



Railway Users Plan Update

Cavendish View, Norton Road, Thurston

Client: Linden (Thurston) LLP

October 2024

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FINAL



Revision Status

Issue	Date	Description	Prepared	Checked	Approved
A	27.10.20	Amended guidance on the level crossing as per Network Rail advice	RNL	HW	RNL
B	4.11.22	Amended following first survey of residents	RNL	HP	RNL
C	22.10.24	Update with monitoring, Para 1.5, 2.6, 4.1-4.3, 4.5, 4.8, 4.9, 5.3, 5.5-5.7, 5.10, 5.16, Chapter 7.	MJD	EE	MJD

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1. EXECUTIVE SUMMARY

- 1.1. Linden (Thurston) LLP is committed to promote safe pedestrian movement to and from the development of Cavendish View, Thurston from Thurston railway stations' platforms.
- 1.2. This Railway Users Plan (RUP) has been updated to oblige planning condition 28 of planning approval ref: 5070/16 with Mid Suffolk District Council (MSDC). This RUP is also to be coordinated with the Residential Travel Plan (RTP) associated with this site. As part of the RUP, Educational Packs on the use of the 'barrow crossing' at Thurston are provided to each new dwelling upon first occupation explaining the operation of the existing crossing and how it should be used. The use of the railway station of Cavendish View residents will be monitored each year through postal/online surveys to understand the use of the station and train services.
- 1.3. Linden (Thurston) LLP have agreed to adopt, publish and promote the Railway Users Plan annually for a period of five years (or one year after final occupation, whichever is the earlier) commencing at 100th dwelling occupation.
- 1.4. A Travel Plan Coordinator (TPC) has been appointed and made responsible for promotion and marketing of the RUP and RTP. The appointed TPC can delegate responsibilities to others to assist in the operation and monitoring of the RUP. The contact details of the TPC are set out below.
- 1.5. The TPC details below may be updated in the future. The relevant Local Authority (MSDC) will be advised if and when these are revised, within two months of any change.

<i>Acceptance and Commitment to the Role of Travel Plan Coordinator</i>	
Name:	Elizabeth Evans
Company:	Smarter Travel Limited
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Date:	22 nd October 2024
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On behalf of:	Linden (Thurston) LLP

2. INTRODUCTION

- 2.1. The aim of this RUP is to provide information to residents of Cavendish View on the rail travel options available to them and safe use of the 'barrow crossing' to access the southern platform at Thurston railway station. This document will supplement the RTP for the Cavendish View development. The Cavendish View development consists of 200 dwellings of which 9 dwellings will be self-build plots.
- 2.2. Reference should be made to the RTP that highlights sustainable transport options available, as an alternative to travelling by a single occupancy car, to the residents of the development.
- 2.3. 2011 Census Data highlights that future residents of Cavendish View along with existing residents of Thurston are most likely to travel by train to Bury St Edmunds, Ipswich or London. The use of this railway station may also likely be used by children that reside at Cavendish View (that do not attend the local schools in Thurston) and adults travelling to nearby towns for retail or leisure and not just for commuter purposes.
- 2.4. A TPC has been appointed by Linden (Thurston) LLP, refer to **Section 1**. The TPC will be responsible for promoting and marketing the RUP to residents and reporting to the Local Authority. In addition to this, they will also be responsible for distributing and keeping current additional marketing material, promoting safe crossing at the 'barrow crossing' in Thurston. Should the risk situation change at Thurston railway station, this will be updated, and Cavendish View residents informed as part of the RTP marketing and promotion.

Objectives

- 2.5. The overall objective of the RTP is to encourage sustainable travel rather than single occupancy car journeys. This RUP is to specifically assist in managing the potential risks associated with the use of the existing 'barrow crossing' at Thurston railway station by future residents residing within Cavendish View. Additionally, the RUP outlines the monitoring methodology of the use of the railway station by Cavendish View residents and report back to the Local Authority, for the duration defined by planning condition 28. Refer to **Section 5** for the monitoring methodology of this RUP.
- 2.6. The guidance to be promoted to residents on the use of the level crossing at Thurston Station will be based on the advice provided by Network Rail, which is as follows (updated as required in future iterations of this RUP):

"Thurston Station Level Crossing does not have gates or barriers. This crossing provides access to the westbound station platform. The crossing is protected with Miniature Stop Lights and an audible warning which are triggered by approaching trains. Users must not start to cross the railway unless the green light is showing, and the alarm is not sounding. Users should cross quickly and should never stop on the crossing. This is a busy line for passenger and freight services. Once a train has passed, there is always the possibility that a train will be approaching in the opposite direction, in which case the light will remain red, and the alarm will continue to sound. Users must wait for a green light and for the alarm to stop before crossing."

3. CAVENDISH VIEW LOCATION

- 3.1. The development site is within the village of Thurston, Suffolk and located north of Norton Road. The development consists of 200 dwellings within the site. The site location and railway station can be found in **Figure 1**.

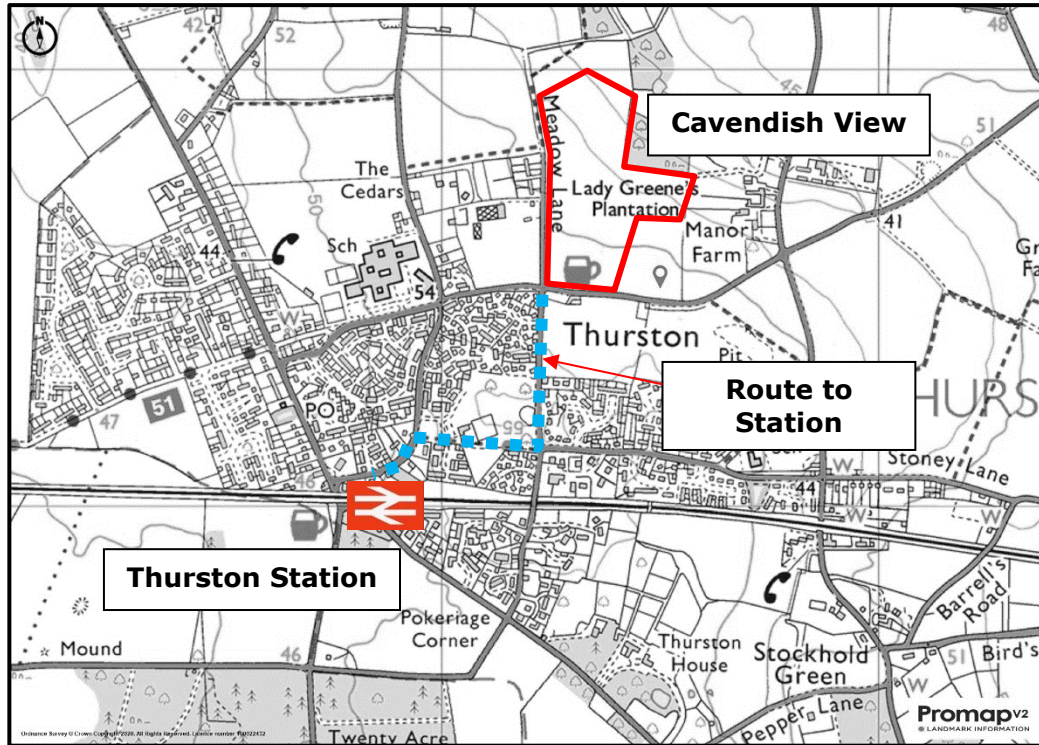


Figure 1. Cavendish View Location Plan

- 3.2. Thurston railway station is located approximately 1.2km (0.75 miles) from Cavendish View and is accessed from Station Hill. Based on national transport related guidance, this distance would be adequate for most able-bodied people to walk to. It is also within a reasonable cycle distance for most.
- 3.3. For people to walk to the railway station this is likely to take approximately 15-minutes and would take approximately 5-minutes to cycle. Reference should be made to the RTP for the measures to promote walking and cycling in the locality as well to the railway station for onward journeys.
- 3.4. The development has provided a controlled pedestrian crossing across Norton Road, just west of Sandpit Lane. This means pedestrians will only have to cross one main road to access the railway station and then there is a network of appropriate footways to the railway station. Further to this, there is an off-road shortcut between Sandpit Lane and Station Hill that cyclists and pedestrians can utilise, promoting the use of sustainable travel to / from the railway station.

4. PUBLIC TRANSPORT - TRAINS

- 4.1. The nearest railway station to Cavendish View is Thurston and is operated by Greater Anglia. The station is located an approximate 15-minute walk from Cavendish View or a 5-minute bicycle journey. Thurston railway station currently has 20 bicycle parking spaces available and 14 car parking spaces. Thurston railway station offers step-free access throughout but is not staffed (help is available from help points in the station).
- 4.2. There are regular hourly services from Thurston railway station to Ipswich and Cambridge, with local stops at Bury St Edmunds, Newmarket and Stowmarket. The Greater Anglia mobile app provides up to date train departure and arrival times as well as the ability to purchase tickets. Live arrivals and departures for train services at Thurston railway station can be found on the Greater Anglia website, at [greateranglia.co.uk](https://www.greateranglia.co.uk).
- 4.3. To access the platform (No. 2) to Cambridge, pedestrians are required to cross the rail line via a 'barrow crossing', which is controlled by a traffic light (red and green only) system to indicate to waiting pedestrians when it is appropriate to cross (i.e. during a green light) and associated signage with audible warnings. The 'barrow crossing' is also signed to indicate how to use the facility. The crossing is also covered by lighting. Refer to **Figure 2**, for the image of the 'barrow crossing' in 2019, with an updated photo shown in **Figure 3** (2024).

