

BBLG

Northern and New Trains Update

29 November 2019

Chris Jackson
Regional Director, Northern

How many services do we run per day?

1000

2000

2500

3000

3000



How many trains are in the fleet?

459

342

412

217

459

Number of stations we manage?

246

478

413

392

478

Number of Northern employees?

2526

4542

6387

6509

6387

Number of passenger journeys per year?

50M

105M

85M

95M

105M

101 Brand New Trains - £500m investment

- Most services from Blackpool North operated by brand new trains by Spring 2020
- 6-car new trains Blackpool to Manchester Airport from Dec 19
- 6-car new trains on key peak services Blackpool to Hazel Grove via Manchester Oxford Road from Dec 19
- 3-car new trains introduced from Blackpool to York from Dec 19
- 3 and 4 car new trains already in operation between Blackpool and Liverpool



The future

- Pacers – The End of the Line



The future

- By 2020, all services to Blackpool South will be operated by fully refurbished class 150 or 156 stock with greater passenger capacity than the Pacers they replace



Summary

- Modernisation is transforming the Northern network – one of the few TOCs still seeing substantial passenger growth
- Good progress in the face of some substantial challenges – and we are working hard to improve performance and stabilise the Sunday timetable
- We're transforming our customers' experience through:
 - Introducing new and refurbished trains from July 2019 to May 2020
 - Decommissioning old trains
 - Station improvements, as part of a £50m investment programme
 - More frequent services
 - Making best use of new infrastructure
 - Making it easier to buy tickets and offering better value – industry leader in SMART ticketing
- We recognise there is more to do to rebuild trust – and we have a relentless focus on continuous improvement through this biggest rail transformation in a generation

Questions?