that the addition of an extra stop at

Chesterton Science Park will limit faster journeys, but still believe improvement is achievable even with an extra stop.

Our aspiration is to see journey times of 70 minutes in the short to medium term.

First and last service

We set out our passenger service levels earlier. These stated that the earliest and latest trains should be:

- First arrivals in Cambridge to be before 0700 (Monday – Saturday) and 0800 (Sunday).
- Last departure from Cambridge to be after 0030 (Monday to Saturday) and 1130 (Sunday)
- First arrivals into Norwich to be before 0700 (Monday to Saturday) and 0800 (Sunday)
- Last departure from Norwich to be after 0000 (Monday to Saturday) and 2300 (Sunday).

Stations

Station	Issues	Aspirations
Wymondham	No disabled access to Cambridge platform.	DDA access to the southbound platform, and between platforms required.
	Lack of passenger information.	Real time passenger and long line PA required.
Spooner Row	Lack of basic passenger facilities	As a minimum, passenger waiting shelters
Attleborough	Lack of car parking and what car parking there is incoherently laid out.	Improve the car park layout and increase capacity.
	Poor passenger waiting areas.	Improvements to passenger waiting areas.
	Lack of staffed ticket office.	Provide staffed ticketed facilities.
	Lack of catering facilities.	Provide a catering function for passengers.
	Lack of passenger toilets.	Provide toilet facilities.
	Lack of cycle parking.	Enhance cycle parking provision.
	Poor interconnectivity with buses, walking and cycling	Introduce a Travel Plan for Eccles Road and

	facilities.	associated employment as it is built out.
Eccles Road *(Eccles Road station is 800m from the Snetterton Heath employment area which is planned to accommodate a further 1,500-2,000 new jobs.)*	Station is not DDA compliant with steep steps to reach platform.	Ideally a bridge with a lift is required to improve disabled access between platforms
Thetford	Staffed ticket office hours are not long enough to cope with the increased train capacity.	Longer ticket office opening hours.
	Lack of cycle infrastructure.	Further enhancements to cycle infrastructure including additional covered cycle parking
	Poor surfacing of Station Lane approach to train station.	Resurfacing of Station Lane.
	Future car parking capacity issues expected with increased capacity.	Additional car parking facilities required longer term.
	Poor appearance, dark and unappealing to passengers.	Improve cosmetic appearance of station and platforms improved station and car park lighting.
	Toilets and ticketing facilities not open afternoon and evenings.	Increase staff presence.
	Lack of covered cycle parking.	Increase appropriate cycle parking.
	DDA access between platforms not compliant.	Improve disable access to make compliant.
	Lack of real time passenger information.	Provide real time passenger information.

Chapter 9: Priorities Norwich to Liverpool

Existing operations

- *Part of East Midlands Franchise*
- *Operated by East Midlands Trains (parent company Stagecoach)*
- *Franchise expires April 2015*
- *Hourly services*

Key priorities

- *Faster journey times*
- *At least maintain quality of rolling stock*
- *Better connections especially with East Coast Main Line services at Peterborough*
- *Earlier departures year-round on Sundays so that arrivals in Liverpool and Norwich are in the mornings*
- *Service needs to be planned along the whole line in conjunction with other connecting services*

Introduction

This service provides the main east-west link out of the county. Its connection at Peterborough allows travellers to connect to the East Coast Main Line, for onward travel to the north of England and Scotland. Beyond Peterborough it connects to cities including Nottingham, Sheffield and Manchester. Total journey time (Norwich to Liverpool) is around 5½ hours.

Because of the nature of the route, where passengers will often interchange onto other services, and because it crosses so many other lines, its success depends on, amongst other things, high standards of reliability and national planning of timetables and engineering possessions. Recently changes to timetables on the East Coast Main Line have resulted in longer waits at

Peterborough for services to the north, meaning that people might be more likely to either drive or use trains via London instead.

Journey Times

The journey time on this service is, unlike on most other services, one that does not compare well with car journeys. The AA Route Planner puts Norwich to Liverpool journeys at around 4¾ hours, compared to the 5½ hour train journey. The time taken for many journeys north is compromised by poor connections at Peterborough. Train journeys from Norwich to York for instance can take around 3½ hours, but involve almost an hour's wait at Peterborough. With faster journey times on parts of the Norwich to Liverpool route, and better connections with other services, the potential of this service could be realised.

We understand that it might be complicated to achieve improvements since the service needs to be timed so that it synchronizes with timetables of trains on other lines at the many points where the Liverpool train crosses – or uses – other lines. However, we believe a quicker journey is possible, and our priority is to seek journey time reductions and better connections, working with the rail industry and other stakeholders on a plan for the whole route of the line. We have not set out a target journey time due to the complex nature of the service.

Connections

As stated above, this service provides the first point of the journey from Norfolk to the north of England and Scotland, with Peterborough being a particularly important interchange since many passengers will change there for onward services. Ely, too, is an important interchange since travellers from King's Lynn will have to change there for the Liverpool service. Ely is also the place to catch services to Birmingham and the Midlands.

As noted above, we advocate a whole-route study of Norwich to Liverpool to identify where improvements to Norwich-Liverpool could be made.

The timetable for the East Coast Main Line is also an important factor because, unless trains stop at Peterborough – and this timing is somewhere close to the Norwich service – passengers will face a lengthy wait for their onward train. We did not support the recent timetable changes and will continue to press the case for a better timetable at Peterborough.

Improvements at Peterborough station are included as a candidate scheme for 2014-19. These should help improve the passenger experience for people changing trains at Peterborough station.

First and last service

We set out our passenger service levels earlier. These stated that the earliest and latest trains should be:

- First departure from Norwich to be before 0600 (Monday – Saturday) and 0800 (Sunday).

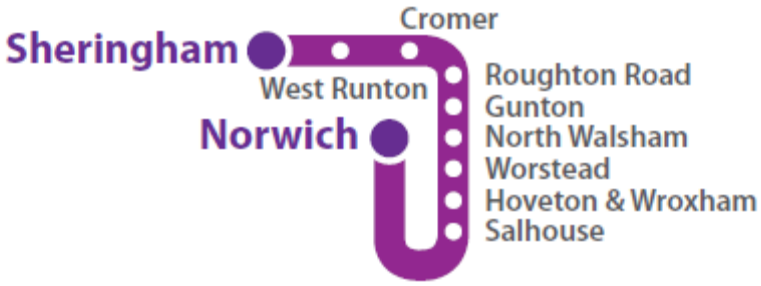
- First departure from Liverpool to be before 0600 (Monday to Saturday) and 0800 (Sunday)
- Last departure from Norwich to be after 1800 (every day).
- Last departure from Liverpool to be after 1800 (every day).

It should be noted that a number of these first and last services are not currently provided by the direct Norwich to Liverpool service, but either trains via London, or cross country with changes. We would like the direct service to provide the above service levels. Earlier or later services by the alternatives would of course be welcome.

Stations

Stations between Norwich and Ely are included under Norwich to Cambridge services.

