

Derwent Valley Line Community Rail Partnership Aspirations for East Midlands Franchise Post 2019

Summary of Key Aspirations for Derwent Valley Line – see below for further details

1. Maintain current service level between Nottingham and Matlock with all trains serving all stations between Derby and Matlock. Consideration of an enhanced Spondon service due to housing growth.
2. Hourly Sunday Service from 0800-2300 between Derby and Matlock, extending to Nottingham – see Appendix 1. Sunday service to operate on Boxing Day.
3. Evening Service to be improved to hourly with last train departing later between Nottingham and Matlock – see Appendix 2.
4. All services to have a minimum of two carriages. Some peak hour and leisure services to have extra capacity. Appendix 3 outlines the current service usage, identifying key travel periods.
5. Additional Belper mainline stops to provide a minimum of two morning and evening services in each direction to Chesterfield and Sheffield.
6. Half hourly service to/from Matlock to be introduced at key times to meet morning and evening commuting and seasonal visitor demands. It is envisaged that the provision of a passing loop between Whatstandwell and Cromford is required to enable this enhancement.
7. Proposed new East Midlands to North West Rail service to be a regional service with all trains calling at Belper and some at Duffield.
8. Various Station improvements including access improvements, Customer Information Screens and train detection. Stations to be managed by Local Station Management team that is available to support and work with Community Rail Partnership and Station Adopters – see Appendix 4.
9. Enhanced funding for Derwent Valley Line Community Rail Partnership to provide the Partnership with a sustainable future and to deliver small scale marketing and station project work – see Appendix 5.
10. Continuation of East Midlands Trains 'Through Ticketing' scheme enabling travel from any National Rail station to Wirksworth on the Ecclesbourne Valley Railway and to Rowsley on Peak Rail.

Passenger Growth during current East Midlands Franchise

Patronage on the Derwent Valley Line has grown dramatically in recent years since the introduction of a reliable hourly train service, unlocking significant suppressed demand by local residents and visitors. Passenger journeys have increased significantly at all Derwent Valley Line stations with particularly strong commuter growth at Belper and Duffield and equally impressive growth in visitors to Matlock Bath. Opportunities to further enhance the rail service alongside continued housing and leisure growth provide the potential for continued strong increases in passenger journeys.

Passenger Growth 2007/8 to 2016/17	2007/8	2016/17	Passenger Growth	Growth %	Annual Growth 2016/17 PO1-13	Origin and Destination	% Annual Growth
AMBERGATE	19,809	47,025	27,216	137%	AMBERGATE	47,025	13%
BELPER	79,207	230,441	151,234	191%	BELPER	230,441	2%
CROMFORD	17,405	47,836	30,431	175%	CROMFORD	47,836	12%
DUFFIELD	21,857	70,181	48,324	221%	DUFFIELD	70,181	14%
MATLOCK	92,942	221,937	128,995	139%	MATLOCK	221,937	3%
MATLOCK BATH	23,866	75,716	51,850	217%	MATLOCK BATH	75,716	7%
WHATSTANDWELL	15,457	27,923	12,466	81%	WHATSTANDWELL	27,923	16%
Totals	270,543	721,059	450,516	167%	Totals	721,059	6%

Continuing at 7% growth passenger numbers are over 1 million by 2021 and double again by 2025.

Key Train Service Landmarks since 2007 – current East Midlands Franchise

The main train service improvements that have facilitated the impressive passenger growth since 2007 are:

- November 2007 - Start of East Midlands Trains franchise.
- December 2008 –Frequency increased to hourly Monday to Saturday, from 11 to 17 trains each way.
- December 2009 – Hourly frequency introduced at Cromford and Whatstandwell; good hourly connection to London established at Derby to/from stations to Matlock.
- December 2011 – Additional morning commuter service introduced arriving Derby 0713 from Ambergate, Belper and Duffield.
- PPM consistently over 90% since 2011, up from 70% in 2006 and 83% in 2008.

These improvements need to be maintained.

Appendix 1 - Hourly Sunday Service

Aim

Enhance the Sunday Nottingham Matlock service to an hourly frequency between 0800 and 2300. A desired timetable is included below detailing an hourly Sunday service proposal.

Passenger Growth

Passenger journeys to/from Derwent Valley Line stations (Duffield to Matlock) have increased from 270,543 in 2007/8 to 681,313 in 2015/16. It is likely that with an hourly service, a similar relative increase in passenger growth would occur on Sundays. There is the opportunity to also increase passenger numbers between Nottingham and Derby.

