

Transforming Rail Services in the North

Lancaster
6 February 2020

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Agenda

- A look back
- Performance
- Rolling stock
- Timetable changes
- Stations



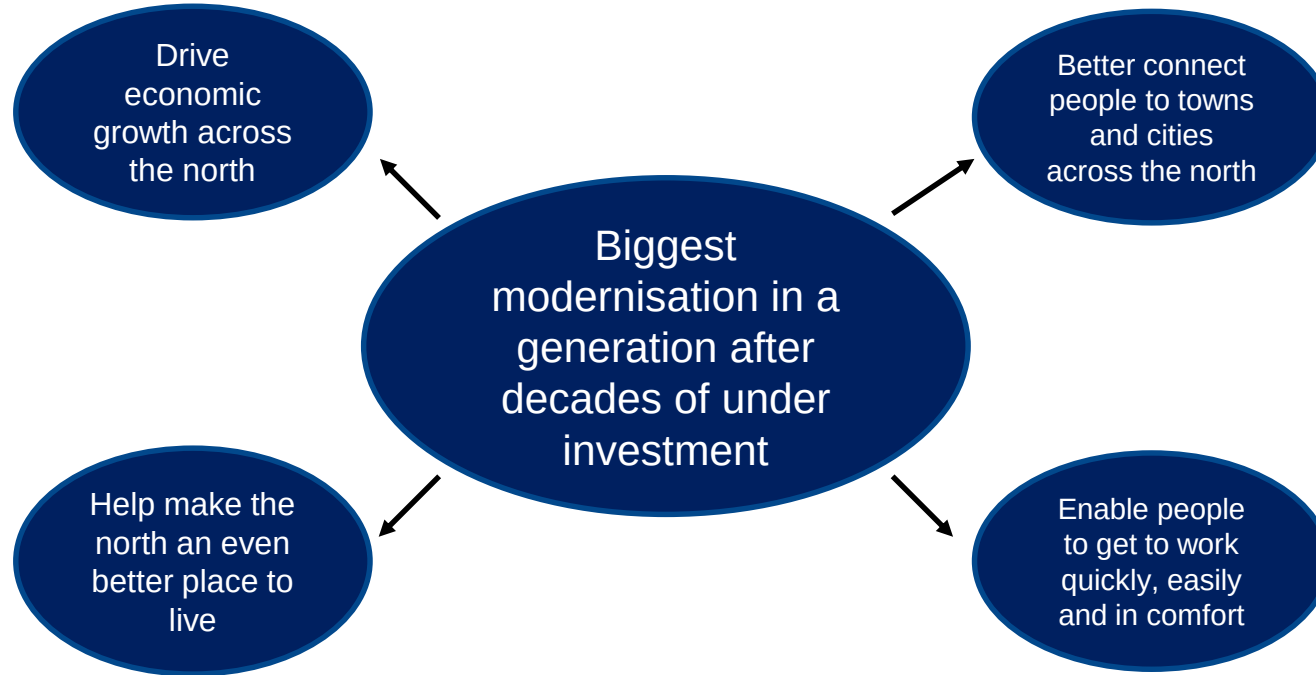
- Commercial/ticketing
- Industrial relations
- Depot improvements
- Community Rail
- The future

Northern Franchise 2004-2016

- No growth steady state franchise
- Inherited stock from previous franchises
- No planned investment in infrastructure/new rolling stock
- Passenger growth leading to some additional cascaded stock (2007-11)
- Electrification of Chat Moss route and 319 introduction in 2015



