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of Transport Services

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**Report to:** Transport Committee

**Date:** 17 November 2017

**Subject:** Northern Franchise Update

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## **1 Purpose**

1.1 Paul Barnfield, Regional Director East Arriva Rail North Ltd, will attend to update the Transport Committee with a brief presentation and will be available to answer Members' questions.

## **2 Information**

2.1 Mr Barnfield will update the Committee on;

- Replacement and refurbishment of rolling stock
- Changes planned to service levels
- Station investment
- Current performance and customer service
- Arriva Rail North's position regarding current and planned infrastructure schemes including the TransPennine Uograde
- Developing plans for the later stages of the franchise

2.2 Members will also have an opportunity to learn about the Arriva Rail North plans to improve revenue protection. The company are obliged by the franchise to maximise income from fares and to tackle fare evasion. The company are planning to trial a "penalty fares" scheme where if a passenger gets on a train without a ticket or Promise to Pay voucher at a station where ticket buying facilities are available, they may be liable to pay a penalty fare. The penalty is the greater of £20 or twice the full single from the station where the passenger got on the train to the next station at which the train stops.

## **3 Financial Implications**

3.1 None.

## **4 Legal Implications**

4.1 None.

## **5 Staffing Implications**

5.1 None.

**6 External Consultees**

6.1 None.

**7 Recommendations**

7.1 That the update from Northern be noted.

**8 Background Documents**

8.1 None.