Chapter 10: Priorities Norwich to Sheringham



Existing operations:

- *Part of Greater Anglia Franchise*
- *Operated by Greater Anglia (Parent company Abellio)*
- *Franchise expires 2014*
- *Hourly services*
- *Also known as the Bittern Line*

Key priorities:

- *New or fully refurbished rolling stock*
- *Longer trains to cope with peak period flows*
- *Platform lengthening where required to accommodate longer flows*
- *Reduce journey times by five minutes: routine journey times between Norwich and Sheringham to be 53 minutes*
- *Longer-term: increased frequency to half hourly, initially to North Walsham*
- *Improvements to railway stations*

Introduction

The Norwich to Sheringham line is one of two Community Rail lines in the county. It connects Norwich to the north Norfolk coast, linking to the towns of Cromer, Sheringham, North Walsham and Wroxham / Hoveton. At Sheringham there is a connection to the privately run North Norfolk Railway, which operates heritage – steam – services to Holt.

The Bittern Line Partnership was set up by Norfolk County Council in 1997. This is a partnership between various stakeholders including the local authorities, train operator and community groups which looks to bring more community involvement into running of the line and stations.

The line was formally designated as a community rail line by the Department for Transport on 28 September 2007. The formal designation means in theory that more flexible standards could be applied to allow more efficient operation of the line. For example, the specification of signalling or maintenance might

be able to be reduced to take account of the lower volume of trains on the route.

Rolling Stock

Trains operating on this route consist largely of two carriage class 153 or 156 diesel multiple units dating from the late 1980s. These units are tired and are in the process of being refurbished. Decisions about replacement (which we support) should take into account the capacity issues outlined below.

We support full refurbishment of these units in the short term, and replacement in the longer term.

Capacity

Services at peak times into Norwich, and during the peak holiday season or for events such as football matches, are already full. Work completed for us by Mott MacDonald in 2009 showed that in the am peak the service would be close to capacity by 2012 and with just background population growth at 141% of capacity by 2027. The work then took account of the housing and jobs growth being planned in the Greater Norwich area and found that, under the growth pattern assumed at that time, which is close to the one being taken forward today, the line would be at 231% of the available capacity in 2027. The work therefore suggested capacity issues south of North Walsham.

The report suggested that "*The evidence from this report thus suggests that Norfolk County Council's first priority for improvements to local rail services in the Greater Norwich area should be the delivery of service enhancements on the Bittern Line, with an additional hourly service between North Walsham and Norwich as the minimum aspiration*."

For ½ hourly frequencies to North Walsham, one additional train unit would be required. Two units would be required for ½ hourly frequencies to Sheringham.

We see the delivery of frequency enhancements as a medium term priority. In the first instance, to deal with capacity issues, longer trains could be considered although this would require work at stations including platform lengthening.

Strategic Infrastructure

Study work (*Timetabling Exercise,* Mott MacDonald 2009) found that ½ hourly frequencies north of North Walsham would be difficult due to the single track. Either the prevailing line speed north of North Walsham would need to be improved or a limited quantity of track doubling would be required south of East Runton Junction. In addition, a short stretch of double track southwards along the line towards Roughton Road would be required. A summary of infrastructure requirements for service enhancements is given in Figure 5.1.

As well as this track infrastructure, we are aware of work required at stations. This is shown in detail in the table below, but strategic requirements include a new wider platform at Sheringham, a potential new platform at Norwich and

longer platforms elsewhere, should longer trains be the preferred option to overcome the capacity issues.

A new station at Broadland Business Park is a medium-term priority. This station would serve the business park for commuters from the north, increasing the employment market for residents from North Norfolk, as well as linking the business park to central Norwich.

Tram-Train: In summary, this proposal arose from the developers of an 'eco-town' at Rackheath. They envisaged tram-style vehicles from Norwich station, via a new station at Rackheath into their development. This would potentially offer advantages including the ability to stop more frequently on the existing line; at new stations for example.

Whilst the council generally supports the concept of new rolling stock which would open the possibility if trains calling at new stations, there would be a number of issues needing to be overcome. We would not want to see the line converted entirely into a tramway since – although this potentially allows for reduced costs of infrastructure and operation – the use of today's trams all the way to Sheringham is not considered suitable.

We have previously investigated tram systems in Norwich. The study work however showed that the population of Norwich is not large enough to support trams. We do not therefore propose trams within Norwich; or extending the use of tram-trains beyond Norwich Station into the city.

Passenger Service Levels

Our aspirations for capacity / frequency improvements are outlined above. We would also like to see, in the medium term, shorter journey times. Currently the journey from Norwich to Sheringham takes around 1 hour. This compares to just less than 45 minutes by car, according to the AA route planner. Shorter journey times would also help the reliability of the train services.

Currently there are two trains which essentially run back and forth all day, passing at North Walsham. There is very little time at each before the trains head off on their return journeys. Any delay to one train can affect the other train as well as affecting the timetable of services later in the day due to the precision of the timetable. Faster journey times would allow additional 'recovery' time at each end of the route to potentially increase reliability.

Our aspiration is to reduce the journey time by five minutes; to routine journey times between Norwich and Sheringham of 53 minutes.

First and last journeys are set out in the table in the Appendix. We would like to see (year-round):

- Earlier arrivals into both Norwich and Sheringham on Sunday, to allow arrivals before 0900
- Earlier – before 0800 – arrival into Norwich on a Saturday
- Last departures after 2300 from both Norwich and Sheringham weekdays and Saturdays, and after 2200 on Sundays

Summary

- **Short-term: Complete refurbishment of the rolling stock if new stock cannot be provided**
- **Consideration of longer trains in the short term if ½ hourly services cannot be provided. This will require feasibility work including about potential platform lengthening. Rolling stock may be difficult to source**
- **Short term (in the next Greater Anglia franchise): ½ hourly services**
- **Medium term: New rolling stock, allowing better stopping pattern and potential new station at Broadland Business Park**
- **Tram train is a developer proposition, which has some potential advantages, and the county council would be happy to work with the developer and the rail industry to explore its feasibility, but would not be promoting it**
- **Extension of the rail infrastructure, as a tramway, into central Norwich is something which the county council considers unviable at the present time**

Stations

Station	Issues	Aspirations
Salhouse	Condition of building on Norwich bound platform No real time information or long line PA.	Restore the building and station canopy. Install real time information and long line PA.
Hoveton & Wroxham	No time information or long line PA. Poor condition of station buildings, subway approach signage to and from the towns' connections to the Bure Valley Railway services.	Redevelop station buildings, replace or revamp existing mural on Cromer bound platform, improve and resurface subway access, new signage to/from the towns and provision of real time.
North Walsham	There is a longstanding need to create a high quality passenger interchange area including car parking. Create a high quality passenger interchange area.	Create car parking within the immediate vicinity of railway station area and revise passenger access between the platforms.
Gunton	Car park needs improvements.	Car parking improvements are needed as this station serves as a catchment area for Southrepps and Thorpe Green
Cromer	DDA no compliant access into the supermarket.	DDA access required into supermarket.
	Car Parking at full capacity.	Additional car parking required
	No passenger real time information.	Real time passenger and long line PA required real time passenger and long line PA required
Sheringham	Platform not DDA compliant and requires further work.	Wider and longer platform required too overcome DDA issues, real time information and PA required.
	There is the potential to provide a new station for Sheringham and increased capacity.	New station at Sheringham

Chapter 11: Priorities Norwich to Great Yarmouth and Lowestoft

Existing operations:

- *Part of Greater Anglia Franchise*
- *Operated by Greater Anglia (Parent company Abellio)*
- *Franchise expires 2014*
- *Hourly services to Great Yarmouth (½ hourly peak)*
- *Hourly service to Lowestoft*
- *Also known as the Wherry Lines*

Key priorities:

- *New or fully refurbished rolling stock*
- *Good connections at Norwich*
- *Reduce journey times by five minutes: routine journey times between Norwich and Great Yarmouth to be 28 minutes*
- *Service frequency - a year round minimum service level requirement of not less than hourly, including on Sundays*
- *Improvements to railway stations, priority Great Yarmouth station and surrounds*

Introduction

This line connects Norwich to the coast at Great Yarmouth and Lowestoft (though this Prospectus deals largely with the Great Yarmouth branch). Acle is the largest town on the route, although there are a number of stations towards Norwich that have high commuting flows into Norwich. The line from Norwich splits at Brundall, with one branch serving Lingwood, Acle and Great Yarmouth. The other branch essentially serves Lowestoft via Cantley and Reedham. However, this branch does reconnect to Great Yarmouth, although it is served by only the occasional summer service via Berney Arms.