Modernising the North



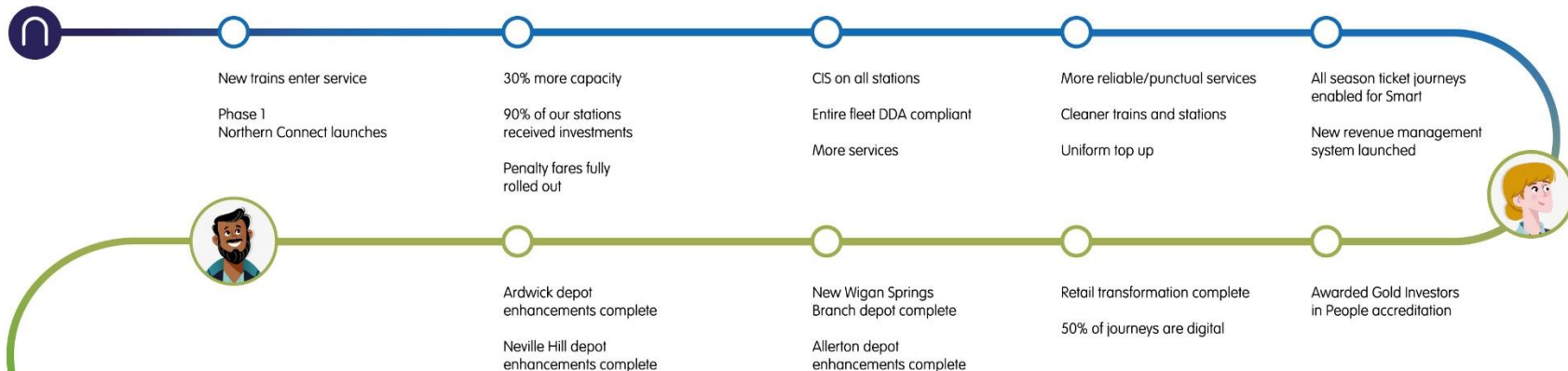
May 2018 background

- May 18 timetable should have been transformational
- 2,000 + new services per week
- Electrification of Manchester-Bolton and Preston-Blackpool
- Network Rail announce delays in completion of works
 - Bolton corridor
 - Preston - Blackpool
- Northern had to rewrite timetable in 4 months
- Without longer planning May 18 doomed to fail
- June temporary timetable to stabilise services

