

# East Midlands Rail Franchise Consultation

## Response from the Derwent Valley Line Community Rail Partnership

This response has been produced by Alastair Morley, Community Rail Officer for the Derwent Valley Line Community Rail Partnership.

The Derwent Valley Line Community Rail Partnership has been collating aspirations from our partnership members for over 12 months in anticipation of this consultation. These aspirations for the Derwent Valley Line are detailed in the aspirations document enclosed with this response.

This response primarily relates to all stations between Derby and Matlock for which the partnership is the Designated Community Rail Partnership. These stations include Derby, Duffield, Belper, Ambergate, Whatstandwell, Cromford, Matlock Bath and Matlock.

### Responses to East Midlands Franchise Questions

#### 1. [How do you think closer cooperation between staff in Network Rail and the operator of the next East Midlands franchise can be achieved?](#)

Your view:

This relationship is key in ensuring that a reliable train service can be operated. Continued improvements to train performance are required to build on the significant improvements achieved during the current franchise. Ensure that maintenance and enhancement work is passenger focused and supports economic growth and maximises benefits to the local communities served by the railway.

The Derwent Valley Line has been a great success in recent years with a near trebling of passenger numbers during the current franchise. Route enhancements need to be considered to enable an increase in train frequency, thus maximising the benefits of the railway to the community.

On an annual basis, more frequent vegetation removal is needed to minimise impact on performance during the leaf fall season and to minimise the impact on railway infrastructure. In autumn 2016, the Matlock PPM was severely impacted upon particularly in the morning peak, due in part to the amount of trees on route and that the rail treatment train was not used until mid-morning.

The Derwent Valley Line Community Rail Partnership has a good working relationship with Network Rail at a local level and has worked jointly to deliver many initiatives to enhance stations. This includes a number of community licences at stations which have enabled environmental improvements which have greatly benefited passengers, notably in several cases improving the safety of stations.

#### 2. [How can the operator of the next East Midlands franchise engage with:](#)

Community rail partnerships to support the local economy to stimulate demand for rail services in the region?

The current franchisee provides good support both in terms of financial support and support from staff within the train company. The train operator has provided a reliable and more frequent train service which the Partnership has promoted extensively and helped achieve a 166% increase in passenger journeys at Derwent Valley Line stations, since the start of the current East Midlands Franchise. The Derwent Valley Line Community Rail Partnership would like to see additional support to further develop and promote the route during the next franchise.

### Financial Support

The contribution from the train company needs to be increased to make the partnership more financially sustainable. Whilst Local Authority support remains strong for the Partnership the increasing likelihood is that the small amounts of local authority funding may well diminish or disappear. Due to the local authority

budgeting process, this funding is only ever committed on an annual basis which makes planning the financial future of the Partnership extremely difficult. Even with several small amounts of Local Authority funding in place the Partnership has in most years had to utilise Partnership reserves to support the core partnership costs of a part time Community Rail Officer. The train operator gains the financial benefit from the success of our partnership and they accordingly need to provide sufficient funding to fully cover the costs of the Partnership Officer. This will enable the Partnership to plan beyond a year by year basis and deliver more effectively.

Additionally, the train operator needs to also provide funding for marketing and station enhancements. The partnership has been very successful in promoting and helping to grow passenger journeys on the Derwent Valley Line. The train operator needs to provide funding to fully cover core marketing costs to promote the line for example to pay for two line guides each year and other regular marketing. The Partnership has been successful in gaining external grants for additional marketing work. These grants require match funding and it is imperative that this is available from the train company. Similarly the partnership has carried out extensive, mainly small scale station enhancements working with the train company, station adopters and the wider community. Most of these enhancements have been initially funded through grants which require match funding. This needs to be available from the train operator. These enhancements also need to be maintained and it is imperative that the train company provides an allocation of funding to the Partnership for each station to maintain the high standards achieved through the work of station adopters and Community Rail Partnership.