The services operating on the line were formally designated community rail services by government on 1 February 2007. The Wherry Lines Partnership was set up by Norfolk County Council in July 2000.

Rolling Stock

Trains operating on this route consist largely of two carriage class 153 or 156 diesel multiple units dating from the late 1980s. These units are tired, although in the process of being refurbished.

We support full refurbishment of these units in the short to medium- term, and replacement in the longer term.

Picture: Class 153 at Cantley

Capacity

Work completed for us by Mott MacDonald in 2009 showed that in the am peak the Lowestoft to Norwich service would be at capacity by 2027. Analysis indicated that passenger loadings would exceed seated capacity on the final leg of the service between Brundall and Norwich, although the overall level of standing in 2027 would be low and of limited duration: the journey time from Brundall to Norwich is only 10 minutes.

Whilst standing is undesirable it is not considered possible to justify further train lengthening or additional services.

The report did not find that Great Yarmouth services would be at or close to capacity by 2027.

Strategic Infrastructure

The main infrastructure required on this route is complete refurbishment / redevelopment of Great Yarmouth station to bring it up to a standard that passengers would expect of a modern interchange. This ranges from general tidying / smartening up in the short term to a more comprehensive scheme

including improving passenger access between the station and town by public transport, walking and cycling. Such a project might include: refurbishment of the existing Vauxhall footbridge between the station and North Quay (including investigating its potential as a bus-link); improving the pedestrian link onwards to Market Gates; creating a bus interchange in front of the station; and re-design of the car park.

A new station at Postwick Park and Ride site is a medium to long-term priority, subject to further investigation of its feasibility. This station would be sited adjacent to the existing Park and Ride terminal and could serve county residents with access to the nearby business parks on Yarmouth Road, east Norwich.

Passenger Service Levels

First and last journeys are set out in the table in the Appendix. We would like to see (year-round):

- First arrivals into both Norwich and Great Yarmouth before 0700 weekdays and Saturdays, and before 0900 Sundays
- Last departures from both Norwich and Great Yarmouth after 2300 weekdays and Saturdays, and after 2200 Sundays.

Most services go via Acle, with services via Berney Arms generally being infrequent, summer services. Because these services mostly cater for the tourism market, the county council is not suggesting any change to these services.

The villages of Buckenham, Cantley, Reedham, Haddiscoe and Somerleyton (Suffolk) are served by Norwich to Lowestoft trains (except for the Yarmouth service via Berney Arms mentioned above). Cantley serves an increasing catchment area of small Broadland villages and has a limited train service. We would envisage additional service through the stopping of Norwich to Lowestoft services.

Stations

Station	Issues	Aspirations
Brundall	Pedestrian improvements between the village and the station required.	Norfolk County Council is currently finalising a feasibility study investigating the provision of a footway Station Road linking the village to the station.
	There is a lack of real time passenger information.	Real time passenger and long line PA required.

Acle	Car Park improvements required.	Improved car parking arrangements rather than the current unofficial arrangements are required.
	Lack of real time passenger information.	Real time passenger information and long line PA required
Cantley	The station has no car park.	Negotiations could be had with British Sugar with the aim of using some of their nearby land for use as a station car park.
	Lack of real time passenger information.	Real time passenger information and long line PA required
Great Yarmouth	It is not well maintained and is in need of upgrading to meet modern passengers' expectations. Outside "Booking Office" hours the night entrance to the station is poor with virtually no travel information displayed.	Improved pedestrian environment, car parking and public transport links are required between station and town centre including upgrade / replacement of Vauxhall Bridge. Real time passenger and long line PA required

Chapter 12: Funding and Delivery Opportunities

Introduction

This section sets out potential funding sources for rail improvements. Although we will be reliant on securing our share of the rail industry pot – the traditional route for rail funding – we will have to look increasingly to a mix of public and private sector funding from the rail industry and a wide range of other sources.

Funding and Delivery

Railways are essentially funded from fare-paying passengers and a subsidy from government, although government is looking to reduce this. Government is also looking to maximise funding from other sources, including locally-sourced funding, which they might expect to include local authority contributions. However, the county council's budgets have been reduced significantly in recent years, and we would find it very difficult to fund rail.

Government has recently consulted on the role that local stakeholders may have in planning and delivering rail services (*Rail decentralisation: devolving decision-making on passenger rail services in England)*. They have not yet set out their thinking following this consultation.

The county council responded and set out that, whilst decentralisation might bring benefits (because decisions could take account of local knowledge and views), funding would be required to enable local stakeholders to effectively plan or deliver rail services. There is potentially a large funding gap between what local stakeholders believe is required and what government (or rail revenue) will pay for.

Rail Industry

The two traditional sources of rail industry funding / improvements are from Network Rail spending programmes and franchise renewals. These are discussed below.

Network Rail spending programme

Network Rail is responsible for the maintenance and improvement of infrastructure, such as track, signalling and level crossings. Their spending programmes are divided in to five-year periods. Planning is ongoing to develop the spending programme for 2014-19, known as Control Period 5 (CP5). Government has already set out how much money will be available for the spending plan in CP5. Network Rail will now refine its Initial Industry Plan – produced before the funding announcement to show what the rail industry considered as important to deliver during CP5 – into a detailed spending programme. There will be consultation on this in early 2013.

The Initial Industry Plan included:

- Great Eastern Main Line infrastructure improvement: This scheme, at Bow junction, aims to reduce overcrowding by increasing main line services to up to 28 trains in the busiest hour

- Anglia traction power upgrade: This scheme enables operation of Thameslink and Crossrail, although it is not known what, if any, schemes are between Cambridge and King's Lynn
- Feasibility / works for speeding up GEML journeys
  This was suggested to be funded from a funding stream pot for journey time reductions.
- Funding streams: The Plan suggested allocating money to, amongst other things, discretionary measures, level crossings, journey time improvements, performance improvements, station improvements access to stations. It's not known how these funding streams will be allocated, but they may involve bidding processes
- Infrastructure upgrade at Ely: Although not specifically included in the Initial Industry Plan, government subsequently stated they would like to see this scheme included in the final programme.

Norfolk County Council considers that inclusion of funding streams is useful because it allows projects to be taken forward that are of local or regional importance, possibly where windows of opportunity open-up during the spending period. In the past we have worked with the rail industry to deliver improvements, some of which have been funded from these streams.

