

New waiting room for Rye House rail station

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Rail passengers using Rye House rail station are benefiting from a new waiting room.

Greater Anglia has replaced the existing open-sided waiting shelter on platform 1 to install a comfortable new waiting room to help protect people from the elements as they wait for trains.

Work was carried out to replace the old shelter with a brand-new, fully enclosed room with new seating and automatic doors to provide easy access for those with mobility issues, pushchairs and luggage.

The new facility also features a new air conditioning unit installed to provide energy efficient heating and cooling.

It also benefits from fast, free wifi and state of the art CCTV thanks to a network-wide technology upgrade carried out by the train operator last year.

The work to replace the old shelter was made possible thanks to funding from Hertfordshire County Council and means that rail passengers are now protected from winter weather whilst waiting for their trains.

Simone Bailey, Greater Anglia's Asset Management Director, said, "The aim was to deliver a warmer, more

comfortable and easily accessible waiting room for our passengers to help to ensure that rail travel is attractive, convenient and meets the needs of local people.

“I am very grateful to Hertfordshire County Council for their help and support in bringing this project to fruition.”

“Investing in upgrades to stations across the network is extremely important to Greater Anglia, demonstrating our commitment to providing excellent facilities and service to our customers.”

Derrick Ashley, Cabinet Member for Growth, Infrastructure, Planning and the Economy at Hertfordshire County Council, said: “Encouraging more people to switch from their car to more sustainable forms of transport such as trains is at the heart of our Local Transport Plan.

“These improved facilities will make using Rye House station a more attractive and practical option, and I hope they will help encourage passengers back to the railway when the current pandemic restrictions end.”

Current Government advice is to stay at home unless you need to travel for permitted reasons including work and medical appointments.

Greater Anglia continues to ensure that rail travel is safe for staff and passengers with an enhanced cleaning regime, on stations and trains, concentrating on high-touch areas such as push buttons, grab rails and door handles.

The train operator has also introduced a wide range of measures to make it easier for customers to maintain social distancing at stations and on trains – including floor markings, one-way systems, new signs and queuing systems.

It is now mandatory for customers to wear a face covering when using public transport, to help reduce the spread of Covid-19. Children under the age of 11 and people with a disability or illness which means they cannot wear a face covering are exempt from wearing them.

Photo credit: Greater Anglia – The new waiting room at Rye House station