The Derwent Valley Line Community Rail Partnership supports the proposal from East Midlands Councils that a *'minimum funding for Community Rail Partnership Officers at not less than £28k per CRP and a match fund pot for additional activity pooled for CRP's to bid into to invest in small station improvement fund of £125k per annum'*.

There are other opportunities for the Community Rail Partnership to further engage with the local community to stimulate demand for rail services in the Derwent Valley. These include wider engagement with local tourism and educational work in schools. To deliver this work would require additional staff resources and funding through the East Midlands franchise.

### **Supporting the Community Rail Partnership**

The Derwent Valley Line Community Rail Partnership has had good support from staff within the current train operator to develop community initiatives on the Derwent Valley Line. This support has included local management support on a regular basis at Partnership meetings, community project days and to assist with station adoption projects. The Partnership has also been able to call upon regular practical assistance to install planters, promotional panels and support other partnership and station adopters improvements at local stations. Management support for the Station Adoption scheme has also of been great assistance as has assistance from communications staff to help promote local initiatives along the line. It is imperative that all these levels of support continue in the future.

### **Rolling stock**

A key aspect that needs improvement is the amount of rolling stock available to operate local train services. The limited amount of rolling stock has been a major constraint to the current operator and has restricted further growth on the Derwent Valley Line. Many peak hour services operated by 2 car trains are full to capacity and on Saturdays the service is often operated with a single car train, meaning passengers are often unable to board the train. These limitations have limited the amount of marketing the partnership has undertaken targeted at commuters and visitors to the area, as trains are already at capacity at these times.

Heritage railways to support the local economy to stimulate demand for rail services in the region?

The Derwent Valley Line offers direct links at two stations for heritage rail services with Ecclesbourne Valley Railway at Duffield and Peak Rail at Matlock. Both of these railways have set up 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. The Partnership helps promote rail travel to both these railways and wish for the through ticketing scheme to continue. These heritage railways are also promoted by the train company in the local timetable leaflet. There is an opportunity for better promotion of these railways from the Derwent Valley Line and across the East Midlands rail network. Options to provide more integration between the Derwent Valley Line and our heritage railway lines could provide an enhanced visitor experience bringing additional economic benefits to the area.

Additionally the Derwent Valley Line Community Rail Partnership works with many tourism attractions to promote sustainable travel. Several of these attractions offer a discounted admission for train passengers.

### 3. Do you think the operator of the train services, stations and supporting services should consider and support the following when they run the franchise:

The environment?  Yes  No

Your reasons: The railway has both positive and negative impacts on the environment. The decision to halt electrification will have a negative environmental impact due to the continued use of diesel propulsion. This decision goes against the current approach to cars where diesel and petrol production will cease in 2040. An electrified mainline could have also opened up opportunities for dual powered multiple units to operate to Matlock using a combination of electric and battery power, bringing additional environmental benefits.

Other negative impacts include the waste from toilets being discharged onto tracks, a particular issue at Matlock where trains terminate and are in platform prior to the following departure. It is understood that all rolling stock is being fitted with tanks to prevent this.

The railway has many opportunities to enhance the environment of its stations and network as a whole. Such improvements can bring safety benefits, reduced vandalism and community engagement.

If so, how should they do this?

Equality?  Yes  No

Your reasons:

If so, how should they do this?

Rail can help to deliver economic growth and it is important that the future workforce is developed and that this reflects the ethnicity and gender of the region. All trains and stations should strive to deliver equality through a culture of pro-actively and positively supporting the needs of its customers regardless of their gender, ethnicity, age or disability.

Communities in the areas they operate?  Yes  No

Your reasons:

If so, how should they do this?

Train companies can bring much added value to their local communities. Local procurement can bring economic benefits and help minimise environmental impact. Likewise the local community can bring much added value to their local railway. Community Rail Partnerships, Station Adopters and other community groups are key in delivering this additionality. Effective consultation and communication with communities is essential in maximising these benefits.

