

# Northern Business Update

## South Fylde Line Community Rail Partnership July 2023

Owain Roberts  
Stakeholder Manager

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Community and Sustainability Manager

# Summer 2023 Review

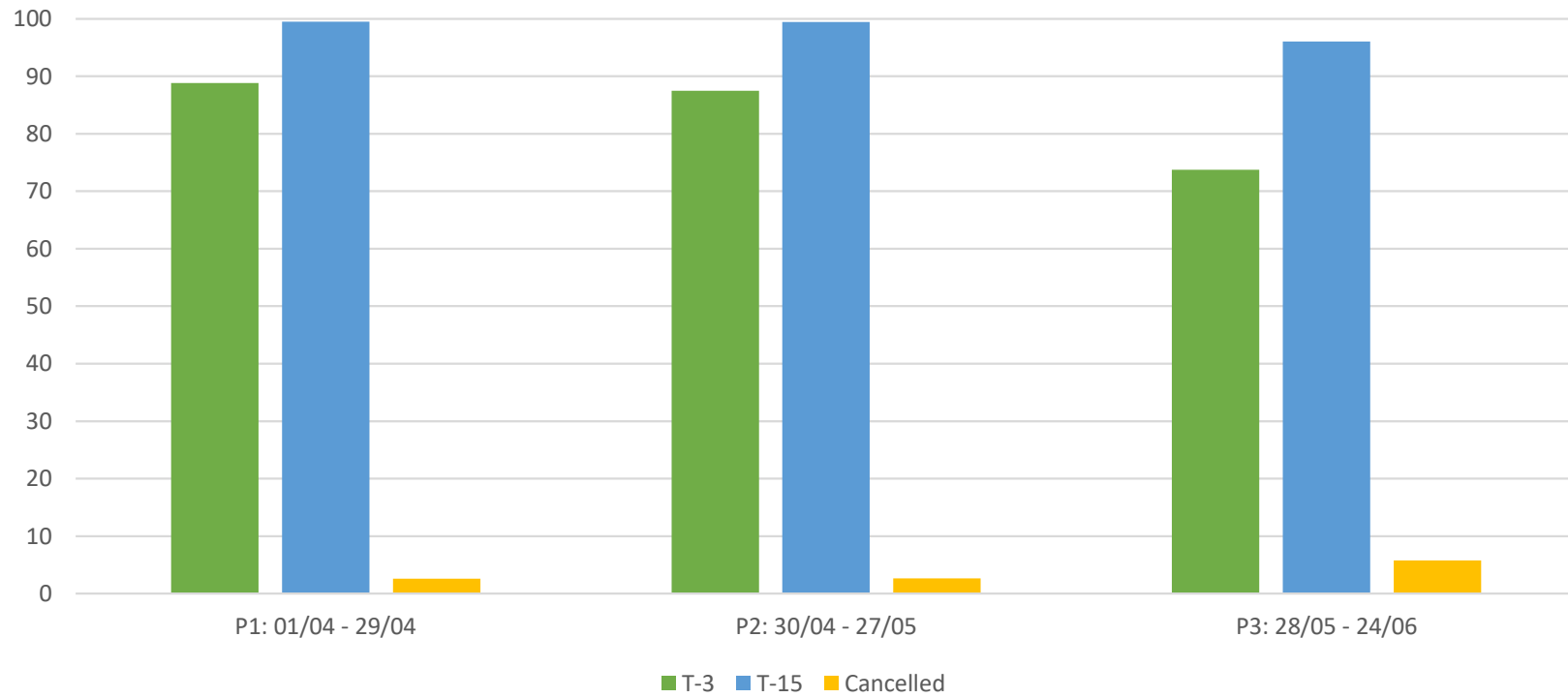
- Customer Demand – between 1% and 9 % growth year on year BUT around 30% down on weeks when Industrial Action takes place
- ASLEF Industrial Action – Action Short of a Strike 03-08 July & 31 July- 5 August
- RMT Industrial Action – Strikes on 20 & 22 & 29 July
- Service delivery challenges – high absence rates at key depots and Terms and Conditions flexibility
- December 2023 timetable change
- New Interim Regional Director appointed – Craig Harrop



Monday 17 July Expect Disruption Check before you travel	Tuesday 18 July Expect Disruption Check before you travel	Wednesday 19 July Expect Disruption Check before you travel	Thursday 20 July Limited Northern Services Check before you travel	Friday 21 July Later start to services Check before you travel	Saturday 22 July Limited Northern Services Check before you travel	Sunday 23 July Later start to services Check before you travel
Monday 24 July Normal Service Check before you travel	Tuesday 25 July Normal Service Check before you travel	Wednesday 26 July Normal Service Check before you travel	Thursday 27 July Normal Service Check before you travel	Friday 28 July Normal Service Check before you travel	Saturday 29 July Limited Northern Services Check before you travel	Sunday 30 July Later start to services Check before you travel

