

Northern makes 1,000 improvements at region's stations

January 7, 2020



Northern has made more than 1,000 improvements at its stations as part of plans to make journeys better for customers.

The train operator's Better Stations programme, designed to modernise stations, has seen tens of millions invested in improved facilities.

The scheme has seen, amongst other things, more than 600 new ticket vending machines, as well as nearly 300 improved waiting shelters and 260 new or improved seating areas.

David Brown, Managing Director at Northern, said: "Two years ago we committed to making significant improvements at our stations to give our customers a better journey experience - whether that's buying a ticket, waiting for a train, or getting information about our services.

"With more than 1,000 improvements already completed, and many more yet to come, there is no doubt that we are delivering on that promise."

As well as improving facilities for customers, Northern has installed more than 40 enhanced PA systems and almost 130 improved CCTV systems.

David added: “Our Better Stations programme is a multi-million pound scheme that is benefiting our customers and the communities in which they live as we continue to make our stations more comfortable, more user-friendly and safer than ever.”

Better Stations is part of Northern’s wider plans to improve all aspects of its network, giving Northern customers better journeys across the North of England.

Northern has introduced 33 brand new trains and, with a further 68 to be delivered during the rest of 2019 and into 2020 - a £500m investment - many customers are already seeing a step-change in journey experience.

By the end of the year the majority of Pacers will also have been retired and work continues to fully refurbish the remainder of Northern's fleet of trains.

To find out more about the improvements being made by Northern, visit the dedicated 'Transforming travel across the North' website.

Station improvement work completed by Northern to date includes:

New shelters	14
Replacement shelters	135
Shelter refurbishment	135
Waiting room refurbishment	54
Toilet refurbishment	15
Seating	261
CIS	137
PA	41
CCTV	127

