

CORRESPONDENCE

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From: Contact - East Midlands Railway <contact@eastmidlandsrailway.co.uk>

Sent: 17 February 2022 12:14

To: clerk <clerk@belpertowncouncil.gov.uk>

Subject: Reference: ET1104972

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Dear Debra

Thank you for your email.

I am very sorry for the delay in our response to you, we are currently experiencing a high volume of customer contact. It is disappointing to hear that you contacted us using our online web form and have not received a response. I have checked our records and unfortunately I am unable to locate this correspondence and I appreciate the disappointment this causes.

During June last year we introduced a reduced timetable on most Regional routes due to a period of poor performance following the introduction of our full timetable.

Under our December 2021 Timetable, trains on our Matlock line will continue to run between Matlock and Derby only, we understand this is disappointing for our passengers and we appreciate that EMR services provide vital connections for the communities that we serve.

Unfortunately, like other Train Operating Companies, we are still very much subject to the impact that Covid 19 had on the railway including high level of staff unavailability related to Covid 19, as well as the knock-on effects of a shortage of rolling stock across the UK rail network.

Please be assured EMR are progressing with plans for future timetable changes and that will include the prioritisation of services which we are confident can be reliably provided, meet passenger demand, and are not provided by other services or operators.

I would like to sincerely apologise for the disappointment and inconvenience this has caused.

Thank you for taking the time to get in touch

Kind regards

Senior Customer Service Executive

Tel:

Email: [contact@eastmidlandsrailway.co.uk](mailto:contact@eastmidlandsrailway.co.uk)