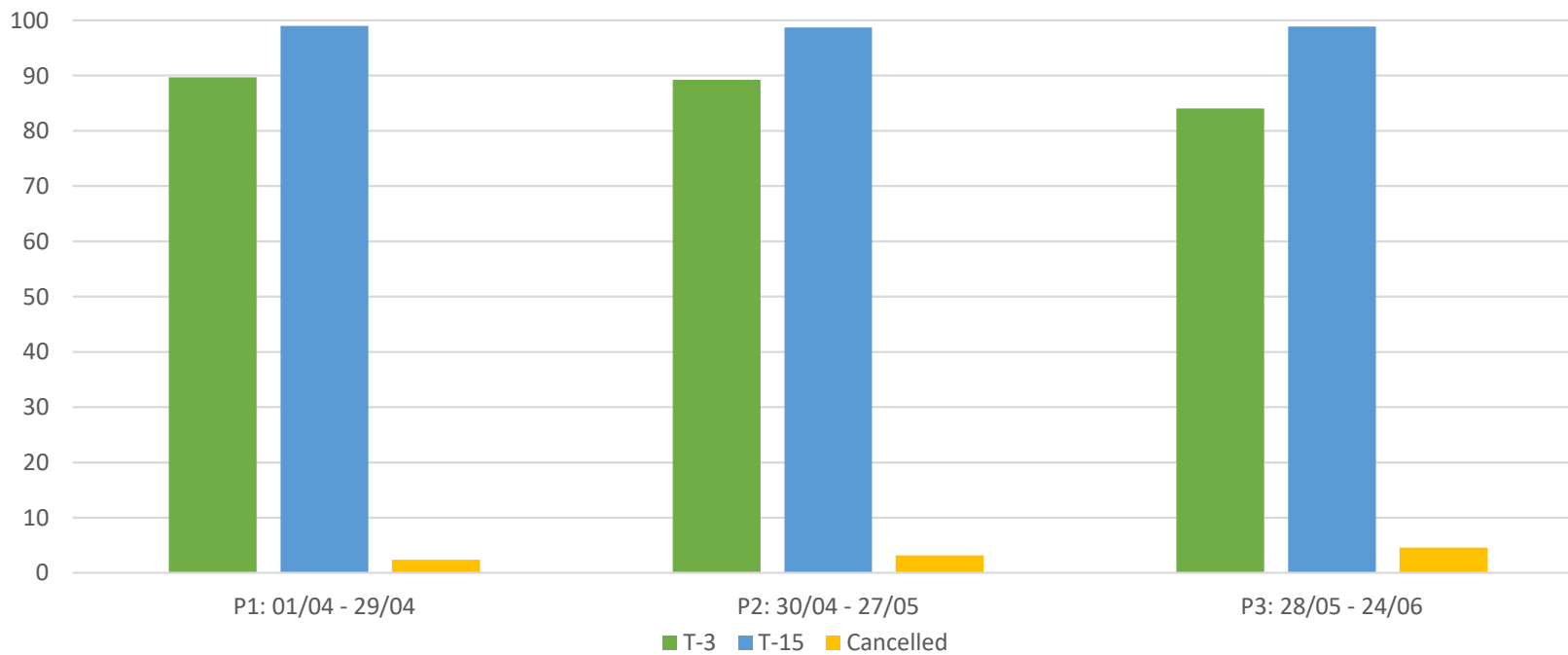
# Spring / Summer 2023 Performance

Blackpool South - Preston Service Group Performance



# Spring / Summer 2023 Performance

Preston - Colne Service Group Performance



# Community Rail



#ConnectingCommunities



Rail Delivery Group



# Strategy / Commercial

- Summer leisure campaign.. More train, less traffic
- Relaunch of the Railway Guardian app
- Study looking at increased frequencies on routes in East Lancashire
- Fare dodger bingo
- Consultation on the future of ticket retailing/ticket offices – ongoing and closes on 28 July 2023:

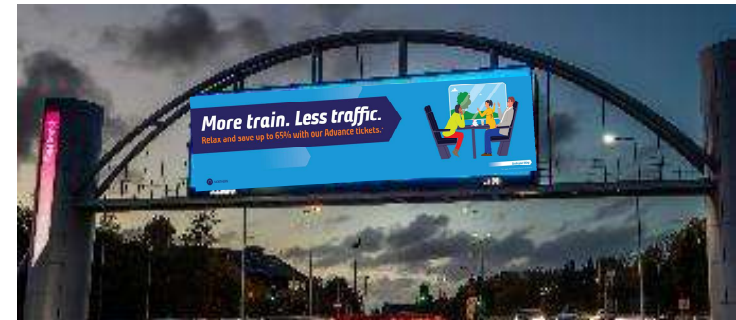
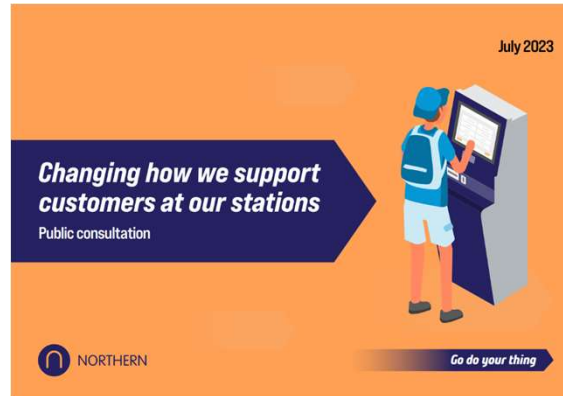
[www.northernrailway.co.uk/consultation-2023](http://www.northernrailway.co.uk/consultation-2023)

- Car v Train savings calculator: [www.northernrailway.co.uk/train-vs-car-comparison](http://www.northernrailway.co.uk/train-vs-car-comparison)



**Fare Dodger BINGO**

"I've got a ticket but my phone's just died." <small>(I've actually just switched it off.)</small>	"The ticket machine at the station wasn't working." <small>(Not that I tried to use it.)</small>	"I thought you could buy a ticket on-board." <small>(Worth a shot?)</small>	"But I'm only going one stop." <small>(I didn't think you'd get to me in time.)</small>
"I've lost my purse / wallet." <small>(Ignore all my shopping bags.)</small>	"Someone else is going to pay for my ticket when we get there." <small>(Someone as yet unidentified.)</small>	"I get paid on Friday, I'll pay you then." <small>(I pay for everything retrospectively, don't you?)</small>	"Zzzzzz" <small>(I'll just pretend to sleep through this ticket inspection.)</small>



**Any Questions ?**