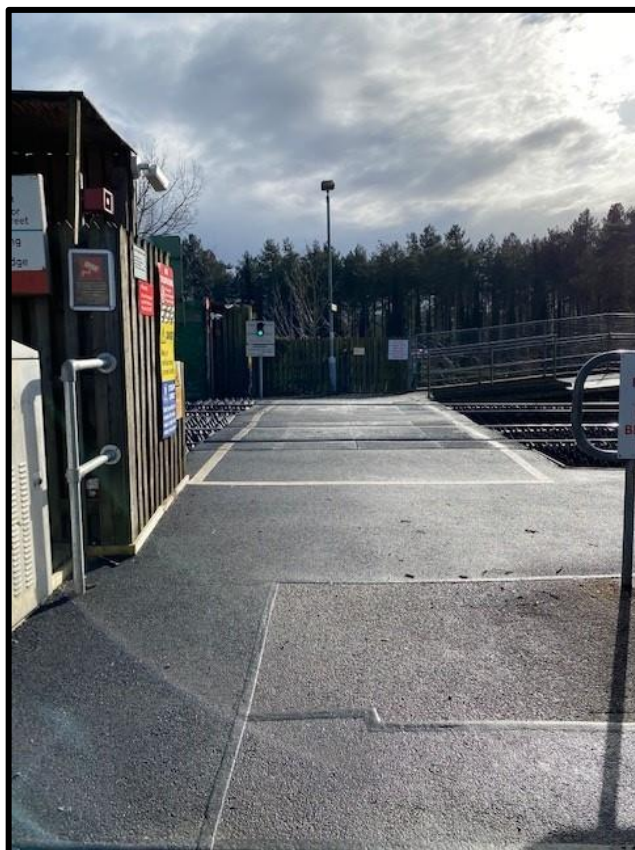


Figure 2 – 'Barrow Crossing' at Thurston railway station (February 2022).



Figure 3 – 'Barrow Crossing' at Thurston railway station (July 2024).

- 4.4. The train line to which the Thurston railway station 'barrow crossing' is located on has a line speed of 75mph and approximately 115 trains per day. Trains run 24 hours a day and are a mixture of freight and passenger, that both stop and continue through the station.
- 4.5. As identified by Network Rail risk assessment of level crossings – correct as of April 2021), the 'barrow crossing' has a risk score of 'D4'. The letter part of the score ranges from A, being the highest value of 'individual risk', and M being the lowest. The number part of the score is for 'collective risk' and ranges from 1 to 13, where 1 is the highest value and 13 is lowest.
- 4.6. Network Rail have identified in a meeting with Mid Suffolk District Council and Suffolk County Council (14 October 2019) that the 'barrow crossing' is as safe as can be and the only option to make the crossing safer is to close the crossing and provide an alternative access to the station. This has been assessed and discussed in significant depth as part of the planning applications associated with this development and others in Thurston. Although the 'barrow crossing' might be being discussed by others as part of future investment to the area, this is not guaranteed. Therefore, the management of risk associated with this RUP to meet planning conditions associated with this development is as follows:
 - There is no guarantee that the level crossing will be closed, and an alternative route / access provided within the period of time the monitoring period is agreed, therefore, the risk cannot be removed.

- The risk will be managed through appropriate education. This will be undertaken through bespoke Education Packs to be provided to the new residents of Cavendish View and updated as required if the risk changes.
- 4.7. This RUP, Education Packs and monitoring will comply with the planning condition associated with this developments' planning permission and assist to manage the risk associated with crossing at the 'barrow crossing' in Thurston. The measures and monitoring are set out in **Section 5**.
- 4.8. It was identified in the Network Rail 2017 Passive Level Crossing Risk Assessment that the crossing deck (which is currently rubberised for a non-slip surface) should be widened to 3.0m to reduce blocking back on the crossing when a large number of passengers are entering / exiting the station at the same time. This upgrade has occurred in 2021 but doesn't alter the safety risk, see **Figure 3**.
- 4.9. The guidance to be promoted to residents on the use of the level crossing at Thurston Station will be based on the advice provided by Network Rail, which is as follows (updated as required in future iterations of this RUP):

"Thurston Station Level Crossing does not have gates or barriers. This crossing provides access to the westbound station platform. The crossing is protected with Miniature Stop Lights and an audible warning which are triggered by approaching trains. Users must not start to cross the railway unless the green light is showing, and the alarm is not sounding. Users should cross quickly and should never stop on the crossing. This is a busy line for passenger and freight services. Once a train has passed, there is always the possibility that a train will be approaching in the opposite direction, in which case the light will remain red, and the alarm will continue to sound. Users must wait for a green light and for the alarm to stop before crossing."

5. MEASURES AND MONITORING

- 5.1. In order to have the greatest amount of influence over travel habits, it is important that sustainable travel is promoted to residents of Cavendish View when they move in. A summary of the measures to promote train travel and the correct use of the 'barrow crossing' as well as a timetable of the monitoring to be implemented is set out below.

Educational Pack

- 5.2. It is key to provide information within the first few weeks of moving in. Therefore, upon first occupation of each dwelling a Residents Travel Information Pack (RTIP) associated with the RTP will be provided. These booklets will provide bespoke information relevant for residents of Cavendish View. The RTIP will include the following:
- How to access and where to access a copy of the RTP and RUP;
 - Information on the bus/train and cycle vouchers which are available to residents. This will also include information on how to claim these;
 - A local area map highlighting nearby amenities and facilities;
 - Details on local bus routes including useful websites and mobile apps. This will also include information on any discounts and offers available in the area;
 - Information on train travel to and from Thurston railway station;
 - The health benefits of walking and walking durations within the local area;
 - Details on what a Personal Travel Plan (PTP) is and how residents can claim one free of charge.
- 5.3. The RTIP should contain the Educational Pack (prepared by Network Rail) that will identify how to use the crossing at Thurston railway station safely and appropriately.
- 5.4. A copy of the Educational Pack (by Network Rail) can be found in **Appendix A** which relates to a generic pedestrian crossing of level crossings. This will be updated to be specific to the use of a 'barrow crossing', should advice change, the crossing format alter or be removed / replaced with a suitable alternative.
- 5.5. A digital format will also be supplied on the Cavendish View RTP website page that will be located on the website smartertravel.uk.com and updated as necessary, last update September 2024, see **Appendix C**. Links through to Network Rails' website will also be provided and the most up to date information on safe use of trains and associated infrastructure.
- 5.6. In the interest of social inclusion, contact details will be provided for those that require the RUP and Educational Pack in an accessible format.
- 5.7. Onsite sales staff of the Developer will be responsible for distributing these RTIPs, to all residents upon first occupation of each dwelling. The TPC will then distribute up to date information / Educational Packs as required during the

monitoring period of the RUP. This will be undertaken both using hard copy and digital formats.

- 5.8. The TPC will liaise with local schools in Thurston as part of promoting sustainable travel between Cavendish View and will provide contact details between the Community Safety Manager at Network Rail and the schools to promote rail safety education.

Personal Travel Planning

- 5.9. All residents of Cavendish View will be able to claim a PTP free of charge. Personal Travel Planning takes into consideration a residents' home address and destination address such as place of work. A PTP will highlight all suitable travel modes to this destination.
- 5.10. To claim their free PTP residents can complete the short survey contained within their RTIP. Alternatively, or for additional, residents can visit the Smarter Travel website at smartertravel.uk.com.
- 5.11. As part of any request for a PTP the TPC will also reiterate the need to review the Educational Pack on safer use of the 'barrow crossing' at Thurston railway station.

Monitoring

- 5.12. Monitoring will commence at approximately 100th dwelling occupation with a baseline survey and will be repeated annually from this trigger point. The survey of Cavendish View will be undertaken on an annual basis in coordination with the RTP for a period of five years or one year after final occupation (whichever is the sooner).
- 5.13. Monitoring of the use of the railway station by Cavendish View residents will be undertaken through postal/online surveys that will be incorporated as part of the RTP qualitative surveys. This will directly question residents on their use of local rail services. This will primarily identify where they are going and what the intended journey type is i.e. commute, retail etc. It will also identify whether the journey is an occasional or regular journey by train as well as how they travelled to the railway station i.e. walked or cycled. Survey questions are as follows:
- Do you and / or another occupier **regularly** (>2 times a week) use Thurston railway station?
 - How do you / they travel to the railway station? *Walk / Cycle / Drive / Passenger / Other?*
 - What is the purpose of the regular journey? *Commute / Retail / Leisure / Education / Other?*
 - Where do you regularly travel to on your train journey?
 - Do you and / or another occupier **occasionally** (<2 times a week) use Thurston railway station?

