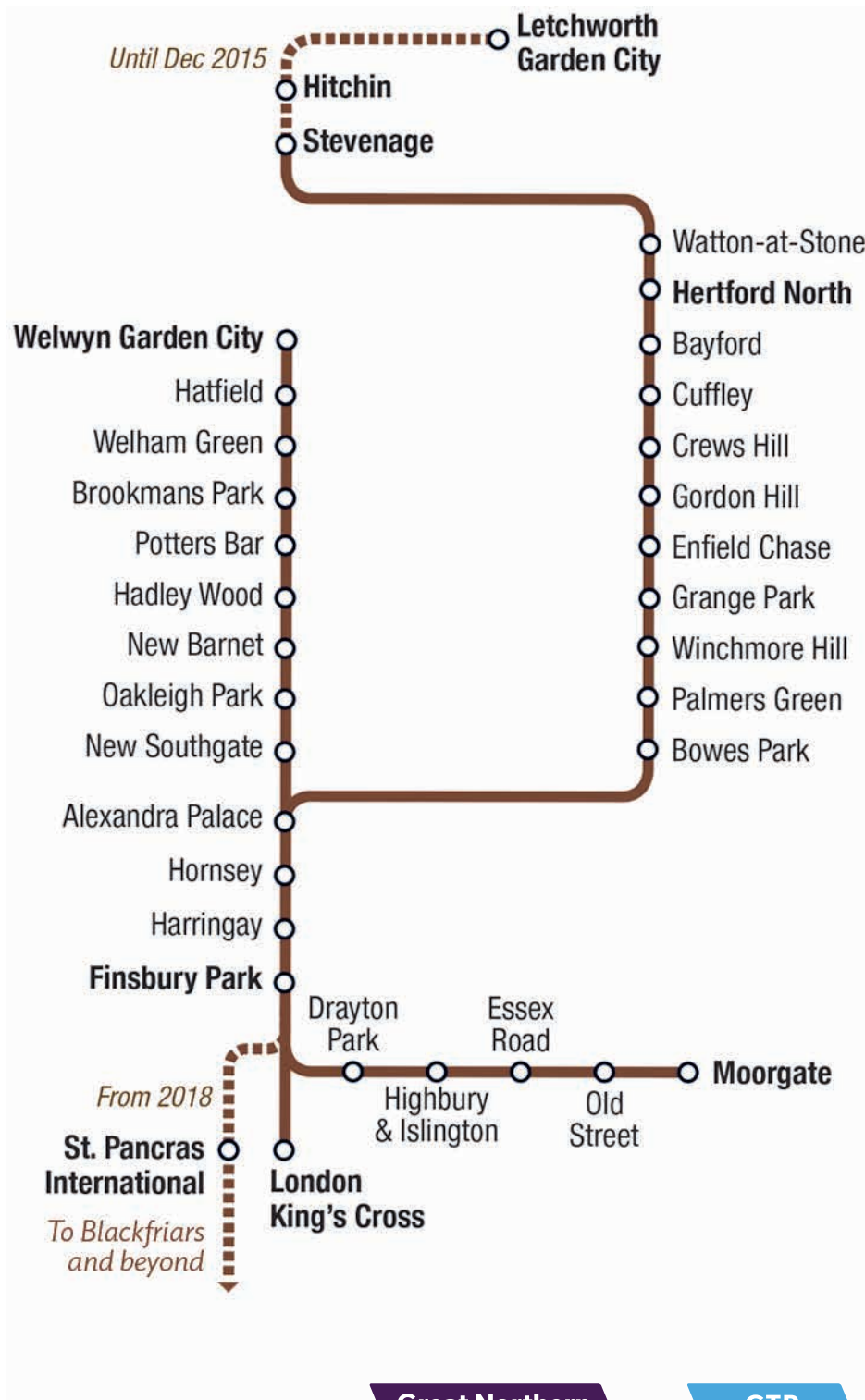


Great Northern inner suburban services



Key service changes

New trains

The Class 313 rolling stock which currently operates into Moorgate will be replaced by 150 new carriages, due to be introduced during 2018. The new trains will provide a metro-style layout with more capacity, improved reliability, air conditioning and passenger information systems that can be remotely updated to provide real-time travel information.

Extended operation to/from Moorgate

From December 2015, Moorgate opening hours will be extended to allow services to operate there, rather than King's Cross, earlier in the morning (from about 0600), later in the evening (until about midnight) and at weekends. This reflects clear demand for extended operating hours on the Moorgate branch. Passengers will continue to be able to access King's Cross by changing at Finsbury Park. A small number of early morning and late evening services will continue to serve King's Cross directly.

From May 2018:

- Extra peak services will operate to/from Moorgate to address crowding— providing nearly 20% more carriages across the three-hour peak.
- Hertford Loop: Off-peak frequency will increase to four trains per hour (4tph) (from 3tph today)
- Welwyn Garden City: Off-peak and Saturday frequency will increase to 4tph (from 3tph today)
- Stevenage: Off-peak frequency will increase to/from Moorgate to 2tph (1tph today).

From December 2018:

- In the peaks, 2tph to/from Welwyn Garden City will operate through the Thameslink 'core'. This is in addition to the peak service between King's Cross and Welwyn Garden City, which is retained.

Station developments

We are committed to further development work on plans for major enhancements at Stevenage station.

All stations on the franchise will benefit from a share of the £50m investment planned in improving station facilities and appearance. Benefits for stations on the Great Northern 'inners' include the following:

- **Interactive touch screens** providing train running information, journey planning, connection information and local maps, to be installed at Finsbury Park and Stevenage
- **Ticket machine** to be introduced at Crews Hill
- **Ticket gatelines** to be introduced at Alexandra Palace, Enfield Chase, Gordon Hill, Hornsey, New Barnet, Palmers Green, Winchmore Hill

Our investment programme for stations includes funding for more CCTV, toilet refurbishments, new retail facilities, help points and car park improvements – as well as plans for

increased cycle storage and improved transport integration. More details on specific plans for individual stations will be provided at a later stage.

Free Wi-Fi

Free Wi-Fi is planned to be introduced at 104 of the busiest stations across the GTR franchise.

First to last station staffing

First to last station staffing will be introduced at Alexandra Palace, Enfield Chase, Gordon Hill, Harringay, Hatfield, Hitchin, Hornsey, Letchworth Garden City, New Barnet, Palmers Green, Potters Bar and Winchmore Hill – as part of plans to provide first to last staffing at the 101 busiest stations on the GTR franchise.