

On reduction station dwell time – three specific ideas for Melksham proposed by the Melksham Rail User Group in reply to request for suggestions from Mark Hopwood on 18th July 2019 for input by 24th July 2019

Melksham

rail user group

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Background / general comments

a) We are grateful for the work already done which helps loading:

* Longer platform allowing all doors to open

* Longer trains (help reduce the time passengers spend pushing past)

b) The line through Melksham is a single track. Capacity is limited and knock on delays are easily incurred. Investment to keep dwell time at Melksham, and to support continued growth there, should be considered favourably.

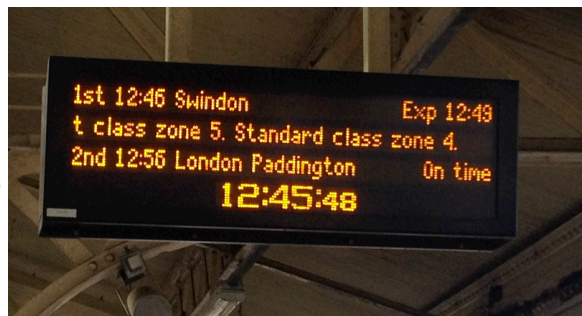
Suggestions

1. **Please consider adding extra name boards so that passengers on the train are more quickly clear that they are at Melksham.** At present, there are just two name boards - both on the original (single carriage) platform section, one of which is of limited visibility from the train at certain angles as it's masked by a notice board. It is not unusual for passengers on the train to be asking around "is this Melksham?" and we have had incidents where people have got off the train thinking they are in Trowbridge.

2. Two carriage trains travelling towards Chippenham pull right forward on the new platform section, away from the waiting shelter, ticket machine, and station gate (outside which smokers wait). Passengers who are not regular users, smokers, and all passengers in the wet take a noticeable time to move up to the train when it arrives. **Please consider adding a 2 carriage stopping point for northbound trains such that they stop alongside the areas where passengers naturally wait.**

3. **Please consider the installation of a departure display board that's visible along the platform and in all light conditions.** A three line display

(of the sort seen at Chippenham, picture to the right) would be good. Or a more recent models showing a graphic of the train, loading and where each section is (example installation - Didcot) would be excellent. This would help people wait along the platform rather than in a clump around the current display.



Peter Blackburn (Chair)
Judith Gradwell (Treasurer)

John Hamley (Secretary)
Graham Ellis (Vice Chair)