- How do you / they travel to the railway station? *Walk / Cycle / Drive / Passenger / Other?*
 - What is the purpose of the occasional journey? *Commute / Retail / Leisure / Education / Other?*
 - Where do you occasionally travel to on your train journey?
 - Are you aware of how to use the 'barrow crossing' at the railway station safely?
- 5.14. To supplement the online / postal survey, and to encourage a high response rate the TPC will visit Cavendish View and undertake a house to house engagement event as well as issuing reminder leaflets to encourage completion of the survey, biennially.
- 5.15. The results of the postal / online survey will form part of the RUP review. The RUP report will be updated upon completion of every monitoring period and the RUP will be available for residents to read and download if they so wish. The updated RUP will be issued to the Local Authority as part of the requirements of planning condition 28 of the associated planning approval.
- 5.16. To maximise the response rate of residents completing the survey a prize incentive may be offered.
- 5.17. All online / postal / interview surveys are to be confidential, and no names or addresses will be passed on to any third party (such as public transport operators or Local Authorities) unless approval has been given by the respondent. The only personal information deemed necessary for the purposes of the RUP and possible prize incentive are;
- Name and postal address;
 - Email address; and
 - Whether they have a disability that could affect their transport choice.
- 5.18. All survey information shall be kept secure by the individual responsible for the survey. Hard copies of any surveys that have any personal information on shall be kept on file in a lockable cabinet for a period of no more than two years and shall be securely destroyed thereafter. Electronic copies of surveys that hold any personal information shall be saved securely on the local server and the file shall be password protected. Electronic copies shall not be kept longer than a period of two years and shall be securely deleted thereafter.

6. RUP MONITORING (2022)

- 6.1. The first RUP update and monitoring was undertaken in October 2022. At the time of survey, there were 81 dwellings occupied on this development.
- 6.2. The postal / online survey that was issued to the residents of Cavendish View has had a response rate of 10% (of which a prize incentive was offered). 30% of the responders indicated that lower bus fares, better information on bus and train times, and better public transport ticketing options will encourage them to travel more actively. The summary of the travel survey results can be found in **Appendix B**.
- 6.3. The flyers provided in **Appendix A** were issued at a local community event for the village of Thurston as well provision of useful information on general railway safety.
- 6.4. From the responses, it was indicated that 50% of them were not aware of how to use the 'barrow crossing' at Thurston railway station safely. Therefore further promotion of its safety is important during the next 12-months.
- 6.5. Of the responses, 42.9% said they only occasionally use the local train station for journeys and they walk to the station. This occasional use is primarily for leisure / retail reasons.
- 6.6. It is therefore proposed that further promotional campaigns are taken place in 2023 to promote rail safety. This will include :
- A specific newsletter to residents on railway safety ;
 - A door knocking event at the next postal / online survey to discuss matters directly with residents.

7. RUP MONITORING (2024)

- 7.1. The biennial trigger point for the specific RUP monitoring has occurred and this took place as a house to house engagement in September 2024, in accordance with the with the requirements as part of the planning obligations.
- 7.2. The monitoring survey undertaken, was in person and also through digital means. The survey brief suggested that the interviewers tried to make contact at each address at Cavendish View on a minimum of two occasions in an attempt to gain an interview. If, the respondent refuses to be interviewed the interviewers did not return to that address. In addition, to ensure the best results, if no response was gained from an address, a QR code with a link to the survey was posted through the letter box, for the resident to complete at a later date, if possible.
- 7.3. The interview period would need to take place mid-week, during school term time and avoiding any rail strike days, where possible. The prize draw element was not provided to ensure anonymity during the survey and publishing of results.
- 7.4. At the time of the interview survey, 120 dwellings had been occupied at Cavendish View, of the 200 dwellings proposed, a level of 60% occupation.
- 7.5. The questions created for the interviewers to ask and results, are set out in **Appendix D**. It is noted that the interview survey was conducted for Cavendish View and Grange Park, both developments in Thurston, thus 44.1% of the respondents were from Cavendish View and the results below reflect the direct responses from the Cavendish View development.
- 7.6. In summary the survey was completed by 67 of the 120 dwellings, which is a good response rate of 55.8%.
- 7.7. The questions asked included the following, with the significant results set out below;
 - *What type of trip would you typically use the train for?*
Leisure trips 17.6%, I do not travel by train 16.2% and commuting 13.4%, as the top answers.
 - *How often do you use Thurston Railway Station?*
A few times a month 16.9%, Less than once a month 13.3%, 1-2 days per week 7.8%, 3-5 days per week 6.8%, 6-7 days per week 2.7%.
 - *Where would you typically travel to by train?*
London 27.6%, Cambridge 22.1%, Ipswich 14.2%, Bury St. Edmunds 12.9%, Stowmarket 12.0%, Newmarket 8.7%, Lond Stansted Airport 6.0%
 - *If you were to travel by train, how would you get from your home to Thurston Railway Station?*
Walk 23.2%, Car Share (as passenger) 7.5%, Car (alone) 6.4%, Cycle 4.3%, Car share (as driver) 2.3%, Bus 0.3%

- *Would you feel safe walking / cycling between Thurston Railway Station and your home?*

Out of all 67 respondents from Cavendish View, two people stated that they did not feel safe, generally due to poor lighting at night. The remainder of the results indicated that they did feel safe travelling to and from the railway station which is a high satisfaction rate of 97.0%.

- *Do you / Would you feel safe using the level crossing at Thurston Railway Station?*

Out of all 67 respondents from Grange Park, 56 stated that they did feel safe, using the level crossing and 11 did not.

- *Why don't you / wouldn't you feel safe using the level crossing?*

The responses were generally in relation to peoples perception of the safety, rather than the actual risk. Some comments related to lighting, the crossing not being clear enough when it's safe to cross, insufficient barriers, and concerns over using the crossing with walking aids.

- *Are you aware of the Rail User Guide for Thurston Railway Station?*

27 of the 67 respondents were aware of the Rail User Guide.

- *Did you find the Rail User Guide helpful?*

23 of the respondents found the guide useful, 5 did not find it useful.

- *Do you have any other comments or feedback regarding Thurston Railway Station that you would like to share?* The themes of the responses were;

- Build separate entrance for another platform and remove the crossing.
- Building an underpass will make it more safe.
- Staff presence at the station will improve safety.
- Like other rails crossing they can install the automatic barrier.
- Installation of barrier or overhead bridge will improve safety.
- Station is busy comparative past few years now it needs to place further safety measures.

7.8. In terms of responses for Cavendish View, the users of the railway station appear to travel quite sustainably to the station, with 37.6% using modes other than the private car as a single occupancy driver.

7.9. The majority of the people using the station felt safe travelling to and from the station, but a few mentioned the lighting at night.

7.10. The main locations for travel by train included London, Cambridge and Ipswich at 63.9% of respondents.

7.11. A high percentage of people felt safe using the crossing location at Thurston Station at 56/67 which is 83.5%. However, only 23 respondents stated that they found the Rail User Guide useful, a response that could be improved, through social media channels and further engagement with local residents.

7.12. The improvements identified as part of the consultation were mainly relating to the improvement of barriers or a safer crossing, which is likely to be the segregation of pedestrians and trains, difficult to achieve in this location.

Appendices

Appendix A

Level crossings for pedestrians



See track // think train

As pedestrians we need to:

- Concentrate – it's easy to get distracted, especially by phones, music and conversation
- Stop, look and listen. Follow signs and instructions
- Check both ways before crossing – if there is a train coming, don't cross
- Understand the warnings (lights, barriers, alarms)
- Cross quickly, keeping children close and dogs on a lead



National Helpline 08457 11 41 41
networkrail.co.uk/levelcrossings
Helping Britain run better

Level crossings for pedestrians



We also need to understand the potential dangers:

1

TEMPTATION

It can be tempting to run over the crossing or jump the barriers rather than wait for a train to pass. Don't do it – you're putting lives at risk.

2

ASSUMPTION

Don't assume there is only one train or use previous experience to guess when the train is coming. Trains can come from either direction at any time.

3

DOGS

If your dog escapes your control and runs onto the railway, don't be tempted to run after it.

4

DISTRACTION

It's easy to get distracted, especially by phones and music. If you're in a group don't assume that someone else is looking out for you.

Do you understand?

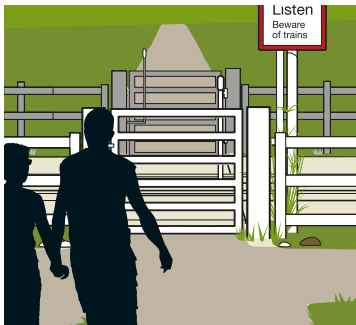
Level crossings enable us to cross the railway safely. Each is unique with differences in how often trains run, and the local geography. It's particularly useful to understand the safety systems used at crossings:

Stop, look, listen sign



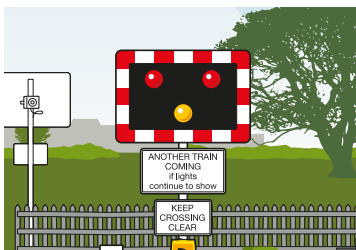
- This sign indicates that we need to be extra vigilant – the crossing may not have a visual or audible warning.

Gates



- We may need to open the gates ourselves although some are operated by railway staff.
- We must make sure that there is no train coming before and immediately after opening the gates.
- We must make sure that all gates are closed after using a crossing.
- If we are crossing in a group we must make sure there is enough time and space for everyone to cross safely.

