



# ESK VALLEY RAILWAY PASSENGERS' NEWSLETTER

October 2013

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0871 200 49 50

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**Traveline**  
0871 200 22 33  
Daily 7am to 9pm

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## Customer Information Screens

Seven more Esk Valley Railway intermediate stations have been fitted with real-time information screens. At unstaffed stations, travel information is vital for customers travelling through the Esk Valley. At **Great Ayton, Castleton, Danby, Egton, and Glaisdale**, the screens are already up and running.



**Commendale** and **Sleights** will follow soon. These seven stations will bring to ten the number of stations fitted with electronic information displays. **Whitby, Lealholm** and **Grosfont** were fitted with screens two years ago as part of a successful pilot project which Northern introduced to promote real-time information for remote rural stations.

It has been hugely successful with passengers and has vastly improved the customer experience of rail travel along the line, particularly at times of disruption to services and in bad weather conditions during the Winter. Direct links to smart phone technology are also available where internet coverage can be accessed.

[View Esk Valley live arrival and departure times for all stations >>](#)

## 40s Weekend at Whitby



At the request of NYMR, Esk Valley Railway management and volunteers decorated and staffed the station at Whitby to celebrate the 40s Wartime Weekend. Despite adverse publicity in the *Whitby Gazette* the week before, implying that the event was cancelled, we 'Kept Calm and Carried On', so to speak. In fact, only one element had been cancelled, the concurrent food festival organised by Scarborough Borough Council and Welcome to Yorkshire, in previous years held in the town centre. Ryedale Folk Museum was also convinced that the station event was cancelled, but, to its great credit, turned up anyway and displayed some fascinating 40s memorabilia at Whitby station. We even improvised, at very short notice, temporary display stands for the museum exhibits – true wartime spirit!

We all had a great time interacting with the passengers, despite the lack of steam trains on Friday and Saturday. Sunday made up for it though, with each service 'topped and tailed' with two steam trains throughout the day!

On Saturday evening, a dance was organised in town at the Metropole Hotel by Linda, who owns a guest house in Whitby. Again the adverse publicity gave the impression that this event was also cancelled, but Linda and her volunteers went around the town yet again, with more posters and reassurance that the event was really taking place. It was a sell-out and well over a thousand pounds was raised for the Help For Heroes charity.



All in all, this was a successful local community partnership, promoting the railway and tourism for the area. This will certainly be built upon in Whitby for next year. Many thanks to my team and also Angela, Amy, Rob and Jim, volunteers from Ryedale. This is what it is all about – working together.

### Goth Music Train 2013



Be there at Whitby Station and join us on the 19.15 service to Middlesbrough on Friday 1st November! Dress optional. Bats and rats obligatory. **Conquest Brewery** will be providing the real ale. **Railroad Hobos** will provide the live music. This is a legendary night out. Kids in fancy dress welcome. Dogs travel free.

This is an extra service provided by Northern and promotes responsible drinking whilst highlighting the value of travel by rail to pubs and restaurants along the line.

[Find out about train times and read more about Whitby Goth Weekend >>](#)

### Santa Shopper 2013

On Saturdays 7th and 14th December, we are once again running our popular Santa services. Santa and Mrs Christmas will be travelling on the 12.41 from Whitby and the 14.16 from Middlesbrough. The Train Operator, Northern, will be providing goodies for the kids. Parents will be treated to a mince pie and sherry. Dogs will get a biscuit!



Duo tickets are £10.80 for two adults travelling together for a day-return ticket from Whitby to Middlesbrough.

### Esk Valley Railcard 2014

able to issue and renew our railcards from their stations, including **Middlesbrough, Thornaby, Scarborough, Northallerton and Harrogate.**



This is a great step forward and will improve the service to our customers. Railcards will still be sold at **Whitby** and **Redcar** stations or by post from our office at the Coliseum.

[Read more about the benefits of having a railcard>>](#)

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