The funding streams would potentially allow us to achieve some much-needed measures including: improvements to stations like Great Yarmouth; improving access to stations (including at Wymondham, Thetford or Diss – amongst others – where access for people with a disability is difficult); addressing performance and reliability issues such as those on the Norwich to London line or at level crossings; and the journey time reductions mentioned above.

The county council will continue its engagement with the rail industry to secure investment for Norfolk's benefit during the CP5 spending programme.

Franchises
Train services are run by Train Operating Companies on a franchise basis. All franchises across Norfolk are to be renewed in the coming few years. Franchise renewals offer a good opportunity to secure service improvements such as enhancements to frequency, quality of service or rolling stock. These enhancements might either be specified by government (and therefore have to be paid for by the taxpayer if they do not pay for themselves through rail fares) or by train operators. If the train operator feels they will generate a financial return, they may invest their own money into projects. These projects are therefore funded by the private sector with no need for public subsidy. The direct train service between Norwich and Cambridge was secured as part of franchise renewal.

Realistically, we might achieve the following from the forthcoming round of franchise renewals:

- ½ hourly services between London and King's Lynn
- ½ hourly services between Norwich and Cambridge
- Earlier, later or improved Sunday and weekend services on various lines

- Commitment to small-scale improvements at stations including the fabric of the building, information provision, better access and interchange
- Customer service facilities like staff at stations or on trains; or cleaner trains
- Improvements to rolling stock: franchise specifications might include a requirement to refurbish or replace rolling stock.

County Council Transport Funding

Although the county council is not responsible for funding rail services or infrastructure, we have a strong record of putting in funding. We have put funding towards infrastructure (mainly access to stations and information systems), supported essential services and directed funds towards Community Rail Partnerships. Recently, however, we have a much reduced level of funding available and cannot put in the same levels of funding as previously. Increasingly we will have to look towards drawing in funding from other sources to support our investment.

Our main source of funding for improvement projects (ie not supporting the running of services) is Local Transport Plan (LTP) funding. We will continue to consider the use of LTP funding to provide improvements, subject to the caveats above.

For schemes over £5m government is devolving decision-making, and funding, down to a local level. We are working with Suffolk County Council and New Anglia Local Enterprise Partnership on priorities for this funding post 2015. Government has also indicated that they will make an announcement about how to deal with rail schemes in this process. This might result in some of the funding government puts towards rail being devolved to a local level, with local decisions being made about what it is spent on. We will await government's decision on this matter.

Other potential funding sources

Other potential funding sources include:

- Developer contributions
- Community Infrastructure Levies
- Locally retained, or supplementary, business rates
- Tax increment financing.

Community Rail Partnerships

There are two Community Rail Partnerships in the county – the Bittern and Wherry Lines – overseen by Community Rail Norfolk, a not for profit company. The two partnerships comprise local communities, individuals and organisations who take on a significant role in their local rail services. The partnerships are invaluable in the promotion and development of the services and make a significant contribution to things like upkeep of stations on a voluntary basis.

Chapter 13: Priorities for Norfolk – Summary

Priorities

The table overleaf shows our priorities. Note that it does not include all our requirements: these are shown in the main body of the prospectus itself. The table overleaf summarises the main priorities, concentrating on those achievable over the short term (the 2014-19 spending programme, and the franchise renewals), together with a short summary of the evidence for their provision.

Figure 13.1: Priorities

Project Name	Description	Evidence	Expected Outcomes	Potential funding / delivery opportunities
Norwich to London				
Bow Junction remodelling and longer loops at Chelmsofrd	Opens up capacity for additional trains to London Liverpool Street	*The Economic Case for Investment on the Great Eastern Main Line* (Atkins for EEDA, May 2010) found that improvements including Norwich in 90 and additional capacity could deliver £3.4 billion of conventional transport related economic benefits and £280 million of wider economic impacts within the East of England (2002 prices and values)	Will deliver additional capacity into London Liverpool Street	Network Rail Spending Programme 2014-19
Third track north of Chelmsford	New section of track to increase capacity and enable faster train running.	*The Economic Case for Investment on the Great Eastern Main Line* (Atkins for EEDA, May 2010) found that improvements including Norwich in 90 and additional capacity could deliver £3.4 billion of conventional transport related economic benefits and £280 million of wider economic impacts within the East of England (2002 prices and values) *GEML Capacity Study* (Atkins, October 2012) identified three-tracking as a potential option for delivering more capacity	Additional capacity into London Liverpool Street in the medium to longer-term	Feasibility work to be undertaken during CP5 to validate the proposal, so that it can be taken forward to delivery in CP6
Increase GEML Line Speed	Feasibility work to identify line speed improvements (to enable 100mph / 125mph running), followed by delivery during CP5	*The Economic Case for Investment on the Great Eastern Main Line* (Atkins for EEDA, May 2010) found that improvements inlcuding Norwich in 90 and additional capacity could deliver £3.4 billion of conventional transport related economic benefits and £280 million of wider economic impacts within the East of England (2002 prices and values) *London to Norwich Linespeed Feasibility Study* (Network	Norwich to London in 90 minutes	Network Rail Spending Programme 2014-19 (further feasibility and start of delivery)

Project Name	Description	Evidence	Expected Outcomes	Potential funding / delivery opportunities
		Rail, March 2011)		
Rolling Stock	Fully refurbished trains on Norwich London service with new locomotives and driving van trailers **Or** New Inter city standard rolling stock	*The Economic Case for Investment on the Great Eastern Main Line* (Atkins for EEDA, May 2010) found that improvements including Norwich in 90 and additional capacity could deliver £3.4 billion of conventional transport related economic benefits and £280 million of wider economic impacts within the East of England (2002 prices and values) *GEML Capacity Study* (Atkins, October 2012) identified these as preferred rolling stock options to deliver the vision for the line	Better quality travel experiences, more reliable train sets	Greater Anglia franchise post-2014 (Minimum ask is for government to specify (buy) fully refurbished rolling stock in new franchise. New Inter City standard rolling stock is an alternative to full refurbishment
Diss	Step-free access between platforms	There is no step-free access between platforms at the station. This is one of the busiest stations in the county	Passengers with a disability, or carrying luggage for example, can get to and between the platforms	Network Rail Spending Programme 2014-19
King's Lynn to London				
Inter City Express Trains	London, King's Cross to King's Lynn	*Wider Economic Benefits of Improved Rail Frequencies* (Mott MacDonald, July 2012) found some £220m of wider economic benefits from improvements on this line, Norwich to Cambridge, and Ipswich to Peterborough.	Inter City Express – or similar specification – trains operating to King's Lynn from London King's Cross	Thameslink franchise post 2013
IEP trains infrastructure works	Longer platforms, power supply upgrades and other associated works needed to allow	*Wider Economic Benefits of Improved Rail Frequencies* (Mott MacDonald, July 2012) found some £220m of wider economic benefits from improvements on this line, Norwich to Cambridge, and Ipswich to Peterborough.	Inter City Express – or similar specification – trains operating to King's Lynn from London King's Cross	Network Rail Spending Programme 2014-19

