

Dear Neighbour,

I am writing to inform you about upgrades we'll shortly be carrying out to level crossings in the Woodbridge area. I know that any change we make to crossings on our network affects the communities we serve, and that engineering work can have an impact on our neighbours. This letter explains our plans and how they may affect you.

We'll be upgrading the following level crossings:

- Haywards (on Tide Mill Way)
- Ferry Lane
- Jetty Avenue (on Jetty Lane)

Some of the equipment at these crossings is old and needs replacing. There has also been a significant amount of residential development in the area over recent years, and this has meant these crossings are used more heavily than they were previously. We'll use this opportunity to install safer, more modern equipment.

This new equipment will give us a clearer idea of where trains are on the track in relation to the crossings. It will automatically detect anything that may be obstructing the crossings, for example a pedestrian or a car. Not only will this make the crossings safer, but it will also enable us to reduce the time for which the level crossing alarms sound at the Haywards and Ferry Lane road crossings from around 70 seconds to approximately 20 seconds for each train passage.

I have outlined the project's key dates below, with an explanation of what work we'll be doing during these times. We'll write to neighbours again with more details on our working hours, activities and equipment.

Saturday 26 September – Monday 5 October 2020

Our engineering team will be on site from 26 September, to start setting up a compound in the Woodbridge Station car park. This will involve moving machinery to the site and erecting temporary fencing.

Once the compound is set up, we'll start preparatory works along the track. This will mostly take place between Jetty Lane and Lime Kiln Quay, although some of the works extend to Melton Station.

On limited occasions, we'll be working overnight. Where this is necessary, our teams will be briefed on working responsibly in the local community.

During this time there will be no traffic management in place, and access will remain open over the crossings.

Tuesday 6 October – Wednesday 23 December 2020

From October we'll be doing construction work which will again mostly be along the track. As part of this work we'll be installing:

- New signalling equipment with related cabling
- Axle Counters (which detect the location of trains on the track)
- New crossing deck at Ferry Lane and Haywards

Much of this work will take place overnight, as it's safer for our staff to work next to the railway while trains aren't running. To limit the impact this has on residents, we've planned our work to minimise