

## FRANCHISE ANNOUNCEMENTS

### 2.5 Briefing note: Lancashire and Cumbria

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#### Key points

- The winning bidders for the new Northern and TransPennine Express franchises starting in April 2016 are **Arriva Rail North Ltd** (Northern) and **First TransPennine Express Ltd.** (TransPennine Express).
- Both franchises will be managed in Leeds by a Rail North / DfT partnership team.
- The **Northern** franchise will run for **nine years** with a possible **one year extension**.
- The **TransPennine** franchise will run for **seven years** with a possible **two year extension**.
- **Over 500 new-build carriages**, including 125mph intercity bi-mode trains (that run on both diesel and electric) will be introduced across both franchises.
- **Pacer units will be withdrawn by 2020.**
- **37% extra morning peak capacity on Northern** into Leeds, Liverpool, Manchester, Newcastle & Sheffield by 2019 (or over 31,000 extra seats).
- **66% extra morning peak capacity on TransPennine Express** into the big cities by 2019 (an extra 9,000 seats).
- **Free wi-fi**, media servers with on-demand entertainment and real-time passenger information screens will be introduced **on all trains by 2020.**
- **Stations will be improved**, with over £30m of investment, including ticket vending machines. **45** currently unstaffed stations will be **staffed for at least part of the day.**
- **Automatic compensation for delays** for registered season and advance purchase ticket holders.
- **More train services** will run in the week, **including on Sundays.**
- New '**Northern Connect**' services will be introduced, using new rolling stock, reflecting the needs of passengers travelling longer distances.
- **Improved customer service** and challenging **targets for customer satisfaction.**
- There will be increased **support and funding for Community Rail.**
- The new train operators will **cooperate with local smart ticketing schemes**, simplify fares, and **improve the door-to-door journey experience** for passengers.

## What it means for Lancashire and Cumbria

Passengers travelling on the routes between **Cumbria and Manchester** will see long-term benefits from the remapping of services from TransPennine Express to Northern:

- There will be more frequent services from **Windermere** (8 trains per day on brand new electric trains) and **Barrow-in-Furness** (4 trains per day on brand new diesel trains) to **Manchester Airport** as part of the Northern Connect network.
- Direct Sunday services from Windermere to Manchester Airport.

There will be a slight increase in frequency on weekday and Saturday Northern services between **Barrow-in-Furness and Lancaster**, and significantly increased frequencies on Sundays to both **Lancaster** and **Manchester Airport**.

Benefits for passengers at **Preston** will be:

- Brand new, longer, electric trains on services between **Manchester and Scotland**.
- One extra semi-fast train per hour to **Manchester**, as the existing two TransPennine Express services are replaced by 1 TransPennine Express and 2 Northern Connect, all operating with brand new trains.
- New electric trains on stopping services to **Manchester**.
- New diesel trains on Northern Connect services between **Blackpool and York via Preston and Leeds**.
- New TransPennine Express service using brand new electric trains between **Liverpool and Glasgow** (3 trains per day)
- More frequent, hourly service to **Ormskirk**.
- More frequent, hourly Sunday service to **Colne**.

More frequent trains will be provided from **Carlisle to MetroCentre and Newcastle** (2 trains per hour), at least 10 of which per day will be high-quality Northern Connect services using fully refurbished trains.

One extra train will depart from **Leeds for Carlisle** between 1600 and 1900 for the benefit of commuters, and two extra Settle and Carlisle line services on Sundays.

Up to six extra services will be provided per day to stations on the **Cumbrian Coast** route between Barrow-in-Furness and Carlisle, with the timetable better suited to employees at Sellafield and Whitehaven. Sunday services from **Carlisle to Whitehaven** will be extended to **Barrow-in-Furness** and the frequency enhanced.

There will be an extra off-peak service every hour from **Blackburn to central Manchester via Bolton**.

There will be an increase to 7 trains per day from **Lancaster to Leeds via Skipton**, with times better suited to commuters. There will be one extra train on Sundays.

There will also be more frequent Sunday services from **Lancaster to Morecambe**.

## Stations

Accrington, Barrow, Blackburn, Blackpool North, Burnley Manchester Road, Chorley, Grange-over-Sands, Poulton le Fylde, Ulverston and Windermere will all become Northern Connect stations, to be staffed 0600 to 2200 daily, with catering outlets and free Wi-Fi.

There will also be extra car park spaces at Chorley and Blackburn stations.

The currently unstaffed stations at Darwen will have staff available to assist passengers from 0700 to 1100. Millom station will be staffed 0700 to 1500.

## What it means for the North of England

- Significant **economic benefits** for the region, **supporting business, tourism and job growth** and **contributing to the prosperity of the north of England** through better connections and faster journeys.
- **Reduced crowding** – more seats at the busiest times and fewer people having to stand.
- **Improved customer service** and increased passenger satisfaction.
- Customer and community engagement – **better communications** with **passengers and local communities**.
- **Enhanced connections** with other forms of transport – making it easier for passengers to use a mixture of trains and other transport options for their journeys.