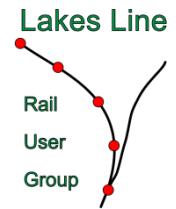


A Framework for the Lakes Line of the 2020s

The Lakes Line Rail User Group's expectations for a rail service for local people and for visitors to the Lake District



The Lakes Line is an essential part of the integrated transport system serving local people who live and work in Cumbria.

The Lakes Line is a crucial element of an integrated transport system for the UK as a whole, enabling the Lake District National Park (LDNP), now a World Heritage Site, to develop and sustain its place as a highly valued and ecologically sound destination for visitors who come from around the world.

Travelling by the Lakes Line will be the preferred option, with high rates of customer satisfaction.

The number of passengers on the Lakes Line will continue to increase, with a measurable year on year reduction in car use within the LDNP.

The Lakes Line contributes to a carbon neutral transport system.

A reliable service

- There are two trains every hour between Oxenholme and Windermere, as a minimum within core travelling hours - this is crucial to increase capacity and improve connections
- Trains run to the published timetable
- Every train stops at every station on the Lakes Line
- Weekend and Bank Holiday services reflect the needs of both local people and visitors
- Fast through trains provide transport to and from Lancaster, Preston, Central Manchester and Manchester International Airport, at 2-hourly intervals through core service hours.
- Connections with mainline services at Oxenholme are optimised.

The service is welcoming

- All stations are fully accessible, provide shelter, offer clear information about train services and onward connections (bus, bike, taxi, ferry, minibus etc), and have car parking facilities
- All stations are well maintained and reflect their local setting
- All trains have enough seats for customers and sufficient space for their luggage under normal loadings, and are “bike friendly”

- All trains have two crew, i.e. driver and train manager/conductor, on board; the train manager has specific responsibilities for safety, as well as checking tickets, and providing help and advice.

The service is affordable

- Train tickets are priced so that rail services are attractive for local people and visitors, including commuters, families and groups, children and young people, and older people, in order to provide a realistic alternative to car use
- Tickets are designed, priced and advertised to enable links to other local public transport including bus and ferry.

The rail providers listen to local people

- The train operating company(ies) and Network Rail discuss planned changes to the Lakes Line timetable, and agree these with local representatives, taking full account of their knowledge and experience
- Network Rail recognise the particular needs of the Lake District, and agree any service restrictions with local representatives.

All rail providers work together to deliver a competent service

- The West Coast Main Line operators work in partnership with the Lakes Line operator to provide frequent and practical connections between the two. Oxenholme will have a frequent and regular service by West Coast Main Line trains providing connections to and from other parts of the country.
- Network Rail's programmed engineering work minimises the disruption to tourism and local business, wherever possible avoiding closures at weekends and Bank Holidays
- Rail services are maintained at all times unless otherwise agreed with local stakeholders or in exceptional circumstances.

The service providers are held to account

- All decisions about and of relevance to the Lakes Line are transparent, with arrangements for Cumbrian residents to hold service providers to account.

The Lakes Line Rail User Group will monitor and report on operators' performance against this document.