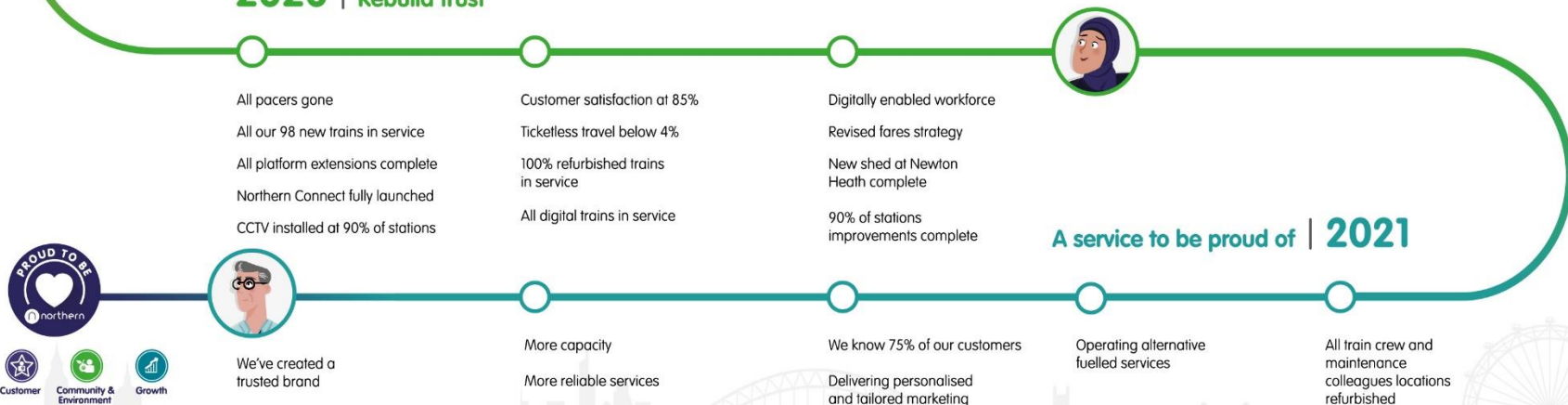


Our three year journey

2019 | Get the basics right

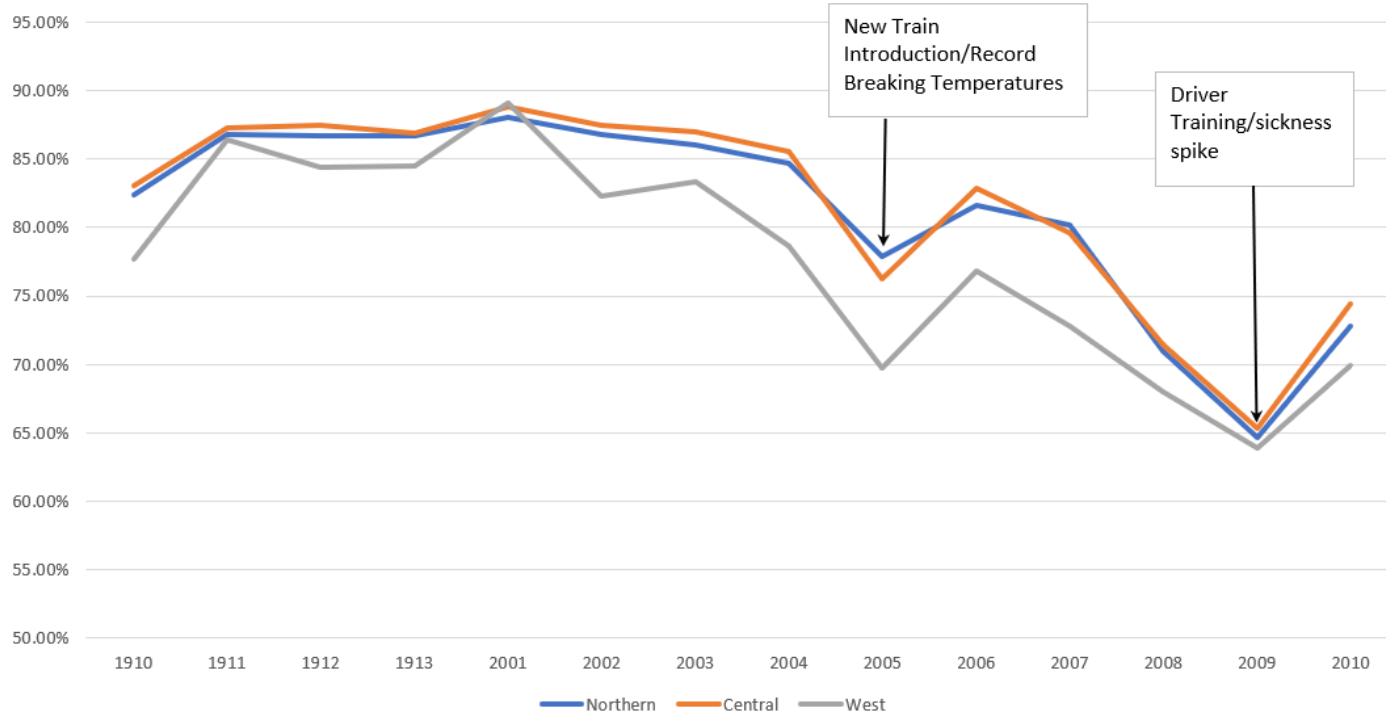


2020 | Rebuild trust



Performance in 2019

Northern PPM January 2019 - January 2020



Performance

- New trains entry into service
- New train traction training – Over 11,000 days in 2019, 4500-5000 in 2020
- Major fleet movement in December
- Legacy route and traction training
- Traincrew availability
- Extreme weather/autumn conditions
- Network congestion



