Stations in a transformational franchise
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A transformational franchise

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

- Over £1 billion of investment
- More attractive and coherent services
- Fleet transformation
- Better customer service
- More frontline roles
- Closer community links
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