There are opportunities to engage more with local communities to both educate and promote the benefits of the railway and also highlight rail safety. This can be done through schools and colleges as well as within the wider community. Such initiatives may help to tackle social isolation.

4. Do you agree with our proposed approach, which could reduce journey times on long distance services and increase the likelihood of getting a seat?

Yes No

Your reasons:

Support the principle of this, subject to the following:

- Concerned that the new Bi-mode trains will offer an inferior service in terms of travel time.
- Other additional train services are available, with good connections to enable passengers to access these intermediate stations.

5. What are your suggestions about how to mitigate the potential loss of some direct services between Oakham, Melton Mowbray and London?

Your view: N/A to the Derwent Valley.

6. Additional seats for passengers are, in your view, most needed:

On which East Midlands services?

Local Services need additional train carriages to increase seating capacity.

Which East Midlands routes?

Nottingham – Derby – Matlock

Capacity enhancement is required ideally with increased service frequency, but at least through the provision of additional rolling stock, which is needed now.

At which times of day?

During peak hours, Monday to Friday two car trains are full and standing, with some passengers unable to board. Some of these services are occasionally single car 153 trains causing overcrowding and passengers unable to board, thus waiting an hour for the next train or deciding to drive. Many passengers may not travel by train in future following such an experience. At weekends especially on Saturdays when this service is regularly operated by a single car train and numerous people are unable to board trains due to overcrowding. These overcrowded train also impact upon train performance due to the extra time taken to board and alight at each station. These delays can also impact upon mainline services.

7. Which on-board facilities, in order of preference, are most important to you (indicate your preference from 1 – highest to 13 – lowest)?

	on short distance journeys (up to 60 minutes)	on long distance journeys (over 60 minutes)
Baby changing facilities	5	
Catering	12	
CCTV	1	
Cycle storage	7	
First class areas	13	
Free wi-fi	8	
Luggage space	3	
Power sockets	9	
Pushchair space	4	
Seat-back tables	11	
Table seating	6	
USB sockets	10	
Wheelchair space	2	

## 8. What other on-board facilities should be:

Introduced? Your view:

Some existing rolling stock will cease to be compliant for disabled access after 2019. Rolling stock is required to meet these requirements and to enhance seating capacity to meet current and future passenger demands. In the short term there could be a role for some of the existing non compliant stock to be retained for capacity purposes which could be operated as part of a longer compliant train set. This could help meet current demand and provide more luggage/pushchair storage space which is a particular issue due to the number of families using the Derwent Valley Line. There is also a growing demand for additional bicycle carriage, which needs to be better considered. This is a growing market and Matlock is a starting point for cycle trails into the Peak District and the proposed Derwent Valley Cycleway, aims to connect at each station.

Display screens showing next station call and stations en route with automated announcements should be installed on local trains.

Improved? Your view:

## 9. How could your local train services be changed to better meet your current and future needs:

The following response refers to the Nottingham - Derby – Matlock service. This service should be at a minimum an hourly service, seven days a week. All services should be a minimum of 2 units with peak hour and leisure services having extra capacity to meet demand.

The Derwent Valley Line has achieved substantial growth with a tripling in passenger numbers during the current East Midlands franchise. A regular hourly service has been key to this success, assisted by marketing and station enhancements which the Community Rail Partnership has played a key role. Unfortunately the single line between Ambergate and Matlock is at full capacity. Going forward we would like further service enhancements and would request that train operators have a flexible and outward approach to how this may be achieved to meet the needs of different markets, notably by providing more service options for commuters and enhancing the experience for visitors to the area.

At peak and/or off peak periods?

### **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.

- To meet demand a half hourly peak hour service to/from Matlock. A passing loop and/or other infrastructure improvements are required to enable this.
- Peak hour trains to be at least three car units.
- An hourly evening service until at least 2300 from Derby and Nottingham.
- An hourly Sunday service from 0800 to 2300 hours.
- Extra stops at Belper for mainline services to provide connectivity to Chesterfield and Sheffield and the north. A new East Midlands to North West semi fast service serving Belper could meet the demand for northbound rail travel.

