

East West Rail 2021 Public Consultation Feedback Form

Please use this form to share your views on our consultation on the East West Rail Project.

The feedback we receive during this consultation will be considered as we refine our proposals before seeking government approval for its construction.

For more details about the Project, please refer to our consultation document which can be found online at **www.eastwestrail.co.uk**.

You can also fill in this form:

- Online at **www.eastwestrail.co.uk/feedback**
- Return a paper copy to **Freepost EAST WEST RAIL**
- Scan electronic copy to **consultation@eastwestrail.co.uk**

For large print copies of this form or versions in alternative languages, please email **contact@eastwestrail.co.uk** or call **0330 1340067**.

Please submit your feedback by 9 June 2021 when this consultation will close.

You can fill out as many or as few questions as you would like. If you require more space, please attach any extra pages to this form.

Interaction with colleagues

5. Please share your views on:


- What types of attitudes and behaviours would you like to see our staff displaying to make your experience with EWR a positive one? This may relate to contact you have online, over the phone, at the station or on the train.
- How and where would you like to have access to staff members on your journey and why? Again, this may relate to virtual support or face to face contact.



Customer information

6. Please share your views on:

- What sort of information do you find most critical when you are making a train journey?
- What ways of communicating travel information do you think will be most effective as you arrive at the station or on the train?
- Are there other types of travel information, not directly relating to the train journey, that you think it would be valuable for EWR to provide before or during your journey?
- How could we provide better or different customer information, to help our customers be more relaxed and feel in control throughout their journey?



Section F: The Shelfords to Cambridge station

41. What do you think is important to consider when developing our proposals for the The Shelfords and Cambridge area?

In particular, what do we need to take account of:

- a. In relation to our options for the Hauxton Road level crossing
- b. In relation to our proposed modifications to the Shepreth Junction
- c. In relation to our emerging preferred option to increase the existing railway line between Shepreth Junction and Addenbrooke's bridge from two tracks to four tracks
- d. In relation to our emerging preferred option to increase the existing railway line between Long Road Sixth Form College and Cambridge station from two/three tracks to four tracks
- e. Anything we should consider at Cambridge station.



We will collect and process the information you provide to us in order to record and analyse any feedback or questions you raise during the Consultation. If you give us personal information about other people you must first make sure that you have obtained all necessary permission from that person for you to pass this information on to us. We may need to share personal information with third parties which could include public bodies and third parties working with us on the Project. You have the right to object to the processing of your personal data in certain circumstances and you may ask us to delete your personal information if you believe that we do not have the right to hold it. For further information in relation to how we process personal data, please see our Personal Information Charter at www.eastwestrail.co.uk/personal-information-charter

And finally, please tell us a bit about yourself

Title:

Full name:

Address:

Postcode:

Telephone:

Email:

Organisation (if applicable):

Please select the option that best represents the capacity in which you are responding to this consultation. I am a:

- Local resident Commuter to the area Visitor to the area
- Local business owner Future resident Elected representative
- Local authority Statutory body Directly impacted land/property owner
- Other
(please specify):

Age range (choose one):

- 18 and under 19-34 35-50
- 51-65 Over 65

Would you like to receive further information from East West Rail as the proposals develop? By selecting 'yes' you consent to us contacting you with occasional information and updates about East West Rail.

- Yes No
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