Project Name	Description	Evidence	Expected Outcomes	Potential funding / delivery opportunities
	operation of new rolling stock			
Ely upgrade	Major improvement at Ely including infrastructure upgrades at the north junction, and works in Ely	*Appendix A, Service Enhancement Report* (Network Rail, September 2011). This report outlines initial findings of work assessing how Ely North Junction might be improved to accommodate additional train services.	Allows full range of passenger and freight upgrades (King's Lynn to Cambridge and Norwich to Cambridge ½ hourly, Ipswich to Cambridge hourly, and increase in Felixstowe to Nuneaton freight services)	Network Rail Spending Programme 2014-19
King's Lynn to London ½ hourly services	Half hourly frequencies throughout the day from Kin's Cross to King's Lynn	*Fen Line Rail Demand Forecasting Study* (Atkins, February 2012) found that growth along this line would be constrained by capacity if improvements were not implemented. It also found that doubling the frequency along the Fen Line to provide a 30 minute headway throughout the day results in a significant improvement to service and as a result there is a large demand response, particularly at the stations north of Ely. The intervention results in an extra 244,000 trips per year by 2026 and increased revenue of £1.36m *Wider Economic Benefits of Improved Rail Frequencies* (Mott MacDonald, July 2012) found some £220m of wider economic benefits from improvements on this line, Norwich to Cambridge, and Ipswich to Peterborough.	Better train service results in an uplift in economic activity	Thameslink franchise post 2013
Watlington car park	Provision of new car parking facility at Watlington Station		Additional, and higher quality, car parking provision at Watlington Station, which is used by a large catchment	Previously the county council had identified funding for this project, but

Project Name	Description	Evidence	Expected Outcomes	Potential funding / delivery opportunities
			population in west Norfolk.	could not secure the land. Any future funding might have to come from a partnership including local authorities, the train operator, Network Rail or developer contributions.
Norwich to Cambridge line				
½ hourly services	Regular clockface ½ hourly services (ie a train every 30 minutes)	*Breckland Line Rail Demand Forecasting Study* (Atkins, May 2012) found that there will be strong growth on the line. The large amount of housing growth in towns along the line will add to this. The study found that doubling the frequency leads to a positive demand increase on the line with a revenue increase of at least £350,000 possibly increasing to nearly £500,000 if all the development plans are realised. *Wider Economic Benefits of Improved Rail Frequencies* (Mott MacDonald, July 2012) found some £220m of wider economic benefits from improvements on this line, King's Lynn to Cambridge, and Ipswich to Peterborough.	Better train service results in an uplift in economic activity between these two economic drivers; accommodates large-scale housing growth in the two cities and towns on the line; and makes the service more attractive – especially important given the forthcoming A11 dualling scheme	Greater Anglia franchise post 2014
Infrastructure works to allow ½ hourly services	Dependent on the range of service improvements across the network,	*Timetabling Exercise* (Mott MacDonald, April 2009) set out the infrastructure requirements of enhanced services into Norwich.	As above	Network Rail Spending Programme 2014-19 (further

Project Name	Description	Evidence	Expected Outcomes	Potential funding / delivery opportunities
	some or all of the following may be required: Ely North Junction, Trowse junctions and swing bridge, Norwich station throat, Norwich platform space.			feasibility and start of delivery)
At least maintain quality of rolling stock	The current rolling stock (or better) continues to be used on the line, rather than using poorer quality rolling stock due (which might be as a result of the need to provide additional capacity on this line, or elsewhere on the network).	*Breckland Line Rail Demand Forecasting Study* (Atkins, May 2012) *stated "The rail service itself must be attractive for prospective users…levels of service may also be need to be improved given the...A11 [dualling]."*	Passengers continue to choose to use the train services, rather than car.	Greater Anglia franchise post 2014
Extension of service to Stansted	Ideally, the Norwich service should be extended to the airport, although a Cambridge to Stansted service would be acceptable if it had	*On the Right Track* Stansted Airport's vision for improved rail connectivity states "*In the short to medium term we also want to see more frequent trains to Cambridge, East Anglia and beyond opening up the airport to new communities…these would have a significant impact on the local economy, jobs and long term growth."*	Provision of better connections from the north into Stansted Airport, which currently only operate hourly via the Birmingham-Stansted service	Greater Anglia franchise post 2014

Project Name	Description	Evidence	Expected Outcomes	Potential funding / delivery opportunities
	good connections with the Norwich service			
Faster journey times	Norwich to Cambridge in 70 minutes	We believe that this journey time reduction is entirely realistic in the short term, but further work will be required to establish how it might be delivered.	It will help make the service more attractive, especially important given the forthcoming A11 dualling, and improve reliability (turn around times at either end are currently very tight).	Greater Anglia franchise post 2014 and Network Rail Spending Programme 2014-19
Electrification	Electrification of the line in the medium term		More efficient rail service. Electrified line will allow use of modern rolling stock.	Network Rail Spending Programme 2019-24
Station access improvements	Step-free access (bridge with lifts) to, and between, platforms at Wymondham and Thetford	There is currently no step-free access to the Cambridge-bound platform at Wymondham. There is no step-free access between platforms at either station. These are some of the busiest stations in the county	Passengers with a disability, or carrying luggage for example, can get to and between the platforms	Network Rail Spending Programme 2014-19
Norwich to Liverpool				
At least maintain quality of rolling stock	See similar item, Norwich to Cambridge	The journey from Norwich to Liverpool takes 5½ hours, meaning that quality rolling stock is vital. The current rolling stock is more acceptable for shorter journeys. Any diminution in quality would severely affect long distance journeys.	See similar item, Norwich to Cambridge	East Midlands franchise post 2015
Faster journey times	Quicker journeys. Further feasibility work will be	This service is relatively slow with journey times to Liverpool being slower than car journeys (although to Peterborough they are competitive): see Figure 3.3.	Faster journeys will make the train service more attractive for users,	Feasibility: Network Rail Market Study /

Project Name	Description	Evidence	Expected Outcomes	Potential funding / delivery opportunities
	required to establish what might be possible		relieving pressure on the A47	long term planning processes Delivery: potential for delivery of projects commencing Network Rail Spending Programme 2019-24
Better connections at Peterborough	Less waiting time at Peterborough for connections to the north of England and Scotland	Waiting times at Peterborough station can be lengthy. Evidence from businesses suggests that they choose to drive to Peterborough to catch onward connections due to the length of train journeys	Faster journeys will make the train service more attractive for users, relieving pressure on the A47	Franchises including East Coast Main Line, east Midlands franchise post 2015
Norwich to Sheringham				
Rolling stock	Full refurbishment, or new, rolling stock	The current rolling stock is tired and needs replacing or refurbishment	Increased attractiveness of train service.	Greater Anglia franchise post 2014
Capacity	Provide increased capacity to accommodate existing and future demand	*Rail Services in Norfolk Demand Analysis* (Mott MacDonald, April 2009) identified that given housing growth in Norwich the line would be at 231% of the available capacity in 2027. The report "*supports the suggestion that service enhancements on the Bittern Line should be [a] priority*"	Provision of adequate capacity to accommodate forecast demand	Greater Anglia franchise post 2014
½ hourly frequencies	½ hourly frequencies from	As above	As above	Greater Anglia franchise post