At Christmas and New Year periods?

- A Boxing Day service to meet demands of shopping, football and Matlock Raft Race.

For students travelling to local schools?

- Half hourly peak hour service especially for Derby College, situated adjacent to Derby Railway Station.

New housing, employment or retail developments?

- Half hourly peak hour service.
- Hourly Sunday service to provide more options for Sunday workers to access employment.

During the early mornings, late evenings, or at weekends?

- Half hourly peak hour service. A passing loop and/or other infrastructure improvements are required to enable this.
- An hourly evening service until at least 2300 from Derby.
- An hourly Sunday service.
- Extra stops at Belper for mainline services to provide connectivity to Chesterfield and Sheffield and the north. A new East Midlands to North West semi fast service serving Belper could meet the demand for northbound rail travel.

During the Summer period?

The Derwent Valley Line 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 development of cycle routes along the Derwent Valley up to and beyond Matlock generates an increasing demand from cyclists which are not currently well catered for.

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.
- Half hourly service to meet visitor demand. A passing loop and/or other infrastructure improvements are required to enable this.
- 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 17<sup>th</sup> 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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To special events? (and let us know which events you are thinking of)

There are numerous events throughout the year along the Derwent Valley line which can attract substantial numbers of extra passengers on already busy trains especially at weekends and school holidays. Travel to football matches is regularly an issue. Many events take place on Sunday and the minimum of an hourly service is essential.

- Football matches – provision of at least two car trains preferably 3 or 4 car as matches normally clash with already busy travel periods at weekends
- Matlock Bath Illuminations – provision of 4 car trains and a half hourly service to meet demand. Consideration for additional local shuttle service or relief trains which could possibly be temporarily stabled in the Matlock loop.
- Matlock Christmas Market – provision of 2 car trains

On journeys where interchange is poor?

- Interchange is poor for passengers from Derwent Valley Line stations who wish to travel north on the Midland Mainline. Passengers have to travel into Derby and travel back through Duffield, Belper and Ambergate junction which extends journey times and makes regular travel northwards unattractive. Belper could be utilised as an interchange for some mainline services to call and offer connections from local Matlock services.

10. What additional train services would you wish to see provided in the next franchise?

- Your view:

A new Leicester to Manchester or Liverpool regional rail service should be introduced to provide better connectivity between the regions cities and neighbouring towns. This hourly service should serve main towns on the mainline that have little service currently along this route. The regular stopping pattern of a semi-fast service could be Leicester, Loughborough, East Midlands Parkway, Long Eaton, Derby, Belper, Chesterfield, Dronfield, Sheffield, a stop in the Hope Valley, Stockport and Manchester. The provision of this service could replace mainline calls at Belper and enable Belper to become a small interchange station on the Derwent Valley Line for enabling quicker journey times for passengers travelling north to Chesterfield and Sheffield without travelling into Derby.

11. Do you support the proposal to reopen the line between Shirebrook and Ollerton to passenger trains?

Yes No

Your reasons: N/A to the Derwent Valley Line.

If so, what sources of investment could be identified to fund this proposal?

12. Do you think that the current number of services on the Midland Main Line to and from Luton Airport Parkway is adequate?

Yes No

Stopping at Luton Airport Parkway is at the detriment to journey time for most passengers to London. Corby services should serve Luton Airport Parkway and Thameslink services.

13. Would you like additional fast trains from London each hour to call at Luton Airport Parkway if this meant that, as a trade-off:

Some services are withdrawn from other stations, such as Luton? Y N

Journey times to other stations may increase? Y N

Freight capacity and/or frequency is reduced? Y N

14. How could the train service be better at meeting the needs of passengers travelling to and from airports within the East Midlands franchise?