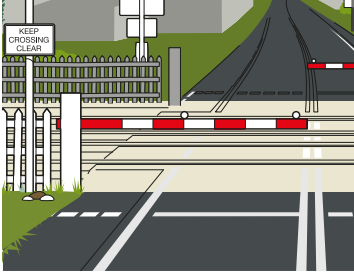
Warning lights



- Some crossings have amber and red warning lights. We must stop as soon as the lights come on, whether they are amber or red and not cross until the lights stop flashing – there may be more than one train.
- Some crossings have red and green lights. We must only cross when the green lights are showing.

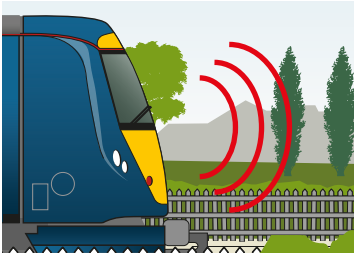
Do you understand?

Barriers



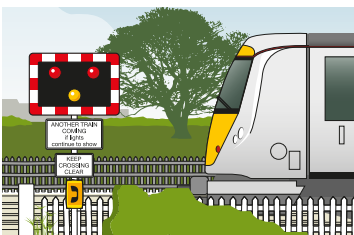
- Some crossings are 'open' and don't have barriers, some have a 'full barrier' which blocks the entire road, whilst others have a 'half barrier.'
- We must not cross until the barriers are fully raised – there may be more than one train.

Alarms and sirens



- There are various types of alarms – some sound like sirens, some sound like train horns.
- We must not cross if we hear a warning sound or message. This is the opposite of a pelican crossing, where the sound indicates that it is safe to cross.

How long until the train actually arrives?



- As users, we can never be sure! There is no set amount of time from a warning activating to the train arriving and there may be more than one train.

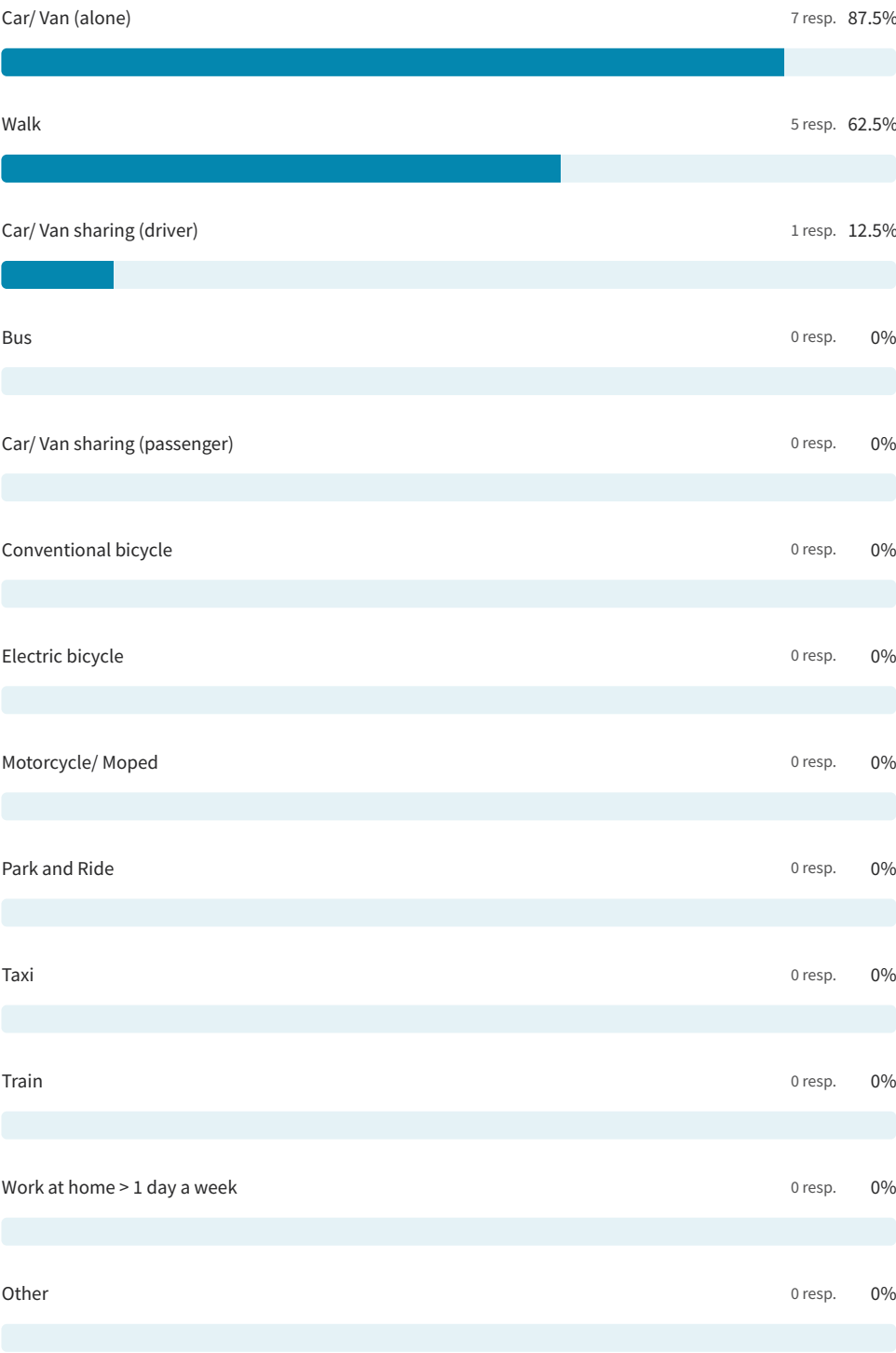
Appendix B

Travelling to and from Cavendish View

8 responses

What are your main modes of travel on a typical day?

8 out of 8 answered





Which days of the week do you typically work from home?

0 out of 8 answered

Nobody answered this question yet



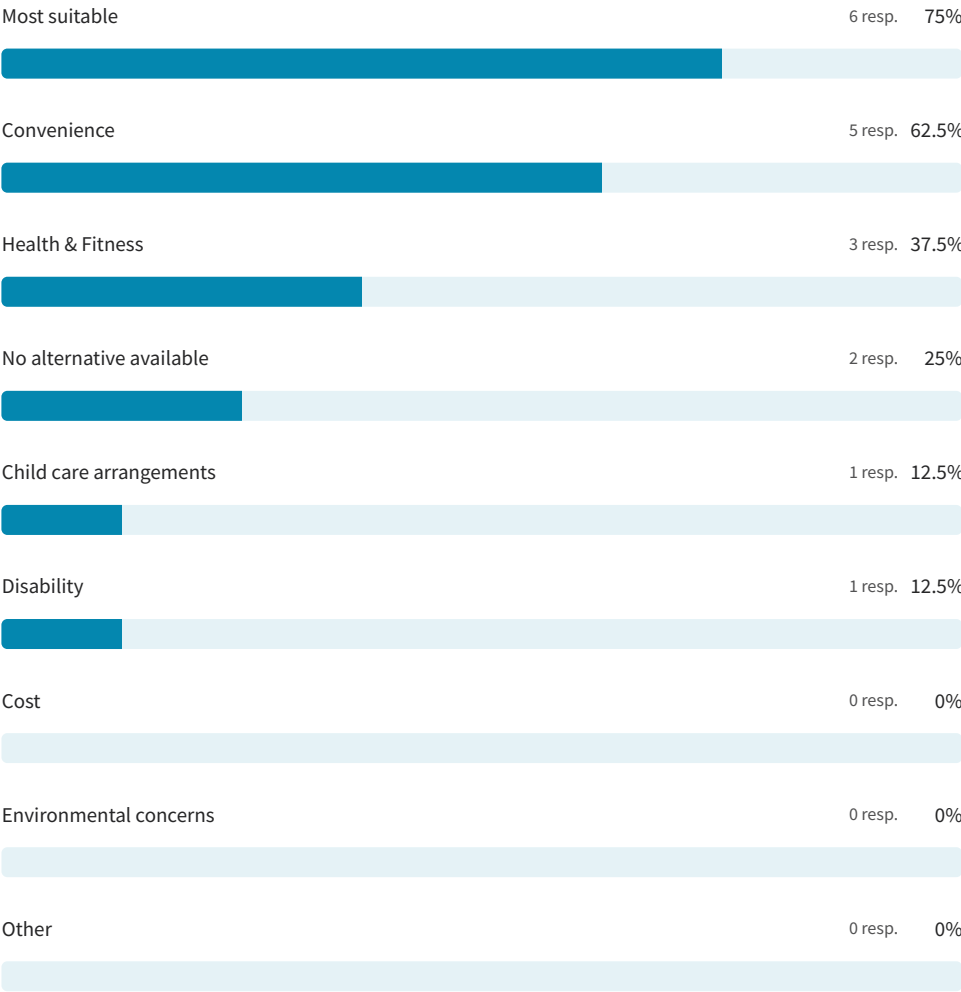
What type of car do you own?

