

Panel to give Northern customers chance to have their say

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Northern is giving its customers the chance to have their say on how the network is run as part of its ongoing transformation and improved customer focus.

The train operator is searching for thousands of people to be part of its new Customer Panel; a group designed to share views and opinions on everything relating to the Northern network.

The panel will, for the first time, give Northern's customers a real voice in how their rail services operate, and will be consulted on upcoming projects and the things that matter most to our communities.

Mark Powles, Customer and Commercial Director at Northern, said: "At Northern we're constantly looking for ways to improve what we do to provide a better service for our customers and the communities we serve.

"In the past 12 months we have made significant improvements to our network. We now have 100 new trains in operation, we've retired all of our old Pacers and we have delivered enhancements at 100s of stations across the north.

“Now, as we enter 2021, we want our customers to tell us what really matters to them and we want to get their feedback on our plans for the future. Together we can ensure that Northern makes a positive difference for the North.”

Through surveys and enhanced customer feedback, Northern will be able to provide a better service for customers – addressing concerns and issues more quickly – and will develop new products that meet the needs of modern rail travellers.

Mark added: “By understanding the areas in which we’re doing well – and those where we could improve – we can put our customers’ feedback into action and develop a railway that everyone in the north of England can be proud of.”

Rail Minister Chris Heaton-Harris said: “Despite the challenges of 2020, Northern passengers have seen long overdue improvements, including retiring the last Pacer and introducing the 100th modern new train.

“This latest initiative provides people across the North with a real voice in how their rail services operate, putting the priorities of passengers at the heart of our railway.”

To register for Northern’s Customer Panel click [here](#) or visit the website – northernrailway.co.uk/customerpanel – and follow the links.

Photo credit: Northern

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