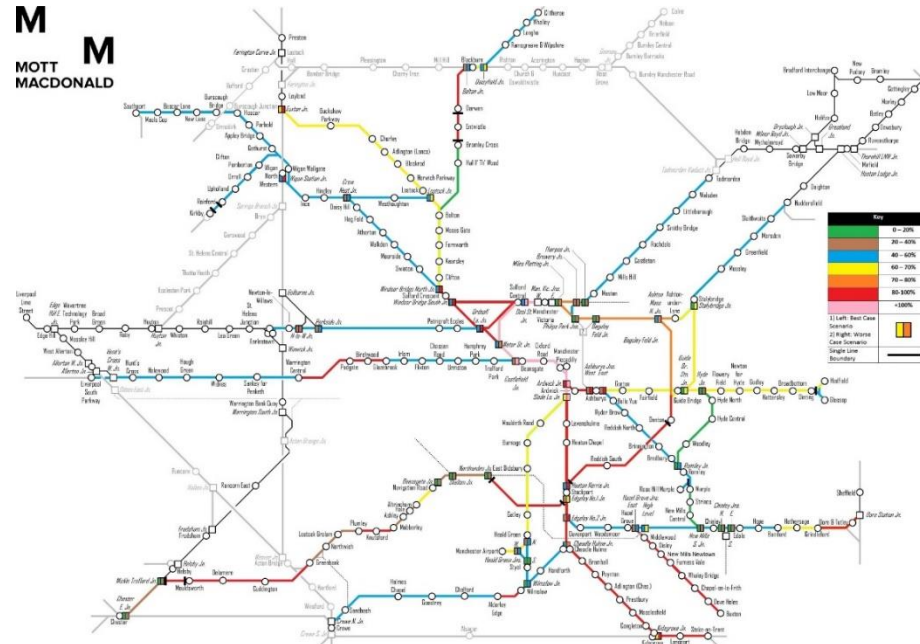
Manchester capacity

- Manchester is still a “bottleneck”
- The timetable has little tolerance of delay
- We need to finish the Manchester Hub or an alternative to realise the full potential of a growing railway



Performance challenges

- Congested infrastructure – Castlefield Corridor example

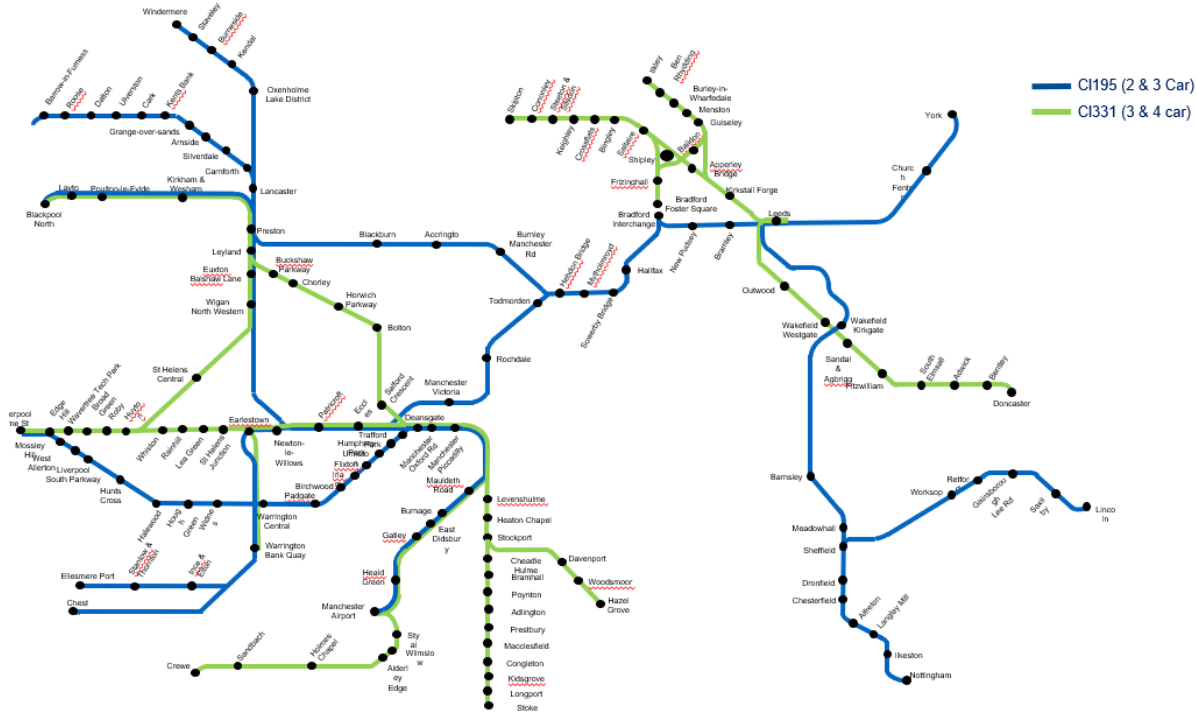


New trains

- 101 to be delivered
- 52 in operation across franchise
- 6-car trains on Bolton corridor
- Next tranche of new trains 9 x 195s and 3 x 331s to enter service 17 February
- Infill on some stopping services – for example Hope Valley and Preston - Victoria service groups