0 out of 8 answered

Nobody answered this question yet

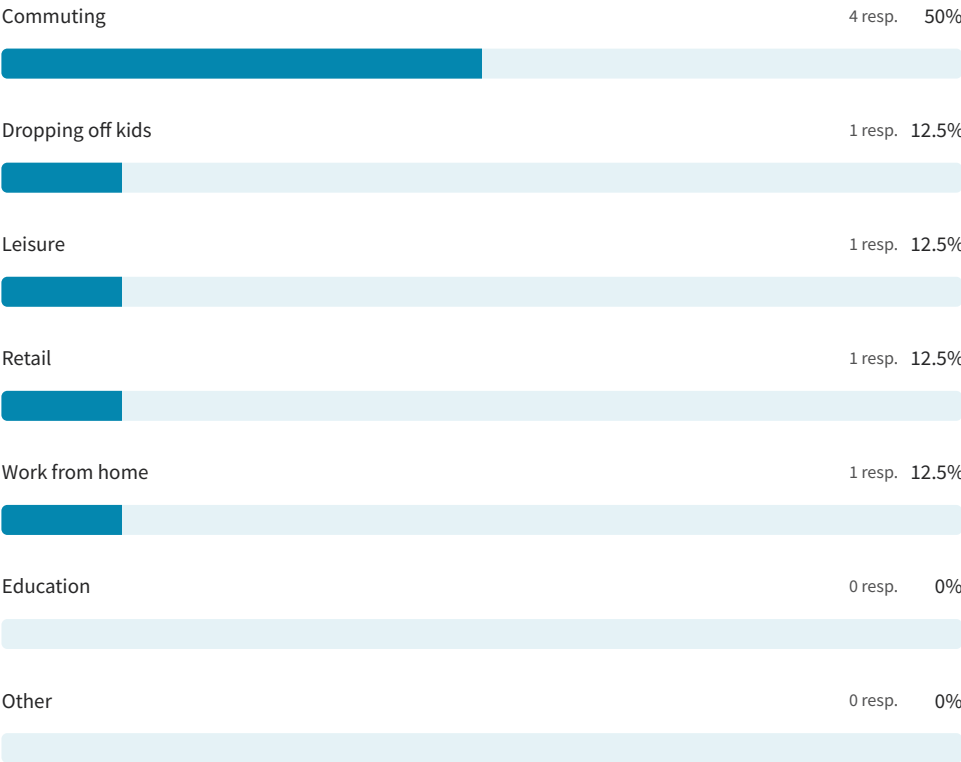
What are the main reasons for *travelling this way*?

8 out of 8 answered



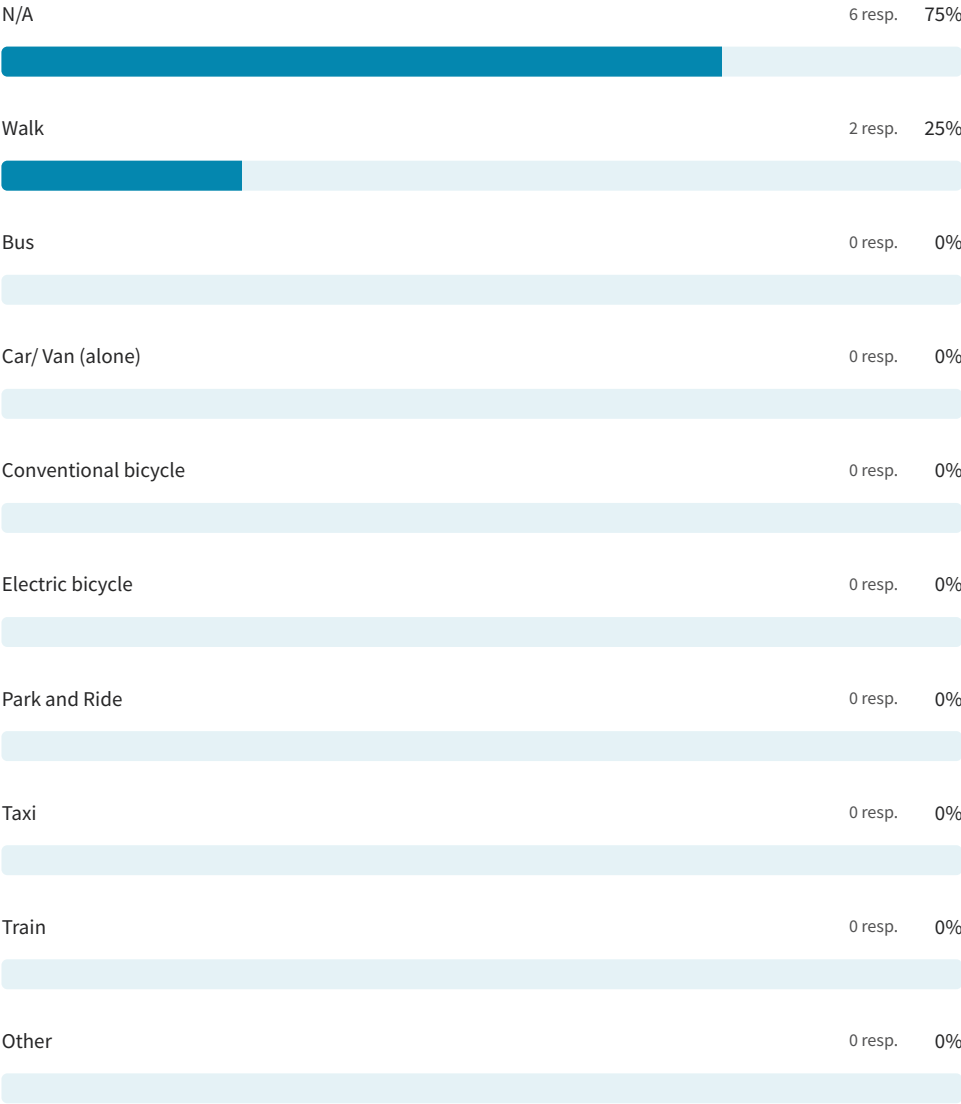
What are your main reason for *travelling regularly*?

8 out of 8 answered



If applicable, do you take your children to school on your way to work, and if so, which mode of transport is used to do this?

8 out of 8 answered



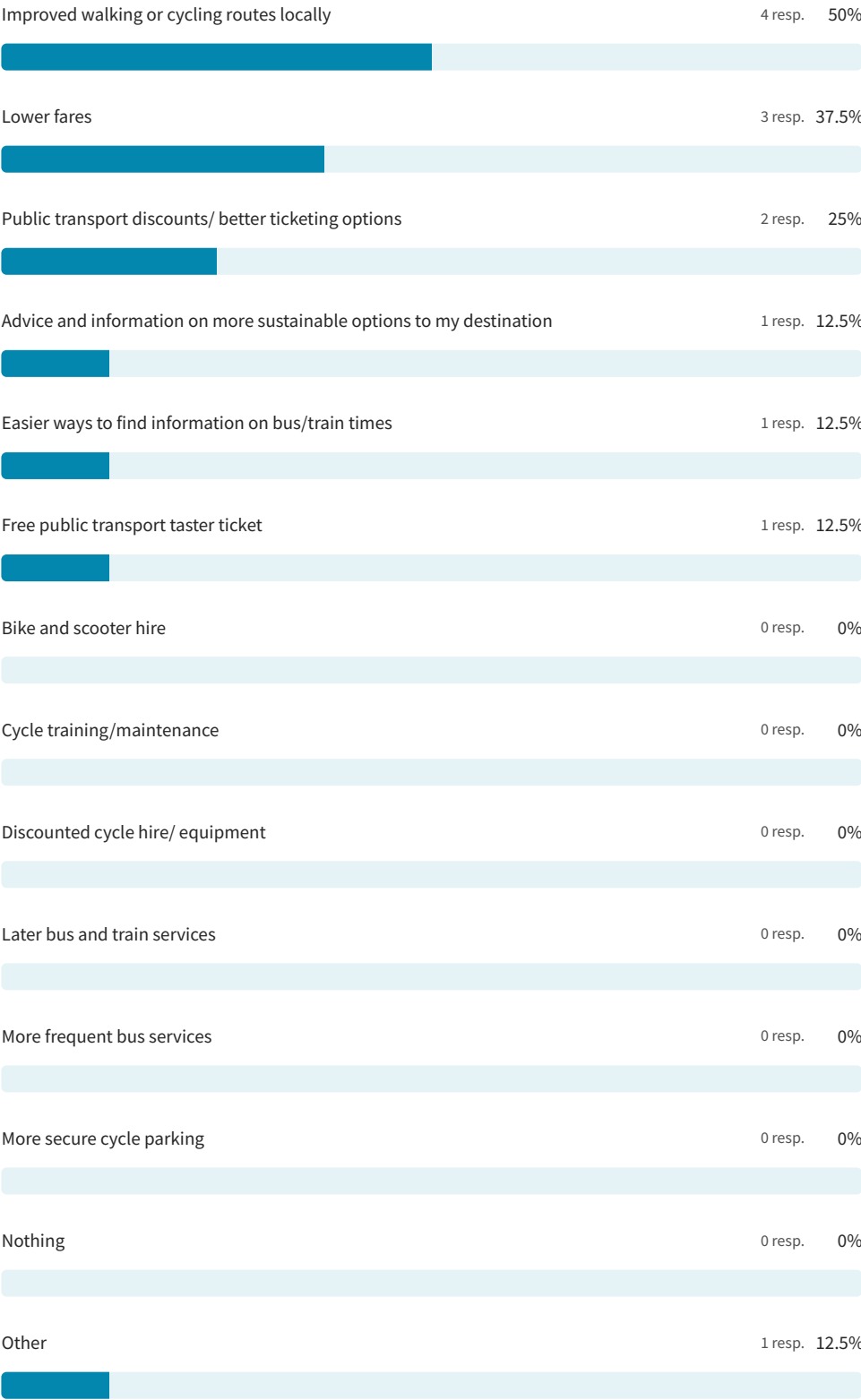
What are the most regular times of the day you tend to travel?