Benefits

In summary, an hourly Sunday service between Matlock and Nottingham would have the following benefits:

- An hourly Sunday service, with earlier morning trains, would provide the opportunity for local people to access employment, notably in retail in Derby and Nottingham for 1000/1030 working start time;
- An improved Sunday service would better meet the Derwent Valley's growing visitor market including better options for walkers accessing the valley, as well as providing other leisure travel opportunities for residents;
- Opportunity for modal shift from car to rail, reducing congestion on busy A6 (often gridlocked in summer);
- Economic benefits to the area from increased number of visitors and improved access to employment in the cities and within the valley (e.g. at tourist attractions).
- Greatly improve the options for travel from Long Eaton, Attenborough and Beeston which also have similar level of Sunday service as CrossCountry do not serve these stations on a Sunday;
- Provide improved connections at Derby for London, Birmingham and the rest of the network for people in the Derwent Valley and from Long Eaton, Attenborough and Beeston. Connections from an hourly clockface timetable would be very good to/from London and Birmingham making Sunday travel attractive;
- The current Sunday service appears inefficient with many trains sat at Derby for long periods, which could potentially continue to Matlock;
- Improving the Sunday service does not require any infrastructure improvements or Network Rail signalling costs;
- There is increasing number of attractions along the World Heritage Site that are open year round;
- Frequent, commercial bus services show there is demand for travel between Nottingham, Derby and Matlock (see below).

Sunday Bus Services – All commercial services unless stated:

- Derby – Nottingham (non-stop): Red Arrow every 20 minutes;
- Derby – Long Eaton - Beeston - Nottingham: Y5 every 30 minutes;
- Derby – Sandiacre – Nottingham: i4 hourly;
- Nottingham – Beeston – Long Eaton – East Midlands Airport: Skylink every 30 minutes;
- Long Eaton – Beeston – Nottingham: Indigo every 10 minutes;
- Long Eaton – Derby: Zoom hourly;
- Derby - Belper: The Sixes – 2 per hour;
- Derby - Belper – Wirksworth – Matlock: 6.1 every 2 hours (commercial between Derby and Belper, DCC contract between Belper and Matlock);
- Derby - Belper - Matlock – Buxton: TransPeak hourly.

Desired Sunday Timetable Matlock - Derby - Nottingham Every Hour

Timing Type		Existing	New journey	Existing	New journey	Existing	New journey	Existing	Start at Matlock	Existing	Existing	Existing	Start at Matlock	Existing	Start at Matlock	Existing
From																
Matlock	Dep	08:38	09:38	10:38	11:38	12:38	13:38	14:41	15:38	16:38	17:42	18:38	19:38	20:38	21:38	22:44
Matlock Bath		08:40	09:40	10:40	11:40	12:40	13:40	14:43	15:40	16:40	17:44	18:40	19:40	20:40	21:40	22:46
Cromford		08:43	09:43	10:43	11:43	12:43	13:43	14:46	15:43	16:43	17:47	18:43	19:43	20:43	21:43	22:49
Whatstandwell		08:48	09:48	10:48	11:48	12:48	13:48	14:51	15:48	16:48	17:52	18:48	19:48	20:48	21:48	22:54
Ambergate		08:54	09:54	10:54	11:54	12:54	13:54	14:56	15:54	16:54	17:58	18:54	19:54	20:54	21:54	23:00
Belper		09:00	10:00	11:00	12:00	13:00	14:00	15:03	16:01	17:01	18:05	19:00	20:00	21:00	22:00	23:07
Duffield		09:05	10:05	11:05	12:05	13:05	14:05	15:07	16:05	17:05	18:09	19:05	20:05	21:05	22:05	23:11
Derby	Arr	09:12	10:12	11:12	12:12	13:12	14:12	15:15	16:12	17:12	18:16	19:12	20:12	21:12	22:12	23:18
Derby	Dep	09:14	10:14	11:14	12:14	13:14	14:14	15:16	16:14	17:14	18:14	19:14	20:14	21:14	22:18	..
Spondon	
Long Eaton		09:24	10:24	11:24	12:24	13:24	14:24	15:26	16:23	17:24	18:24	19:24	20:23	21:24	22:28	..
Attenborough		09:31	10:31	11:31	12:31	13:31	14:31	15:34	16:31	17:31	18:34	19:34	20:31	21:31	22:35
Beeston		09:34	10:34	11:34	12:34	13:34	14:34	15:37	16:34	17:34	18:37	19:37	20:34	21:34	22:38	..
Nottingham	Arr	09:41	10:41	11:41	12:41	13:41	14:41	15:43	16:43	17:44	18:44	19:44	20:41	21:41	22:45
To																

3 New Matlock to Nottingham services required and 3 existing Derby to Nottingham services to operate from Matlock

All trains to call at all stations between Matlock and Nottingham and at Spondon.