Your view:

East Midlands Parkway could be served by a new regional semi-fast service between Leicester, Loughborough, East Midlands Parkway, Long Eaton, Derby, Belper, Chesterfield, Dronfield, Sheffield, a stop in the Hope Valley, Stockport and Manchester. This would provide increased travel options to East Midlands Parkway and increase demand to provide a dedicated bus service between the station and the airport.

15. What ideas do you have for improving the current service on the Liverpool – Norwich route?

Your view: Some of the overcrowding issues in the Manchester to Sheffield section could be relieved by offering a new regional semi-fast service between Leicester, Loughborough, East Midlands Parkway, Long Eaton, Derby, Belper, Chesterfield, Dronfield, Sheffield, a stop in the Hope Valley, Stockport and Manchester.

16. Would you support changing the destinations served by the existing Birmingham – Stansted Airport service, such as serving Norwich instead of Stansted Airport?

Strongly support      Support      **Neutral**      Oppose      Strongly Oppose

Your view:

17. Are you in favour of any of these route changes?

Liverpool – Norwich: Part transfer to TransPennine Express      Y      N  
N/A to the Derwent Valley.

Birmingham – Nottingham: Transfer of local service from the Cross Country franchise

Y      N

N/A to the Derwent Valley.

Birmingham – Leicester/Stansted: Transfer service from the Cross Country franchise

Y      N

N/A to the Derwent Valley.

Your reasons:

18. Would you like to see any other routes transferred to or from the East Midlands franchise?

Y      N      N/A to the Derwent Valley.

If so, which?

19. Do you support increasing the frequency of train services in Lincolnshire despite the impact this may have on level crossing users?

Y      N      N/A to the Derwent Valley.

Your reasons:

20. How can we improve all aspects of your door-to-door journey experience?

Your view:

Information and ticketing to and from the station need to be available and up to date for all modes. Ticketing needs to be available for end-to-end travel, including other public transport modes.

Walking and improved, secure cycling provision needs to be considered for each station. Car park facilities need to be improved at some stations e.g. better surfacing, lighting and CCTV.

All stations should offer fast/destination electric vehicle charging points enabling passengers to return to a fully charged vehicle.

21. What more could be done to:

Improve access to stations, including for those with disabilities or additional needs?

- Train company leases need to be modified so that they are responsible for providing suitable well illuminated and safe access across Network Rail owned land. For example on the overbridge and alleyway at Belper and the footbridge at Whatstandwell.
- The layout of several car parks needs reviewing to establish if more spaces can be accommodated. Cromford Station car park requires better lighting, improved surface to park upon, whilst Whatstandwell requires CCTV. Duffield station car park is often full and options to provide more parking need to be considered.

Provide better facilities at stations, including for those with disabilities or additional needs?

- The majority of Derwent Valley Line stations have step free access the exception being Duffield. The footbridge at Duffield needs replacing and disabled access needs installing. Duffield footbridge was planned to be replaced as part of the mainline electrification scheme.

- At Cromford there is a high step between platform and train. Options to install a 'Harrington Hump' along part of the platform should be considered.
- All stations on the Derwent Valley Line should have Customer Information Screens providing real time train information. Currently there are no screens at Duffield, Ambergate, Whatstandwell or Cromford stations. The recently replaced display at Matlock is not suitable as it states only the final destination e.g. Newark Castle and no intermediate stations where 99% of passengers are actually travelling to. The accuracy of the real time information provided at Derwent Valley line stations and on line is only available when the train is on the mainline. There is no train detection on the single line between Ambergate and Matlock. This means that all timing information for trains in this section is predicted rather than actual real running time. Train detection needs installing to improve the accuracy of train running information.

## 22. How could the next franchise operator make better use of stations for:

Community purposes?

Re-generating station buildings can bring benefits to passengers and the local community. Cromford, Matlock Bath and Matlock have retained their original station buildings. Each of these is in use by local community organisations or businesses. Matlock and Matlock Bath stations have potential for being made better use of to potentially benefit passengers and the local community.