8 out of 8 answered



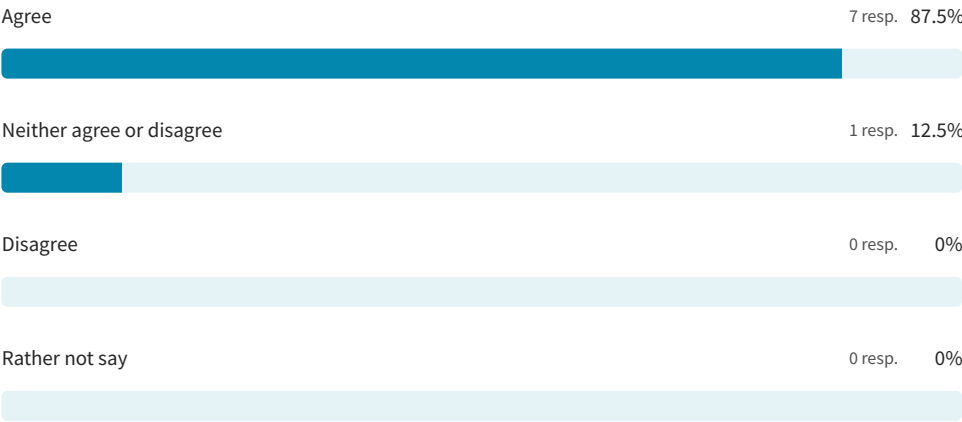
Which of the following would encourage you to travel more sustainably?

8 out of 8 answered



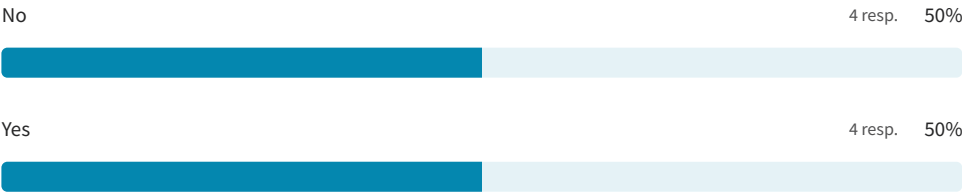
Do you feel the cost of living rises have affected your travel arrangements?

8 out of 8 answered



Are you aware of how to use the 'barrow crossing' at Thurston railway station safely?

8 out of 8 answered



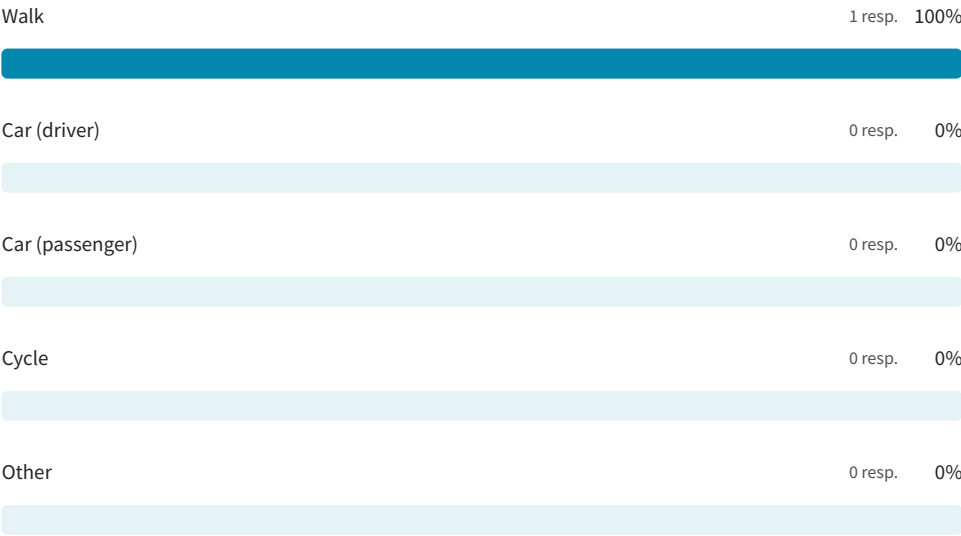
Do you regularly use Thurston train station?

8 out of 8 answered



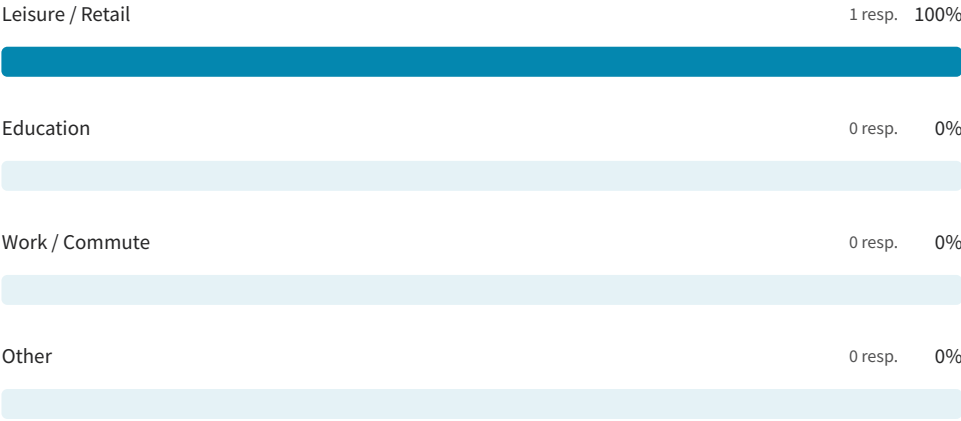
How do you travel to the station?

1 out of 8 answered



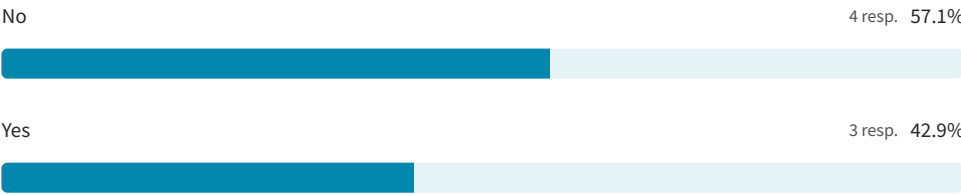
What is the most common purpose of your train journey?

1 out of 8 answered



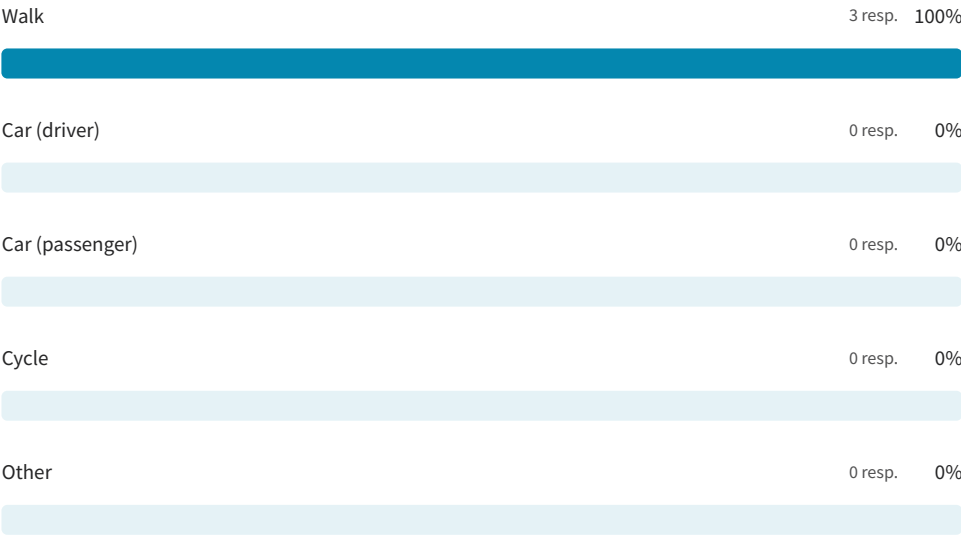
Do you occasionally use Thurston train station?