Connections at

Derby to

London STP	Derby Dep:	09:49	10:57	No train	12:17	13:22	14:17	15:22	16:26	17:23	18:26	19:19	21:01			
		These trains do not officially connect			40+ minute connection											
Birmingham New	Derby Dep:	09:28	10:33	11:29	12:29	13:32	14:29	15:26	16:27	17:27	18:26	19:27	20:27	21:26	22:26	

Timetable information correct at September 2017

Desired Sunday Timetable Nottingham - Derby - Matlock Every Hour

Timing Type		Existing	New Journey	Existing	New Journey	Existing	New Journey	Existing	Extend to Matlock	Existing	Existing	Existing	Extend to Matlock	Existing	Extend to Matlock	Existing
From																
Nottingham	Dep		08:26	09:26	10:26	11:27	12:26	13:23	14:22	15:28	16:23	17:22	18:22	19:22	20:20	21:24
Beeston			08:32	09:32	10:32	11:32	12:29	13:29	14:28	15:34	16:29	17:28	18:28	19:28	20:26	21:30
Attenborough			08:35	09:35	10:35	11:36	12:32	13:32	14:31	15:37	16:32	17:31	18:31	19:31	20:29	21:33
Long Eaton			08:43	09:43	10:43	11:43	12:43	13:40	14:39	15:45	16:40	17:40	18:39	19:39	20:37	21:41
Spondon		
Derby	Arr		08:54	09:54	10:54	11:55	12:54	13:51	14:50	15:56	16:51	17:51	18:50	19:50	20:49	21:53
Derby	Dep	07:56	08:56	09:56	10:56	11:56	12:56	13:56	14:56	15:58	16:56	17:56	18:56	19:52	20:56	21:55
Duffield		08:03	09:03	10:03	11:03	12:04	13:03	14:03	15:03	16:05	17:03	18:03	19:03	19:59	21:03	22:02
Belper		08:08	09:08	10:08	11:08	12:09	13:08	14:08	15:08	16:10	17:10	18:08	19:08	20:04	21:08	22:07
Ambergate		08:14	09:14	10:14	11:14	12:15	13:14	14:14	15:14	16:16	17:16	18:14	19:14	20:10	21:14	22:13
Whatstandwell		08:18	09:18	10:18	11:18	12:19	13:18	14:18	15:18	16:20	17:20	18:18	19:18	20:14	21:18	22:17
Cromford		08:24	09:24	10:24	11:24	12:24	13:24	14:24	15:24	16:26	17:26	18:24	19:24	20:20	21:24	22:23
Matlock Bath		08:26	09:26	10:26	11:26	12:27	13:27	14:26	15:26	16:28	17:28	18:26	19:26	20:22	21:26	22:25
Matlock	Arr	08:30	09:30	10:30	11:30	12:30	13:30	14:30	15:30	16:32	17:30	18:30	19:30	20:26	21:30	22:29
To																

3 New Nottingham to Matlock services required and 3 existing Nottingham to Derby services to operate to Matlock

All trains to call at all stations between Nottingham and Matlock and at Spondon

Connections at

Derby from:	Derby Arrival Time:	10:54*	11:43	12:43	13:42	14:44	15:45	16:47	17:44	18:36	19:37	20:37	21:36	
London STP	Derby Arrival Time:	10:54*	11:43	12:43	13:42	14:44	15:45	16:47	17:44	18:36	19:37	20:37	21:36	
	These trains do not connect	*From Leicester												
Birmingham New	Derby Arrival Time:	09:41	10:40	11:37	12:38	13:37	14:39	15:33	16:40	17:40	18:39	19:40	20:39	21:41

Timetable information correct at September 2017

Appendix 2 - Improvements to Evening Train Service

Continue hourly Nottingham Matlock service for all evening trains:

- 21:16 and 22.16 from Nottingham extended through to Matlock to offer better and later evening services back from Nottingham and Derby and also later connections from Birmingham and London
- 21:39 Matlock to Derby extended through to Nottingham. This train currently terminates Derby. Running this train to Nottingham would also reduce the 80 minute gap between trains from Derby to Nottingham to c.45-50 minutes.