At other stations where there are no station buildings, there may be options to install some form of facility to provide a combination of ticket or refreshment provision.

Commercial purposes?

## 23. What could be done to improve the way tickets are:

Sold? Your view:

- Provision of simpler more reliable ticket machines. More information regarding which tickets can/cannot be purchased.
- More use of mobile technology allowing electronic ticketing.

Provided? Your view:

- Provision of season tickets suitable for part time workers.
- Better awareness of ticket options especially discounts available for off peak travel including rail cards, groupsave/group tickets. These group tickets cannot be purchased online or from station ticket machines.
- Smart ticketing should be made available providing multi-modal travel.
- Ticket barriers need to be capable of reading all types of ticket – mobile and paper tickets.

## 24. What changes to the fares structure would be of benefit to you?

Your view:

- Provision of season tickets suitable for part time workers e.g. a carnet.
- Child ticket age should be extended to 18 to reflect the change in education, training and apprenticeships. This has been done on Merseyrail where young people aged 5 to 18 can purchase a range of half price rail tickets.
- Smart ticketing could facilitate these options.

## 25. What additional information would be useful to you when planning or making your journey, such as seat availability, journey times and connections?

Your view:

Positioning of doors accessible for disabled and cyclists should ideally be standardised and announced on CIS and via automated PA at all stations. On board trains there should be improved onward connection information for connecting services. This can be in the form of announcements and electronic displays.

How would you like the additional information to be communicated to you?

## 26. How could staff be more effective in providing the service and assistance that passengers need on a modern railway network?

Your view:

Passengers greatly value staff on board trains, the majority of whom provide a friendly and informative service, often in challenging circumstances. Staff are particularly valuable at times of disruption and for passengers with less mobility. They need to be empowered to address passenger issues.

## 27. How would you prefer the next operator to engage with:

You as an individual? Your view:

Individuals should if they wish, receive personalised travel information through communications of their choice. Individuals should easily be able to contact train company staff who are knowledgeable and empowered to assist passengers.

Your organisation (if applicable)? Your view:

Stakeholders should be engaged with on a regular basis by the TOC. As a Community Rail Partnership we would envisage a high level of engagement regarding our local rail service. This should include being informed of service changes and station works and actively engaged in developing the route in partnership with the TOC and Network Rail. This should include ways to improve the promotion of the route in partnership with the train operator.

## 28. What would make you feel safer and more secure on your journey in relation to?

Increasing safety at stations and on train are very important.

Trains. Your view:

The design of trains is important so that passengers feel safe whilst traveling. Seats on some trains notably on 158 units have very high backs to them giving an enclosed feel and negative perception of safety. The lack of vision from these seats also increases anxiety for passengers who are unable to see their luggage stored in the luggage racks.

Routes. Your view:

Stations. Your view:

A station investment programme should be available to improve safety at stations which can fund lighting, CCTV, car parking and improvements to access routes. The installation of lifts or ramps, where there are none currently, will also improve safety for many people as well as improving accessibility. It is important that station facilities are well maintained including during winter weather.

## 29. How do you think more investment might be put into the railways to match money already coming from government through Network Rail?

Over the years considerable funding has gone into the local rail network to fund station enhancements and access improvements. In recent years considerable investment has been withdrawn by Government from various railway projects including Access for All projects. These programme changes have meant the loss of match funding and making future requests more difficult. Due to reduced funding there is considerably less matching funding now available. When jointly funded projects are being planned and implemented it is important that they are delivered as agreed to meet funding deadlines.

Community Rail Partnerships do have access to some funding opportunities that will promote community rail lines or enhance passenger experience. The Derwent Valley Line Community Rail Partnership has had considerable success in obtaining numerous community rail grants for station and marketing projects utilising both rail and non-rail funding as match. The train operator needs to work creatively with the Community Rail Partnerships to jointly develop projects that can be part funded through these community rail grants.

## 30. Are there any other areas that you think it is important for us to consider that have not already been discussed in this consultation?

Your view: