

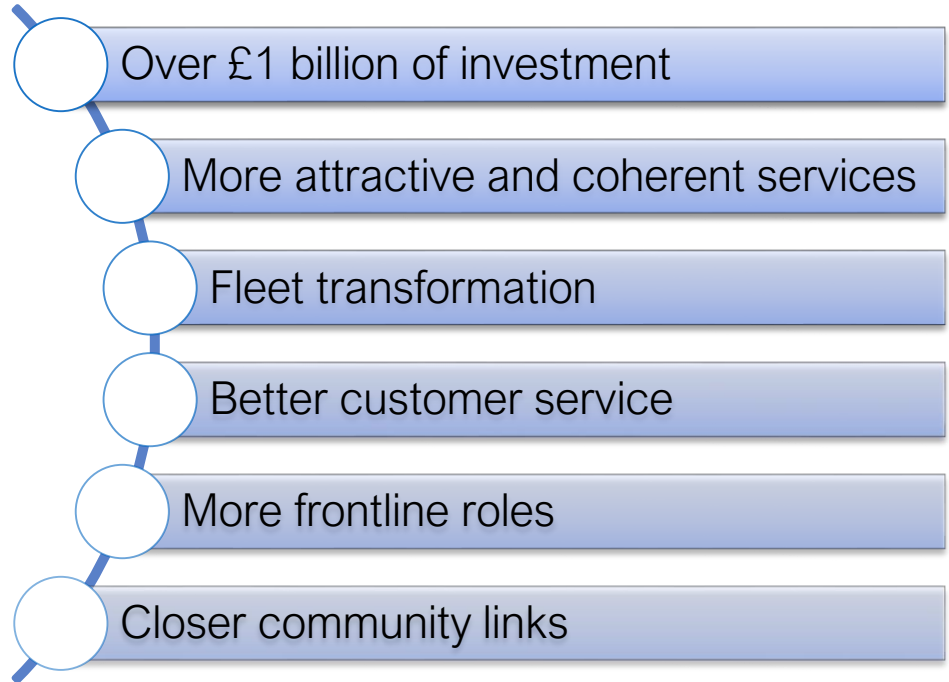


Stations in a transformational franchise

Alex Hynes
Managing Director
Northern

A transformational franchise

- Setting a new standard for rail travel in the north
- c£60m station investment programme
- Targeting small to medium sized stations through Station Improvement Fund (SIF)
- Devolved management



Station Improvement Fund (SIF)

SIF Aims

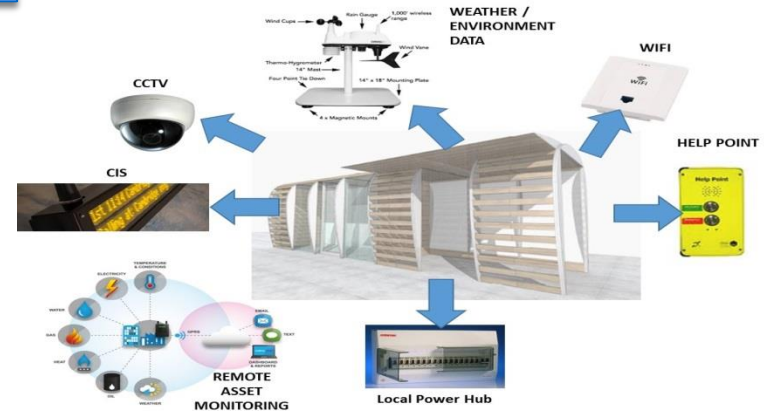


- Create consistency in station facilities
- Improve quality of station facilities
- Invest in small to medium sized stations

Four key targets



- Passenger Comfort
- Security
- Customer Information
- Retailing



Upgrading the customer experience

More face-to-face customer service

Extended opening hours

Facility improvements

- Shelters
- Waiting rooms
- Toilets

Northern Connect station upgrades

New maintenance contracts

Improved customer information



Using new technology opportunities

Continuing customer information upgrades

Extending wifi availability

Retail

- Extend and upgrade ticket vending machines
- Video assist
- Smart walls
- Multimodal ticketing

Digital information provision

Smart devices for all employees



Strengthening Community Relationships

Community Relationship Partnerships

- Improving relationships
- Investing £600k per year

New Station Adopters programme

New Community Safety officers

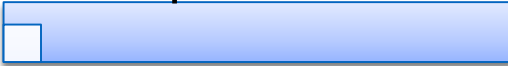
Redeveloping redundant or underutilised station buildings for social use

- Mytholmroyd
- Cottingham
- Morpeth



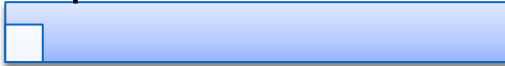
Accessibility and the environment

Accessibility developments



- 25 Inclusive Hubs
 - Fully accessible stations
 - Improved journey opportunities to and from stations
 - Improved wayfinding and signage
 - 'Obstacle Free Route' from arrival to boarding
- Harrington Humps

Environmental improvements



- DB Destination Green
- LED Lighting
- Rainwater harvesting
- Environmental training
- Cycle programme





Stations are at the heart of Northern's franchise transformation



Significant investment



Network-wide improvements



Multi-faceted approach



