

The Power of Open Access

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By Jason Wade



The North East Area Council were delighted to host a presentation from Jen Clare, Operations Director, Lumo. The presentation was delivered both in-person and online to provide the best opportunities for members to hear about a successful open access operation and future expansion plans.

Open access rail has been a hotly debated topic in recent months, and Jen took everyone through the topics of:

- Increased competition is driving value for money for customers, market response, and service innovations
- Economic growth and regional connectivity
- Lumo and the journey so far

Jen explained how Lumo was a lean organisation, which gives great engagement across the business and allows for the fostering of a fantastic culture. There is a strong level of accountability too; everyone knows who to go to and how to make things happen.

The communities served by Lumo are also very important to the business, and Lumo works hard to promote the benefits of modal shift. Whilst brand is really important,

colleagues who represent the brand are pivotal to the success of the operation. Recruiting the right people who will fit culturally is a key focus, coming from a broad range of backgrounds. Lumo is proud to see colleagues develop themselves and, in some cases, move on to other roles in rail companies. Lumo sees colleague development as essential, and CIRO as a key partner in that development journey. Lumo is fully inclusive and promotes a culture of empowerment for everyone, celebrating the company's roots in the North East. A strong partnership with local charities also exists, which Lumo is proud of.

The presentation came at an exciting time in the development of Lumo, as it was mobilising the new Stirling service, and Jen gave everyone some interesting insights into the work taking place in this area.

The presentation provided a great insight into Lumo, which was then supplemented by a comprehensive Q&A discussion on several topics. The North East Area Council would like to offer its thanks to Jen for joining us and delivering a great event.



POD sections covered:

02: Performance Management

03: Delivering Passenger & Freight Services

11: Railway Organisations Business Context