Project Name	Description	Evidence	Expected Outcomes	Potential funding / delivery opportunities
	Norwich, at least as far as North Walsham			2014
Infrastructure works to accommodate increased capacity	See right for track infrastructure requirements, and Figure 5.1. (As well as improvements on this line, some enhancements at Norwich may be required, dependent on the range of enhanced services into Norwich.)	Study work (*Timetabling Exercise,* Mott MacDonald 2009) found that ½ hourly frequencies north of North Walsham would be difficult due to the single track. Either the prevailing line speed north of North Walsham would need to be improved or a limited quantity of track doubling would be required south of East Runton Junction. In addition, a short stretch of double track southwards along the line towards Roughton Road would be required. A summary of infrastructure requirements for service enhancements is given in Figure 5.1	As above	Network Rail Spending Programme 2014-19
Reduce journey times	Norwich to Sheringham in 53 minutes (a reduction of five minutes)	We believe that this journey time reduction is entirely realistic in the short term, but further work will be required to establish how it might be delivered.	It will help make the service more attractive,	Network Rail Spending Programme 2014-19 / Greater Anglia franchise post 2014
New station(s)	Further feasibility work into new stations at Broadland Business park and Rackheath	*Norwich Area Transportation Strategy* and *Implementation Plan* (Norfolk County Council), *Joint Core Strategy for Greater Norwich* (Greater Norwich Development Partnership)	Economic uplift at the business parks	Feasibility: Local authorities, working with the rail industry
Norwich to Great Yarmouth / Lowestoft				
Rolling stock	Full refurbishment, or	The current rolling stock is tired and needs replacing or	Increased attractiveness	Greater Anglia

Project Name	Description	Evidence	Expected Outcomes	Potential funding / delivery opportunities
	new, rolling stock	refurbishment	of train service. Improved rolling stock will also increase the attractiveness of Great Yarmouth for investors	franchise post 2014
Reduce journey times	Norwich to Great Yarmouth in 28 minutes (a reduction of five minutes)	We believe that this journey time reduction is entirely realistic in the short term, but further work will be required to establish how it might be delivered.	It will help make the service more attractive,	Network Rail Spending Programme 2014-19 / Greater Anglia franchise post 2014
Great Yarmouth Station improvement	Major enhancement of the station and environs including onward links to town centre	An improvement at Great Yarmouth station is much-needed. The station, interchange facilities, and onward links are often cited as needing improvement by stakeholders.	Uplift in the rail service and an economic stimulus for the town	Local authorities, train operator, Network Rail Spending Programme 2014-19
New station	Further feasibility work into new stations at Broadland Business Park	Norwich Area Transportation Strategy and Implementation Plan (Norfolk County Council), Joint Core Strategy for Greater Norwich (Greater Norwich Development Partnership)	Economic uplift at the business parks	Feasibility: Local authorities, working with the rail industry

Norfolk Rail Prospectus

Appendices

These timings are from an analysis of the time table on a week in mid-November 2012.
Key: Shaded green if ok

GEML	
First departure from Norwich (weekday): 0500-0654	
First departure from Norwich (Saturday): 0500-0655	
First departure from Norwich (Sunday): 0630-0822	
Last departure from London (weekday): 2330-0143	
Last departure from London (Saturday): 2332-0211	
Last departure from London (Sunday): 2330 -0136	
King's Lynn to London	
First departure from King's Lynn (weekday): 0456-0638	
First departure from King's Lynn (Saturday): 0556-0736	
First departure from King's Lynn (Sunday): 0828-1009	
Last departure from London (weekday): 2215-2354	
Last departure from London (Saturday): 2315-0100	
Last departure from London (Sunday): 2215-2350	
Norwich to Cambridge	
First departure from Norwich (weekday): 0533-0651	
First departure from Norwich (Saturday): 0537-0656	
First departure from Norwich (Sunday): 0800-1024	
Last departure from Cambridge (weekday): 2255-0011	
Last departure from Cambridge (Saturday): 2230-2346 (direct) 2343-0027 (change at Stowmarket)	
Last departure from Cambridge (Sunday): 2152-2313 (direct) 2300-0113	

(change at Stowmarket)	
Norwich to Liverpool	
First departure from Norwich (weekday): 0550-1131 (direct) (NB earliest train is 0455-1015 via London)	First departure from Liverpool (weekday): 0647-1213 (direct) (NB Earliest is 0338-1027 change Manchester, London. Also 0527-1050 via London)
First departure from Norwich (Saturday): 0552-1131 (direct) (NB: Also 0552-1110 via London)	First departure from Liverpool (Saturday): 0649-1218 (direct) (NB: Earliest is 0338-1043 change Manchester, York, Peterborough. Also 0547-1115 change Nuneaton, Peterborough)
First departure from Norwich (Sunday): 1047-1630 (direct) (NB: Also 1003-1524 change, Ely, Nuneaton and Stafford)	First departure from Liverpool (Sunday): 1252-1830 (direct) (NB: Earliest 0938-1513 change, Ely, Nuneaton)
Last departure from Norwich (weekday): 1457-2035 (direct) (NB Latest train is 1830-2323 via London)	Last departure from Liverpool (weekday): 1752-2318 (direct) (NB Latest is 1948-0157 via London)
Last departure from Norwich (Saturday): 1552-2135 (direct) (NB: Latest 1657-2248 change Manchester)	Last departure from Liverpool (Saturday): 1752-2320 (direct) (NB: Latest is 2022-1213 change York, Stevenage, Cambridge)
Last departure from Norwich (Sunday): 1449-2030 (direct) (NB: Also 1856-0030 change, Ely, Nuneaton)	Last departure from Liverpool (Sunday): 1752-2328 (direct)
Norwich to Sheringham	
First departure from Norwich (weekday): 0510-0606	First departure from Sheringham (weekday): 0632-0730
First departure from Norwich (Saturday): 0520-0612	First departure from Sheringham (Saturday): 0622-0720
First departure from Norwich (Sunday): 0836-0936	First departure from Sheringham (Sunday): 0942-1040
Last departure from Sheringham (weekday): 2347-0037	Last departure from Norwich (weekday): 2245-2344
Last departure from Sheringham (Saturday): 2347-0037	Last departure from Norwich (Saturday): 2245-2344
Last departure from Sheringham (Sunday): 2142-2240	Last departure from Norwich (Sunday): 2036-2138
Norwich to Great Yarmouth	
First departure from Norwich (weekday): 0506-0540	First departure from Great Yarmouth (weekday): 0547-0620
First departure from Norwich (Saturday):	First departure from Great

0530-0602	Yarmouth (Saturday): 0617-0650
First departure from Norwich (Sunday): 0736-0812	First departure from Great Yarmouth (Sunday): 0820-0855
Last departure from Great Yarmouth (weekday): 2334-0007	Last departure from Norwich (weekday): 2300-2331
Last departure from Great Yarmouth (Saturday): 2334-0007	Last departure from Norwich (Saturday): 2300-2331
Last departure from Great Yarmouth (Sunday): 2320-2355	Last departure from Norwich (Sunday): 2236-2309

Station Facilities and Standards

The following set of standards is taken from *Better Rail Stations*, an Independent Review Presented to Lord Adonis, Secretary of State for Transport By Chris Green MA Oxon, FCIT and Professor Sir Peter Hall FBA Hon MRTPI, 2009.

We are suggesting that stations in Norfolk be brought up to these minimum standards. The facilities at each station in Norfolk are shown in the table at the end of this Appendix.