Proposed Evening Timetable to Matlock

	Peak Train			Off Peak Train			Off Peak Train	
Nottingham			2020			2116		2216
<i>London St. Pancras</i>	1857			1955			2055	
<i>Birmingham New St</i>		1949			2049			
Derby	2034	2034	2052	2129	2132	2152	2225	2252
Belper			2104			2204		2304
Matlock			2126			2226		2326

Proposed Evening Timetable to Derby and Nottingham

Matlock	2037			2139		2237	2337
Belper	2059			2201		2259	2359
Derby	2111	2121	2129	2213	2245	2311	0011
Nottingham	2141			2245		2341	
<i>Birmingham New St</i>			2209		2325		
<i>London St Pancras</i>		2301					

Appendix 3 Passenger Usage on the Derwent Valley Line

The Derwent Valley Line has been a great success achieving one of the highest passenger growth rates since the introduction of a reliable hourly train service in December 2008. The success of the route was highlighted in The Value of Community Rail Partnerships report, published in 2015, on behalf of ACoRP. The report showed greater percentage growth on Community Rail Partnership (CRP) routes than the national rail network or regional services. CRP lines grew on average, by 45% between 2006/7 and 2012/13, 18% over and above the Regional sector. In comparison, the Derwent Valley Line has had one of the highest passenger growth increases across this period with a 116% growth from 259,749 in 2006/7 to 561,649 in 2012/13, equating to an average of 19% year on year growth. Since then annual increases have been 6% in 2013/14, 8% in 2014/15, 6% in 2015/16 and 6% in 2016/17 showing continued strong growth. Continuing this typical 7% growth rate will see passenger journeys double again by 2024 or at a lower growth of 4.5% will see a doubling of passengers by 2029, using 2013/14 as the baseline figure.

As a result of this strong passenger growth, capacity on the route is now regularly at or above 100%. The Partnership is concerned that the current lack of available rolling stock and restricted rail infrastructure is limiting further growth of the Derwent Valley Line. The usage of the line is already exceeding the capacity predictions for 2023 outlined in Network Rail's East Midlands Route Study Consultation.

Weekday Commuter Services

There is a high level of commuter use on the line. The 0737 from Matlock arrives at Derby with approximately 200 passengers, 50 of whom are standing, well above the 100% load factor. A passenger count on 14/01/2016 showed that a total of 202 passengers arrived at Derby on the 0737 train from Matlock, with 106 of these had boarding at Belper. Of the 202 passengers, 58 stayed on the train beyond Derby towards Nottingham. This count was part of the Newark Castle train service improvement survey.

The first train also normally a 2 car unit at 0620 from Matlock, is also well used with a load factor estimated to be in the 70%-85% range. In December 2011, to meet increasing demand in the morning peak, East Midlands Trains introduced an additional morning train from Ambergate at 0657. Due to limitations of the

single line, this service cannot operate from stations between Matlock and Ambergate. This single car operates at up to 70% capacity. Similarly the 0837 from Matlock, normally a 2 car unit, typically operates at about 70% capacity.

In the evening peak the 1620, 1720 and 1820 from Nottingham normally depart at 85-100% capacity with passengers alighting mainly at Beeston, Long Eaton and Derby. Commuters from Nottingham are joined at Derby by scores of passengers' for stations to Matlock. These trains typically depart at 85-100% capacity.

The East Midlands Route Study Consultation predicted that commuter train capacity would reach 85-100% in 2023, yet the route has already achieved this level of usage and additional rolling stock is required with the need for three car trains on these busy commuter services.

Leisure Use

The service is heavily used by visitors to the area at weekends during most of the year and during school holiday periods. The line is increasingly popular with visitors travelling to the numerous attractions along the route which include Matlock Bath and the Heights of Abraham, the suite of mill sites and associated attractions comprising the Derwent Valley Mills World Heritage Site and two popular heritage rail routes which operate from Duffield and Matlock stations. The line offers numerous walking opportunities throughout the year and provides an opportunity for onward travel into the Peak District National Park. The tourist season is also extended until the end of October by the ever popular Matlock Bath Illuminations, when additional rolling stock is provided to meet the demand. Throughout the year the service is well used by local residents going shopping, including many young people visiting the cities at weekends and football fans travelling to Derby and Nottingham.

Unfortunately continued passenger growth at these times is being restricted by:

- Single car trains operating, especially on Saturdays when the line is well used by local residents for leisure use as well as visitors to the area;
- Two car units are insufficient to meet capacity at peak holiday periods when visitors flock to Matlock Bath and other destinations on the line.
- On Sundays, a train every 2 hours does not provide the level of service required to meet the demand by both visitors to the area and of local residents including those who now work on Sundays, typically in retail in Derby and Nottingham.
- Additionally overcrowding is a common occurrence for Derby County home games when a mixture of 1 and 2 car trains are typically used. On these days 3 car trains are required.

The Partnership regularly receives complaints regarding the use of single car trains particularly on Saturdays, several of these experiences are detailed below. N.B. Names have been removed from the emails.