New trains



70% Existing Fleet Refurbished with 14 Digital Trains



Class 323

- 3 refurbished units now in service
- 17 additional units from WMT by 2022
- Looking at strengthening options



Class 769

- First unit 769450 mileage accumulation complete
- 2 units accepted into fleet
- Driver Training to Commence January 2020
- First units in service by March 2020
- All 8 units in service by May 2020



Rolling Stock

Pacer Exit from Service

- Small concentration of 142s left in and around Greater Manchester
- 144s in South and West Yorkshire
- All exit from service by Spring 2020



Key Timetable Change Highlights

- May 2019 – Chester – Manchester Victoria launched
- July 2019 – Manchester Airport – Cumbria launched
- December 2019 – Re-established direct services from Southport to Manchester Oxford Road and Piccadilly
- May 2020 – Class 195 (100mph) sectional running times on MIA-Cumbria – Class 156/158 timings until then



Stations

Delivered to November 2019

- Spent in excess of £111m
- New station - Warrington West
 - Opened 15 December 2019
 - State of the art design
 - Heritage of site reflected in the design
 - Early revenue projections higher than expected
- Anti-glare screens on TVMs
- 84 New shelters / refurbishing 53 shelters
- Refurbishment of 22 waiting rooms
- Installation of 59 CIS Screens
- PA at 9 stations
- Ready for CCTV installation at 32 stations
- New signage
- Refurbishment of 14 toilets
- Lift upgrades and more OOH access
- Roving microphones
- Blackpool North shelters and seating
- Morecambe CIS



Station Investment Fund (SIF) – overall franchise progress

Committed to March 2020

- More new and refurbished shelters
- Continued refurbishment of toilets and waiting rooms
- Additional CIS
- PA on more platforms
- CCTV enabling – 3000 cameras
- Accessible hubs works
- LED lighting at over 100 stations



Commercial and ticketing

- Northern's Flash Sale - 10p fares on 80,000 Advance Purchase Tickets. Second wave in January 2020
- Successful launch of the Marketing media campaign "Lets Go"
- Advance purchase ticket sales increase 60% on 2018
- Penalty Fares on over 90% of routes
- Smart Season Tickets
- Local Newspaper £10 Flat Fare promotion and MyCumbria card discount scheme
- Over 600 TVMs installed – part of ongoing station investment in the North and App Development



Industrial relations

RMT

- DCO dispute currently suspended
- Over 50 meetings held between RMT and ARN since February
- DfT engagement on operational mode and second person



ASLEF

- New Deal for Drivers next steps
- Sunday working
- Ballot on proposals in early January 2020 with deal acceptance



Infrastructure change and depot improvements

New maintenance facility at Newton Heath

- New maintenance shed under construction

Ardwick depot

- 4 new stabling sidings now complete and operational

Allerton Depot improvements

- Bogie drop construction complete
- Mobile Elevating Work Platforms (MEWPS) have been installed

Wigan Springs Branch

- New depot for diesel and electric trains
- Opened December 2019



Community Rail

- Regular meetings with Community Rail Partnerships
- Key partnerships with Rail User Groups
- Stakeholder workshops to discuss future timetable changes and engineering works (Euxton 2020 and Rishton 2020)
- Station Adoption workshop at Cark



The future

- End of current Northern franchise in its current form
- Operator of Last Resort appointed – new agreement begins 1st March 2020
 - Introducing remainder of new trains
 - Work with Network Rail to build a new masterplan to review congestion around Manchester
 - Trial of new technology to identify crowding hotspots
 - 30 platform extensions across the Northern network



The future

- Williams Review/future of franchising
- Industry work on alternative fuelled trains
- Commitment to work with industry partners on infrastructure challenges



Thanks for listening



Questions?