F: Unstaffed Station

Access

- Street direction signs Station signed from main road(s) with local authority
- Station signs Standard signing in Brunel alphabet - Totem Pole Rail symbol and station name (+ PTE/TfL symbol where required)
- Cycle Parking Where practical minimum 4 cycle racks at F1
- Car Parking Where practical small car park at F1

Information

- Real-time information Indicator(s) with real-time information
- Help-Point Both Emergency and Information buttons
- Train service Poster with all current train services and engineering work advice
- Local information Local road map & useful information (e.g. bus/taxi phone numbers)
- Useful information Mandatory rail industry information including 'contacts' details

Facilities

- Ticket machine At all FI stations unless derogation or PayTrain operation
- Lighting Adequate to give security on approaches/platform
- Shelter or canopy On each platform with a scheduled service
- Seating On each platform with a scheduled service (minimum 8 seats F1)

Environment

- Cleaning Station regularly cleaned & graffiti free: litter bins
- Maintenance Prompt repairs & kept well painted

Smart Environment Station approaches look smart & buildings used or demolished

E: Small Staffed Station

Access

- Cycle Parking Space for up to 5% of joining passengers
- Car Parking Space for up to 15% of joining passengers (except inner city stations)
- Bus information Displayed in or near station entrance (where practical)
- Taxis If no taxi rank, phone number(s) prominently displayed
- Street direction signs Station signed from main road(s) and pedestrian/cycle routes

- Station signs Standard signing in Brunel alphabet and pictograms
- Totem Pole Rail symbol and station name (+ PTE/TfL symbol where required)

Information

- Real-time information Indicator(s) with real-time information
- Help-Point Both Emergency and Information buttons
- Train service Poster(s) with current train services and engineering work advice
- Local information Mandatory local road map & useful information (e.g. bus/taxi phone numbers)
- Useful information Mandatory rail industry information including 'contacts' details

Facilities

- Staffing Part-time presence with opening hours published for ticketing
- Clock Each platform with scheduled service (discretionary if built into CIS)
- Seating On each platform with a scheduled service minimum 12 seats
- Staff accommodation Smart and well cared for
- Ticket machine Unless derogation
- Lighting Adequate to give security on approaches/platform
- Shelter or canopy On each platform with a scheduled service

Environment

- Cleaning Station regularly cleaned & graffiti free: litter bins (at least daily)
- CCTV Security Station platforms
- Maintenance Prompt repairs & kept well painted
- Smart Environment Station approaches look smart & buildings in use or demolished

D: Medium Staffed Station

Access

- Taxis Well-signed taxi rank outside station if possible
- Street direction signs Station signed from main road(s) and pedestrian/cyclist routes
- Station signs Standard signing in Brunel alphabet and pictograms
- Totem Pole Rail symbol and station name (+ PTE/TfL symbol where required)
- Cycle Parking Space for up to 5% of joining passengers
- Car Parking Parking for up to 15% of joining passengers (except inner city stations)
- Bus information Displayed in or near station entrance (where practical)

Information

- Real-time information Indicator(s) with real-time information
- Help-Point Both Emergency and Information buttons
- Train service Poster(s) with current train services and engineering work advice

- Local information Mandatory local road map & useful information (e.g. bus/taxi phone numbers)
- Useful information Mandatory rail industry information including 'contacts' details

Facilities

- Staffing Presence most of day with opening hours published for ticketing
- Assisted travel Wheelchair and boarding ramps if DDA accessible
- Ticket gates Supervised where installed and operational. Staff to give advice/help
- Toilets Appropriate for demand, smart & regularly cleaned to high standard
- Catering Vending machines for hot/cold drinks and cold snacks
- Clock Each platform with a scheduled service
- Ticket machine Unless derogation
- Lighting Adequate to give security on approaches/platform
- Shelter or canopy On each platform with a scheduled service
- Seating On each platform with a scheduled service minimum 12 seats
- Staff accommodation Smart and well cared for

Environment

- CCTV security Station approaches and car / cycle parking
- Secure Station Secure Stations Accreditation
- Cleaning Station cleaned throughout the day & graffiti free: litter bins
- Maintenance Prompt repairs & kept well painted
- Smart Environment Station approaches look smart & buildings in use

C: Important Feeder Station

Access

- Station Travel Plan Lead local authority/PTE in agreeing local access plan (C1)
- Cycle Parking Space/secure storage for up to 5% of joining passengers
- Premium Parking Premium Parking as well as parking for up to 15% of joining passengers
- Plus Bus Through ticketing promoted to local public transport
- Access for All Step-free access (with DDA surfacing) from entrance to platforms (C1)
- Street direction signs Comprehensive signing from main road(s) plus cycle/pedestrian routes
- Taxis Well-signed rank outside station if possible. 'Accessible Taxis' at C1
- Station signs Standard signing in Brunel alphabet and pictograms
- Totem Pole Rail symbol and station name (+ PTE/TfL symbol where required)
- Bus information Displayed in or near station entrance (where practical)

Information

- Real-time information Indicators with summary screens and audible announcements

- Help-Point Both Emergency and Information buttons
- Train service Posters with current train services and engineering work advice
- Local information Mandatory local road map & useful information (e.g. bus/taxi phone numbers)
- Useful information Mandatory rail industry information including 'contacts' details

Facilities

- Toilets Mandatory, open all day (C1) and well cleaned every 2 hours (hourly C1)
- Ticket Purchase Face-to-face purchase for most of service as agreed and published
- Catering At least 1 staffed unit at agreed core times (C1) + vending machines
- Retailing Best possible choice (C1) – possibly combined with catering unit (C2)
- Waiting Room On well used platforms
- Luggage trolleys Good supply with system to re-balance regularly (C1)
- Staffing Most of day (first to last train C1)
- Seating Plentiful with 50% under cover
- Ticket machines More than one machine to provide reliability
- Assisted travel Wheelchairs and boarding ramps (if DDA accessible C2)
- Ticket gates Supervised where installed and operational. Staff able to give advice/help
- Clock Each platform with scheduled service
- Lighting Adequate to give security on approaches/platform
- Shelter or canopy On each platform with a scheduled service
- Staff accommodation Smart and well cared for

Environment

- Secure Car Park Park Mark Accreditation
- Secure Station Secure Station Accreditation
- CCTV security Station, approaches and car / cycle parking
- Cleaning Station cleaned throughout the day & graffiti free: litter bins
- Maintenance Prompt repairs & kept well painted
- Smart Environment Station approaches look smart & buildings in use

B: National Interchange Station

Access

- Totem Pole Comprehensive external station signing & illuminated totem pole
- Access for All Full access from entrance to all platforms, including lifts if feasible
- Modal Interchange Bus / tram interchange where practical in or near forecourt
- Internal station signs Standard signing in Brunel alphabet with emphasis on large pictograms

- Cycle Hub Cycle Hub or secure store with combined storage for 5% passengers
- Street direction signs Comprehensive signing from main road(s) plus cycle/pedestrian routes
- Station Travel Plan Lead local authority in agreeing local access plan
- Premium Parking Parking & *Premium Parking* for up to 15% of joining passengers
- Plus Bus Through ticketing promoted to local public transport
- Bus Information Displayed in or near station entrance (where practical)
- Taxis Well-signed taxi rank outside station with Accessible taxis

Information

- Real-time information Indicators with real-time information and summary screens inc bus/tram
- Help-Point Staffed facility in addition to an emergency button
- Train service Posters with current train services and engineering work advice
- Local information Mandatory local road map & useful information (e.g. bus/taxi phone numbers)
- Useful information Mandatory rail industry information including 'contacts' details