7 out of 8 answered



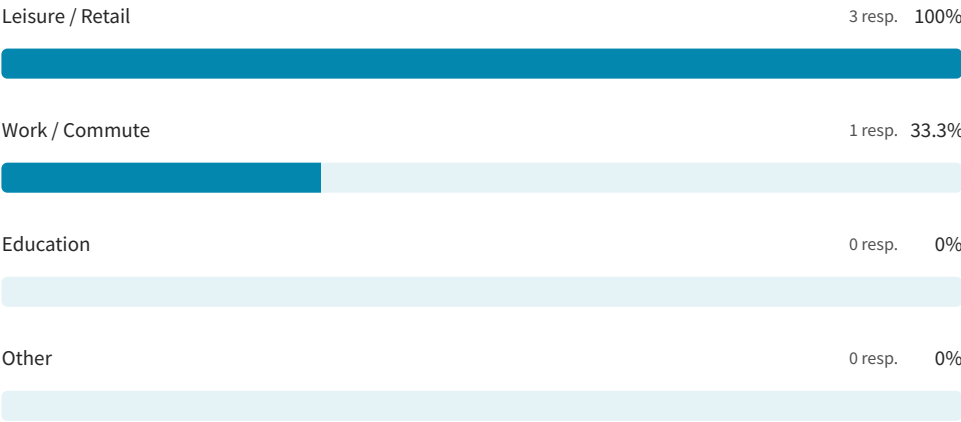
How do you travel to the station?

3 out of 8 answered



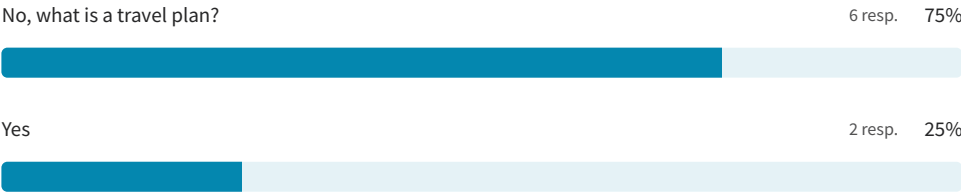
What is the most common purpose of your train journey?

3 out of 8 answered



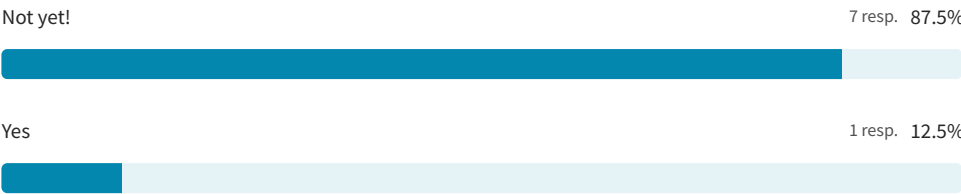
Are you aware that Cavendish View has a Travel Plan?

8 out of 8 answered



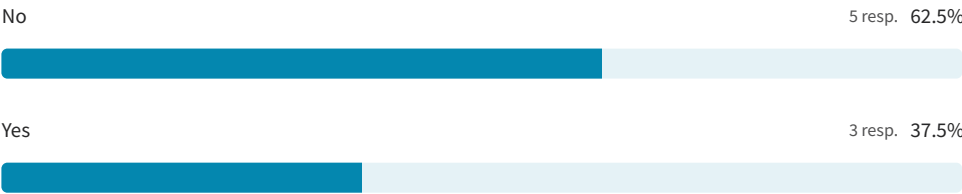
Have you claimed/used your travel plan vouchers?

8 out of 8 answered



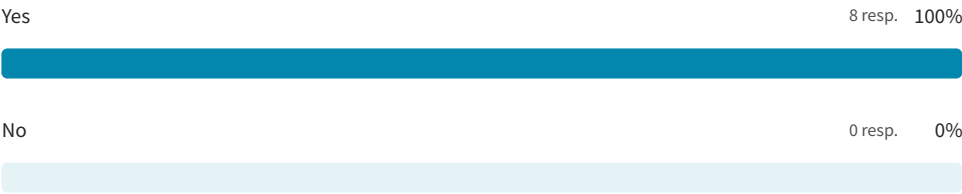
Would you like a free personal travel plan?

8 out of 8 answered



Would you like to be entered in our prize draw?

8 out of 8 answered



Appendix C

You are moving to an area with a level crossing.

Stay safe when crossing the tracks at Thurston Station.

Trains travel through Thurston Station at up to 75 miles per hour.

Some trains travel through the station without stopping.

When you use the crossing, please;

- **take your time**
- only cross when you see the **green light** on the crossing instructions
- only cross when you are sure **no trains are coming**.



Stop, look and listen
at level crossings

How to cross Thurston level crossing, safely.

At Thurston Station, you can use the level crossing to cross the railway tracks to the westbound platform.



Stop, look, listen

When you approach Thurston level crossing, **you must**:

- **stop, look** and **listen**
- take time to **read the signs** and **follow the instructions**
- **remove your headphones** and **put your phone away**.



Warning lights

Thurston level crossing has **red and green lights** to help you know when it is safe to cross. Sometimes, more than one train will be passing.

The **red light** means a train is approaching. The **green light** on the crossing instructions means it is safe to cross.

To cross safely, **you must**:

- **stop and wait behind the line** when the red light lights up
- **only cross** when the light lights up **green**
- **do not stop** on the crossing.

Thurston Station Level Crossing does not have gates or barriers. This crossing provides access to the westbound (Bury St Edmunds direction) station platform.

The crossing is protected with Miniature Stop Lights and an audible warning which are triggered by approaching trains.

Always dismount from your cycle and walk across the crossing and on the station.

Users must not start to cross the railway unless the green light is showing and the alarm is not sounding.

Users should cross quickly and should never stop on the crossing.

This is a busy line for passenger and freight services. Once a train has passed, there is always the possibility that a train will be approaching in the opposite direction, in which case the light will remain red and the alarm will continue to sound. Users must wait for a green light and for the alarm to stop before crossing.



Warning alarm

Thurston level crossing has an **audible alarm** when a train is approaching.

When you hear the alarm, you must **stop behind the line**.

If the alarm continues after a train has passed, you must wait.

Always expect a train at a level crossing.

Appendix D

Thurston Railway Survey - Sept 2024

152 responses

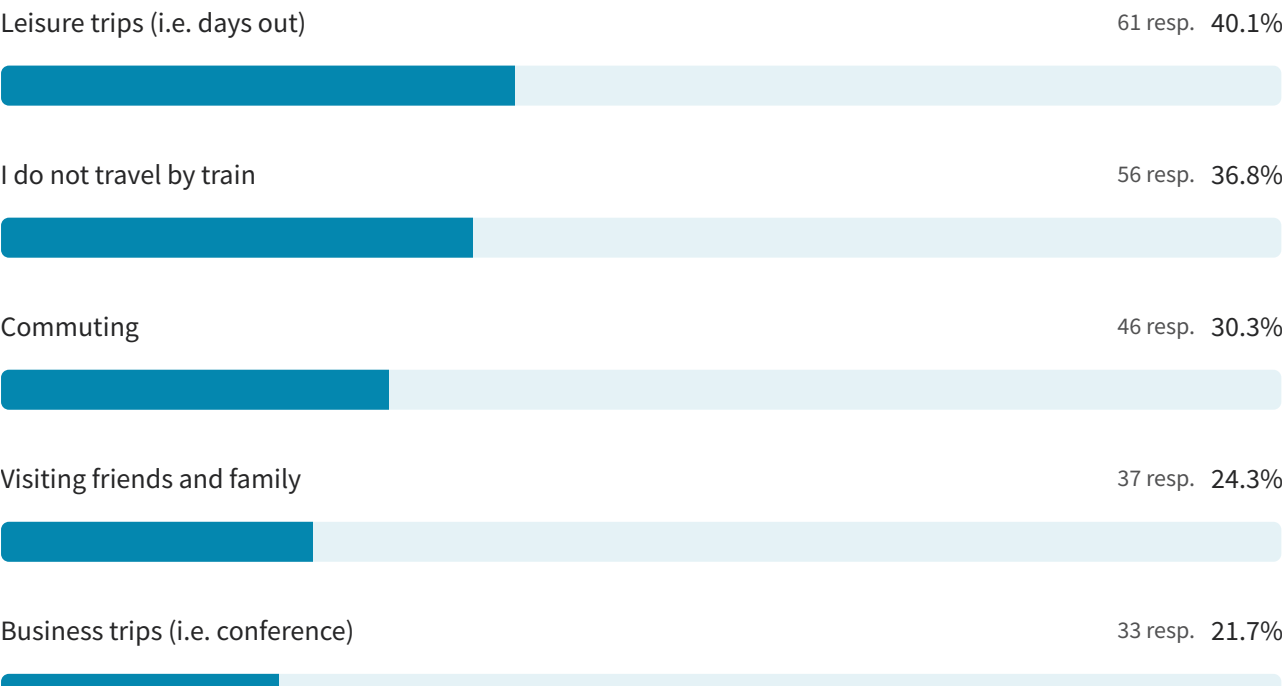
Which development do you live on?

152 out of 152 answered



What type of trip would you typically use the train for?

152 out of 152 answered



Appointments (i.e. hospital)

13 resp. 8.6%

Other

0 resp. 0%

How often do you use Thurston Railway Station?