Sent: 26 July 2015

Subject: Single Car on Saturday and Passengers Unable to board

Hi Al

J came back from Derby on Sat 25/7/15 on the 1152 ex Derby. The train was well loaded on arrival at Derby where many more passengers crowded on. She doesn't know if any were left behind at Derby but some were at Duffield. At Belper a family of 2 adults and 2 kids all with cycles tried to board without success because there were already 2 bikes on board. (It is not possible to cope with this number of bikes anyway!) Some others were left behind at Belper.

My real concern is that the conductor could not get through the train to issue or check tickets and that the computer produced passenger numbers are therefore understated. I wonder if we should ask FDVL members travelling on

Saturdays to report instances of overcrowding to support the FDVL and DVLCRP case for all trains to be at least 2 cars in our submissions under Future Franchise Consultation.

Regards

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From: J L

Sent: 06 August 2016 09:53

Subject: Saturdays in Derbyshire

I am concerned about the effect the actions of East Midlands trains, regarding their Saturday service to Matlock, may be having on your initiatives to increase the use of public transport in Derbyshire. I am sending you the text of an email I have sent to them in the hope that you may be able to have some influence.

I regularly travel on the 9-20 train from Nottingham to Matlock and have always had great service in the week. This year I have had to travel more often on Saturdays and I am very concerned that you have cut this route down to 1 coach (2 in the week) every Saturday I have travelled... the service is overcrowded. Saturday is a day when families can go out for the day and with the attractions offered by this area of Derbyshire and the poster advertising campaign you yourselves are running the service is always going to be well used on Saturdays. I am very concerned that there are real issues over safety with people standing in aisles and around exits and I have often had great difficulty squeezing past people (and pushchairs and bikes) to get off at Cromford. It is a very negative experience for anyone travelling for the first time and therefore is not going to do your reputation as an alternative to using a car any good either. For that reason I am going to send a copy of this email to Derbyshire County Council. As a matter of urgency I feel you need to address this issue before you lose the travellers you already have, or worse, someone is injured on this service.

J L

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Email re Easter Saturday 2017

Hi Al,

Came back from a conference outside London on Easter Saturday and the Matlock train was only 1 carriage (late morning) so we were standing from Derby. My suitcase was not popular! At one stage the conductor was worried that she would have to refuse to let everyone waiting at Ambergate get on because of safety (thankfully a few got off here). And she certainly couldn't check or sell tickets as the aisle was completely blocked

BB

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Email re Thursday 17 August 2017

Hi Alistair

Hope you had a nice holiday and sorry to give you some bad news concerning the trains.

On Thursday 17th August, my sister and I went for the 4:37 train. The platform at Matlock was unusually crowded and only one carriage arrived. When we left Matlock there were 4 spare seats and people standing because they could not sit together. By the time we left Matlock Bath there were two Pointers, two Weimaraners and one other Spaniel sized dog on the train, not to mention loads of kids. The two Weimaraners, other dog and most of the kids and parents were standing in the aisle. The Pointers were laying in the bike stand, with a young lad sitting on the shelf above. There were other people standing in that area too.

To add insult to injury we were then put in the loop and eventually got to Belper at 5:10.

Everybody was complaining and I seem to recall the same situation last August.

Many thanks.

Regards

AC

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The Partnership wishes to ensure that passenger capacity is provided to meet both peak time and all day capacity for passengers travelling on the Derwent Valley Line services.

The Partnership wishes to see the Derwent Valley Line grow and not hit saturation and stagnate due to lack of rolling stock and restricted infrastructure capacity. The line is a very successful route and this is expected to continue in future. Whilst recognising the poor benefit cost ratio for additional rolling stock and/or other infrastructure improvements, the current rolling stock and infrastructure must be enhanced for the future. The Partnership wishes to develop opportunities to work with Department for Transport, Network Rail, train operating companies, local authorities and other stakeholders to make these aspirations a reality.

Appendix 4 - Station Improvements

- CIS for Cromford, Whatstandwell, Ambergate and Duffield.
- Train detection on branch to improve information.
- Access improvements to Belper station.
- Duffield Footbridge and access to be fully accessible.
- Electric car charging points to be installed at local stations.
- Local Station Management including maintenance by skilled staff to support Community Rail Partnership and Station Adopters.
- Continue to develop Station Adoption Scheme

Appendix 5 – Derwent Valley Line Community Rail Partnership

- Increased Core Funding to provide sustainable future for Community Rail Partnership at time of diminishing Local Authority funding
- Marketing and station budget to fund Community Rail Partnership and Station Adoption projects.