Facilities

- Interchange (major) Escalators/lifts for heavy flows of encumbered people where feasible
- Interchange (minor) Lifts and ramps for lesser flows
- Staffing First to last train (platforms and face-to-face ticket purchase)
- Canopies At least half length of heavily used platforms
- Catering Best possible choice with at least one unit open for agreed core times
- Waiting Room On well used platforms. Must be available from first to last trains
- Assisted Travel Wheelchairs and boarding ramps
- Luggage trolleys Good supply with system to re-balance regularly
- Ticket gates Supervised where installed and operational. Staff able to give advice/help
- Toilets Mandatory, open all day and well cleaned every hour
- Retailing Best possible choice – possibly combined with catering unit
- Clock Each platform with scheduled service
- Ticket machines More than one to provide reliability
- Lighting Adequate to give security on approaches/platform
- Seating Plentiful with 50% under cover
- Staff accommodation Smart and well cared for

Environment

- Secure Station Secure Station Accreditation
- Secure Car Park Park Mark Accreditation
- CCTV security Station, approaches and car / cycle parking

- Cleaning Station cleaned throughout the day & graffiti free: litter bins
- Maintenance Prompt repairs & kept well painted
- Smart Environment Station approaches look smart & buildings in use

A: National Hub Station

Access

- Access for All Full access to all trains & facilities and Assisted Travel buggy
- Street direction signs Comprehensive signing from main road(s) plus cycle/pedestrian routes
- Totem Pole Comprehensive external station signing & illuminated totem pole
- Internal station signing Standard signing in Brunel alphabet with emphasis on large pictograms
- Station Travel Plan Lead local authority in agreeing local access plan
- Cycle Hub Cycle Hub or Secure Store with combined storage for up to 5% of passengers
- Premium Parking Parking & *Premium Parking* for up to 15% of passengers outside London
- Plus Bus Through ticketing promoted to local public transport
- Modal interchange Bus/tram interchange where practical in or near forecourt
- Bus information Displayed in or near station entrance (where practical)
- Taxis Well-signed taxi rank outside station with Accessible taxis

Information

- Real-time information Indicators with real-time information and summary screens incl bus/tram
- Train service Posters with current train services and engineering work advice
- Local / Useful information Mandatory local road map and useful information/telephone numbers
- Useful information Mandatory rail industry information including ‘contacts’ details

Facilities

- Flagship Ticket Shop Full range tickets/information with plenty of ticket machines
- Flagship Help/Info Point All companies information – staffed for most of day
- Flagship retailing Most of day
- Flagship catering Most of day – at least one unit first to last train
- Flagship toilets Toilets staffed all day with high cleaning regime
- Flagship Meeting Point For passengers requiring special assistance
- Flagship waiting rooms Quiet, secure area for any passenger to wait
- Flagship left luggage Screening and storage
- Assisted Travel Disabled buggies, wheelchairs and ramps readily available

- Interchange (major) Escalators and lifts for heavy flows of encumbered people
- Interchange (minor) Lifts and ramps for lesser flows
- Canopies Long enough to spread passengers along platform – at least half length
- Ticket gates As required by train companies. Staff able to give advice/help
- Luggage trolleys Good supply with system to re-balance regularly
- Clock Each platform with scheduled service
- Lighting Adequate to give security on approaches/platform
- Seating Plentiful with 50% under cover
- Staff accommodation Smart and well cared for

Environment

- Security Control Room Visible security patrols
- CCTV security Station, approaches and car / cycle parking
- Cleaning Station cleaned throughout the day & graffiti free: litter bins
- Secure Station Secure Station Accreditation
- Secure Car Park Park Mark Accreditation
- Maintenance Prompt repairs & kept well painted
- Smart Environment Station approaches look smart & buildings in use

Table A2: Norfolk Station Facilities and Standards

The 31 stations in Norfolk are listed in the following table along with their available facilities.

Station	Cat	Disabled access	Car Park Lighting	Car Park CCTV	Booking/ Ticket Office	Toilets	Refreshments	Footbridge	Subway	PA System	Customer Information Screens
Acle	F	N	N	N	N	N	N	Y	N	N	Y
Attleborough	F	N	N	N	N	N	N	N	N	N	N
Berney Arms	F	N	N	N	N	N	N	N	N	N	N
Brandon	F	N	Y	N	N	N	N	N	Y	N	Y
Brundall	F	N	N	N	N	N	N	Y	N	N	N
Brundall Gardens	F	N	N	N	N	N	N	Y	N	N	Y
Bukenham	F	N	N	N	N	N	N	N	N	N	N
Cantley	F	Y	Y	N	N	N	N	N	N	Y	Y
Cromer	F	Y	Y	Y	N	N	N	N	N	N	N
Diss	C	N	Y	Y	Y	Y	Y	Y	N	Y	Y
Downham Market	F	N	Y	Y	Y	Y	Y	N	N	Y	N
Eccles Road	F	Y	N	N	N	N	N	N	N	N	N
Great Yarmouth	C	Y	Y	Y	Y	Y	Y	N	N	Y	N
Gunton	F	Y	N	N	N	N	N	N	N	N	N
Haddiscoe	F	N	N	N	N	N	N	N	N	N	N
Harling Road	F	Y	N	N	N	Y	N	N	N	N	N
Hoveton and Wroxham	F	Y	Y	N	N	N	Y	N	Y	Y	N

Station	Cat	Disabled access	Car Park Lighting	Car Park CCTV	Booking/ Ticket Office	Toilets	Refreshments	Footbridge	Subway	PA System	Customer Information Screens
King's Lynn	D	Y	Y	Y	Y	Y	Y	N	N	Y	N
Lingwood	F	Y	N	N	N	N	N	N	N	N	Y
North Walsham	F	N	Y	N	N	N	N	N	N	N	Y
Norwich	B	Y	Y	Y	Y	Y	Y	N	N	Y	Y
Reedham (Norfolk)	F	N	Y	N	N	N	N	Y	N	N	Y
Roughton Road	F	N	N	N	N	N	N	N	N	N	N
Salhouse	F	N	N	N	N	N	N	N	N	N	N
Sheringham	F	N	Y	N	N	N	N	N	N	N	Y
Spooner Row	F	Y	N	N	N	N	N	N	N	N	N
Thetford	E	N	Y	N	Y	N	N	Y	N	N	N
Watlington	F	N	N	N	N	N	N	N	N	N	N
West Runton	F	N	N	N	N	N	N	N	N	N	N
Worstead	F	N	N	N	N	N	N	N	N	N	N
Wymondham	F	N	N	Y	N	N	Y	Y	N	N	N

Station Categorisation

Category	No. of Stations	Type of Station	Criteria per annum
A	0	National Hub	More than 2m trips; and over £20 million revenue
B	1	National 'B' Interchange	More than 2m trips; and over £20 million revenue
C1	2	Important Feeder - mainline	500,000 to 2m trips; and between £2 and £20 million revenue
C2	0	Important Feeder - suburban	500,000 to 2m trips; and between £2 and £20 million revenue
D	1	Medium Staffed	250,000 to 500,000 trips; and between £1 and £2 million revenue
E	2	Small Staffed	Up to 250,000 trips; and between £1 and £2 million revenue
F1	25	Small Un-staffed - Basic+Plus	100,000 to 250,000 trips; and less than £1 million revenue
F2		Small Un-staffed - Basic	Below 100,000 trips; and less than £1 million revenue