96 out of 152 answered

A few times a month

29 resp. 30.2%

Less than once a month

28 resp. 29.2%

1-2 days per week

17 resp. 17.7%

3-5 days per week

15 resp. 15.6%

6-7 days per week

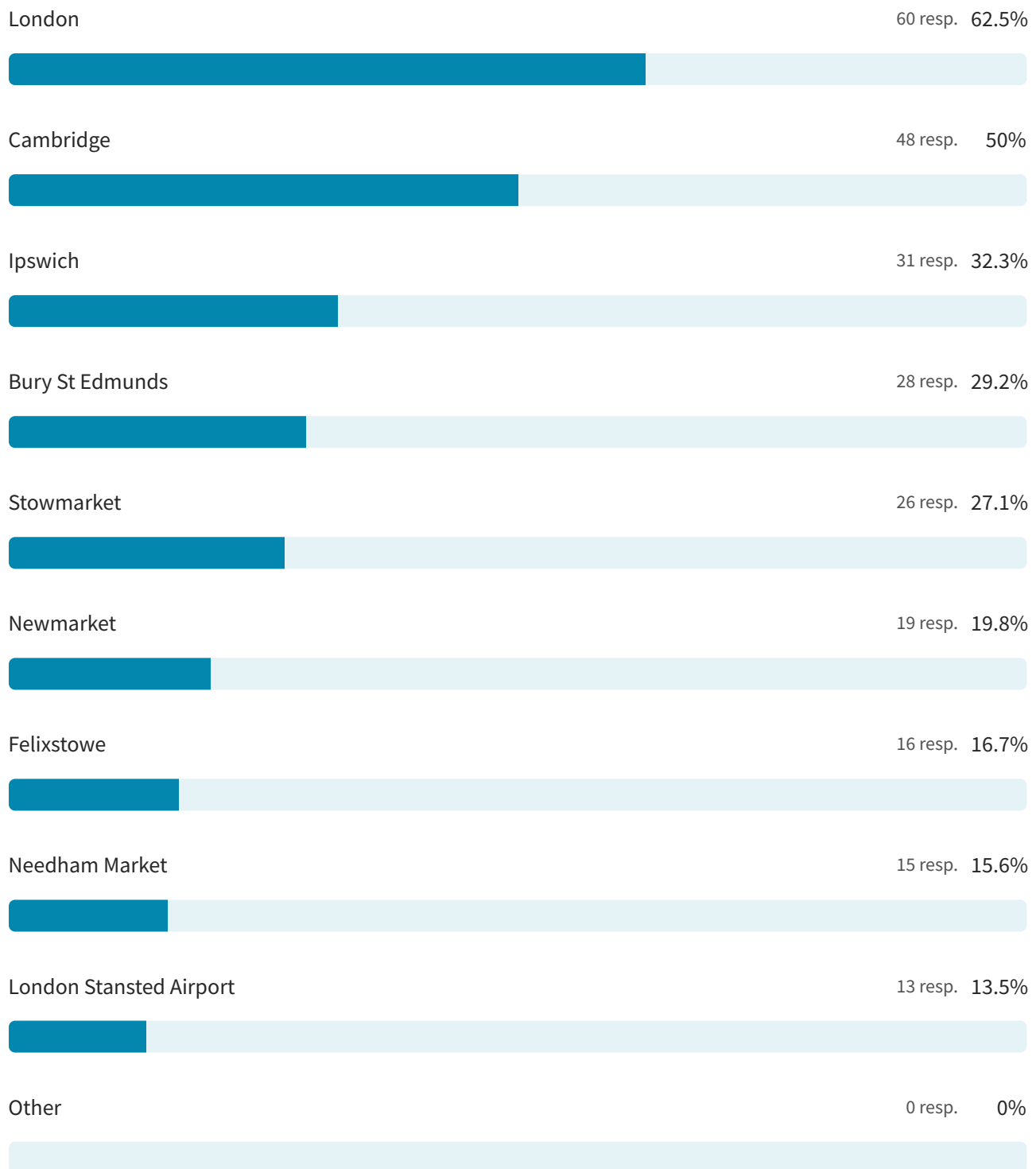
6 resp. 6.2%

Never

1 resp. 1%

Where would you typically travel to by train?

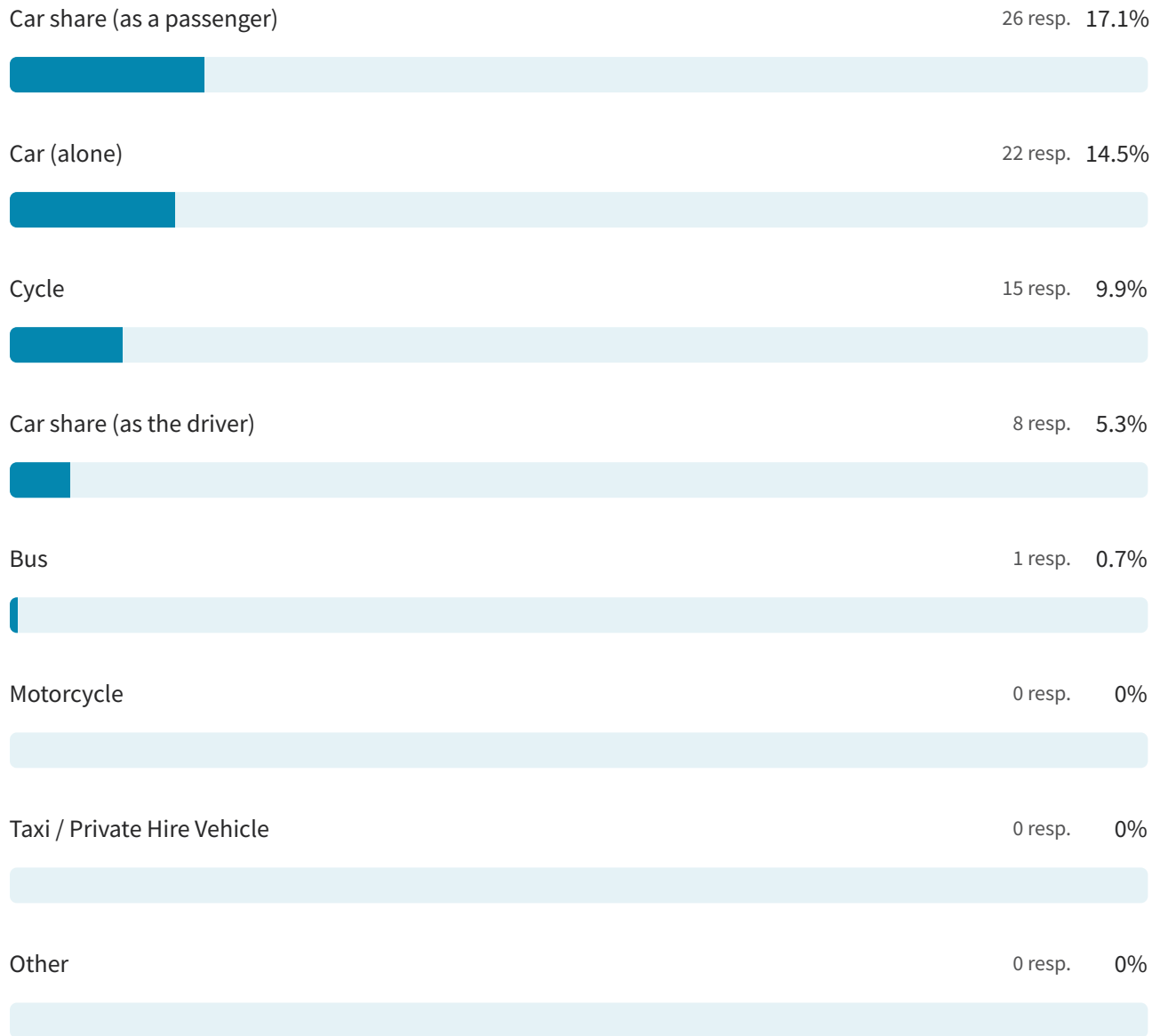
96 out of 152 answered



If you were to travel by train, how would you get from your home to Thurston Railway Station?

152 out of 152 answered

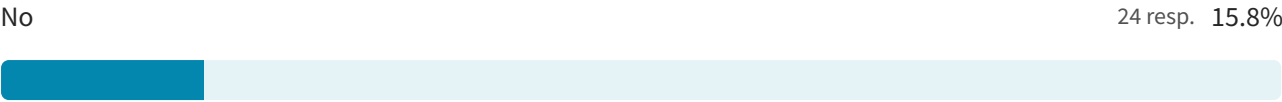




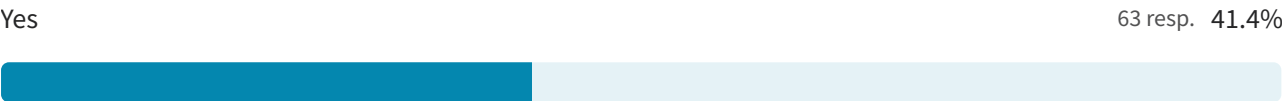
Do you / Would you feel safe using the level crossing at Thurston Railway Station?

152 out of 152 answered

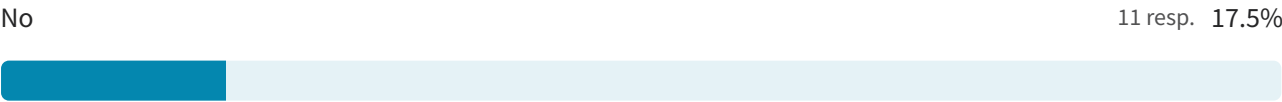




Are you aware of the Rail User Guide for Thurston Railway Station?
152 out of 152 answered



Did you find the Rail User Guide helpful?
63 out of 152 answered



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020 7448 9910



Norwich
01603 230240



Cambridge
01223 314794



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